BANK OF MAHARASHTRA
Request for Proposal of Supply, Installation, Commissioning and Maintenance of HCI along with VMware virtualization software solution and NAS Storage device.

Comments on the Terms & Conditions, Services and Facilities provided:

Sr. No.	Page#	Point\ Clasue	Clarification point as stated in the tender document	Comment/Suggestion/Deviation	Bank Response
1	4		The proposed HCI solution must support VMware vSphere hypervisor. The HCI solution will be deployed on VMware vSphere Enterprise Plus and licenses for the Hypervisor will be provided by Bank.	This Clause is OEM Specific. Even stated BOM is OEM specific on vCloud Standard & vCenter licenses. This gives undue advantage to VMWare on RFP's Solution components on HCI & SDN. Why Nutanix for your Cloud Deployments: Nutanix is an Enterprise Cloud company with rich references on Cloud deployments on its Hyper Converged Infrastructure platform. Nutanix is a Leader in Forrester, IDC, Gartner Magic Quadrant for Hyperconverged Infrastructure for the past 4 years, with more than 18500 customers worldwide and 650+ customer references in India like NSE/LIC/ICICI Bank /RBL bank etc and many large Govt Enterprises and PSU's like LIC etc (Strong leader with 60% Market Share in India). Our Web-scale approach brings both significant cap-ex and op-ex savings up to 80%, whilst introducing efficiencies within IT and improving time to market for new applications. We request you to look at Nutanix's end to end Solution for your requirement	There is no change in clause.

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2	7		The proposed HCI software should be embedded within the hypervisor kernel itself or with an external storage controller VM. The required resources of processor cores, memory and capacity for this external storage controller VM should be calculated separately, which will be over and above the requested resources and capacity by Bank and should be declared as a separate overhead during the time of submission.	Banks understanding on Overheads for HCI in-kernel architecture is incorrect. VMWare vSAN has its own overheads. Please see the link to verify: https://docs.vmware.com/en/VMware-vSphere/6.5/com.vmware.vsphere.virtualsan.doc/GUID-07EFD36A-F844-4E7D-830D-3863E4AA617C.html	There is no change in clause.
3	10		The Bidder should to ensure that the hardware and HCI Software should be certified to deploy SAP HANA solution VMware vSphere Hypervisor. The Bank will be providing the VMware vSphere Hypervisor licenses as per requirements.	Nutanix has been the first ever HCI to certify HCI + Nutanix AHV Hypervisor designed to run SAP HANA Solution. We have live customers running SAP on Nutanix HCI Along with Nutanix hypervisor. Request to consider the same. Below link is on SAP webite. https://assets.dm.ux.sap.com/mx-sap-nowmonterrey/pdfs/teatro_1_camilo_duran_4.pdf https://www.sap.com/dmc/exp/2014-09-02-hana-hardware/enEN/#/solutions?filters=hci;ve:4;v:179&id=s:2324 https://www.sap.com/dmc/exp/2014-09-02-hana-hardware/enEN/#/solutions?filters=v:deCertified;hci	There is no change in clause.

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4	12		The HCI must support connecting to external 3rd party storages like but not limited to SAN and NAS storage into the HCI cluster. All hardware and software required for the same should be provided on day 1	Is connection to external 3rd party storage required for Migration? If it is so, we can help you with our migration strategy. However, Bank should note that Customer adopt HCI to eliminate Silos of external SAN and SAN switching to achieve Software Defined solution. Nutanix Solution can however support connection to external storage via iSCSI. Kindly consider the same.	There is no change in the clause.
5	14		No single point of failure in HCI solution. The solution should deliver zero data loss in case of disk, host or network failure. Minimum 2 node failure must be considered while configuring the cluster. The solution should also be capable of protecting 3- nodes failure scenario in future if business criticality demands.	Please ask for single caching disk must not be considered as entire node failure. This is a fair ask for the enterprise customer.	Bidder may propose the solution which can fulfil the requirement of 2 node failure with zero data loss. Please refer revised Bill of Material for reference. Bidder should consider 2 nodes failures and solution should support 3 node failure capability in case BOM decides to use it in future The bidder is advised to focus on the solution being proposed rather than 'certain OEM'. The proposed solution must have enough checks done to validate that the node is indeed not available (after a timeout period) to start the rebuild process
				Please clarify that if in case of disk/Node failure certain OEM wait for 3600 Seconds to actually send the internal notification to consider as a node failure or disk failure and then start the rebuilding of the data, During this wait period if another disk/node goes down entire cluster along with the data will be corrupted. If this behaviour ok for Bank of Maharashtra ?	
				If not ask for as soon as disk/Node goes down .The data Rebuild Must start immediately as soon as the disk/node/hardware goes down.	

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6	16		The proposed HCI solution should be capable of supporting File Services VMs that would be required for file level workloads like NFS,SMB etc.	We understand that Bank desires enterprise 400TB NAS Solution. Enterprise Class NAS Solution will always provision File Analytics which is inevitable as part of teh solution. Nutanix deploys a native Software defined NAS File solution, ideal for audit, security (protects from Ransomware) who-accesses-what, who-deleted-what-file, with integration to Antivirus server with ICAP Protocol.	There is no change in the clause
7	21		The proposed solution should be capable to connect to any existing FC SAN for VM migration and should be able to re-use existing Storage natively using FC HBA (if required) . This to ensure that the existing SAN storage can be reused on Day-1 or in future if required to leverage the next generation HCI technology policies and features via Virtual Volumes (vVols).	> vVOLs is a OEM Specific protocol and technology. > Does the existing SAN Storage supports the iSCSI Protocol ? > Please share the SAN Model no.	Bank require to leverage existing storage investments. The solution should offer capability to improve existing storage utilization with granular level of provisioning. It should also offer common management across all leading external storage vendors using Policy Based Storage Management. If not vVOL, then bidder should mention & provide their equivalent protocol offering the same capabilities
8	22		The Proposed HCI Solution should be able to integrate and connect with proposed External NAS Storage Solution as requested in mentioned in this RFP	Request to alow OEM/Bidder to propose the native NAS Solution which is integrated with HCI with native Security, Auditing and Replication functionality.	There is no change in the clause

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9	25		The proposed solution should have single dashboard management for configuration, day-2 operations and maintenance.	Ideal Single Dashboard management for Configuration, day-2 operations maintenance is to ensure single Dashboard for Files/NAS , Hardware, Micro segmentation, Replication, backup, HCI, VMs, Updates, Operations and Advanced analytics.	There is no change in the clause. Bidder's solution should meet specified requirements.
10	26		The proposed solution should provide framework to set storage and data management policies like erasure coding, mirroring, fault tolerance, capacity reservation, cache reservation, IOPs limit on a per-VM & per virtual disk basis. It should also allow changes to these policies on the go without requiring to restart the virtual machines.	Bank should always look at application VMs for which Enabling & disabling compression can be done on the fly to effectively manage VM Efficiencies.	There is no change in the clause. Bidder's solution should meet specified requirements.
11	30		The solution should provide a single unified management console for end to end life cycle management of the entire environment that includes virtualized platform as well as HCI environment.	Ideal Single Dashboard management for Configuration, day-2 operations maintenance is to ensure single Dashboard for Files/NAS , Hardware, Micro segmentation, Replication, backup, HCI, VMs, Updates, Operations and Advanced analytics.	There is no change in the clause. The clause is self-explanatory
12	34		The HCI solution must have DC-DR bidirectional replication feature. It should also support single VM, multiple VM and all VM replication. One click GUI based recovery of VMs must be provided. If third party solution is required for the same then the licenses and required hardware for the same must be quoted on day 1.	Is license required for as many VMs that Bank deploys in future? Should it be Node based or Core based licensing, kindly confirm?	Bidder should specify per VM based licensing and should not depend on Node or Core base.

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13	37		The proposed All-Flash SSD's should not exceed the per disk capacity limit of 2TB and should be of Enterprise class category only.	Ideally, All categories of drives should be enterprise class only. Kindly confirm.	Bidder understanding is correct , all drives should be of Enterprise class.
14	39		Usable capacity of storage should be provided without dedup & compression turned on.	Ideally, even Erasure Coding should not be turned on? Has bank not considered this?	Bidder may propose additional features, but bidder proposed solution should satisfy by requirement given in the clause as well as should commit net usable capacity without deduplication, compression, erasure coding
15	40		The enabling and disabling of storage services like deduplication, compression, erasure coding should be easily available in GUI and should be non-disruptive in nature. These policies should be applied across the entire capacity to ensure that maximum savings can be obtained.	Bank should always look at application VMs for which Enabling & disabling compression can be done on the fly to effectively manage VM Efficiencies.	There is no change in the clause. Bidder's solution should meet specified requirements.
16	49		The solution should provide a single unified management console for the management of software defined storage environment, underlying Hardware and associated components.	Ideal Single Dashboard management for Configuration, day-2 operations maintenance is to ensure single Dashboard for Files/NAS , Hardware, Micro segmentation, Replication, backup, HCI, VMs, Updates, Operations and Advanced analytics.	There is no change in the clause. The clause is self-explanatory.

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17	51		The solution should provide enterprise data services such as compression completely in software without dependence on any proprietary hardware. These functionalities should be part of the proposed solution. The HCI solution must have functionality to enable or disable compression online on data container without any downtime and data loss as per business requirement.	Bank should always look at application VMs for which Enabling & disabling compression can be done on the fly to effectively manage VM Efficiencies.	There is no change in the clause. Bidder's solution should meet specified requirements.
18	54		The Solution should utilize all nodes of the Cluster for Data rebuilding without depending on parity calculation.	Please clarify that if in case of disk/Node failure certain OEM wait for 3600 Seconds (1 hour) to actually send the internal notification to consider as a node failure or disk failure and then start the rebuilding of the data, During this wait period if another disk/node goes down entire cluster along with the data will be corrupted. Ideally, if disk/Node goes down.the data Rebuild Must start immediately as soon as the disk/node/hardware goes down.	There is no change in the clause. Bidder should consider 2 nodes failures and solution should support 3 node failure capability in case BOM decides to use it in future. Bidder solution must satisfy minimum criteria mentioned in the clause.
19	1		The proposed SDN solution should be a purely software based solution and should not be dependent on any hardware make and model.	Allow SDN at the TOR level / Software level.	There is no change in the clause. Bank wants to build a software defined data centre model and SDN which needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
				OEM Specific point mentioned on 18,19, 23 and 24, 25,26......	
				All the Points are related to specific OEM.	
20	3		The solution should provide a single unified management console for end to end management of the entire environment.	Requesting customer to ask for single Management console for Hardware, SDN, VM, HCI, Upgrades, Files/NAS etc.	There is no change in the clause. The clause is self-explanatory

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21	7		The proposed SDN solution offering should be supported on multiple hypervisors like - vSphere and KVM.	Please ask for Hypervisor agnostic solution. Please modify the clause as "The proposed SDN solution offering should be supported on multiple hypervisors like - vSphere and KVM, Physical Server, Nutanix, Hyper-V etc "	Accepted. Please read the clause as "The proposed SDN solution must support existing VMware vSphere hypervisor and it should have capability to support multiple hypervisors like - vSphere and KVM, Physical Server, Nutanix, Hyper-V etc "
22	8		The SDN solution should support distributed Firewalling for VMs and Workloads Running on Bare Metal.	Proposed SDN Solution for the bare metal should not be limited to Linux VMs. It must support All flavours of Linux and Windows Servers and windows 7/10. (OEM Need to provide public link).	There is No Change in the clause.
				Solution should not be dependent on OS Firewall and provide L7 Visibility	
23	11		The SDN solution should support Management Cluster including control-plane capabilities.	Requesting customer to ask for single Management console for Hardware, SDN, VM, HCI, Upgrades, Files/NAS etc.	There is no change in the clause. The clause is self-explanatory
24	13		The SDN solution should support create virtual load balancer, VPN services, NAT services.	This is OEM Specific.	There is No Change in the clause.
				Allow fair chance for OEM/Bidder to bid in this RFP.	
25	14		The SDN solution should offer to deploy virtualized network functions (like switching, routing, firewalling and load-balancing), administrators can build virtual networks for Virtual Machines or Virtual Desktop Infrastructure without the need for complex VLANs, ACLs or hardware configuration syntax on underlay physical network.	this is OEM Specific.	There is No Change in the clause.
				Allow fair chance for OEM/Bidder to bid in this RFP. If the features like Load balancers, Routing can be achieved at TOR FW or Router. Please allow the bidder to propose the equivalent solution like Load balancer/ Firewalling at Firewall level etc.	

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26	15		The SDN solution should enable consistent networking and security across data center sites and across private and public cloud boundaries, irrespective of underlying physical topology.	Security upto Layer 7 including Breach Detection to Control Later Movement and Ransowmware attacks	There is No Change in the Clause. The clause is self-explanatory
27	17		The SDN solution should have support for integrating with Container Services such as Kubernetes.	Allow bidder to propose Calico and flannel for the Kubernetes native security solution. Native Security solution as more effective.	Bidder may propose any container networking solution that integrates with the proposed SDN Solution. This clause is asking for the SDN Solution to only support integration with Container Service(Kubernetes). Details of Kuberntes requirement is not part of the this RFP. Bidder may propose any container networking solution that integrates with the proposed SDN Solution. Bidder may propose additional capabilities as part of the solution as long as it complies the requirement.
				Also please share the Kuberntes requirement. If it for future ? As for unlimited kubernetes bases license on day-1 for kubernetes support.	
				Kubernetes itself is an open source solution. Allow OEM/Bidder for the solution which is more relevant for kubernetes security and not limited to SDN.	
				Security provided to Bare Metal should be extended to Container and the Visibly should be integrated in the same Dashboard.	
28	19		The SDN solution should support VLAN backed as well as distributed overlay switching encapsulated services.	This is OEM Specific. The SDN solution should support VLAN backed as well as distributed overlay switching encapsulated services. Allow bidder to propose VXLAN Overlay Network at the TOR level.	There is no change in the clause. Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
29	22		The SDN solution should support QOS marking.	OEM Specific.	There is No Change in the clause.

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				Allow Bidder to propose the same the TOR Switch /Firewall level.	
30	23		The SDN solution should support bridging between VLANs configured on the physical network and logical switches overlay networks for seamless connectivity between virtual and physical workloads for the requirement of VM workload needs to talk to workload on physical servers.	OEM Specific.	There is No Change in the clause. .
				Allow Bidder to propose the same the TOR Switch /Firewall level.	
31	24		The SDN solution should provide distributed routing, so the Routing between Virtual Machines with different IP subnets can be done in the logical space of hypervisor without traffic going out to the physical router.	this is OEM Specific.	There is No Change in the clause.
				Allow fair chance for OEM/Bidder to bid in this RFP. If the features like Routing can be achieved at TOR FW or Router. Please allow the bidder to propose the equivalent solution.	
32	26		The SDN solution should support distributed routing in-kernel with support of dynamic Routing and static Routing protocol including support for Ipv6.	OEM Specific.	There is No Change in the clause.
				Allow Bidder to propose the same the TOR Switch /Firewall level.	
33	27		The SDN solution should support Virtual edge device as virtual appliance or on bare metal offering below features –	OEM Specific.	There is No Change in the clause. Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
			- Routing Connectivity to physical network	Allow Bidder to propose the same the TOR Switch /Firewall level.	
			- NAT		
			- DHCP server		
			- Firewalling		
34	32		The SDN solution should support Stateful firewalling up to Layer		There is No Change in the clause. The SDN solution should support

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			7 (including app identification and URL whitelisting /Filtering), embedded in the hypervisor kernel, distributed across entire environment with centralized policy and management.	Solution should not limit on Hypervisor Kernel as it creates Performance Impact and Network Latency for applications	Stateful firewalling up to Layer 7 (including app identification and URL whitelisting/Filtering), either embedded in the hypervisor or running as a VM on the hypervisor, distributed across entire environment with centralized policy and management.
35	33		The SDN solution should support micro-segmentation for east- west traffic of virtual machines, offering security policy on VNIC of the virtual machines.	This point is OEM Specific.	There is No Change in the Clause
				Microsegmentation solution should not be dependent on OS Firewall and 3rd party components like VNIC.	
36	34		The SDN solution should support security policies for virtual machines and can be defined based on grouping construct with dynamic or static membership criteria based on VM name, tags, logical switch, logical port, IPSets, computer OS Name, computer name, Active Directory.	Should not be dependent only on Virtulised Infra and support Bare Metal, Cloud and Container as well	Bidder proposed solution must satisfy the criteria given in the clause additionally bidder may propose support for Bare Metal, Cloud and container
37	35		The security policies in the virtualization layer must be tied to the application VM, which means whenever any application is moved from one virtualized server to another, even between different VLANs, the security policies should follow the application and there should be no need to redefine the security policies for the application at the new location.	Solution should not depend on VLAN/SG and be flexible enough enough if its extended to Cloud, Continer etc	Bidder must provide the solution which satisfies the clause mentioned in the RFP. However bidder may propose additional capabilities that can be extended to Cloud and container workloads.
38	36		The SDN solution should support NAT.	OEM Specific.	There is No Change in the Clause. Bank wants to build a software defined datacenter model and
				Allow Bidder to propose the same the TOR Switch /Firewall level.	

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					needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
39	37		The SDN solution should support source NAT and Destination NAT with NAT logging capability.	OEM Specific.	There is No Change in the Clause. Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
				Allow Bidder to propose the same the TOR Switch /Firewall level.	
40	38		The SDN solution should support service insertion for all/specific traffic between VMs (north-south and east-west traffic) in the Data center can be redirected to a dynamic chain of security partner services.	Solution should not depend on Service Insertion rather have an independent solution for East-West and North-South traffic and Leteral communication including Ransomware.	There is No Change in the Clause. The clause is self-explanatory
41	39		The SDN solution should support Layer-2 VPN allows you to extend your datacenter by allowing virtual machines to retain network connectivity across geographical boundaries.	OEM Specific. Ask for Enterprise class Load Balancer and ask for Enterprise Classs VPN which has inbuild 2FA and must be there in the IDC and Gartner report.	Bidder may propose an external Layer-2 VPN solution that fulfils the requirement Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
				VM level VPN has multiple limitation and thats the reason enterprise customer go for Physical VPN box which offload the SSL Certificates and generated no load on the actual connection	
				Allow Bidder to propose the same the TOR Switch /Firewall level.	

Comments on the Terms & Conditions, Services and Facilities provided:

42	40		The SDN solution should support IPSEC VPN between two datacenters or between on-premise to public cloud.	OEM Specific. Ask for Enterprise class Load Balancer and ask for Enterprise Classs VPN which has inbuild 2FA and must be there in the IDC and Gartner report.	Bidder may propose an external IPSEC VPN solution that fulfils the requirement Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based SDN model would serve that purpose.
				VM level VPN has multiple limitation and thats the reason enterprise customer go for Physical VPN box which offload the SSL Certificates and generated no load on the actual connection	
				Allow Bidder to propose the same the TOR Switch /Firewall level.	
43	41		The SDN solution should offer virtual load balancers with L4–L7 load balancer with SSL offload and pass-through, server health checks.	OEM Specific. Ask for Enterprise class Load Balancer and ask for Load Balancer which supports 5GBps and above.	There is no change in the clause. Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based load balancer would fulfil the requirement.
				Allow Bidder to propose the same the TOR Switch /Firewall level.	
44	45		The SDN solution should offer centralized packet capture capability for troubleshooting.	Solution should also incorporate Centralized Visibility of Connectiones for each VM upto Process Level in Centralised Map framework.	There is No Change in the Clause. The clause is self-explanatory
				Connection type should include Failed Connection, Established, Blocked Connection etc.	
45	47		The SDN solution should provide the ability to provide native application isolation for providing zero trust securit	Zero Trust should also cover Process - Process level for Isolation of Application and should not have dependency of Security Groups.	There is No Change in the Clause. The clause is self-explanatory

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			y for the application and should allow for on-demand creation of securitygroups and policies.	Vendor should be in Forrestor Report of Zero Trust	
46	1		Unified NAS Storage System (non windows based) having block and file access with host connectivity for CIFS and NFS. Storage should have the capability to scale up and scale out with minimum capacity of 400 TB (i.e. with a provision of expending up to 1000 TB) with same disk configuration in future. The Unified NAS Storage System must be dedicated appliance with specifically optimized OS to provide NAS functionalities.	The Whole objective of HCI is to provide the simplicity and elimiate the mutiple silos componenct from the datacenter.	There is No Change in the Clause. The bidder should quote enterprise network attached storage system as per specifications mentioned in the RFP.
				Allow Proposed HCI OEM/Vendor to propose the Native Files Service which is not Limited to CIFS and NFS and also support SMB Protocol along with inbuilt Ransomware Proctection, Antivirus Intergration and Advanced analytics on like What, when and How, Eg:	
				who deleted the file.	
				Who Modified File.	
				who created. etc.	
47	2		Storage should be supplied with a total 400 TB usable capacity with minimum 10K or higher RPM SAS Drives excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration, formatting and hot spare disk. An additional minimum 20 TB usable capacity excluding all overhead has to be provisioned in the proposed array on SSD's to be used for caching/tiering if required. The Storage system should deliver minimum 1 Lac IOPS(70:30 R /W Ratio) on Day 1 with the capacity proposed and if any performance degradation occurs additional SSD's to be factored to meet the performance. Licenses to enable policy	Since you have asked for IOPS,let the bidder and OEM decide on the Whether to provide SSD or HDD as well as the RPM of the Disk.	There is No Change in the Clause. The bidder should configure the storage system with drive type mentioned in the RFP specifications to meet the performance requirement asked.
				Why limiting to 1.9 TB SSD ? Why not 3.84 TB or 7.68 TB SSD ?	The bidder can use varying drive size to meet the capacity and performance requirement asked in RFP.
				Can Bidder proposed the Server/Node with NVMe ?	Bidder solution should meet required specification. Any additional features or capabilities shouldn't involve extra cost or license

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			based tiering across SAS and SSD tier should be provided for proposed capacity. Disk must be less than or equal to 1.9 TB SAS/SSD drives and disk must be enterprise class.		
48	4		Any LUN allocation/creation should be distributed across multiple storage controllers for higher performance and high availability.	Allow HCI based Distributed NAS Solution. LUN are not applicable on HCI Intra. Kindly Modify the specs as	there is No Change in the Clause. Bank is asked separate dedicated NAS storage .
				"Any LUN/HCI Storage allocation/creation should be distributed across multiple storage controllers for higher performance and high availability."	
49	13		The proposed storage system should support protocols like FC, iSCSI, NFS, CIFS, NDMP, SNMP, LDAP and NTPsynchronization.	SMB is an industry Known protocol, why not SMB for the Files? And Please FC Support as this will restrict HCI BASED Files/NAS Solution.	There is no change in the clause. The clause is self-explanatory
50	14		Should support various hardware industry standard RAID levels (1,5,6,10) or equivalent.	Please allow HCI based NAS as well considering the fact that the Preformance, Latency and resilincy should meet as per rfp ask in Pt. 2.	Bidder's storage solution must support industry storage standards RAID (1,5,6,10)
51	21		The storage should support both local users and groups and directory server users and groups for authentication and authorization. The storage should have file level quota on volume and directory based on user, group and file set level and can be integrated with Active directory or LDAP solution. NAS protocols should be supported & provided for full scalable usable capacityof 1000 TB and beyond in future.	Ask for SMB Protocol as well which is well supported wwith Window Active Directory.	Bidder's NAS storage solution should support both WIN & Linux OS natively without any additional configurational overhead

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52	14	2.3.3 Training	ii. This faculty should be solution certified up to advance level and should provide courseware with adequate lab facility as well. The training should be provided by the OEM employee and should be of minimum 3 days, 8 hours a day for each solution under this RFP. Training should be provided to 5 number of personnel identified by Bank on functional, operational and reporting aspects of the entire solution. Pre implementation training must be provided before project implementation and post implementation training must be provided after successful implementation. At the end of training participants shall be given certificate of successful completion by the OEM.	Request Bank of Maharashtra to consider the training from OEM certified Persons/Training Partners. Due to current pandemic, travel restriction might be there so request you to consider online training.	Accepted, Bidder May provide the Online training considering the Current Pandemic.
53	20	4.1 Overview and General Scope	4.1.3 For in-scope hardware and software, as mentioned in this RFP document and in Annexure 10 - Bill of Materials, the bidder should avoid quoting components going end-of-sale within 12 months of its date of delivery. In the event of hardware or software reaching end of sale/ End of support within 12 months of supply to Bank, bidder is required to supply and install new equivalent hardware or software (or superior hardware or superior software) at no additional cost to Bank; also the software (system & Business software) implementation cost or any other cost related to the same has to be borne by the bidder	Request bank to consider - End of sale for 06 months of supply of proposed hardware infra.	There is no change in the clause.

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Comments on the Terms & Conditions, Services and Facilities provided:

54	20	4.1 Overview and General Scope	4.1.4 Bank will specify the location for supply, installation, configuration, reconfiguration and reinstallation of Hyper-Converged Infrastructure, VMware Virtualization Solution, other software licenses and NAS Storage device at the time of placing purchase order to the successful bidder. Bank may change the locations at a future date. The selected Bidder should take responsibility for dismantling, shifting to new location, re-installation at the new location and making the entire system operational without any additional cost to Bank during implementation, warranty and AMC / ATS period. However, Bank will reimburse the transportation charges, if any, at actual on submission of bills.	Request bank to mention the "relocation service" charges since bank can demand this service more than one time from bidder as per this clause.	There is no change in the clause.
55	22	4.1 Overview and General Scope	4.1.17 Repeat Order – The bidder is required to provide commercials/quotations for Hyper Converged Infrastructure and NAS storage as given in Annexure 10 - Bill of Materials. Prices should be valid for a 2 year from the date of installation acceptance of hardware at DC and DRC. In the case of additional requirements desired by the Bank during this period over and above the quantity for which Bank may place repeat order with a particular vendor with same rate quoted in the Bill of material and the maximum order which the Bank can place would be an addition of 25% of the total contract value. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.	Request Bank to consider the Price validity from price discovery date only. Also request to modity the Price validity as maximum 1 year from price discovery date.	There is no change in the clause.

Comments on the Terms & Conditions, Services and Facilities provided:

56	25	4.3 Project Scope-Enterprise Network Attached Storage (NAS) Device	4.3.10 Bidder should undertake to provide maintenance support during warranty and post warranty period for all proposed equipment's & spare parts and ensure that all the supplied items under this RFP should be available for a minimum period of 5 years from the date of signoff. Comprehensive annual maintenance contract has to be entered into separately with the bank.	Request Bank to consider the "maintenance support during warranty and post warranty period for all proposed equipment's & spare parts and ensure that all the supplied items under this RFP should be available for a minimum period of 5 years after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier."	Accepted. Please read the clause as "Bidder should undertake to provide maintenance support during warranty and post warranty period for all proposed equipment's & spare parts and ensure that all the supplied items under this RFP should be available for a minimum period of 5 years after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier."
57	31	5.1.2 Price bid	5.1.2.3 The prices quoted by the bidder shall include all applicable costs and taxes like GST, customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable Service Tax and Octroi /Entry Tax / equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills.	Request Bank to confirm " the quoted price is inclusive of GST or Exclusive ?"	The quoted price is exclusive of GST.
58	31	5.1.3 Commercials	5.1.3.2. Bidder is expected to maintain the proposed solutions supplied and commences the Warranty from the date of acceptance by the Bank. The Bidder shall be in a position to continue to provide AMC services as proposed to the Bank for the sixth and seven year on the sole discretion of the Approval granted by the Bank. The Bank in this regard shall take a decision based on the Bidder's performance.	Request Bank to consider the extension of AMC support for 6th and 7th Year on a mutual aggreed basis only. Bidder has to verify the OEM support for the product at that point of time.	Bidder Understanding is correct.

Comments on the Terms & Conditions, Services and Facilities provided:

| 59 | 41 | 5.2.10.2 | The SI shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment at all points of time, provided however,
 i. the Bank notifies the SI in writing immediately on aware of such claim, <br> ii. the SI has sole control of defense and all related settlement negotiations, <br> iii. the Bank provides the SI with the assistance, information and authority reasonably necessary to perform the above, and <br> iv. the Bank does not make any statement or comments or representations about the claim without prior written consent of the SI, except under due process of law or order of the court.
 It is clarified that the SI shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and SIs) rights, interest and reputation. | We request for modification as product/solution is owned by the OEM: The SI/OEM shall further indemnify the Bank against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment at all points of time, provided however,
 i. the Bank notifies the SI in writing immediately on aware of such claim, <br> ii. the SI has sole control of defense and all related settlement negotiations, <br> iii. the Bank provides the SI with the assistance, information and authority reasonably necessary to perform the above, and <br> iv. the Bank does not make any statement or comments or representations about the claim without prior written consent of the SI, except under due process of law or order of the court. It is clarified that the SI shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and SIs) rights, interest and reputation. | There is no change in the clause. |

Comments on the Terms & Conditions, Services and Facilities provided:

| 60 | 46 | 5.2.18 Confidentiality , 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 which includes support from the software vendor for the proposed software for the full period required by the Bank. | Request bank to remove this clause as "Source codes owned by the OEM and it amounts to confidential information as well. Hence OEM is not able to provide the same for any review ." | In this case Audited report from certified auditor must be submitted by the Bidder/OEM |

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Comments on the Terms & Conditions, Services and Facilities provided:

61	46	5.2.19 Technological Advancements	The Bidder has to ensure that the equipment supplied are not declared as end of support for at least 7 years from the date of the submission of the offer. The Bidder also has to ensure that the equipment supplied as part of this bid are not declared end of support or services for at least 7 years from the date of submission of bid. The Bidder agrees that all parts & spares for the equipment would be made available during the period of the contract. It will be the obligation of the Bidder to provide a minimum of 1-year notice before any equipment is to be declared as end of support or sale	Request bank to reduce the end of support period for 5 year ony as support period mentioned in this RFP and also bank to consider the one year notice for end of support period only.	There is no change in clause.
62	46	5.2.19 Technological Advancements, Point - g	The confidentiality obligations shall survive the expiry or termination of the agreement between the bidder and the Bank.	We request for modification as mentioned in below: The confidentiality obligations shall survive two (2) years after the expiry or termination of the agreement between the bidder and the Bank.	There is no change in clause.
63	85	Annexure 5: Eligibility Criteria Compliance	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Pune and Hyderabad	Request bank to consider this clause as "Bidder should have its own Support center for Telephonic and Remote Assistance Services in Maharashtra & Telangana " Or Bidder should have its own Support center for Telephonic and Remote Assistance Services in Mumbai/Pune and Hyderabad.	Accepted Please read the clause as "Bidder should have its own Support center for Telephonic and Remote Assistance Services in Maharashtra & Telangana, however bidder has to provide onsite support at Pune and Hyderabad as per the bank requirement."
64	90	Annexure 7: Application Management Services	L1 service window for FM services shall be 24x7x365.	We understand that one L1 should be available for 24x7x365 days. Please confirm.	Bidder understanding is correct

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Comments on the Terms & Conditions, Services and Facilities provided:

65	117	Point - 7	Term: The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive forever following the term of the Agreement dated_____.	We request for modification as mentioned in below: Term: The obligation pursuant to Clause 2 and 3 (Confidentiality and Non-Disclosure ofProprietary Information) will survive two (2) years following the term of the Agreement dated_____.	There is no change in the clause.
66	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 1 - 8 Node QTY	All flash HCI node with 2 Sockets, 28 Cores/CPU, 1 TB RAM, 12*1.92 TB SSD, 2*16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1	All flash HCI node with 2 Sockets, 28 Cores/CPU, 1 TB RAM, 2* 800GB WI 12 SAS 10 DWPD Cache Tier and 12*1.92TB 12G SAS 1DWPD SSD Capacity Tier , 2*16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1 - Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 8 Node Cluster ? This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 8 Node Cluster	Accepted Please refer the corrigendum for revised bill of material.

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Comments on the Terms & Conditions, Services and Facilities provided:

67	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 2 - 20 Node QTY	All flash HCI Node with 2 Sockets, 28 Cores/CPU, 768 GB RAM, 12*1.92 TB SSD, 2*16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1	All flash HCI Node with 2 Sockets, 28 Cores/CPU, 768 GB RAM, 2* 800GB WI 12G SAS 10 DWPD Cache Tier and 12*1.92TB 12G SAS 1DWPD SSD Capacity Tier , 6*10 Gig Network Ports as per Annexure 1.1 -Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 20 Node Cluster ? This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 20 Node Cluster	Accepted Please refer the corrigendum for revised bill of material.
68	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 3 - 4 Node Quandy	HCI node with 1 Socket , 28 Cores/CPU, 256 GB RAM, 8*600 GB SSD, 2* 16 GB SD Cards, 6*10 Gig Network Ports as per	HCI node with 1 Socket , 28 Cores/CPU, 256 GB RAM, 2* 800GB WI 12G SAS and 8*960GB RI SAS 1 DWPD , 2* 16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1 - Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 4 Node Cluster ? This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 4 Node Cluster , 600Gb SSD Are not available hence we should change with 960GB SSD Disk	Accepted Please refer the corrigendum for revised bill of material.

Comments on the Terms & Conditions, Services and Facilities provided:

69	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 5 / TOR	TOR (Top of the Rack) L3 Switch with 24x10/25 Gbps and 6x40 Gbps uplink along with required stacking cables. (Note:- Bidder has to quote the number of devices required for the proposed solution with min. above configuration).	TOR (Top of the Rack) L3 Switch with 24x10/25 Gbps and 6x40 Gbps uplink along with required stacking cables. (Note:- Bidder has to quote the number of devices required for the proposed solution with min. above configuration) - Request you add - Single OEM should Provide Network Switch & HCI Node	Accepted. Please read the revised clause as "TOR (Top of the Rack) L3 Switch with 24x10/25 Gbps and 4x40 Gbps uplink along with required stacking cables. (Note:- Bidder has to quote the number of devices required for the proposed solution with min. above configuration). Single OEM should Provide Network Switch & HCI Node
70	3	General Query		TOR (Top of the Rack) L3 Switch with 24x10/25 Gbps and 6x40 Gbps uplink along with required stacking cables. (Note:- Bidder has to quote the number of devices required for the proposed solution with min. above configuration) - Request you add - 10G SR	Solution must satisfy the requirement mentioned in the RFP, Bidder may propose any additional functionalities

Comments on the Terms & Conditions, Services and Facilities provided:

71		Security Features - HCI Node - Additional Point	Request you to add Security Feature on BIOS 1. Security Features – (Very Important) a. Hardware/security Root of Trust b. Configuration and Firmware Drift Detection c. Signed and authorized Firmware Updates from OEM portal d. System Erase – (Secure Erase is the process of permanently erasing all data on an encryption-capable physical disk) e. Control Access & Secure Alerting	Request you to add -Hardware BIOS security features 1. Security Features – (Very Important) a. Hardware/security Root of Trust b. Configuration and Firmware Drift Detection c. Signed and authorized Firmware Updates from OEM portal d. System Erase – (Secure Erase is the process of permanently erasing all data on an encryption-capable physical disk) e. Control Access & Secure Alerting	Accepted. Please read the clause as "Hardware BIOS security features 1. Security Features – (Very Important) a. Hardware/security Root of Trust b. Configuration and Firmware Drift Detection c. Signed and authorized Firmware Updates from OEM portal d. System Erase – (Secure Erase is the process of permanently erasing all data on an encryption-capable physical disk) e. Control Access & Secure Alerting"
72	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 1/DR - 8 Node QTY	All flash HCI node with 2 Sockets, 28 Cores/CPU, 1 TB RAM, 2* 800GB WI 12 SAS 10 DWPD Cache Tier and 12*1.92TB 12G SAS 1DWPD SSD Capacity Tier , 2*16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1 - Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 8 Node Cluster ?	This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 8 Node Cluster	There is no change in the clause. The clause is self-explanatory

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73	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 2 - 12 Node QTY	All flash HCI Node with 2 Sockets, 28 Cores/CPU, 768 GB RAM, 2* 800GB WI 12G SAS 10 DWPD Cache Tier and 12*1.92TB 12G SAS 1DWPD SSD Capacity Tier , 6*10 Gig Network Ports as per Annexure 1.1 -Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 20 Node Cluster ?	This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 12 Node Cluster	There is no change in the clause. The clause is self-explanatory
74	3	Annexure 10 : Bill of Material - Hyper Converged Infrastructure/ SR NO 3 - 4 Node Quatity	HCI node with 1 Socket , 28 Cores/CPU, 256 GB RAM, 2* 800GB WI 12G SAS and 8*960GB RI SAS 1 DWPD , 2* 16 GB SD Cards, 6*10 Gig Network Ports as per Annexure 1.1 - Request you to add type of the SSD (SAS or SATA and DWPD for Caching tier & Capacity Tier) , Request you share the total Usable Capacity for 4 Node Cluster ?	This will help us to quote exact SSD as per Best prices for VSAN Solution , It will get exact Usable capacity for 4 Node Cluster	There is no change in the clause. The clause is self-explanatory
75		General Query	BOQ & Commercial format	Bank to specify/mention the QTY of licenses required for HCI & SDN.	Bank has already specified the requirement of the hardware at DC and DR with BCP requirement. Bidder has to quote required licenses for running this HCI and SDN Solution specified hardware mentioned in the RFP.
76		General Query		Complete compliance to the functional/specifications would be required for the bid to be taken to the reverse auction.	Bidder understanding is correct

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Comments on the Terms & Conditions, Services and Facilities provided:

77		General Query		The bidder must provide links to public facing product documentation to support interoperability with components named in the RFP.	Details with shared with successful bidder
78		General Query		The bidder shall provide OEM/ISV professional services for design (pre-deployment) and health-check (post-deployment) of the proposed solution.	Bidder may provide OEM/ISV professional services for design (pre-deployment) and health-check (post-deployment) of the proposed solution without any addition cost to the bank.
79		Annexure 10 : Bill of Material - Software	Microsoft Windows Server 2019 or higher Datacenter Edition (WinSvrDCCore 2019 SNGL MVL 2Lic CoreLic) with software assurance	This is generic software and will restrict the competancy between the bidders since OEM can control the commercials for the entire bid. Also since bank is having direct contract with this OEMs, request bank to exclude this item from BOQ & commercial.	Please refer corrigendum for revised bill of material and bidder has to provide Microsoft licenses with 2 year software assurance
80		Annexure 10 : Bill of Material - Software	Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes) - 51 Qty.	This is generic software and will restrict the competancy between the bidders since OEM can control the commercials for the entire bid. Also since bank is having direct contract with this OEMs, request bank to exclude this item from BOQ & commercial.	There is no change in the clause.
81		Annexure 10 : Bill of Material - Software	Red Hat Enterprise Linux High Availability Subscription (Physical or Virtual Nodes) - 04 Qty.	This is generic software and will restrict the competancy between the bidders since OEM can control the commercials for the entire bid. Also since bank is having direct contract with this OEMs, request bank to exclude this item from BOQ & commercial.	There is no change in the clause.

Comments on the Terms & Conditions, Services and Facilities provided:

82		2.3 Project Scope in brief	Acceptance testing	Request to provide acceptance criteria for all product.	Details will shared with successful bidder
83		2.3 Project Scope in brief	Certification from OEM	Request you to provide more detail, What needs to submit from the OEM?	The clause is self-explanatory , please refer the clause 2.3.3
84		4.1.17 Repeat Order	Commercial format	Request you to provide the commercial table for rate contract with minimum qty. and usable NAS stoarage requirement, as bidder need to freeze the commercial with OEM.	Bank may procure additional 50% of the asked capacity in RFP as per the ban requirement.
85		4.1.23 Supplier BCP	Bidder shall maintain business continuity, as per agreed business continuity plan	Scope is not clear, request to share if any specific requirement or share the complete requirement.	The clause is self-explanatory. Further Details with shared with successful bidder.
86		4.2.1	The supplier has to ensure on-site support for resolving all HCI solution, VMware Virtualization solution, VMware NSX and other software related issues, including re-installation, reconfiguration of OS and other required software for the proposed solution, during warranty and AMC (Annual Maintenance Contract)/ ATS (Annual Technical Support) period or such other extended period, which cannot be resolved remotely as per the contract terms.	Assumed existing bank's core network switch is compatible with Vmware NSX. Request to share the existing Core Switch make and model detail.	Please read the clause as: "The supplier has to ensure on-site support for resolving all HCI solution, VMware Virtualization solution, SDN and other software related issues, including re-installation, reconfiguration of OS and other required software for the proposed solution, during warranty and AMC (Annual Maintenance Contract)/ ATS (Annual Technical Support) period or such other extended period, which cannot be resolved remotely as per the contract terms"

Comments on the Terms & Conditions, Services and Facilities provided:

| 87 | | 6.2 Technical Evaluation criteria | Bidders scoring at-least the minimum score in each clause as mentioned in the table above i.e. an overall minimum score of 50 marks or more and providing 100% compliance to Technical Requirements will be declared technically qualified. | Request you to consider at least the minimum 70% score in each clause mention int the table for bidder's qualification | There is no change in clause. |

Comments on the Terms & Conditions, Services and Facilities provided:

88		1.2 NAS Compliance	Storage should be supplied with a total 400 TB usable capacity with minimum 10K or higher RPM SAS Drives excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration, formatting and hot spare disk. An additional minimum 20 TB usable capacity excluding all overhead has to be provisioned in the proposed array on SSD's to be used for caching /tiering if required. The Storage system should deliver minimum 1 Lac IOPS(70:30 R /W Ratio) on Day 1 with the capacity proposed and if any performance degradation occurs additional SSD's to be factored to meet the performance. Licenses to enable policy based tiering across SAS and SSD tier should be provided for proposed capacity. Disk must be less than or equal to 1.9 TB SAS/SSD drives and disk must be enterprise class.	Request to modification clause as below: Storage should be supplied with a total 400 TB usable capacity with minimum 10K or higher RPM SAS Drives without enabling deduplication/compression and excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration, formatting and hot spare disk. An additional minimum 20 TB usable capacity excluding all overhead has to be provisioned in the proposed array on SSD's to be used for caching /tiering if required. The Storage system should deliver minimum 1 Lac IOPS(70:30 R /W Ratio) on Day 1 with the capacity proposed and if any performance degradation occurs additional SSD's to be factored to meet the performance. Licenses to enable policy based tiering across SAS and SSD tier should be provided for proposed capacity. Disk must be less than or equal to 1.9 TB SAS/SSD drives and disk must be enterprise class.	Accepted, Please the read the clause "Storage should be supplied with a total 400 TB usable capacity with minimum 10K or higher RPM SAS Drives without enabling deduplication/compression and excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration, formatting and hot spare disk. An additional minimum 20 TB usable capacity excluding all overhead has to be provisioned in the proposed array on SSD's to be used for caching /tiering if required. The Storage system should deliver minimum 1 Lac IOPS(70:30 R /W Ratio) on Day 1 with the capacity proposed and if any performance degradation occurs additional SSD's to be factored to meet the performance. Licenses to enable policy based tiering across SAS and SSD tier should be provided for proposed capacity. Disk must be less than or equal to 1.9 TB SAS/SSD drives and disk must be enterprise class"

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89		Annexure 10 : Bill of Material - Software	Microsoft Windows Server 2019 or higher Datacenter Edition (WinSvrDCCore 2019 SNGL MVL 2Lic CoreLic) with software assurance	Request you to consdier below part code for Micrsoft DC Edition - 9EA-00124 WinSvrDCCore SNGL LicSAPk OLP 2Lic NL CoreLic Qlfd	Please refer corrigendum for revised bill of material and bidder has to provide Microsoft licenses with 2 year software assurance
90		Annexure 22 Resource Plan Matrix	Solution Administration & Management --L1 Qualification & Experience: B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./MCA/M.Sc. with a minimum relevant experience of two years in respective solution of RFP.	Request bank to consider the Qualification & Experience as : Engineering Diploma/B.E./B.Tech./M.E./M.Tech /BCA/B.Sc./MCA/M.Sc. with a minimum relevant experience of two years in respective Technology of RFP.	There is no change in clause.
91		Annexure 22 Resource Plan Matrix	Solution Administration & Management--L2 Qualification & Experience: B.E./B.Tech./M .E./M.Tech /BCA/B.Sc./MCA/M.Sc. with minimum Five years' experience and expert knowledge on respective solution of RFP.	Request bank to consider the Qualification & Experience as : Engineering Diploma/B.E./B.Tech./M .E./M.Tech /BCA/B.Sc./MCA/M.Sc. with minimum Five years' experience and expert knowledge on Technology solution of RFP.	There is no change in clause.
92		OS software license	4.1.20 The operating system licenses supplied under this RFP must be with Software Assurance (SA) for Microsoft Windows Server and Premium Support for Redhat.		Accepted, Please read the clause as: "4.1.20 The operating system licenses supplied under this RFP must be with 2 year Software Assurance (SA) for Microsoft Windows Server and 5 Year Premium Support for Redhat."

Comments on the Terms & Conditions, Services and Facilities provided:

93		1.2 Technical and Functional Requirements for Enterprise Network Attached Storage (NAS) Device / Sr. no 1	Unified NAS Storage System (non windows based) having block and file access with host connectivity for CIFS and NFS. Storage should have the capability to scale up and scale out with minimum capacity of 400 TB (i.e. with a provision of expending up to 1000 TB) with same disk configuration in future. The Unified NAS Storage System must be dedicated appliance with specifically optimized OS to provide NAS functionalities.	Our Unified Storage can be scaled up with data in palce controller upgrade to higher model instead of scale out controllers to meet the performance and capacity requirements in future. Please chang the clause as "Unified NAS Storage System (non windows based) having block and file access with host connectivity for CIFS and NFS. Storage should have the capability to scale up OR scale out with minimum capacity of 400 TB (i.e. with a provision of expending up to 1000 TB) with same disk configuration in future. The Unified NAS Storage System must be dedicated appliance with specifically optimized OS to provide NAS functionalities."	Accepted. Pleas read the clause as "Unified NAS Storage System (non windows based) having block and file access with host connectivity for CIFS and NFS. Storage should have the capability to scale up OR scale out with minimum capacity of 400 TB (i.e. with a provision of expending up to 1000 TB) with same disk configuration in future. The Unified NAS Storage System must be dedicated appliance with specifically optimized OS to provide NAS functionalities."
94	77	1.2 Technical and Functional Requirements for Enterprise Network Attached Storage (NAS) Device / Sr. no 3	The system should be proposed with a minimum of 4 controllers interconnected with redundant cluster interconnect 10 Gbe Ethernet or infiniband switches only. The proposed system must have capability to Scale up & also Scale out upto a minimum of 8 controllers in the same cluster in active-active configuration.	Please change the clause as The system should be proposed with a minimum of 4 controllers interconnected with redundant cluster interconnect 10 Gbe Ethernet or infiniband switches or Provide equivalent performance in 2 controllers. The proposed system must have capability either to Scale up with DIP or also Scale out upto a minimum of 8 controllers in the same cluster in active-active configuration.	Accepted. Please read the clause as " The system should be proposed with a minimum of 4 controllers interconnected with redundant cluster interconnect 10 Gbe Ethernet or infiniband switches or Provide equivalent performance in 2 controllers. The proposed system must have capability either to Scale up or Scale out upto a minimum of 8 controllers in the same cluster in active-active configuration. "

Comments on the Terms & Conditions, Services and Facilities provided:

95	60		100% of the software cost would be payable against delivery, if Performance Bank Guarantee is submitted.	Please clarify on ATS paymnet terms for 2 , 3 , 4 & 5 yr. We hereby request bank to cosider ATS payment terms yearly in advance	ATS Payment will be yearly in advance
96	61		The annual amount to be paid towards People deployment would be divided into 4 equal instalments, to be paid quarterly at the end of each quarter • OEM Services Costs – ONE TIME; 100% of the cost would be payable after the submission of the report and report signoff. • OEM Services Costs – Recurring; The OEM services recurring cost would be paid quarterly in arrears.	We hereby request bank to cosider AMC payment terms yearly in advance	OEM service cost Yearly in Advance
97	60		Level of Uptime Per Year	Penalty Charges	There is no change in the clause
			99.96% and above	No Penalty	
			99.00% and above but below 99.96%	1 % of total cost of Yearly payout	
			98% and above but below 99%	5 % of total cost of Yearly payout	
			Below 98%	10% of total cost of Yearly payout	
98			General queries	Customer Feedback / Site Visit: Please advise whether bank will conduct customer feedback/Site visit for Both NAS & HCI sol also whether it will be for all the refrences provided.	Bank may conduct customer feedback or site visit or may ask references from customer considering current pandemic situation

Comments on the Terms & Conditions, Services and Facilities provided:

99	42		if the Bidder is not able to supply a Proposed solution equipment or the supplied equipment requires some more parts for its functioning or there is a delay in installation of any equipment then the penalty levied will be 1% of the cost of "That Proposed solution component" per week of delay	Requesting bank to consider if the Bidder is not able to supply a Proposed solution equipment or the supplied equipment requires some more parts for its functioning or there is a delay in installation of any equipment then the penalty levied will be 0.50% of the cost of "That Proposed solution component" per week of delay	There is no change in the clause
100	42		Notwithstanding what is mentioned hereinabove or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 10 % of the Total Contract value and the contract value will be determined at the time of contract finalization. 5	Please consider Notwithstanding what is mentioned hereinabove or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 5 % of the Total Contract value and the contract value will be determined at the time of contract finalization.	There is no change in the clause
101	11		Please note that the prospective bidder needs to purchase the tender document from Bank and is invited to attend the pre-bid meeting on above date and time at Bank of Maharashtra, Head Office, Pune (in case of exigency, Bank may conduct Pre-bid meeting through Alternate online channel).	Due to pandemic situation, requesting bank for Virtual meeting	Bidder understanding is correct

Comments on the Terms & Conditions, Services and Facilities provided:

102	62		9	Response to RFP The submission needs to be made at the address given below as per the schedule mentioned in clause Schedule of events in "Invitation to tenders". All envelopes shall be securely sealed and stamped. The authorized signatories of the Bidder shall initial on all pages of the technical and commercial proposals. Bidder need to ensure that the minimum required details are submitted.	Considering current covid situation we request you to change the tender submission mode from offline to online	Accepted
103	67		5	Licenses should be perpetual in nature. That means even if Bank wishes not to buy support/subscription, the license should be valid and cluster should be functional without any feature and functionality degradation.	This is Single OEM specific cluase. All OEM have different Licensing Policy . Bank has asked for 5 years support . We will adhere to that requirement, even with perpetual License bank cannot use the License without OEM support. This becomes a compliance issue in an enterprise. Requesting bank to change "Licenses should be perpetual/subscription in nature."	There is no change in the clause. The clause is self-explanatory
104	67		6	The proposed HCI software licenses should not have any dependency on the underlying hardware. Also HCI software licenses should be transferrable to hardware across any of the above mentioned vendors in case of hardware EOL & EOS or non-availability. Adding of Memory or Disks should not incur any additional software licenses to Bank	This is Single OEM specific cluase. We have HCI as an Appliance Offering . We cannot bid in the RFP with such clause. HCI Appliance provide a single OEM support for HW and SW. Requesting bank to change "The proposed HCI software licenses should not have any dependency on the underlying hardware/make/model.Adding of Memory or Disks should not incur any additional software licenses to Bank	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

105	68		15	The proposed HCI solution should be capable of reserving cache for specific high performance VMs if required. This should be regulated at a per VM or Virtual Disk level. However, this cache reservation should have zero impact on any upgrades or maintenance of the nodes	This is Single OEM specific cluase. Bank has already asked for all flash disks, and these are high performance disks so there wont be any need to do cache reservation . This is single OEM specific clause to particluar HCI solution . Request bank to remove the same	There is no change in the clause. The clause is self-explanatory
106	68		17	The proposed HCI solution should have native functionality and feature to simulate the hardware maintenance procedure, without actually initiating the nodes into maintenance mode. This is to ensure that there are enough hardware resources available on the other active nodes in the cluster, to move the VMs from the node that would undergo maintenance mode.	We need clarification. To our understanding its asking for node maintainance mode without affecting the cluster avalability	Bidder's HCI solution should give capabilities to bring a particular node out of HCI cluster without initiating the data rebuild process
107	68		18	The proposed HCI solution should have QoS for IOPS at virtual machine (VM) and virtual disk (Virtual Disk) level to provide granular control of performance to Bank.	This is Single OEM specific cluase. QoS is always configured at the network level. Since the performance bottleneck is caused by Network congestion and Latency . Request bank to change it to "The proposed HCI solution should have QoS for IOPS/Network at virtual machine (VM) or virtual disk (Virtual Disk) or Cluster level to provide granular control of performance to Bank."	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

108	69		26	The proposed solution should provide framework to set storage and data management policies like erasure coding, mirroring, fault tolerance, capacity reservation, cache reservation, IOPs limit on a per-VM & per virtual disk basis. It should also allow changes to these policies on the go without requiring to restart the virtual machines.	This is a single OEM specific clause , SAP HANA Certfied HCI appliances have different configurations per OEM. Erasure Coding , Mirroring , Fault Tolerance etc feature are specific to a OEM. Hence request bank to remove this clause	There is no change in the clause. The clause is self-explanatory
109	70		33	The proposed HCI solution should be able to change the resiliency of the VMs within the same cluster on the fly. It should also support intelligent VM placement by ensuring that even if the VMs are moved via vMotion from one node to the other, it should not impact I/O performance or latencies of that particular VM	This is a single OEM specific clause , SAP HANA Certfied HCI appliances have different configurations per OEM. Changing the resilency of a running HANA environment will cause too many disruption and no HANA guidelines will recommend doing this. Request bank to modify this clause as "The proposed HCI solution should be able to change the resilency of the VMs/Cluster. It should also support intelligent VM placement by ensuring that even if theVMs are moved via vMotion from one node to the other, it should not impact I/O performance or latencies of that particular VM"	Accepted , Please read the clause as "The proposed HCI solution should be able to change the resiliency of the VMs/Cluster. It should also support intelligent VM placement by ensuring that even if theVMs are moved via vMotion from one node to the other, it should not impact I/O performance or latencies of that particular VM"

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110	70		35	The proposed HCI solution must support latest x86 server based on latest Intel Cascade lake generation CPU from Day-1. The proposed solution should support mixing of SDS nodes from different hardware vendors in the same cluster. HCI nodes means the nodes which contribute to all 3 viz. compute, memory and capacity/storage.	This is a single OEM specific clause. Mixing different Nodes in HANA deployments is not certified by SAP. Request bank to remove this clause	There is no change in the clause. Bidder's solution must be truly software defined, hardware agnostic & x86 based. It should work on all certified x86 hardware vendors. Bidder's solution should cater to all requirements and not to be specific to one application
111	71		37	The proposed All-Flash SSD's should not exceed the per disk capacity limit of 2TB and should be of Enterprise class category only.	This is a single OEM specific clause , SAP HANA Certfied HCI appliances have different configurations per OEM. Bank must ask for Total usable capacity of HCI cluster . Restricting on disk type will favour a particular vendor. Also storage capacity is already asked with SSD option only. Requesting bank to take benefit of latest avaiabale disk sizes ex. 3.8TB , 7.6TB SSD	Accepted. Please read the clause as " The proposed All-Flash SSD's should be of Enterprise class category only."

Comments on the Terms & Conditions, Services and Facilities provided:

112	71		38	Solutions requiring cache drives for performance per node should be capable of scaling to 2x of the initial configuration PER NODE to boost performance and capacity requirements if required in future. Any software license implications for expanding these resources in existing node should be provisioned on Day-1 for full scalable capacity of the Node.	This is very specific to a single OEM HCI architecture , we request bank to remove or modify this clause as "Solutions requiring cache drives for performance per node should be capable of scaling PER NODE to boost performance and capacity requirements if required in future. Any software license implications for expanding these resources in existing node should be provisioned on Day-1 for full scalable capacity of the Node."	Accepted, Please read the clause as " Solutions requiring cache drives for performance per node should be capable of scaling PER NODE to boost performance and capacity requirements if required in future. Any software license implications for expanding these resources in existing node should be provisioned on Day-1 for full scalable capacity of the Node."
113	71		40	The enabling and disabling of storage services like deduplication, compression, erasure coding should be easily available in GUI and should be non-disruptive in nature. These policies should be applied across the entire capacity to ensure that maximum savings can be obtained	This is a single OEM specific clause . Changing the storage policies of a running HANA environment will cause too many disruption and no HANA guidelines will recommend doing this. Please change this clause "The enabling and disabling of storage services like deduplication,compression, should be easily available in GUI and should be non-disruptive in nature or it should be always ON. These policies should be applied across the entire capacity to ensure that maximum savings can be obtained"	Accepted. Please read the the clause "The enabling and disabling of storage services like deduplication,compression, should be easily available in GUI and should be non-disruptive in nature or it should be always ON. These policies should be applied across the entire capacity to ensure that maximum savings can be obtained"

Comments on the Terms & Conditions, Services and Facilities provided:

114	71	43	The nodes should connect over 10G IP connectivity. Minimum 6 x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. There should be no dependency on any proprietary or specialized interconnects. The bidder should have provision for compatible L3 switch, 24 ports of 10G copper along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR).	This is a single OEM specific clause . 6 Ports per Node is oversized requirement and this is specific to single OEM Configuration . We request bank to change the clause as below . Minimum 4x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. The bidder should have provision for compatible L2 switch, min 48 ports of 10ig/25Gig SFP along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR).	Accepted, Please read the revised clause as "The nodes should connect over 10G IP connectivity.Minimum 4x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. The bidder should have provision for compatible L3 switch, min 24 ports of 10ig/25Gig SFP along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR)."
115	72	50	The solution should support checksum of data to ensure data integrity & to enable automatic detection and resolution of silent disk errors.	This is a single OEM specific clause . Detection and resolution of silent disk errors is a funtionality of DB software itself. Hence it should not be mixed with HCI solution. Please change this clause as below "The solution should support checksum of data to ensure data integrity & to enable automatic detection of disk errors."	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

116	72		51	The solution should provide enterprise data services such as compression completely in software without dependence on any proprietary hardware. These functionalities should be part of the proposed solution. The HCI solution must have functionality to enable or disable compression online on data container without any downtime and data loss as per business requirement.	This is a single OEM specific clause . Changing the storage policies of a running HANA environment will cause too many disruption and no HANA guidelines will recommend doing this. Please change the clause to " The solution should provide enterprise data services such as compression completely in software without dependence on any proprietary hardware. These functionalities should be part of the proposed solution."	There is no change in clause. The clause is self-explanatory .
117	23	4.2.1		Project Scope- Hyper-Converged Solution : 4.2.1 The scope of the assignment would involve Supply, installation, configuration and maintenance of the HCI (Hyper-Converged Infrastructure) Solution, VMware NSX & Virtualization solution and other software licenses (as per technical specification mentioned in this Annexure section 1.1 at Bank"s DC and DR.	Bank is asking for VMware NSX deployment , please clarify has bank already procured NSX and want bidder to deploy ?	Please read the revised clause as " Project Scope- Hyper-Converged Solution : 4.2.1 The scope of the assignment would involve Supply, installation, configuration and maintenance of the HCI (Hyper-Converged Infrastructure) Solution, SDN solution & vCloud Suite solution and other software licenses (as per technical specification mentioned in this Annexure section 1.1 at Bank's DC and DR."

Comments on the Terms & Conditions, Services and Facilities provided:

118	23	4.2.3	The supplier has to ensure on-site support for resolving all HCI solution, VMware Virtualization solution, VMware NSX and other software related issues, including re-installation, reconfiguration of OS and other required software for the proposed solution, during warranty and AMC (Annual Maintenance Contract)/ATS (Annual Technical Support) period or such other extended period, which cannot be resolved remotely as per the contract terms.	Bank is asking for VMware NSX Onsite Support, please clarify	Please read the revised clause as "The supplier has to ensure on-site support for resolving all HCI solution, VMware Virtualization solution, SDN and other software related issues, including re-installation, reconfiguration of OS and other required software for the proposed solution, during warranty and AMC (Annual Maintenance Contract)/ATS (Annual Technical Support) period or such other extended period, which cannot be resolved remotely as per the contract terms. " However Bank is asking the onsite support for proposed solution.
119	73	1	HCI - Software Defined Network Specification : The proposed SDN solution should be a purely software based solution and should not be dependent on any hardware make and model.	This is single OEM specification. SDN Solution must be compreshsive to include both Physical and Virtualization layer . We request bank to modify "The proposed SDN solution should be a Hardware/software based solution and should manage both physical and Virtual Networking requirements."	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

120	73		2	The proposed SDN solution licenses should not have any dependence on the underlying hardware and the licenses should be transferrable to any hardware from any vendor in case of current hardware is EOL & EOS.	Hardware is critical part of Infrastucture and Software based solutions must need a minimum Hardware specification to deilver perfromance . This clause favour to single Software OEM . We request bank to modify as below. "The proposed SDN solution licenses should not have any dependence on the underlying hardware and the licenses should be transferrable to any hardware in case of current hardware is EOL & EOS."	There is no change in the clause. The clause is self-explanatory
121	73		4	The bidder shall ensure that all proposed components shall have the ability to run on standard server infrastructure based on the x86 architecture without having any dependence on specific make/model of infrastructure components.	This is single OEM specification. SDN Solution must be compreshsive to include both Physical and Virtualization layer . We request bank to remove this clause	The bidder shall ensure that all SDN component shall have the ability to run on standard server infrastructure based on the x86 architecture without having any dependence on specific make/model of infrastructure components.
122	73		6	The SDN solution should provide overlay network & security virtualization and should work on any underlay physical network devices make and topology.	This is single OEM specification. SDN Solution must be compreshsive to include both Physical and Virtualization layer . We request bank to remove this clause	The SDN solution should provide overlay network & security virtualization and should work on any underlay physical network devices and topology.

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123	74	13	The SDN solution should support create virtual load balancer, VPN services, NAT services.	This is single OEM specification. SDN Solutions must support L4-L7 services as Bank will always have Load Balancer , VPN and NAT on Firewalls which are from Industry recoginzed OEMs. Like F5 , Citrix , Checkpoint , Palo Alto . We request bank to modify this clause. "The SDN solution should support virtual load balancer, VPN services, NAT services Integrations"	Please read the revised clause as "The SDN solution should support create virtual load balancer, VPN services, NAT services integration."
124	74	14	The SDN solution should offer to deploy virtualized network functions (like switching, routing, firewalling and load-balancing), administrators can build virtual networks for Virtual Machines or Virtual Desktop Infrastructure without the need for complex VLANs, ACLs or hardware configuration syntax on underlay physical network.	This is single OEM specification. SDN Solution must be compreshsive to include both Physical and Virtualization layer . We request bank to remove this clause	Please read the revised the clause as" The SDN solution should offer to deploy\integrate virtualized network functions (like switching, routing, firewalling and load-balancing), administrators can build virtual networks for Virtual Machines or Virtual Desktop Infrastructure without the need for complex VLANs, ACLs or hardware configuration syntax on underlay physical network."

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125	75	32	The SDN solution should support Stateful firewalling up to Layer 7 (including app identification and URL whitelisting/Filtering), embedded in the hypervisor kernel, distributed across entire environment with centralized policy and management.	This is single OEM specification. Stateful Firewalling on Each Servers/Esxi Hosts will add more complexity to the Security Operations and Day to Day Management of Bank Infra. We request Bank to modify this clause "The SDN solution should support Stateless or Stateful firewalling distributed across entire environment with centralized policy and management."	Please read the revised clause as " The SDN solution should support Stateful or stateless firewalling up to Layer 7 (including app identification and URL whitelisting/Filtering), embedded in the hypervisor , distributed across entire environment with centralized policy and management.
126	75	36	The SDN solution should support NAT.	This is single OEM specification. NAT is always done on Firewalls and Internet Facing Gateways. We request bank to remove this clause.	The clause is removed.
127	75	37	The SDN solution should support source NAT and Destination NAT with NAT logging capability.	This is single OEM specification. NAT is always done on Firewalls and Internet Facing Gateways. We request bank to remove this clause.	The clause is removed.
128	75	42	The SDN solution should offer virtual load balancers with L4–L7 load balancer with SSL offload and pass-through, server health checks.	This is a functionality of Load balancer , bank is already using LB Appliances for this requirement. We request bank to modify this clause - " The SDN solution should support virtual load balancers with L4–L7 load balancer Integration."	There is no change in clause. Bank wants to build a software defined datacenter model and needs the SDN to be independent of the underlying network hardware. A software based load balancer would fulfil the requirement.

Comments on the Terms & Conditions, Services and Facilities provided:

129	94		10	Annexure 10 (Commercial Bill of Material)	BOQ is based on Single OEM specification on HCI and SDN . We request Bank to provide usable requirement to sizing the HCI hardware and Solution accordingly	Please find the revised annexure for Bill of Material. However, Bank is expanding the current Virtual Environment, therefore additional licenses regarding vSpehere Hypervisor, vCloud, Microsoft and Redhat OS licenses and SRM licenses are mentioned as per Bank requirements.
130	84		4	Bidder should have an annual turnover of at least INR 100 crores each in the last three financial years (i.e. 2017-18,2018-19 and 2019-20). This must be the individual company turnover andnot that of any group of companies	as per MSMED act 2003, 2006 DPIIT norms and NSIC norms an MSME and start & ups are exempted for turnover criteria. Kindly Reduce the turnover criteria to 40 Crores.	There is no change in the clause.
131	84		1	Bidder should be a Government Organization/ PSU/ or a Limited Company / Private Limited Company under Company Act 1956 /2013 or a partnership firm / a Limited Liability partnership company under the Limited Liability Partnership Act 2008 in India for last 5 years from the date of RFP. (Certificate of incorporation/Registration is to be submitted).	Bidder should be a Government Organization/ PSU/ or a Limited Company / Private Limited Company under Company Act 1956 /2013 or a partnership firm / a Limited Liability partnership company under the Limited Liability Partnership Act 2008 in India for last 3 years from the date of RFP. (Certificate of incorporation/Registration is to be submitted).	There is no change in the clause. The clause is self-explanatory
132	84		2	Bidder should have been in existence in India for a minimum period of 5 years	Bidder should have been in existence in India for a minimum period of 3 years	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

133	85	9	Bidder should have experience of Hyper converged infrastructure with minimum 6 nodes in at least in two organizations in India during the last 3 years in India from the date.	Bidder / OEM should have experience of Hyper converged infrastructure with minimum 6 nodes in at least in two organizations in India during the last 3 years in India from the date / Bidder should have advance architecture certification on DC platform	There is no change in the clause. The clause is self-explanatory
134	86	10	The bidder should have experience of minimum 3 years in NAS storage business in India.	Bidder / OEM should have experience of minimum 3 years in NAS storage business in India.	There is no change in the clause. The clause is self-explanatory
135	86	11	Bidder should have supplied & supported minimum 50 TB enterprise NAS storage solution in at least in two organizations in India during the last 5 years.	Bidder / OEM should have supplied & supported minimum 50 TB enterprise NAS storage solution in at least in two organizations in India during the last 5 years./ Bidder shoul have advance certification on platform	There is no change in the clause. The clause is self-explanatory
136	85	8	Bidder should have its own Support center for Telephonic and Remote Assistance Services in Pune and Hyderabad	Why it is needed. If OEM has got support centers at both the cities thene will it be ok or ask for Bidder / OEM should have its own Support center for Telephonic and Remote Assistance Services in Pune and Hyderabad	Please read the Clause as "Bidder should have its own Support center for Telephonic and Remote Assistance Services in Maharashtra & Telangana, however bidder has to provide onsite support at Pune and Hyderabad as per the bank requirement."
137	84	Bidder Eligibility Criteria	Bidder must be in the business of supplying HCI-Software Defined Storage, HCI - Software Defined Network solution and Network Attached Storage (NAS) Device Solution in India in last 3 years (As on RFP date)	Bidder must be in the business of supplying Server, Virtualization and Network Attached Storage (NAS) Device Solution in India in last 3 years (As on RFP date)	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

138	84	Bidder Eligibility Criteria	Bidder must be in the business of supplying HCI-Software Defined Storage, HCI - Software Defined Network solution and Network Attached Storage (NAS) Device Solution in India in last 3 years (As on RFP date)	Bidder / bidder's Group company must be in the business of supplying HCI-Software Defined Storage, HCI - Software Defined Network solution and Network Attached Storage (NAS) Device Solution in India in last 3 years (As on RFP date)	There is no change in the clause. The clause is self-explanatory
139	85	Bidder Eligibility Criteria	Bidder should have experience of Hyper converged infrastructure with minimum 6 nodes in at least in two organizations in India during the last 3 years in India from the date.	Bidder / Bidder's Group company should have experience of Hyper converged infrastructure with minimum 6 nodes in at least one organizations in India during the last 3 years in India from the date.	There is no change in the clause. The clause is self-explanatory
140	85	Bidder Eligibility Criteria	Bidder should have experience of Hyper converged infrastructure with minimum 6 nodes in at least in two organizations in India during the last 3 years in India from the date.	Bidder should have experience of Hyper converged infrastructure with minimum 6 nodes in any organization in India during the last 3 years in India from the date.	There is no change in the clause. The clause is self-explanatory
141	86	Bidder Eligibility Criteria	Bidder should have supplied & supported minimum 50 TB enterprise NAS storage solution in at least in two organizations in India during the last 5 years.	Request you to consider bidder's group company experience or consider supplying 1.5 TB NAS	There is no change in the clause. The clause is self-explanatory
142	61	Payment terms	Hardware Cost 80% of the delivered Proposed solution equipment cost would be payable on successful post-delivery inspection of the respective Proposed solution equipment. · 20% of the delivered equipment cost would be payable after sign-off of the solution	Hardware Cost 80% of the delivered Proposed solution equipment cost would be payable on successful Installation and 20% on delivery **Also we request client to specify payment terms under all heads- Software, hardware, Tranining, Installation and Facilities Mgt**	Details are mentioned in RFP point 8 in page number 60

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143	54	Liquidated Damages	If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, Bank may consider termination of the contract.	If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, **a sum equivalent to 0.50% of Unexecuted work, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 5% of unexecuted work**. Once the maximum is reached, Bank may consider termination of the contract.	There is no change in the clause. The clause is self-explanatory
144	60	Service Level Agreement	Level of Uptime Per Year Penalty Charges 99.96% and above No Penalty 99.00% and above but below 99.96% 1 % of total cost of Yearly payout 98% and above but below 99% 5 % of total cost of Yearly payout Below 98% 10% of total cost of Yearly payout	Level of Uptime Per Year Penalty Charges 99.96% and above No Penalty 99.00% and above but below 99.96% 1 % of total cost of Yearly payout for that particular Hardware 98% and above but below 99% 5 % of total cost of Yearly payout for that particular Hardware Below 98% 10% of total cost of Yearly payout for that particular Hardware	There is no change in the clause. The clause is self-explanatory

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145	47	Bidders Liability	The Bidder'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 actual and limited to the value of the contract	The Bidder'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 actual **and limited to last 12 months revenue**	There is no change in the clause. The clause is self-explanatory
146	14	2.3.1 Project Timeline	The project outer timeline for overall implementation and project sign off is 18 Week from issue of purchase order. Bidder has to implement the solution in 18 weeks from issue of purchase order. Bidder has to submit detail implementation plan along with pert-chart, resource deployment for implementation and FM services in their technical bid. Inability of the Bidder to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause as mentioned in Clause 5.2.14.	Confirmation from Product/OEM	There is no change in the clause. The clause is self-explanatory
147	14	2.3.3 Training	Training--complete clause	Confirmation from OEM	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

148	19	4.1 Overview and General Scope	4.1.2 The bidder should provide support and maintenance of the hardware and software during the warranty period of 3 years after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier. Bidders should provide comprehensive onsite support during the Warranty period of 3 years and AMC for 4th and 5th year with back to back arrangements with the respective OEMs to meet the Service Levels defined in this RFP till the currency of the contract and with response time of 4 hours and resolution time of 6 hours. Necessary proof for the tie-up arrangements with the OEMs to be provided to Bank	Bidder request Customer to increase the response time from 4 hours to 8 hours and resolution timeline from 6 hours to 24 hours	There is no change in the clause. The clause is self-explanatory
149	19	4.1 Overview and General Scope	4.1.2 The bidder should provide support and maintenance of the hardware and software during the warranty period of 3 years after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier. Bidders should provide comprehensive onsite support during the Warranty period of 3 years and AMC for 4th and 5th year with back to back arrangements with the respective OEMs to meet the Service Levels defined in this RFP till the currency of the contract and with response time of 4 hours and resolution time of 6 hours. Necessary proof for the tie-up arrangements with the OEMs to be provided to Bank	Confirmation from OEM	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

150	20	4.1 Overview and General Scope	4.1.4 Bank will specify the location for supply, installation, configuration, reconfiguration and reinstallation of Hyper-Converged Infrastructure, VMware Virtualization Solution, other software licenses and NAS Storage device at the time of placing purchase order to the successful bidder. Bank may change the locations at a future date. The selected Bidder should take responsibility for dismantling, shifting to new location, re-installation at the new location and making the entire system operational without any additional cost to Bank during implementation, warranty and AMC / ATS period. However, Bank will reimburse the transportation charges, if any, at actual on submission of bills.	Bidder request Customer to borne the charges as per actual for shifting	There is no change in the clause. The clause is self-explanatory
151	20	4.1 Overview and General Scope	4.1.6 Bidder is required to provide resources, which may be required for successful completion of the entire assignment within the quoted cost to Bank. Furthermore, the delivery shall be year over year as indicated in the Bill of Material.	Bidder request Customer to clarify below points: 1) Minimum qualification for all resources (L1/L2/L3/Project director/ PMO)(if any) 2) shifting timing for all resources (L1/L2/L3/Project director/ PMO)(if any) 3) seating location for all resources (L1/L2/L3/Project director/ PMO)(if any) 4) desktop/laptop would be provided by customer 5) does travellling is also included in the responsbility of resource 6) allow bidder to hire contractual/off role employee	Please refer the corrigendum for the changes.

Comments on the Terms & Conditions, Services and Facilities provided:

152	20	4.1 Overview and General Scope	4.1.7 In case of up-gradation of the existing hardware and its associated software, the vendor is required to provide the Warranty/AMC/ATS for that entire hardware (i.e. existing hardware + up-graded components) and the associated software for the period of contract. Consider an example of "storage up-gradation", the existing components such as hard disk stack etc. will be reused and for components that need to be upgraded such as storage chassis, controllers, power supplies etc.); the vendor is required to provide Warranty/AMC/ATS for the period of contract, post acceptance of such hardware.	Bidder request Customer to share the exisitng hardware details and Warranty/AMC details if any Further if any existing hardware is near EoL or EoS then bidder would be replacing with upgraded version of hardware and the cost would be borne by customer	The clause is removed
153	20	4.1 Overview and General Scope	4.1.8 Solution Integration with SIEM: SIEM or Security Operations center: Vendor to support for integration of system software/application with bank's SIEM at no extra cost to Bank. It would be bidder's responsibility to integrate proposed solution with existing SIEM to generate alerts for any EMM violations. Proposed EMM solution should be able to send logs in an acceptable format to the existing SIEM solution.	Compliance confirmation from OEM / Product	There is no change in the clause. The clause is self-explanatory

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Request for Proposal of Supply, Installation, Commissioning and Maintenance of HCI along with VMware virtualization software solution and NAS Storage device.

Comments on the Terms & Conditions, Services and Facilities provided:

154	21	4.1 Overview and General Scope	4.1.10 The accessories (including cables, rack mounting kit, Power strip in the rack etc.) required for the installation and configuration of the equipment should also be specified and supplied by the Bidder. Bank will not arrange for the same. If there is any/whatsoever gap/interpretation/misunderstanding between Bank's requirement and bidder/OEM understanding for proposed solution, it will be the responsibility of bidder/OEM to fill up the gap on time without any extra cost to Bank during implementation of Project/Warranty/AMC/ATS.	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Bidder Understanding is correct
155	21	4.1 Overview and General Scope	4.1.10 The accessories (including cables, rack mounting kit, Power strip in the rack etc.) required for the installation and configuration of the equipment should also be specified and supplied by the Bidder. Bank will not arrange for the same. If there is any/whatsoever gap/interpretation/misunderstanding between Bank's requirement and bidder/OEM understanding for proposed solution, it will be the responsibility of bidder/OEM to fill up the gap on time without any extra cost to Bank during implementation of Project/Warranty/AMC/ATS.	Compliance confirmation from OEM / Product	There is no change in the clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

156	21	4.1 Overview and General Scope	4.1.14 Bidder should undertake to provide maintenance support during warranty and post warranty period for all proposed equipment's & spare parts and ensure that all the supplied items under this RFP should be available for a minimum period of 5 years after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier. Warranty will start after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier. Comprehensive annual maintenance contract has to be entered separately with the bank.	Bidder request Customer to start the warranty from the date of delivery of hardware at customer location	There is no change in the clause. The clause is self-explanatory
157	23	4.2 Project Scope-Hyper-Converged Solution	4.2.2 The bidder is required to do end-to-end installation, implementation, configuration and commissioning of Hyper Converged Infrastructure, its network equipment's and Software Licenses. The bidder is required to unpack, assemble, mount and boot the equipment, install necessary service packs, patches and fixes, set up and configure the equipment and perform any other activity required for successful installation of equipment. Compatibility issues of sub-systems with OS, respective drivers, firmware, any other components to be installed, if required, are to be resolved by bidder.	Bidder request Customer to share the details of exisitng setup of sub systems with OS, drivers, firmware and any other components, so bidder could be well prepared (if any) for smooth installation in one time only with minimum downtime involvement	The Details will shared with successful bidder

Comments on the Terms & Conditions, Services and Facilities provided:

| 158 | 24 | 4.2 Project Scope-Hyper-Converged Solution | 4.2.9 The bidder will also supply compatible TOR (Top of Rack) switch of 24 ports with redundancy to ensure connectivity of all nodes via TOR in both DC and DR. There should be separate minimum 1G network for management network and separate minimum 10G network (in addition to data network) for Backup and Restore solution if applicable. The switch must have L3 functionality and must support 9000 or higher MTU (Maximum Transmission Unit) and VxLAN. This TOR switches will be in stack. Bidder need to supply stacking cable for the same. | Compliance confirmation from BSG/ SCM | Please find the revised clause as "4.2.9 The bidder will also supply compatible TOR (Top of Rack) switch of 24 ports with redundancy to ensure connectivity of all nodes via TOR in both DC and DR. There should be separate minimum 1G network for management network and separate minimum 10G network (in addition to data network) for Backup and Restore solution if applicable. The switch must have L3 functionality and must support 9000 or higher MTU (Maximum Transmission Unit) and VxLAN. This TOR switches will be in stack. Bidder need to supply stacking cable for the same." |

Comments on the Terms & Conditions, Services and Facilities provided:

159	24	4.2 Project Scope-Hyper-Converged Solution	4.2.9 The bidder will also supply compatible TOR (Top of Rack) switch of 24 ports with redundancy to ensure connectivity of all nodes via TOR in both DC and DR. There should be separate minimum 1G network for management network and separate minimum 10G network (in addition to data network) for Backup and Restore solution if applicable. The switch must have L3 functionality and must support 9000 or higher MTU (Maximum Transmission Unit) and VxLAN. This TOR switches will be in stack. Bidder need to supply stacking cable for the same.	Bider request customer to share the specification of TOR switch and further bidder assuem the installation and confirguration would be done by customer technical team and bidder need to supply the switch only	Please find the revised clause as "4.2.9 The bidder will also supply compatible TOR (Top of Rack) switch of 24 ports with redundancy to ensure connectivity of all nodes via TOR in both DC and DR. There should be separate minimum 1G network for management network and separate minimum 10G network (in addition to data network) for Backup and Restore solution if applicable. The switch must have L3 functionality and must support 9000 or higher MTU (Maximum Transmission Unit) and VxLAN. This TOR switches will be in stack. Bidder need to supply stacking cable for the same."
160	24	4.2 Project Scope-Hyper-Converged Solution	4.2.12 Web-based dashboards with continuous real-time/near real-time status updates as well as relevant statistics form and other reporting requirements are also included in the scope.	Compliance confirmation from BSG/ Product	There is No Change in the Clause. The clause is self-explanatory

BANK OF MAHARASHTRA
Request for Proposal of Supply, Installation, Commissioning and Maintenance of HCI along with VMware virtualization software solution and NAS Storage device.

Comments on the Terms & Conditions, Services and Facilities provided:

161	25	4.3 Project Scope-Enterprise Network Attached Storage (NAS) Device	4.3.3 The response time of 4 hours and resolution time of 6 hours for any issue. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OEM and the vendor.	Bidder request Customer to increase the response time from 4 hours to 8 hours and resolution timeline from 6 hours to 24 hours	There is No Change in the Clause. The clause is self-explanatory
162	25	4.3 Project Scope-Enterprise Network Attached Storage (NAS) Device	4.3.7 The accessories including cables, rack mounting kit, Power strip required for the installation and configuration of the storage equipment should also be specified and supplied by the Bidder.	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Bidder Understanding is correct
163	28	4.4.1 Warranty/AMC/ATS Support service	H. Provide on-site support during quarterly DR drills or whenever required by the Bank.	Bidder request Customer to amend this clause and seek half yearly on site support for DR drills	There is No Change in the Clause. The clause is self-explanatory
164	39	5.2.4 Inspection	Acceptance/ Testing	Requesting customer to have definitive time period to conclude the user acceptance test. If UAT is not concluded the services shall be deemed accepted by Customer. Further request to specify the criteria for the same	There is No Change in the Clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

165	43	5.2.14 Penalty	5.2.14.3 The proposed rate of penalty would be 1 % of the of value of affected service or product per week of non-compliance to, the service levels for every percentage below the expected levels of service, for that particular service. Overall cap for penalties will be 10% of the contract value. Thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month. The bank also has the right to invoke the performance guarantee. Refer to Annexure 10 – Commercial Bill of Materials for cost of the product and services; also refer to clause 2.3.1 for project timelines.	Bidder request Customer to delete the phase " Thereafter, the contract may be cancelled and amount paid if any, will be recovered with 1.25% interest per month. The bank also has the right to invoke the performance guarantee"	There is No Change in the Clause. The clause is self-explanatory
166	47	5.2.22 IT ACT	5.2.22 IT ACT	Compliance confirmation from Product	There is No Change in the Clause. The clause is self-explanatory
167	47	5.2.23 Aadhar Act	5.2.23 Aadhar Act	Compliance confirmation from Product	There is No Change in the Clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

168	54	5.2.42 Liquidated Damages	If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the complete contract amount until actual delivery or performance, per week or part thereof (3 days will be treated as a week); and the maximum deduction is 10% of the contract price. Once the maximum is reached, Bank may consider termination of the contract.	Bidder request to amend this clause as : " If the bidder fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the **undelivered or pending work**, per week or part thereof (3 days will be treated as a week) until actual delivery or performance ; and the maximum deduction is 10% of the **undelivered or pending work**. Once the maximum is reached, Bank may consider termination of the contract."	There is No Change in the Clause. The clause is self-explanatory
169	54	5.2.42 Liquidated Damages	Installation will be treated as incomplete in one/all of the following situations: 4 Non-delivery of any component or other services mentioned in the order 4 Non-delivery of supporting documentation 4 Delivery/Availability, but no installation of the components and/or software 4 Ill-integration 4 System operational, but unsatisfactory to Bank	Bidder request customer to remove the phase from liquid damage " System operational, but unsatisfactory to Bank" as same falls under SLA penalty	There is No Change in the Clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

170	59	7. Service Levels	Level of Uptime Per Year Penalty Charges 99.96% and above No Penalty 99.00% and above but below 99.96% 1 % of total cost of Yearly payout 98% and above but below 99% 5 % of total cost of Yearly payout Below 98% 10% of total cost of Yearly payout	Compliance confirmation from Product on SLA penalty	There is No Change in the Clause. The clause is self-explanatory
171		General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false celling and under POP wall will be in customer scope of work	This is not under scope of this RFP
172		General	Network equipment safety	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Bidder Understanding is correct
173		General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Bidder Understanding is correct

Comments on the Terms & Conditions, Services and Facilities provided:

174		General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Bank is asked onsite support for the solution mentioned in the RFP, Therefore point mentioned by bidder is not applicable
175		General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Exemption in SLA is not accepted
176	14	2.3.3 Training	This faculty should be solution certified up to advance level and should provide courseware with adequate lab facility as well. The training should be provided by the OEM employee and should be of minimum 3 days, 8 hours a day for each solution under this RFP.	Please confirm if there is requirement for training the Bank personnel on the ITSM/ticketing tool solution. If yes, please confirm if the count users to be trained is 5	Training is required on the solution proposed by the bidder

Comments on the Terms & Conditions, Services and Facilities provided:

177	20	4.1.8	SIEM or Security Operations center: Vendor to support for integration of system software/application with bank's SIEM at no extra cost to Bank. It would be bidder's responsibility to integrate proposed solution with existing SIEM to generate alerts for any EMM violations. Proposed EMM solution should be able to send logs in an acceptable format to the existing SIEM solution	We understand that propsoed HCI solution should be intergrated with Bank's existing SIEM. We are assuming that intergration with Bank's SIEM is one time activity. Please confirm	Bidder Understanding is correct, However, if any issue occurs in integration with SIEM during tenure of project in future, then Bidder has to resolve the issue.
178	20	4.1.7	In case of up-gradation of the existing hardware and its associated software, the vendor is required to provide the Warranty/AMC/ATS for that entire hardware (i.e. existing hardware + up-graded components) and the associated software for the period of contract. Consider an example of "storage up-gradation", the existing components such as hard disk stack etc. will be reused and for components that need to be upgraded such as storage chassis, controllers, power supplies etc.); the vendor is required to provide Warranty/AMC/ATS for the period of contract, post acceptance of such hardware	We understand that Bidder has to provide Warranty/AMC/ATS on Hardware/Software supplied by bidder only OR exsisting Hardware which lying with Bank currenlty. Please confirm	Bidder has to provide the Warranty/AMC/ATS on Solution supplied through this RFP as per clauses mentioned in RFP
179	21	4.1.10	The accessories (including cables, rack mounting kit, Power strip in the rack etc.) required for the installation and configuration of the equipment should also be specified and supplied by the Bidder.	We understand that the Bidder has to execute required cabling from propsoed ToR Switch to Bank's exsiting Access/Leaf switches. Please let us know the total distance from Bidder proposed Rack to Bank exsisting Network Rack for estimating the cable and other accessories	The details will be shared with Successful Bidder

Comments on the Terms & Conditions, Services and Facilities provided:

180	22	4.1.20	The OS license supply under the this RFP must be with SA	Is bidder supposed to provision manpower for OS administration (Red Hat and Windows) for the project tenure.If Yes, Please confirm the total nos of OS instances that have to be managed by the bidder.	The details will be shared with Successful Bidder
181	22	4.1.22	The warranty of hardware will start after completion of successful installation and after obtaining sign off from Bank or 90 days from the date of delivery whichever is earlier. AMC will start post completion of warranty period of three years.	Bidder request Bank to make warranty to start immediately after delivery of hardware ,software and not after sign off or 90 days of delivery whichever is earlier	There is No Change in the Clause. The clause is self-explanatory
182	23	4.2.5	Bidder has to carryout hardening of VMware Hypervisor, Hypervisor Management Solution, VMware NSX, OS (Operating System), patch management activity and other configuration on OS, related software, etc.,	Does bidder need to propose Patch management solution for suppled OS license ? OR bidder can leverage the Bank's exsting patch management tool. Please confirm.	Please find the revised clause "Bidder has to carryout hardening of VMware Hypervisor, Hypervisor Management Solution, SDN Solution, OS (Operating System), patch management activity and other configuration on OS, related software, etc.," However, If Supplied solution is complied with Banks Existing Patch Management solution, then Bidder can use the Existing solution. However, if the existing solution does not support the proposed solution and OS supplied by the Bidder then Bidder has to perform the patch Management activity and other configuration as mentioned in RFP as per Bank policy time to time.

Comments on the Terms & Conditions, Services and Facilities provided:

183	25	4.3.3	The response time of 4 hours and resolution time of 6 hours for any issue. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OEM and the vendor	6 Hours Resolution time does not seems to be feasible for Hardware. Hence request to relax this resolution time.	There is no change in the Clause
184	29	4.4.2 People Deployment - B.	The number of tentative resources indicated by the Bank in Annexure 15 and Annexure 10 Commercial Bill of Material is for the purpose of the commercial normalization. The actual resources requirement would be finalized by the Bank at the time of deployment & the same would be at the rate provided by the bidder in their commercial.	Bidder request Bank to allow bidder to decide the number of resources required for L1 & L2 and resource count should not be restricted to 4 and 2 respectively mentioned as per Annexure 15 of RFP. Please confirm	Please refer corrigendum for changes.
185	32	5.1.3.8	Quarterly preventive maintenance of all the equipment to be supplied, which shall interlay, includes cleaning of inside and outside of all equipment during warranty period.	Cleaning of all supplied equipment , includes inside and outside does not seems to be feasible. Hence we are requesting to revisit this cluse.	Accepted. Please read as " Quarterly preventive maintenance of all the equipment to be supplied, which shall interlay, includes cleaning of outside of all equipment during warranty period.

Comments on the Terms & Conditions, Services and Facilities provided:

186	36	5.1.5.10 Right to Alter Quantities	The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by the Bank in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the proposed solution equipment, licenses, services & equipment shall be passed on to the Bank within the contract period.	Bidder request bank to relax this clause	There is no change in the Clause
187	36	5.1.5.11	Sub contract	Please confirm whether the bidder can propose outsourced resources for L1 ,L2 and L3 roles OR all resources should be on bidders payroll.	The clause is self-explanatory
188	37	5.1.6 Conditional bids :	Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same shall be obtained before submission of bids.	Does bidder allow to submit deviation along with bid? In RFP, there is seperate Annexure 12 - List of deviations requested. Please confirm	The deviation required should be mentioned in the annexure and also refer clause 5.1.6 for further clarification.

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Request for Proposal of Supply, Installation, Commissioning and Maintenance of HCI along with VMware virtualization software solution and NAS Storage device.

Comments on the Terms & Conditions, Services and Facilities provided:

189	38	5.2.1 Contract Commitment :	The Bank intends that the contract, which is contemplated herein with the Bidder, shall be for a period of five years from the date of acceptance sign off. However, the extension of the AMC post warranty period will be at the sole discretion of the Bank.	Please clarify whether contract period shall be for the period of 5 years from the date of acceptance sign off or PO released date	The clause is self-explanatory Refer clause 4.4.1
190	46	Source code	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.	As proposed HCI solution is thid party (VMware) OEM and Hence OEM may not allow Bank to conduct source code audit. Kindly revisit this clause and confirm	Bidder has to provide audited compliance report from the OEM for proposed solution
191	54	5.2.40 Data Privacy :	The successful bidder must comply with proposed Data privacy bill.	Bidder request bank to relax this clause	There is no change in the Clause
192	56	6.2 Technical Evaluation criterion :	1. Product Competency v/s other products in Industry	Please clarify how bank will evaluate product competency V/s other products in industry. Please give us some pointer on which bank is goint to give score to bidders	Bidder has to provide competency of his product in comparison with product available in the market.
193	59	7.C	Bank will calculate uptime on quarterly basis of proposed infrastructure for Bank"s Virtualization setup as per below details	As per this statement , SLA to be calculted on Quaterly basis wherein calculation on penlaty given in the table is on Yearly basis. Please confirm	The clause is self-explanatory.
194	60	Service Levels	99.96% and above	Requesting Bank to relax the SLA . (99.96 % to be modify as 99%)and cap the maximum penalty to 5%	There is no change in the Clause
195	62	9 Response to RFP	9 Response to RFP	Bidder request bank to make bid submission online. Due to COVID 19 pandemic, bidder may not be able to submit physical submission and hence request. Please confirm	Accepted

Comments on the Terms & Conditions, Services and Facilities provided:

196	67	5	Licenses should be perpetual in nature. That means even if Bank wishes not to buy support/subscription, the license should be valid and cluster should be functional without any feature and functionality degradation.	This is Single OEM specific cluase. All OEM have different Licensing Policy .Bank has asked for 5 years support . We will adhere to that requirement, even with perpetual License its advisable that to take OEM support. This becomes a compliance issue . Requesting bank to change "Licenses should be perpetual/subscription in nature."	There is no change in clause. The clause is self-explanatory .
197	68	18	The proposed HCI solution should have QoS for IOPS at virtual machine (VM) and virtual disk (Virtual Disk) level to provide granular control of performance to Bank.	This is Single OEM specific cluase. QoS is always configured at the network level. Since the performance bottleneck is caused by Network congestion and Latency . Request bank to change it to "The proposed HCI solution should have QoS for IOPS/Network at virtual machine (VM) or virtual disk (Virtual Disk) or Cluster level to provide granular control of performance to Bank."	There is No Change in the Clause. The clause is self-explanatory

Comments on the Terms & Conditions, Services and Facilities provided:

198	71	43	The nodes should connect over 10G IP connectivity. Minimum 6 x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. There should be no dependency on any proprietary or specialized interconnects. The bidder should have provision for compatible.L3 switch, 24 ports of 10G copper along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR).	This is a single OEM specific clause . 6 Ports per Node is oversized requirement and this is specific to single OEM Configuration . We request bank to change the clause as below . Minimum 4x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. The bidder should have provision for compatible L2 switch, min 48 ports of 10ig/25Gig SFP along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR).	Accepted, Please read the clause as "The nodes should connect over 10G IP connectivity. Minimum 4x10Gig/25Gig Ethernet port per node must be proposed. All ports need to be independent so as to provide high availability. The bidder should have provision for compatible **L3** switch, min 24 ports of 10ig/25Gig SFP along with 6 uplink ports of 40G TOR switch with redundancy to ensure all nodes connectivity via TOR to Bank"s network at each site (DC and DR)."
199	77	5	In the event of addition of storage controller/storage node to storage solution, existing data should be rebalanced (auto balanced) across all storage controllers/storage nodes without any impact on performance.	Please Change to - In the event of addition of storage controller, storage array should have capability to rebalance existing and new data across all the storage nodes without any performance impact	There is No Change in the Clause. The clause is self-explanatory
200	78	14	Should support various hardware industry standard RAID levels (1,5,6,10) or equivalent.	Please Change to - should support single, dual or triple failure conditions without data loss or data availability	Bidder's storage solution must support industry storage standards RAID (1,5,6,10). There is no change in clause.

Comments on the Terms & Conditions, Services and Facilities provided:

201	78	15	The multi-pathing software should provide multi-pathing from all leading OEM"s (Microsoft/ HPE/IBM/ RedHat/ Oracle/ VMware etc.)	Please Change to: Proposed unified storage should support industry leading multi-path software supplied by leading server/OS vendors (Microsoft/ HPE/IBM/ RedHat/ Oracle/ VMware etc.)	Accepted. Please read the clause as " Proposed unified storage should support industry leading multi-path software supplied by leading server/OS vendors (Microsoft/ HPE/IBM/ RedHat/ Oracle/ VMware etc.)"
202	79	21	The storage should support both local users and groups and directory server users and groups for authentication and authorization. The storage should have file level quota on volume and directory based on user, group and file set level and can be integrated with Active directory or LDAP solution. NAS protocols should be supported & provided for full scalable usable capacity of 1000 TB and beyond in future	Change to: The storage should support both local users and groups and directory server users and groups for authentication and authorization. The storage should have directory level quota on volume and directory based on user, group and can be integrated with Active directory or LDAP solution. NAS protocols should be supported & provided for full scalable usable capacity of 1000 TB and beyond in future.	Accepted. Please read the clause as " The storage should support both local users and groups and directory server users and groups for authentication and authorization. The storage should have File level or directory level quota on volume and directory based on user, group and can be integrated with Active directory or LDAP solution. NAS protocols should be supported & provided for full scalable usable capacity of 1000 TB and beyond in future."
203	90	Annexure 7: Application Management Services-	The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA. The service window for FM services shall be 24x7x365.	Please state the scope of IT Service Management. What all modules of ITSM is required to be deployed - Incident, Problem, Change, CMDB, Asset Mgmt, Service Catalog and Service Level Mgmt	Bank is already implemented monitoring setup. Bidder need not to provide.

Comments on the Terms & Conditions, Services and Facilities provided:

204	90	Annexure 7: Application Management Services		1. Does Bank of Maharashtra have any ITSM tool deployed in the current landscape. If yes, what is the current ITSM tool. 2. Do we need to integrate the new ticketing tool which will be deployed as part of this RFP with the existing ITSM tool	Bank is already implemented monitoring setup. The details will be shared with Successful Bidder
205	90	Annexure 7: Application Management Services		Please confirm if the usage of ITSM tool will be used across Bank of Maharashtra. Please share the volumetric details for ITSM application licenses 1.Total number of end users 2. Total number of resolvers/technicians requiring access to all modules of ITSM - Incident, Problem, Change, Asset , Service Catalog 3. Total number of resolvers/technicians requiring access to only Incident and Problem mgmt module	Bank is already implemented monitoring setup. The details will be shared with Successful Bidder
		Annexure 7: Application Management Services		Please confirm the different envirnoment set-up required for the ticketing tool - Dev/UAT/Prod/DR	Bank is already implemented monitoring setup. The details will be shared with Successful Bidder
		Annexure 7: Application Management Services		What are the integrations to be established with the ticketing tool as part of the initial implementation.	Bank is already implemented monitoring setup. The details will be shared with Successful Bidder

Comments on the Terms & Conditions, Services and Facilities provided:

206	90	Annexure 7: Application Management Services	Application Management Services	Does the bidder provision a Project Manager and Enterprise Solution Architect for the project tenure. Please confirm. We also understand that Project Manager and Enterprise Solution Architect roles are in addition to the L1, L2 and L3 resource requirement mentioned in Annexure 10 page no 6 & 7. Please confirm.	Please refer the corrigendum for the changes.
207	90	Annexure 7: Application Management Services	The bidder is expected to deploy online tool to track service incident and problem resolution and reporting of SLA.	Does the bidder expected to supply,implement and support the Incident and SLA manangment tool. If Yes, Please provide proper specification for the same. It might require separate Server, OS and DB license for the Tool. Please confirm the complete scope of the bidder for Incident and SLA managment.	Bank is already implemented monitoring setup. The details will be shared with Successful Bidder
208	90	Annexure 7: Application Management Services	Application Management Services-Performing 24*7 performance monitoring and management of application	We understand that Management and support of SAN HANA application is out of scope of the Bidder. Please confrim	Bidder has to perform 24*7 performance monitoring and management of supplied solution.
209	91	Annexure 7: Application Management Services	Application Management Services- Configuring and using monitoring tools provided for hardware and application management	We understand that supplied HCI Hardware will be monitored by the Bank using Bank's exsiting EMS (HW Monitoring Tool). Please confirm	Bidder understanding is correct.
210	91	Annexure 7: Application Management Services	Application Management Services- Configuring and using monitoring tools provided for hardware and application management	We understand that SAN HANA application will be monitored by the Bank using Bank's exsisting APM (Application Performance Management) tool and is out of scope of the current RFP. Please confirm	Bidder has to perform 24*7 performance monitoring and management of supplied solution.

Comments on the Terms & Conditions, Services and Facilities provided:

211	91	Annexure 7: Application Managemen t Services -	Configuring and using monitoring tools provided for hardware and application management	What are the current monitoring tools (also share the version details) deployed in the landscape. Will the service provider be responsible for configuration, maintenance of the current monitoring tools deployed in the landscape	The details will be shared with Successful Bidder
212	91	13	Backup & restoration management of application users	We understand that Bank will manage the Backup of proposed HCI solution with Bank's exsisting Backup software and Tape Library solution (Long term retention) Please confirm.	Bidder understanding is correct.
213	97	Annexure 13:	Pre Contract Integrity Pact	Due to COVID-19 and Lockdown like situation, bidder may not be able to submit Pre contract Intergrity Pact on Stamp Paper. Please allow bidder to submit later once the situation gets normalized. Please confirm	There is no change in the Clause
214	104	Annexure 15: Resource Deployment Plan :	PMO and Enterprise Architect	Please confirm what is the role expectation of PMO and Enterprise Architect. Do they require for the entire contract period?	Please refer the corrigendum for the changes.
215	103	Annexure 14:	Manufacturer's Authorization Form	Please allow bidder to take MAF as per OEM's format . Please confirm	There is no change in the Clause
216	104	Annexure 15: Resource Deployment Plan	Resource Deployment Plan	1)How many L1 resources required in each shift at DC 2) How many L1 resources required in each shift at DR site.	Please refer the corrigendum for the changes.

Comments on the Terms & Conditions, Services and Facilities provided:

217	104	Annexure 15: Resource Deployment Plan	Resource Deployment Plan	In Annex 10 , The no of L2 resources is mentioned as 1 no. However, In Annexure 15 , Bank has asked for 2 no of L2 Resources. Also working hours mentioned as 10 am -10 pm. Please clarify how many L2 resources are required in 10 am - 10 pm service window.	Please refer the corrigendum for the changes.
218	104	Annexure 15: Resource Deployment Plan	Resource Deployment Plan	In Annex 10 , The no of L3 resources is mentioned as 1 no. However, In Annexure 15 , Bank has not asked for any L3 resource. Please clarify whether bidder has to provide L3 resource. If Yes, please mention the service window.	Please refer the corrigendum for the changes.
219	Annexure 10- Bill of Material- Software	Microsoft Windows Server 2019 or higher Datacenter Edition (WinSvrDCC ore 2019 SNGL MVL 2Lic CoreLic) with software assurance		Microsoft Windows licenses comes with 2 year software assurance . As per Microsoft policy, they don't provide price for ther period of 1 year separately and bidder needs to take software assurance for 2 year. In that case bidder needs to propose microsoft window license price for the period of 6 years. Please confirm	Please refer the corrigendum for the changes.

Comments on the Terms & Conditions, Services and Facilities provided:

220	Annexure 10- Bill of Material- Facility Management- People deployment cost	L1 level personnel (24*7* 365), L2 Lever Personnel , L3 Leverl personnel		Resource count for L1, L2 mentioned in Annexure 10 is not matching with Resource count mentioned in Annexure 15 of RFP. Please confirm	Please refer the corrigendum for the changes.
221	Annexure 10- Bill of Material- Facility Management- People deployment cost	L1 level personnel (24*7* 365), L2 Lever Personnel , L3 Leverl personnel		Does L3 level support expected from bidder?	L3 resources are not required.
222	Annexure 10- Bill of Material- Facility Management-	Project Director, PMO and Enterprise Architect		Does bidder needs to proposed cost for PMO, Project Director and Enterprise Architect? Please confirm	Please refer the corrigendum for the changes.

Comments on the Terms & Conditions, Services and Facilities provided:

	People deployment cost				
223		Annexure 10- Bill of Material- Facility Management- People deployment cost	Facility Management - People deployment cost	As per FM Table, Resource for L1 is written 5 nos which inculded DC and DR Site ? OR bidders has provide Onsite support model for DC only ? Aslo clarify on L2 and L3 requirement and the required service window.	Please refer the corrigendum for the changes.
224			General Query	We understand that other than ToR switches, Bidder will not supply any networking switches, secuirty devices, AV license, DC-DR link. Please confirm	Bidder understanding is correct.