TAMIL NADU GRAMA BANK
RFP: TMD/9/2024-25 dated 26/11/2024

Amendments – 3 to RFP

SI No.	Section Details	Page No.	Type	Existing Clause	Amended Clause
1	3. Pre qualification Criteria of the Bidder Point No. 8	9	Amendment	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer, from three customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.
2	3. Pre qualification Criteria of the Bidder Point No. 10	9	Amendment	The bidder should have supplied and managed NSx or NSX with micro- segmentation in a VMware Private Cloud with a minimum deployment of 3500+ physical cores managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have supplied and managed NSx or NSX with micro- segmentation in a VMware Private Cloud with a minimum deployment of 3000+ physical cores managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. (A maximum of three purchase orders per customer, from three customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.
3	3.2 Windows and MsSQL database administration (L2) Point No.17	42	Amendment	Perform data migrations from legacy systems to MsSQL databases.	Should possess skill set for performing data migrations from other databases (MS SQL previous versions, MySQL, Oracle, Postgres) to MS SQL databases. All other details will be shared with the successful bidder.
4	4. ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS	48	Amendment	FMS resources have to work in 24x7x365 kind of environment (except specifically mentioned) and should be ready to work in shifts and should be adequate to ensure the unhindered 24x7x365 operations and support.	FMS resources may have to work in 24x7x365 kind of environment (if specifically mentioned) and be ready to work in shifts and ensure the unhindered 24x7x365 operations, support and reduction in downtime.

5	5. VSAN Ready Node (2x32) – Server Type 4 Point No. 9	71	Amendment	Embedded / PCIe based x16 RAID controller with 8GB Flash backed write cache, supporting RAID 0,1, 5, 6, 10, 50, 60. Must support mix-and-match SAS, SATA, and NVMe drives to the same controller.Controller must support 6G SATA, 12G SAS, 16G NVMe.	Embedded / PCIe based RAID controller supporting minium RAID 0,1, pass-through and support mix-and-match SAS, SATA to the same controller. The controller must support 6G SATA, 12G SAS.
6	5. VSAN Ready Node (2x32) – Server Type 4 Point No. 10	71	Amendment	The server should Support at least 12 hot pluggable drives SAS, SATA SSDs and NVMe or all NVMe disks The server must support two identical M.2 Drives SSDs of 240 GB. These drives should not consume the 12 drive slots.	The server should Support at least 12 hot pluggable drives SAS, SATA SSDs or all NVMe disks. The server must support two identical M.2 NVMe Drives of minimum 240 GB. These drives should not consume the 12 drive slots.
7	7. Tape Library Point No.2	77	Amendment	Tape Drive Architecture in the Library shall conform to the INCITS T10 standard ADI Protocol or newer standards.	Tape Drive Architecture in the Library shall conform to the INCITS T10 standard ADI Protocol or other standards.
8	TECHNICAL AND FUNCTIONAL SPECIFICATIONS END OF LIFE	57,61,66,70,75	Amendment	The proposed Hardware and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP.	The proposed Hardware family and Software generation should be latest from the date of RFP submission and the proposed Hardware family and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP.

Clarifications – 3 to RFP

SI No.	RFP Clause	Existing Clause	Query/Representation received	Bank's response
1	ONSITE SUPPORT COST (D)		Only a single onsite resource for each capability is requested in the BOQ .i.e Vmware(L1 & L2),Windows,MSSQL,RHEL. Please validate as does it mean that no onsite resource is required for DR site . IF yes please update the BOQ.	**Currently not in scope. If required will be taken subsequently with the same cost, terms & conditions of the RFP. Till such time DC resources will be accessing DR also from DC for requirements.**
2	ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS		For carrying out all the requested activities like end-to-end project management,installation, implementation, monitoring, patch management, VA/PT closure etc. additonal resources apart from the requested 5 resources may be required.kinldy	**No Change in RFP terms.**
3	ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS		Are onsite resources also required for the Head office in Salem	**Currently not in scope. If required will be taken subsequently with the same cost, terms & conditions of the RFP.**
4	RESPONSIBILITIES OF ONSITE TECHNICAL SUPPORT (FACILITY MANAGEMENT SERVICES)	Perform data migrations from legacy systems to MS SQL databases	Can you please provide the database matrix like database size, number of databases etc)	**Refer Amendment.**
5	SCOPE OF WORK	User should be able to choose combination of OS, Application (MSSQL Standalone, Oracle RAC, Apache, Weblogic, Tomcat),T-shirt size and Platform (VMware) while deploying.	Cab you please list all the databases in scope, from this RFP we can see Mysql, MS sql, Oracle & Oracle RAC and at one place there is an ask of Postgresql also(in RHEL Administration section) Also please help with the database licenses requirement also, example which editions are required like standard, enterprise etc	**Adhere to the RFP.**
6	ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS		Please share the RTO and RPO requirements	**Will be shared with the successful bidder.**
7	ACCEPTANCE TEST		Please share the Criteria for successful acceptence testing	**All the delivered hardware/software/solutions should work in tandem to support the purpose as mentioned in RFP.**

8	1.1 Scope of Work – (To be done by the Bidder):		Bidder may require to propose addional Software and Hardware for catering to requirements like montoring & logging, configuration management,ITSM,EMS etc.. IF allowed,kindly add corresponding line item in the commercial BOQ for quoting the same	**Adhere to the RFP.**
9	FORCE MAJEURE	Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the Successful bidder and not involving the vendor's fault ornegligence and not foreseeable. Such events may include, but are not restricted to, war or revolution, pandemic and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event. Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.	Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the Successful bidder and not involving the vendor's fault ornegligence and not foreseeable. Such events may include, but are not restricted to, war or revolution, pandemic and epidemics. If a force majeure event arises, the Vendor shall notify within 30 days the Bank in writing, the vendor shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.	**Adhere to the RFP.**

10	LIQUIDATED DAMAGES	Liquidated Damages due to Delayed Hardware/ Software License Delivery, non-deployment of Onsite Technical Support Resources and delay in Implementation. I. Inability of the Successful bidder to deliver the required service levels as mentioned in the table below, would result in breach of contract and invoke the LD clause. II. Bank shall be entitled to deduct the liquidated damage from amount payable by the Bank under this contract. III. The penalties mentioned hereunder will be applicable to the respective solutions for which the delivery/ Implementation/deployment is delayed. The penalties will be applicable even if a part of a solution/product is undelivered/unimplemented owing to which the solution/product is impacted. IV. Applicable penalties i.e. LD amount due to delayed hardware and license delivery, FM Deployment and implementation are as below: A – Hardware Cost B – Software Cost C – Implementation Cost D – Onsite Support Cost	Liquidated Damages due to Delayed Hardware/ Software License Delivery, non-deployment of Onsite Technical Support Resources and delay in Implementation. I. Inability of the Successful bidder to deliver the required service levels as mentioned in the table below, would result in breach of contract and invoke the LD clause. II. Bank shall be entitled to deduct the liquidated damage from amount payable by the Bank under this contract. III. The LD mentioned hereunder will be applicable to the respective solutions for which the delivery/ Implementation/deployment is delayed. The LD will be applicable even if a part of a solution/product is undelivered/unimplemented owing to which the solution/product is impacted. IV. LD amount due to delayed hardware and license delivery, FM Deployment and implementation are as below: A – Hardware Cost B – Software Cost C – Implementation Cost D – Onsite Support Cost	**Adhere to the RFP.**
11	INDEMNITY	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the purchase contract and to protect the Bank during the tenure of Purchase Order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation, etc., thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the solution supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of anyloss and/or damages, cost, expenses, etc., caused due to malfeasance/misfeasance of any of its solution and/or due to any of their onsite engineer/representative.	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation, etc., thereon. In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the solution supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of anyloss and/or damages, cost, expenses, etc., caused due to malfeasance/misfeasance of any of its solution and/or due to any of their onsite engineer/representative.	**Adhere to the RFP.**

12	TERMINATION OF CONTRACT FOR DEFAULT	The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part : a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or b. if the Successful bidder fails to perform any other obligation(s) under the Contract. c. if the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract. 'For the purpose of this clause: "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.	The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part : a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or b. if the Successful bidder fails to perform any other obligation(s) under the Contract. c. if the Successful bidder, has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract. 'For the purpose of this clause: "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.	**Adhere to the RFP.**
13	DISPUTE RESOLUTION /ARBITRATION	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai. Successful Bidder Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator mutually appointed by the parties. If the Parties are unable to agree on the sole arbitrator, then the Parties shall get the sole arbitrator through an appropriate court. The venue of the arbitration shall be Chennai. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai. Successful Bidder Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.	**Adhere to the RFP.**

14	Non-Disclosure Agreement	7) Damages: The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. Each party agrees to indemnify the other against loss suffered due to breach of contract / RFP / SLA and undertakes to make good the financial loss, Litigation charges, Arbitration Charges, other charges etc caused directly or indirectly by claims brought about by its customers or by third parties. 10) Remedies: Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.	7) Damages: The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. 10) Remedies: Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance.	**Adhere to the RFP.**
15	General		What is the support window for operations ? 24x7/ 12 x 5 / 8 x 5 etc pls specify. Also pls share details on how monitoring and alerting would be done. Is customer expecting bidder to deploy a team or customer has his own team. Secondly is remote monitoring allowed ? If Yes customer to ensure remote connectivity infra is enabled	**Please refer Page No: 45 of RFP. "The bidder to Deploy Onsite Engineers, who will be working from 9.30 AM to 6.30 PM at Bank's Site (DC at Chennai/ DR, Hyderabad/Head Office, Salem) on day-to-day basis for hardware and software management." Remote connectivity will not be provided.**
16	3. Pre qualification Criteria of the Bidder	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components like vRealize Operation, vRealize Automation, NSX with a minimum of 400+ Virtual Machines deployed and managed at Customer's DC and DR in India in the last 5 years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Private Organization in India. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Adhere to the RFP amendments.**
17	3. Pre qualification Criteria of the Bidder	The bidder should have supplied at least two full-time resident engineers supporting VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have supplied at least 2 full-time resident engineers supporting VMware Private Cloud solutions comprising components like vRealize Operation, vRealize Automation, NSX with a minimum of 400+ Virtual Machines deployed and managed at Customer's DC and DR in Indian Market in the last 5 years for a minimum of 1 PSU Bank or Scheduled Commercial Bank, NBFC, Insurance Company, PSU, Private Organization in India. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Adhere to the RFP amendments.**

18	SCOPE OF WORK	The bidder needs to integrate the Proposed Hardware and Software solution with Bank's existing hardware and software tools such as Existing Servers, SAN Storages, VMs, Networking switches, Antivirus Software, Firewall etc. for smooth functioning of the project.	Bidder requests customer tto share the details of existing hardware and software tools to be integrated with details to determine if any integration challenges and/or existing hardware is EOL/EOS, which may pose a challenge for integration. Please share the details.	**Please refer Page No:40 (Section 1.2) for Migration of 5 VMs from exsi 7.0. Other VMs need to be migrated by the bidder.** **The provided hardware should integrate with the existing SAN Switch (Brocade SN3000B) and Storage (HPE 3 Par & Dell EMC Unity 480, 400).**
19	SCOPE OF WORK	The bidder needs to maintain 99.95% uptime calculated on 24*7 basis per month for all equipment supplied. Bidder need to provision highest support and direct support from the OEMs proposed for the Project. Bidder to provision 30 minutes' response time for trouble shooting and complaint logged by Bank and 6-hour Call to repair service for the supplied hardware. In case of open-source hardware or software proposed by the OEM or Bidder, the Bidder need to take ownership for the support and compatibility with the proposed Hardware and Software.	Bidder understands that uptime is to be maintained for the h/w and s/w to be provided as per the RFP requirement. Also, is the customer looking for OEM support during Operations & Maintenance or the bidder has to manage the landscape. Please clarify.	**Bidder has to coordinate with OEM and maintain the uptime as mentioned in RFP.**
20	SCOPE OF WORK	Performing DC and DR Drill on periodic basis as per Bank's requirement.	Please specify number of DR Drills to be executed every year and the duration of each DR drill.	**DR Drill will be exercised as per regulatory guidelines (minimum 4 per year) and as and when required for maintenance of DC.**
21	ONSITE TECHNICAL SUPPORT – GENERAL REQUIREMENTS	FMS resources have to work in 24x7x365 kind of environment (except specifically mentioned) and should be ready to work in shifts and should be adequate to ensure the unhindered 24x7x365 operations and support.	Five Resources mentioned under The ONsite Technical Support (FMS) are not adequate to support 24x7x365 kind of environment. Bidder might need additional resources to ensure 24x7 support coverage. Please help us as to where this additional cost needs to be loaded in the commercial template.	**Refer Amendment.**
22	Backup Policy		Please share the Backup Policy to be impemented across Tape Drive or any other devices to be considered for Second copy (example Full/incremental). Also share the Backup Retention Policy Since its Banking (BFSI) We need to know for how many years we need to keep the last copy data from compliance standpoint.	**Will be shared with the successful bidder.**
23	3. Pre qualification Criteria of the Bidder	The bidder should have supplied at least two full-time resident engineers supporting VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	Request Bank to amend the clause : We have 2 customer reference that 2 full-time resident engineers supporting VMware Private Cloud solutions comprising components like vRealize Operation, vRealize Automation, NSX with a minimum of 400+ Virtual Machines deployed and managed at Customer's DC and DR in Indian Market in the last 5 years for a minimum of 1 PSU Bank or Scheduled Commercial Bank, NBFC, Insurance Company, PSU, Private Organization in India. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Adhere to the RFP amendments.**

24	3. Pre qualification Criteria of the Bidder	The bidder should have supplied and managed NSx or NSX with micro-segmentation in a VMware Private Cloud with a minimum deployment of 3500+ physical cores managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	Request Bank to amend the clause : We have 2 customer reference supplied and managed microsegmentation in a VMware Private Cloud with cumulcative of minimum deployment of 3000+ physical cores managed at Customer's both DC and DR in Indian Market in the last 5 years of PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. Multiple purchase orders from the same customers during the period will be accepted. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Refer Amendment.**
25	3. Pre qualification Criteria of the Bidder	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	Request TNBG to amned the clause: we have 2 customer reference in VCF with nsx where the total vm count is cumulative of 700+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last 5 years for 2 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India.. Documents complying the above criteria with numbers need to be submitted as a proof for the compliance (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Refer Amendment.**
26	3. Pre qualification Criteria of the Bidder	The bidder should have supplied and managed NSx or NSX with micro-segmentation in a VMware Private Cloud with a minimum deployment of 3500+ physical cores managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer OR from three or more customers amounting to 1000+VMs, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Refer Amendment.**

27	3. Pre qualification Criteria of the Bidder	The bidder should have successfully Installed and maintained VMware Private Cloud solution comprising components vRealize Operation, vRealize Automation, NSX with a minimum of 1000+ Virtual Machines deployed and managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization in India or Private Organization in India. (A maximum of three purchase orders per customer, from two customers, will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	The bidder should have supplied and managed NSx or NSX with micro- segmentation in a VMware Private Cloud with a minimum deployment of 2500+ physical cores managed at Customer's both DC and DR in Indian Market in the last five financial years for a minimum of 1 PSU Bank or Scheduled Commercial Bank or NBFC or Insurance Company or PSU or Government Organization or Private Organization in India. (A maximum of three purchase orders per customer, from three or more customers amounting to 2500+ physical cores will be accepted). Documents complying the above criteria with numbers need to be submitted as a proof for the compliance.	**Refer Amendment.**
28	Server Type 1 & 2 Point No - 15	Minimum of 1 VGA/Video Port, 3 x USB 3.0 (1 -front, 1 - rear and 1-internal), 1GbE dedicated Management Ports	1 Front, 1 Rear, 1 Internal USB ports are provided, but Front USB will be USB 2.0. Request bank to consider.	**Adhere to the RFP.**
29	Server Type 1 & 2 Point No - 18	OEM should provide certification for all the hardware on VMWare Esxi 8.0 and higher versions as well as the latest supported versions of VCF versions. Also, the supplied hardware should support all interim version upgrades during the contract period. If hardware supplied by selected OEM is not compatible with VMware releases during the contract period, bidder need to replace hardware with compatible VMware ESXI and VCF without any additional cost to the Bank.	Vmware version release is out of Server OEM scope. The frequency and type of Version change would be controlled by Broacom/Vmware. Request Bank to remove the following clause - "Also, the supplied hardware should support all interim version upgrades during the contract period. If hardware supplied by selected OEM is not compatible with VMware releases during the contract period, bidder need to replace hardware with compatible VMware ESXI and VCF without any additional cost to the Bank."	**Adhere to the RFP.**
30	vSAN Ready Node Point No - 9	Embedded / PCIe based RAID controller supporting minium RAID 0,1, pass-through and support mix-and-match SAS,SATA, and NVMe drives to the same controller.Controller must support 6G SATA, 12G SAS, 16G NVMe.	In vSAN architecture storage drive are managed by vSAN and there is no role of RAID controller for both SSD/NVMe chassis. Can this be changed to H335i/H355 pass through controller for SAS/SATA chassis, In case of all NVMe chassis- NO RAID Controller.	**Refer Amendment.**
31	vSAN Ready Node Point No - 10	The server should Support at least 12 hot pluggable drives SAS, SATA SSDs and NVMe or all NVMe disks The server must support two identical M.2 Drives SSDs of 240 GB. These drives should not consume the 12 drive slots.	Option to have RAID pass through is with SAS/SATA chassis only, so request you to consider and remove NVMe along with SAS, SATA and NVMe together. In case of NVMe chassis please remove RAID controller/pass through completely as the NVMe drives are direct with no RAID	**Refer Amendment.**
32	vSAN Ready Node Point No - 10	The server must have 4*1.92TB SAS SSD in each server for capacity requirement.	In case of NVMe chassis, instead of SAS SSD drives will be of NVMe.	**Adhere to the RFP.**

33	vSAN Ready Node Point No - 10	The Server must have 2 x 800GB SSD or higher cache disk.	In case of NVMe chassis, instead of SAS SSD drives will be of NVMe.	**Adhere to the RFP.**
34	vSAN Ready Node Point No - 15	Minimum of 1 VGA/Video Port, 3 x USB 3.0 (1 -front, 1 - rear and 1-internal), 1GbE dedicated Management Ports.	1 Front, 1 Rear, 1 Internal USB ports are provided, but Front USB will be USB 2.0. Request bank to consider.	**Adhere to the RFP.**
35	SAN Switch Point No - 5	Switch should support multiprotocol architecture such as FC, FCIP and FCR	SAN switches are not intended to work on FCIP directly but the data transmission on IP will be through network switch over TCP/IP. Request bank to consider	**Adhere to the RFP.**
36	Tape Library Point No - 2	Tape Drive Architecture in the Library shall conform to the INCITS T10 standard ADI Protocol or newer standards.	These protocols looks more specific to vendor and not open standard. Request bank to change this to TCP/IP protocol	**Refer Amendment.**
37	Technical and Functional specifications - 1. RACK SERVER (2*32) – Server type 1- Point -23	End of Life: The proposed Hardware and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP.	End of Life: The proposed Hardware family and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP. Since, quoted latest processor model becoming End of Sale in 2 years from the date of RFP Sublmission. Herewith, requesting customer to modify the clause as mentioned.	**Refer Amendment.**
38	Technical and Functional specifications -2. RACK SERVER (2x16) – Server Type 2- Point -23	End of Life: The proposed Hardware and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP.	End of Life: The proposed Hardware family and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP. Since, quoted latest processor model becoming End of Sale in 2 years from the date of RFP Sublmission. Herewith, requesting customer to modify the clause as mentioned.	**Refer Amendment.**
39	Technical and Functional specifications - 5. VSAN Ready Node (2x32) – Server Type 4- Point -23	End of Life: The proposed Hardware and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP.	End of Life: The proposed Hardware family and Software generation should be latest from the date of RFP submission and the proposed Hardware and Software should not become End of Sales for two years from the date of the submission of the RFP and End of Support for 7 years from the date of the submission of the RFP. Since, quoted latest processor model becoming End of Sale in 2 years from the date of RFP Sublmission. Herewith, requesting customer to modify the clause as mentioned.	**Refer Amendment.**

| 40 | 1.1 Scope of Work – (To be done by the Bidder): Point No.18 | The bidder and OEM should arrange physical OEM training for all the technologies and components specified in the RFP and implemented as part of the project, for 8 members from the bank. The training schedule will be as follow s: 10 days during the 1st year, 5 days during the 2nd year, and 5 days during the 4th year of the contract period. | Dear Customer, Is it mandatory to conduct physical OEM training for HPE hardware also on an annual basis? If the OEM does not directly conduct the training, can the bidder take responsibility for it, and can we provide training for certain components or only OEM have to conduct the trainings? Additionally, the mentioned 4th year is correct or it should be the 3rd year of the contract period. Kindly confirm and share | **The OEM training will be required for hardware once while software OEM training will be required as per RFP.** |