

Clarifications							
S.no	Vendor	Page	Section	RFP Point No.	Clarification Required	Bank Response	Clarification/Amendment
1	SS Information; Skylark; Airtel; Frontier; Team Computers	Pg. 29	1.1.Scope of Work – (To be done by the Bidder):	1. Multiple virtual machines of same configuration across single and multiple sites in single request for High availability - deployment of multiple VMs in any of the 2 sites	Requesting Bank to clarify on this point.Should this be part of our automation template as Load balancer licenses are not provided by VMware.	Load balancer will be provided by Bank in future based on the requirement. Bidder must be able to configure as per scope when required.	Clarification
2		Pg. 29	1.1.Scope of Work – (To be done by the Bidder):	3. The bidder/OEM should ensure that Load balancing is ensured at all levels of compute provisioning.	Should this be part of our automation template as additional Load balancer licenses are to be considered	Load balancer will be provided by Bank in future based on the requirement. Bidder must be able to configure as per scope when required.	Clarification
3		Pg. 29	1.1.Scope of Work – (To be done by the Bidder):	6. Entire workflow should be built considering various scenarios like change in storage (adding disk, removing disk from VM), network, OS flavour, memory i.e. T-shirt sizing has to be provided and user should be able to Choose when requesting VM. 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.	Please clarify if applications like (MSSQL Standalone, Oracle RAC, Apache, Weblogic, Tomcat) to be included as part of the automation template and be part of the implementation scope.	Please refer to the amendment	Amendment
4		Pg. 29	1.1.Scope of Work – (To be done by the Bidder):	12. The bidder/OEM should design and deploy the configuration management tool for configuration management	Please clarify whether additional licenses of Configuration Management to be quoted .	Configuration management may be provided by Bank in future based on the requirement. Bidder must be able to configure as per scope when required.	Clarification
5		Pg. 29	1.1.Scope of Work – (To be done by the Bidder):	15. System should support performing load balancing for Layers 4 through 7 based on source/destination IP, application content, relative weight, CPU – Memory Utilization of load balancer(round-robin), least connections, etc.	Please clarify whether load balancing licenses should be quoted from VMware.	Load balancer will be provided by Bank in future based on the requirement. Bidder must be able to configure as per scope when required.	Clarification
6		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	25. Provide personalized workshops with OEM technical subject matter experts to assist with the onboarding of the technology solutions.	Please clarify whether TAM services should be quoted from VMware.	TAM services are not required for this specific scope.	Clarification
7		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	27. Provide access to proactive support services like:	Please clarify whether TAM services should be quoted from VMware.	The scope must be met by the bidder/onsite resources	Clarification
8		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	a. Identify and resolve potential vulnerabilities / issues through			
9		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	b. Proactive alerts			
10		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	c. Environment recommendations			
11		Pg.30	1.1.Scope of Work – (To be done by the Bidder):	20. The bidder/OEM should provide direct, Prioritized and Proactive Support for enabling expedited issue resolution, minimize downtime, and prevent recurring incidents.	Please clarify whether TAM services should be quoted from VMware.	The scope must be met by the bidder or OEM	Clarification
12		Pg. 34	1.2 Scope of Facility Management Services	61. The Support should include advising & helping the bank in implementing controls for the risk advised by bank information security dept./regulators/Govt of India.	Please clarify whether TAM services should be quoted from VMware.	The scope must be met by the bidder/onsite resources	Clarification
13		Amendment		The bidder should arrange for a certificate from VMware-TAM for usage of all VMware components and following of best practices during installation and configuration of VMWare including Micro-segmentation parts. The verification and certification must be performed every year. The report must be submitted for obtaining sign-off for the implementation."	TAM services will provide a periodic health checkup of the environment and suggest remediations. Requesting Bank to amend the specification as "The bidder should arrange for a periodic health check from VMware-TAM to follow best practices post installation and configuration of VMWare components."	Please refer to the amendment	Amendment
14							
15	SS Information	Amendment	Rack specification - KVM Console	KVM Switch supporting 1 local user, minimum 10 systems with On Screen Display, USB and PS/2 support with 10 nos. of Cable USB min. 6 ft		-	-
16				Should support cascading to support upto 256 target devices.		-	-
17				Should have ability to customize scanning times between attached systems with programmable auto scan		-	-
18				Should use a 3-in-1 KVM cable that supports USB or PS/2 target devices		-	-
19				Same OEM as that of server make for Keyboard, Mouse and minimum of 19" TFT Rack mountable and foldable monitor to be provided.	CL3800NW (18.5")	Please refer to the amendment	Amendment
20				Monitor resolution must be atleast 1280x1024 for standard raj, 1440x900 for 16:19 aspect ratio	1280 x 1024 @ 75 H	Please refer to the amendment	Amendment
21				Monitor must support DVI-D and VGA ports		-	-
22				All the relevant product brochures and manuals must be submitted		-	-
23				All the necessary rail mounting kits must be provided on day 1		-	-
24				Should be 1-U and rack mountable form factor 1 unit of KVM & Monitor switch to be supplied at each site	2U device	Please refer to the amendment	Amendment
25			Should use a 3-in-1 KVM cable that supports USB or PS/2 target devices	Please modify/change : make 3-in-1 KVM OR 2-IN-1 KVM cable	Please refer to the amendment	Amendment	
26			minimum 10 systems with On Screen Display, USB and PS/2 support with 10 nos. of Cable USB min. 6 ft	PS/2 port is outdated - This point should be removed	Please refer to the amendment	Amendment	
27	Airtel	Amendment	Rack specification - KVM Console	Same OEM as that of server make - for Keyboard, Mouse and minimum of 19" TFT Rack mountable and foldable monitor to be provided	This point should be removed - Same OEM as that of server make.	Please refer to the amendment	Amendment
28				Monitor resolution must be at least 1280x1024 for standard ratio; 1440x900 for 16:19 aspect ratio	Please modify/change - Monitor 18.5INCH LCD or 17.3TFT LCD LED backlight	Please refer to the amendment	Amendment
29				Monitor must support DVI-D and VGA ports	Please modify/change : DVI-D or VGA PORT	Please refer to the amendment	Amendment
30		Page 30,Point 22	1.1.Scope of Work – (To be done by the Bidder):	Solution should have Comprehensive cross-product, 24x7 global access with unlimited requests.	What is the existing technology,existing applications banks wants to leverage to the bew sftware and new hardware ,kindly clarify	Please refer to the amendment	Amendment
31		Page 29,point 2	1.1.Scope of Work – (To be done by the Bidder):	The bidder/OEM should ensure that the deployment of VM should have automation like host name customization, IP address allocation	Need clarity on this.	Within the scope&functionalities available in Vmware as per the SKU requested by Bank, if the functionalities are available, must be configured by the bidder	Clarification

32	Page 29,point 16	1.1 Scope of Work -- (To be done by the Bidder):	Implementation & Support for other software viz. GitLab, Redis, CI/CD Pipeline, Workflow automation, Kafka, etc. will have to be provided by the bidder	Bidder scope is to provide infra level support. Implementation and support of those applications will be take care by bank scope.	Bidder/Onsite resource is expected to provide assistance to Bank in installation/configuration of other softwares	Clarification
33	Page 32,Point 4	1.2 Scope of Facility Management Services	The Onsite resources will be responsible for the complete end-to-end project management, installation, implementation, monitoring, patch management, VA/PT closure until project tenure	VA/PT will be comes under bank scope or bidder has to provision for this project	Please adhere to the terms and conditions	Clarification
34	Page. 86	Commercial Bid	Please include ToR switch in the commercial bid format	TOR line items is missing in the commercial bid format	Please refer to the amendment	Amendment
35	Page 76,TOR switch,Point 17	TOR Specification	Switch should support minimum 3 Tbps of switching capacity	As per the industry standard, the calculation of Switching Capacity is based on the number of ports and its throughput. Accordingly , 48 nos of 1/10 GbE and 6 nos of 40/100GbE ports density throughput will be 2.16Tbps.The Calculation is ( 2 x (48x10Gbps) + 2x(6x100Gbps)) . i.e.2x480 Gbps + 2 x 600 Gbps. i.e. 960 Gbps + 1200 Gbps...Kindly revise the switching throughput as per the industry standard	Please refer to the amendment	Amendment
36	Amendment	Eligibility Criteria for Bidder	The bidder should have successfully Installed and maintained VMware Cloud solution (by utilizing Esxi/vCloud Suite/vSphere) with a minimum of 300 Virtual Machines (cumulatively across 3 organizations' DC/DR) deployed and managed at Customer's DC/DR in Indian Market in the last 5 years 2019, 2020, 2021, 2022 and 2023 for a minimum of 3 PSU Bank or Scheduled Commercial Bank, NBFC, Insurance Company, PSU, Private Organization in India, and should have supplied full-time resident engineer for supporting the solution	Kindly consider Minimum ONE BFSI reference PO of supplied full time engineer for supporting the solution as many project deployment customer may not required residential support. Pls consider the same.	Please refer to the amendment	Amendment
37	page 80,SAN Switch,Point no 3	SAN Specification	Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 24 Ports and provision for future expansion must be provided	As per the current requirement,will be populate 13 ports per switch,Rest 11 ports are available..can we consider to quote 24 port or 48 ports switch.	Provision for future expansion must be available on the same device	Clarification
38	Page. 86	Commercial Bid	Microsoft Windows Data Centre Edition with SA (with 3 years ATS) with corresponding CAL licenses	We have to quote the microsoft license with SA and ATS or SA alone will be OK for both server and cal license. Pls clarify.	Please refer to the amendment	Amendment
39	Page. 86	Commercial Bid	Microsoft Windows Data Centre Edition with SA (with 3 years ATS) with corresponding CAL licenses.	The following license will support N-1 downgrade. Confirmed by OEM. Kindly confirm	Please refer to the amendment	Amendment

Team Computers