

Query Response For RFP of Supply,installation,support and Maintenance of Server,RDBMS to implement Biometric Authentucation Solution

Sl. No.	Page No.	Clause No.	Original RFP Clause	Request for Clarification/Modification	Remark
1	58		ANNEXURE "A2" BILL OF MATERIAL: Point 11) Server Rack- As per configuration Annexure-A2-XI	RFP listed RACK a line item in BOM , if need to supply RACK, please provide specification.	RACK will be provide by Bank
2	68		Schedule I – Hardware:- The RED Hat Products SKU number provided in the RFP. i.e. SKU-RV0213787, SKU-RH00026 etc.	Need flexibility for asked Red Hat Products if it comes with HW OEM bundle with servers and it may listed different product no.	No Change
3	9		Scope will include installation, baseline hardening, maintenance, troubleshooting of operating system, virtualization of servers, installation of RHEL Manager VMs creation, VMs clustering, database installation, various software agents and ADD-ONS, as per the requirement of Biometric Authentication Solution.	<p>Software installation migration details not mentioned. Need to know the software details for</p> <p>1) HA cluster</p> <p>2) Biometric software details to be provide</p> <p>3) mySQL database soft to be installed but need to know the DB size, DB users, concurrent users login in DB, existing My SQL</p> <p>4) Which application middleware software to be deployed in Tomcat. App version, how many users connect application, concurrent</p> <p>5) Is presently both DB and APP are configured DC to DR and sync? Which tools are used for sync DB</p> <p>If additional tools used then license should additionally required ?</p>	Will be shared with L1 bidder
4			3.12 CBS Application of Uttar Bihar Gramin Bank will be migrated from Finacle 7x to Finacle 10x within 2 years. Hence Hardware vendor/OEM persons should provide full support for the same including reinstallation of OS/DB and co-ordinate till the system starts working in the new version.	Need to clarify this on scope of work.	hardware will have no change , if any change , it will be very small , but we require support if any issue comes. Details will be shared with L1 bidder.
5	10		UAT server	Nothing specified about details of UAT server, is the server software install by existing vendor or if bidder to install and configure the software, then need to specify the software/ app details.	Hardware vendor will caary out complete installation , only application software will be installed by Application vendor
6	64		Bank shall have to decide on Software support for OS and database. It is recommended to have enterprise license with High Availability Add On for OS and enterprise support for database	High availability license for OS required but is It also required for DB? Or the servers VM is configured with only OS cluster.	Complete Hardware diagram provided

7	64		Note: It is recommended to take data backups (Full/Incremental) on Monthly/Quarterly/Annually) as per Bank's back up policy. Bank existing backup solution/infra shall be used.	Need to specify the existing backup solution, As the new corrigendum mentioned back up software should be supplied by bidder.	New solution is required.
				So, based on that licensed to be procure for backup software.	YES
8			Manufacturer Authorisation	Is MAF required for open source licenses also, i.e. Tomcat etc.. ?	MAF is required as per RFP document
9	51-53		2) If L1 is not Class-I local supplier the lowest bidder among the Class-I local supplier will be invited to match the L1 price subject to Class-I local supplier quoted price falling within the	Need details clarification regarding this criteria.	Refer Govt Guidelines and RFP document
			margin of purchase preference and contract shall be awarded to such a Class-I Local supplier subject to the matching the L1 price.		
			3) In case such a lowest eligible Class-I local supplier fails to match the L1 price the Class-I local supplier with the next higher bid within the margin of the purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly, In case none of the Class-I local supplier within the margin of preference matches the L1 price, the contract may be awarded to the L1 Bidder.		
			4) Class-II local supplier will not get purchase preference in any procurement under taken by procuring entities.		
10			Submission of Bid	As per recent pandemic & lockdown situation, Mode of bid submission should be in Online mode instead of offline.	No Change
				Please change the Tape Drive to a Tape Library with 2 Drives which will be more robust & less susceptible to failure.	No Change
				LTO 8 Tape Drive is the latest one, requesting to change LTO 7 to LTO 8 if there is no dependency with the existing Infrastructure.	No Change
1	12 and 61	SAN Switch	SAN Switch - 16 Port San Switch and with required cables.	We request the bank to kindly specify the number of SAN switches required each in DC and DR. Also there are minimum 24 ports SAN switches available from which 16 ports can be populated hence we recommend the bank to rephrase this point as, "Bidder to provide two 24 port SAN switches each in DC and DR with 16 ports populated at 16Gbps port speed. Required 5M Fiber cables to be supplied with SAN switches"	2 at DC and 2 at DR No change

2	12 and 61	SAN Switch	Power supply - Redundant N+1 power supply and fans	This is in extension to the previous query, 24 ports SAN switches are designed with single power supply, hence going with two SAN switches in each site i.e. DC and DR will provide solution level Power Supply redundancy. hence we recommend the bank to rephrase this point as, "Bidder to ensure with two SAN switches at each site, Power Supplies"	No Change
3	12 and 62	SAN Switch	Warranty - Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 4Hr CTR	We recommend the bank to rephrase this point as, "Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 6Hr CTR"	6 Hr CTR
4	12 and 62	SAN Storage	Storage - 8 TB usable with 5K IOPS with Inline Encryption, storage replication license, volume management	We request the bank to rephrase this point as, "8TB usable capacity with 5K IOPS considering Read/Write ratio = 80/20 Block size = 8KB, RAID configuration = RAID 5, Response time <= 10 ms with Data at Rest Encryption, storage replication license, volume"	No Change
5	13 and 62	SAN Storage	Controllers - Dual controllers, cluster failover and path failover support.	We request the bank to remove the term "Cluster Failover" as the requirement is for stand alone storage in DC and DR. We request the bank to include the feature of "Thin	No Change
6	13 and 62	SAN Storage	Raid Support - Raid 0, 1, 5, 10, 6 and hybrid	We request the bank to elaborate the term, "Hybrid RAID Support"	No change
7	13 and 62	SAN Storage	Warranty - Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 4Hr CTR	We recommend the bank to rephrase this point as, "Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 6Hr CTR"	No Change
8	Additional point	SAN Storage		IO Cards - Per array Include at least 4 ports 16Gb FC SFP+ 4 ports 10Gb iSCSI SFP+	No Change
9	57	ANNEXURE "A2" BILL OF MATERIAL	8. Backup Software As per configuration Annexure-A2-VIII - (warranty 3 Years + ATS 2 Years)	Page no. 10 and 59 mentions, "Backup software to be provided by Bank" Also it is not possible to locate, Annexure-A2-VIII in the RFP document, hence we request the bank to remove this point related to <i>Backup Software</i>	Need to be given by vendor as per RFP

10	69	ANNEXURE "B" COMMERCIAL BID FORMAT	8. Backup Software with 3 years warranty As per configuration Annexure-A2-VIII	Page no. 10 and 59 mentions, " Backup software to be provided by Bank " Also it is not possible to locate, Annexure-A2-VIII in the RFP document, hence we request the bank to remove this point related to <i>Backup Software</i>	Need to be given by vendor as per RFP
11	60	Production / DR Servers	Processor - 2*8 Core @2.6GHZ or Higher	8 core proc are available with 2.5GHZ or 3.2 GHz	No change
12	60	Production / DR Servers	Memory - 8 * 16 GB or better	Pls revise it to 4 x 32GB with 3200MT/s. This will give better scalability.	No change
13	60	Production / DR Servers	HBA Cards - 2* Dual Port 8 Gb/s	Pls make it 16 Gb/s as 8Gb cards will be EOL soon	No change
14	60	Production / DR Servers	Warranty - Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 4Hr CTR	4 HR CTR is not feasible, request you to change it to 6 HR CTR which is the industry standard SLA practice	6 CTR
15	60	Virtualization Management Servers	Memory - 4 * 8 GB or better	Pls revise it to 2 x 16GB with 3200MT/s. This will give better scalability.	No change
16	60	Virtualization Management Servers	HBA Cards - 2* Dual Port 8 Gb/s	Pls make it 16 Gb/s as 8Gb cards will be EOL soon	No change
17	61	Virtualization Management Servers	Warranty - Minimum 3 years comprehensive onsite warranty, Support: Mission Critical, 24*7, 4Hr CTR	4 HR CTR is not feasible, request you to change it to 6 HR CTR which is the industry standard SLA practice	6 Hr CTR
18	61	License Servers	HBA Cards - 2* Dual Port 8 Gb/s	Pls make it 16 Gb/s as 8Gb cards will be EOL soon	No change
19	63	UAT Servers	Memory - 4 * 16 GB or better	Pls revise it to 2 x 32GB with 3200MT/s. This will give better scalability.	No change
20	63	UAT Servers	HBA Cards - 2* Dual Port 8 Gb/s	Pls make it 16 Gb/s as 8Gb cards will be EOL soon	No change
21	62	Tape Drive	LTO-7 Drive	Pls confirm tape drive will be connected to which server?	Database
29	69	8/ ANNEXURE "B" COMMERCIAL BID FORMAT	Backup Software with 3 years warranty	As in rfp it is mentioned Backup software will be provided by bank ,So please remove backup software from commercial bid format.	Need to be given by vendor as per RFP

30	69	10/ ANNEXURE "B" COMMERCIAL BID FORMAT	Web Server with 3 years warranty	Please share the detail for required Web server software.	Tomcat
31	69	11/ ANNEXURE "B" COMMERCIAL BID FORMAT	Server Rack	Please share the rack specifications as it is not mentioned in rfp.	RACK will be provide by Bank