

Pre-bid queries for : RFP for Augmentation of existing Hardware Infrastructure, Container Platform & Software along with OEM provided consolidated Facility Management Services.					
Tender No. CO:DIT:2024-25:406					
S. No.	Page No.	Point / Section No.	RFP Point	Query	Banks Response (Bidder Should not fill in this column)
1	14	Point 4 / Section 2	The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents	Credential Letter - Is Installation Report/Mail Confirmation accepted as credentials? Does the bank expect anything else?	Installation report should be duly signed by the customer who has released the PO, mail confirmation should be from the customer organisational mail ID.
2	14	Point 1 / Section 4	As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in Annexure-11, for 10% of the total project cost valid for 66 months, (implementation period- Go-live Date + 5 years for total project period plus 6	Is BG value applicable on base price, or price including GST?	PBG value applicable on base price
3	14	Point 1 / Section 4		Please clarify period - is 66 months applicable after Go-Live?	PBG should be for 66 months after Go-Live
4	14	Point 1 / Section 4		If it is after Go-Live, how do we know at the time of submitting BG after PO what will be Go-Live? Should we assume 2 Months for implementation, & go-live after delivery?	As per timelines mentioned in the RFP
5	19	Load Balancer Specifications	2.1 The Proposed Solution must be Hardware Appliance based.	<p><b>Existing Clause -</b></p> <p>2.1 - &gt;The Proposed Solution must be Hardware Appliance based.</p> <p>Bank has asked for Web Application Firewall &amp; Load Balancer capabilities within the same appliance from day1.</p> <p>Day by Day the attacks being blocked / reported are Sophisticated &amp; Complex. It has an adverse impact on the Compute, as their (attacker) goal is to bring down the overall System. Further the attack Complexity is expected to increase in coming years ahead.</p> <p>Considering the minimum tenure Bank plans to have the solution deployed in Prod from Go live date is 5 Yrs, we believe having defined the Compute would be helpful for Bank to get better HW System delivered from OEMs, protect the investment being done by Bank, and the Software code remains same across the supplied Hardware platform.</p> <p><b>Revised Clause - Proposed</b></p> <p>2.1 - &gt;The Proposed Solution must be Hardware Appliance based with minimum 24 Physical Cores and 256 Gbps Ram</p>	No Change
6	16 & 17	7.2.1 a) Supply of 200 cores b) Supply of 170 cores	<p>a) Supply of 200 cores &amp; 30 TB Memory to augment the existing IBM LinuxONE Emperor 4 Server and Two 8 x 10G Ports and 2 x 40G Ports Load Balancer with Web Application Firewall (WAF) at DC and associated hardware, software and licences complying with the technical specifications given in RFP, along with Server Racks, accessories and necessary documentation at Bank's locations mentioned in the RFP.</p> <p>b) Supply of 170 cores &amp; 20 TB Memory to augment the existing IBM LinuxONE Emperor 4 Server and Two 8 x 10G Ports and 2 x 40G Ports Load Balancer with Web Application Firewall (WAF) at DRC and associated hardware, software and licences complying with the technical specifications given in RFP, along with Server Racks, accessories and necessary documentation at Bank's locations mentioned in the RFP.</p>	<p>We understand that OEM(IBM) refers the cores of their LinuxONE as IFL, so accordingly we are assuming 200 cores at DC means 200 IFLs of LinuxONE (similarly at DR) , please confirm</p>	Bidder's understanding is correct.

7	34	Training	<p><b>Training</b> Provide training to Bank team for Container Management Administration. a) Bidder must arrange training on the listed items through the OEM. The mode of the training will be physical and venue will at Banks' identified location preferably at Mumbai. b) Training duration should be tentatively three weeks. c) The whole responsibility of arranging the training through the OEM will lie with the Bidder. The bank may, at its discretion arrange the training location. Arrangement of Training and logistics of trainer at such instance will be made by the bidder without any cost to the Bank. d) Arrange training for Hardware Infrastructure &amp; Container Management Administration, Enterprise Linux Administration and ODF. e) Trainer should have 3+ years of experience in relevant fields.</p>	Please share how many participants are required to be trained.	Number of Participants for training is 20
8	45	7.5 RPO 0, RTO - 60 minutes	<p>The proposed system must be capable of and compatible for Disaster Recovery Implementation with Recovery Point Objective (RPO) - 0 minutes and Recovery Time Objective (RTO) - 60minutes. The successful bidder should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. Proper Backup policy should be considered in implementation plan. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. Bank also has made provision of Near Site for, achieving zero / near zero RPO. Bidder will have to design solution to achieve Zero RPO. Bidder has to implement the same whenever required by the Bank within the period of contract.</p>	<p>The RTO/RPO is governed by Banks DR policy/solution,. Our infrastructure is capable of providing the requested RTO/RPO, however the same is applicable only when Bank provides NDC and the DRM solution is capable of achieving the RTO/RPO. Pls confirm if our understanding is correct</p>	Bidder's understanding is correct, However the system should be configured to achieve the required RTO/RPO.
9	16	7.1 / 2,3,4	<p>2) Deliver, install, implement, integrate, and commission new clusters and/or additional worker nodes in the existing Red Hat OpenShift Container Platform along with Enterprise Licenses &amp; 24x7 OEM Support. 3) Deliver, install, implement, integrate, and commission allied Software in the existing Red Hat Advanced Cluster Management &amp; IBM Storage Fusion software, <b>Cluster File System</b> and Key Management Solution along with Enterprise License &amp; 24x7 OEM Support. 4) Deliver, install, implement, integrate, and commission Enterprise Linux in the existing Red Hat Enterprise Linux setup along with Enterprise License &amp; 24x7 OEM Support.</p>	<p>What is Capacity for the cluster file system? Can we consider 10TB as minimum? How many clients(workloads) will be requiring cluster file system? Will this file system be used for Application Logs or Installation. Do we need to consider file based replication using cluster file system?</p>	100TB, Application logs, Database Logs, data files having very high IO.
10	67	19		<p>Since Enterprise Linux OS and Kubernetes platform are subscription based, the licenses needs to be procured first before the implementation. The support starts from the date of activation of subscription Licenses. Request you to modify this clause for Subscription based Software Licenses</p>	Subscription should be started after getting confirmation from the Bank
11	99	55. Breakup of Hardware Infrastructure Cost (item 1 of Summary Table )		<p>As per OEM, The memory upgrade on existing systems will have co-terminus warranty. Trust this is acceptable to Bank.</p>	Bidder's understanding is correct

12	16	7.2.1 Hardware Infrastructure	Bank will provide the necessary SAN storage space, SAN switch ports and network uplink ports to connect supplied hardware infrastructure at DC & DRC. The cabling, port plugging at all endpoints, integration and configuration of the same has to be carried out by the OEM. Any other Hardware / Software required for the successful implementation of the project should be provided by the successful bidder and should be mentioned in the bill of material.	Please confirm if Bank provided SAN Switch & Network switch (TOR & OOB) would have enough free Redundant ports available at both sites on respective switches	Refer to RFP Clause No: 7.2.1
13	16	7.2.1 Hardware Infrastructure		Please provide clarity on Network & SAN Switches distance to be connected to new devices to understand the cabling length to be considered	Distance from Network & SAN Switches to the new devices is maximum 200 Meters. However the actuals may vary and the Successful bidder has to factor for completion of activity.
14	17	7.2.1 Hardware Infrastructure Point n	n) The successful Bidder has to avail the services of the proposed Hardware OEM to install & integrate current as well as futuristic tools like APM, Patch Management Tool, Monitoring tool, Application White Listing Tool, Enterprise Management Tool, Host Intrusion Prevention System and DR Automation Tool to avail the services.	Please do provide OEMs or tools details along with version for APM, Patch Management Tool, Monitoring tool, Application White Listing Tool, Enterprise Management Tool, Host Intrusion Prevention System and DR Automation Tool to avail the services.	Will be shared with successful bidder
15	17	7.2.1 Hardware Infrastructure Point n	System and DR Automation Tool etc. which will be provided by the bank. Bidder should ensure that existing above mentioned tools should be integrated with the proposed Solution.	Who will be integrating this Tools understanding existing FMS team will be owning the said tools. What will be NTT Role. Please do provide clarity on this.	Bidder has to install & integrate the tools with the support of existing System Integrator for the mentioned tools
16	17	7.2.1 Hardware Infrastructure Point O	o) The successful Bidder has to avail the services of the OEM to perform required configuration/reconfiguration in the supplied Systems for successful integration with Bank's Privileged Identity Management Solution and Cyber Security Operation Centre - SIEM.	Please do provide clarity for SIEM reconfiguration means and what will be NTT Role for this Tool	Successful Bidder has to support SOC team for SIEM configuration and reconfiguration.
17	17	7.2.1 Hardware Infrastructure Point P	p) The successful Bidder has to create, add, configure and reconfigure the new clusters as well as existing clusters. Create new KVM's, Logical Partitions, VM's as and when directed by the bank within the defined timelines without any additional cost to the bank	How many nos of VMs to be created and related scope of it.	Initially approximately 100 VMs for production, 100 VMs for non production need to be configured. However, bidders FM resource has to create additional VMs as per Bank's requirement VMs during the entire contract period.
18	26	General Terms for Infrastructure - Point 18	18. Integration of Bank's existing HSM with the proposed Key Management Solution.	Please provide the details of existing Key Management Solution	Key Management Solution has to be supplied as part of scope of the RFP
19	29	General Terms for Container Platform - Point M	M. Backups for entire container platform should be configured and backups should be taken in regular intervals as per defined policy for both existing and new supplied hardware / platform.	Please provide clarity on existing backup tool and NTT role if any for newly supplied Hardware	The details of the Backup tools will be shared with successful Bidder. The successful bidder has to install and configure the backup agent and do the necessary changes as required.
20	34	General Specification		Please provide clarity for Staging server to be spun up separately or existing server will be utilized for the same	Staging server should be setup separately.
21	47	Architecture Assessment Services from OEM	Point 7.8	Which Production workload/application has to be covered in architecture assessment. Pls clarify	20 applications with multiple production workloads. The details will be shared with successful Bidder
22	136	Support for policy-based replication of images across geolocation to support no data-lost in case of site-level failures.	34 Support for policy-based replication of images across geolocation to support no data-lost in case of site-level failures.	Since Bank has deployed the Platform already, this function can be utilized using the existing platform itself. Pls confirm	No Change
23	12	2. Eligibility Criteria S.No. 6. Bidder should have deployed the Kubernetes based Container Platform in at least 1 Scheduled Commercial Bank with at least 500 Branches in India within last 5 years.	2.6 Bidder should have deployed the Kubernetes based Container Platform in at least 1 Scheduled Commercial Bank with at least 500 Branches in India within last 5 years.	Kindly Amend this Clause as:- Bidder/Oem should have deployed the Kubernetes based Container Platform in at least 1 Scheduled Commercial Bank with at least 500 Branches in India within last 5 years.	No Change
24		General query		Does the scope requires dedicated resource for Load balancer / WAF? As there is no dedicated line item for the same in the bill of material Kindly provide clarity on the same.	The resources factored under the clause should handle the Load Balancer / WAF
25	14	Performance Bank Guarantee	10% PBG of the total project cost valid for 66 months	Request you to kindly relax this to 3% as we have submitted in earlier BIDs	No Change

26	23	Web Application Firewall	13.6 ICSA Certified	13.6 - > ICSA Certified CSA labs have ceased their Operation from 2022.. Hence we request the Bank to remove the points. Alternatively we can give OLD Certs, if it's OK with the Bank.	Clarification: The certification is not mandatory.
27	26	The successful Bidder should provide a centralized dashboard which is capable of generating reports for usage of KVM, Logical Partitions, VM's, Container Clusters (CPU, Memory, Disk), performance, compliance, health, forecasting, capacity, cost optimization, Port utilizations etc., also it should allow different customer to control the behaviour and consumption of the services.	16. The successful Bidder should provide a centralized dashboard which is capable of generating reports for usage of KVM, Logical Partitions, VM's, Container Clusters (CPU, Memory, Disk), performance, compliance, health, forecasting, capacity, cost optimization, Port utilizations etc., also it should allow different customer to control the behaviour and consumption of the services.	As per the Industry best practices, the dashboard for infrastructure consists of monitoring of KVM, Logical Partitions, VMs, Container Clusters(CPU/Memory) from performance, health, utilization only. Pls confirm if the requirement can be met with these functionalities	Clarification:The successful Bidder should provide a centralized dashboard which is capable of generating reports for usage of KVM, Logical Partitions, VM's, Container Clusters (CPU, Memory, Disk), performance, compliance, Port utilizations etc. It should allow different users to control the behaviour and consumption of the services.
28	68	20	In case any physical part of the supplied server at DRC goes faulty during the project period, the successful bidder has to ensure that the replacement of the faulty part is completed within 48 hours from the time the case is reported.	Trust this clause refers to both server and load balancer	Bidders understanding is correct.
29	131	67	The Proposed Solution must have HTTP 2.0 gateway.	The industry is moving towards higher gateway. Request you to kindly modify the same to HTTP 2.0 Gateway or higher	The Proposed Solution must have HTTP 2.0 gateway. However support for higher specifications is required.