

3.11. Annexure - XI: Clarifications to Pre-bid queries



Bid Number	GEM/2022/B/2871504
Bid Issue Date	22.12.2022
Pre-bid meeting held on	December 30, 2022 at 11:00am

Pre-bid Queries and Response

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
1	28. Purchase Preference (Centre) Page No. 12	As per bid document	To be removed – As on today storage device production facility available not in India	This tender is not reserved for MII. Non-local suppliers who are otherwise eligible and meet other terms and conditions can also participate.
2	Technical Specifications Page no. 4 to 8	As per bid document	Please refer attached Appendix-A & Appendix-B to Annexure-XI	Please refer attached Appendix-A & Appendix-B to Annexure-XI
3	Delivery & Installation Schedule – Section 2.15.2, Page 14 of <u>Buyer Added Bid Specific ATC document.</u>	(1) The Bidder shall install the hardware/ software; integrate with existing network (LAN/WAN/SAN); Showcase/ demonstrate the functionality as per acceptance test criteria within Two weeks from the date of delivery of the equipment at respective location.	We need minimum 4 weeks' time for the installation or 28 working days.	No Change
4	Liquidated damages for Default in Delivery – Section 2.9.2, Page 10 of <u>Buyer Added Bid Specific ATC document.</u>	2.9.2. In case the delay exceeds Ten weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.	Require 14-16 weeks delivery timeline from the date of acceptance of the PO.	No Change
5	Annexure-II: Manufacturer Authorisation Form [MAF] – Section 3.2, Page 22 of <u>Buyer Added Bid Specific ATC document.</u>	We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and/or during the period of the contract.	Tender Terms & conditions should be written as Warranty & CMC Terms	Agreed. Last paragraph of Annexure-II: Manufacturer Authorisation Form [MAF] stands revised as under: "We hereby commit to the Warranty & CMC Terms as contained in the bid document and will not withdraw our commitments during the process and/or during the period of the contract."
6	Scope during Warranty and CMC – Section 1.6.1 (vi) - Warranty, Page 6 of <u>Buyer Added Bid</u>	vi. Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with in hardware items in the presence of the representative of the	This is not applicable, hence request to remove the complete 1.6.1 - vi clause	Agreed. This clause stands deleted.

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
	<u>Specific ATC document.</u>	bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.		
7	1.2 Objective – Section 1.2.3, Page 4 of <u>Buyer Added Bid Specific ATC document.</u>	1.2.3. The SAN Storage quoted by the bidder should not be end-of-life & end-of-support for a period of at least 07 years and should not be end-of-sale from OEM for a period of 05 years, as on last date of bid submission.	1.2.3. The SAN Storage quoted by the bidder should not be end-of-life & end-of-support for a period of at least 07 years and should not be end-of-sale for upgrade for the proposed SAN Storage from OEM for a period of 05 years, as on last date of bid submission.	Agreed. This Clause stands revised as under: “1.2.3. The SAN Storage quoted by the bidder should not be end-of-life & end-of-support for a period of at least 07 years and should not be end-of-sale for upgrade of the proposed SAN Storage from OEM for a period of 05 years as on last date of bid submission.”
8	Section 9 - Warranty, Page 10 of main <u>Bid Document.</u>	Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. <u>CMC would include cost of New SAN Storage (Upload the undertaking).</u> The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 10% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).	Blue line should be removed.	No change. However, it is clarified that the <u>cost of new SAN storage</u> is to be considered for the purpose of quoting the annual CMC Cost (not more than 10% of the new SAN Storage cost) for 6 th and 7 th years.
9	Generic Page 1 of main <u>Bid Document.</u>	Bid End date/ Time	Change Request We request SIDBI to schedule the next bid submission on Wed / Thu / Fri and not Mon / Tuesday. For submission on Mon/ Tuesday, it becomes necessary that OEM documentation be available during weekend which is often a challenge.	No Change

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
10	GeM Document Page 2 of main <u>Bid Document.</u>	MII Purchase Preference = Yes	Q We understand, the RFP is not reserved for MII OEM. The reason for the query is that, the storage offered by MII OEM does not match the specifications mentioned in the RFP. Kindly confirm or clarify	Yes. This tender is not reserved for MII. Non-local suppliers who are otherwise eligible and meet other terms and conditions can also participate.
11	GeM Document Page 4 of main <u>Bid Document.</u>	Technical Specifications Usable Storage Capacity (TB) = 200.0 - 5000.0 Or higher	Q We understand, the capacity to be supplied is 200TB. At the same time we request SIDBI to specify if any specific RAID Geometry (6d2p / 8d2p) etc. is to be used to arrive at 200TB capacity. Kindly confirm and provide input.	Yes. Minimum usable storage capacity should be 200TB with RAID6 or equivalent and without dedupe and compression.
12	GeM Document Page 4 of main <u>Bid Document.</u>	Technical Specifications Number of Drive Slots Populated with drives of different type in the Storage System = 36	Q If the desired capacity can be met with fewer drives, can we populate only the required count of drives instead of 36 drives?	No Change. Minimum number of drives should be 36.
		Total no of drive slot populated with SSD / Flash = 36.0 Or higher	Q We understand the count of drives mentioned here "36" includes the hotspare disks Kindly confirm or clarify.	Yes
13	GeM Document Page 5 of main <u>Bid Document.</u>	Technical Specifications Back-end Bandwidth Scalability in Gbps = 768, 960, 1152, 1344, 1536, 4096, 1024, 1280, 1792, 2048 Or higher	Q We understand the bandwidth scalability of 768Gbps may be considered with 2 controllers or 4 controllers (as mentioned in controller scalability) Kindly confirm or clarify.	Yes. Minimum Back-end Bandwidth Scalability should be 768 Gbps.
14	GeM Document Page 5 of main <u>Bid Document.</u>	Technical Specifications RAID Level Support 5 or equivalent, 6 or equivalent, 1 or equivalent, Triple Parity Or higher	Q We understand the Additional Specification Parameters will override the RAID specification mentioned here. Kindly confirm or clarify.	Yes. It should be RAID6 or equivalent.
15	GeM Document Page 6 of main <u>Bid Document.</u>	Technical Specifications Data Replication	Q We understand that since there is only single storage being supplied, there is no requirement to demonstrate (as part of acceptance test) any of the features listed under the section Data Replication. Kindly confirm or clarify.	Yes. However, the bidders should submit necessary datasheets/ testimonials from OEM confirming the availability of the feature in ready to use state, in proposed make/ model of the storage.
16	GeM Document Page 7 of main <u>Bid Document.</u>	Technical Specifications Data Reduction Type of Data Reduction = Compression,	Q We understand the requirement is for one of these features i.e. Compression, Deduplication,	Yes.

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		Deduplication, Compaction, Pattern Removal Or higher	Compaction, Pattern Removal Or higher Kindly confirm or clarify	
17	GeM Document Page 7 of main <u>Bid Document.</u>	Technical Specifications Encryption Mode Encryption Required = Yes	Q We understand, SIDBI will use own encryption key management solution to manage the keys. Kindly confirm or clarify.	Storage should have its own encryption key management mechanism.
18	GeM Document Page 8 of main <u>Bid Document.</u>	Additional Specification Parameters <ul style="list-style-type: none"> Response Time / Latency of the System (70R / 30W :8KB) with Data Reduction < 1 millisecond for All Flash Input / Output per second = (Number) 1,50,000 or higher 	Q We understand, as part of acceptance test, SIDBI will use IO Meter test Kindly confirm or clarify	Yes. Alternatively, bidders can showcase delivery of desired IOPs on dashboard or otherwise. Also, the bidders should submit the necessary datasheets/ testimonials from OEM confirming the desired throughput from proposed make/ model of the storage.
19	GeM Document Section 9 - Warranty, Page 10 of main <u>Bid Document.</u>	Buyer Added Bid Specific Terms and Conditions 9. Warranty - Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum.	Change Request The clause says total 10 years of support (5 years wty + 5 years AMC) We request SIDBI to modify this to: 9. Warranty Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 2 years for the offered products at the rate not more than 10 % of contract price per annum. This will imply total 7 years of support and not 10 years.	Agreed. This Clause [Section 9 - Warranty, Page 10] of main Bid Document stands revised as under: "Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 2 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of New SAN Storage (Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
				of AMC Performance Security for 10% of total CMC value valid up to CMC period plus 2 months (if there is no other claim)."
20	GeM Document Section 36 - Generic, Page 14 of main <u>Bid Document.</u>	Buyer Added Bid Specific Terms and Conditions 36. Generic The Buyer has an existing set up / inventory of similar products. The offered / supplied product must be compatible with existing system. The bidder has to ensure Compatibility of the supplied items or shall have to include in the supply the necessary hardware / software to make them compatible at no extra cost to the buyer. The details of items with which compatibility is required are as under: SAN Switches: 02 no. of 48 Port, 16 Gbps, DELL EMC – Brocade 6510 SAN switches configured in high availability.	Q We understand the term "compatible with existing system" implies that the new storage will be interoperable with the SAN switch Brocade 6510 and it should be possible to migrate the data to new storage. Once the data is migrated, there is no interoperability required between the old and the new storage. Kindly confirm or clarify.	Yes. Post successful data migration, the old DELL SC8000 storage being disposed-off under buyback, shall be handed over to the successful bidder for data sanitization and pickup.
21	1.1 Existing Setup – Section 1.1.1, Page 3 of <u>Buyer Added Bid Specific ATC document.</u>	1.1.1. Currently, DELL Compellent SC8000 unified SAN Storage is being used as Enterprise storage at Mumbai Data Center (MDC). Brief specifications of the storage are, as under:	Q We understand, the existing setup will remain under active support from the respective OEM. Any technical help needed till the existing setup is de-commissioned, will be provided to the bidder. Kindly confirm or clarify.	Yes. Existing DELL Compellent SC8000 unified SAN Storage is under AMC with back-to-back arrangement with OEM.
22	1.1 Existing Setup – Section 1.1.3, Page 3 of <u>Buyer Added Bid Specific ATC document.</u>	1.1.3. A summary of the existing data volumes/ LUNs on the storage is as under....	Q We understand, once the data is moved to the new storage, SIDBI team will take care of the next set of activities to make the data visible to servers and applications. Kindly confirm or clarify.	Please refer 1.4, page 5 of <u>Buyer Added Bid Specific ATC document</u> for detailed scope of work. However, post data migration, the bidder shall facilitate SIDBI team for smooth and seamless availability of data to servers/ applications from new storage.
23	1.1 Existing Setup – Section 1.1.4, Page 3 of <u>Buyer Added Bid Specific ATC document.</u>	1.1.4. SAN Switches: All the workloads are connected to the SAN storage using 02 no. of 48 Port, 16 Gbps, DELL EMC – Brocade 6510 SAN switches configured in high availability at MDC.	Q Please provide count of ports which are currently free, activated and populated with SFP modules.	23 ports on each Switch.
24			Q We understand, for data migration adequate space, power and cooling will be provided to mount the new storage in existing rack and 5 mts cable length will suffice. Kindly confirm or clarify.	Yes. However, if required, bidder shall arrange for more than 5 meters length cable.

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
25			Q We understand, the cables connected to the existing storage will be also discarded and all new cables are to be supplied. Kindly confirm or clarify	Yes. Old cables shall not be used. New cables should be supplied along with the Storage.
26	1.2 Objective - Section 1.2.1, Page 4 of <u>Buyer Added Bid Specific ATC document.</u>	1.2.1. The objective of this Bid document is to shortlist a bidder for supply, installation, maintenance, and support of a SAN Storage at Bank's Datacentre, under buyback of existing DELL Compellent SC8000 Unified SAN Storage.	Q We request SIDBI to clarify if there is any mandate to dispose the buy-back infra using E Waste Management methodology.	Please refer 1.4, page 5 of <u>Buyer Added Bid Specific ATC document</u> for detailed scope of work.
27	1.3 Delivery and Installation - Section 1.3.5, Page 4 of <u>Buyer Added Bid Specific ATC document.</u>	1.3.5. Implementation and Configuration of components should be done directly by OEM as per scope mentioned.	Change Request We request SIDBI to modify this to: 1.3.5. Implementation and Configuration of components should be done directly by OEM along with and assisted by Bidder Engineers as per scope mentioned.	No Change
28			Q We request SIDBI to clarify if the installation can be carried out by partner personnel at site and OEM supporting, guiding, and supervising remotely.	No Change
29	1.4 Data Migration and pickup of Storage under buyback - Section 1.4.2, Page 5 of <u>Buyer Added Bid Specific ATC document.</u>	1.4.2. Required tools for data migration will be provided by the shortlisted bidder without any extra cost to the Bank.	Q We understand the sign-off will be provided and warranty will begin once the data is migrated unless any issue arises during the next 15 days period of testing. Kindly confirm or clarify	Please refer sections 2.15 (2.15. Delivery and Installation Schedule) and 2.18 (Acceptance Test) of <u>Buyer Added Bid Specific ATC document</u>
30	1.6. Scope during Warranty and CMC - Section 1.6.1, Page 7 of <u>Buyer Added Bid Specific ATC document.</u>	1.6.1. Warranty: vi. Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with in hardware items in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.	Change Request We request SIDBI to drop this clause because if 3rd party components are added to the supplied hardware, it will void the OEM warranty / support.	Agreed. This clause stands deleted.
31	1.7. Training & Knowledge Transfer - Section 1.7.1, Page 7 of <u>Buyer Added Bid Specific ATC document.</u>	1.7.1. The bidder will be required to demonstrate features / functionalities and administration of the commissioned hardware / software to the Bank	Q We understand, this handholding and KT will be at SIDBI site and do we consider 5 SIDBI personnel as the target audience for this training?	Yes.
32	1.7. Return Material Authorization (RMA) -	1.8.1. The replacement unit during warranty/ CMC has to be	Q Please clarify if for the new storage, do we consider disk	Yes.

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
	Section 1.8.1, Page 7 of <u>Buyer Added Bid Specific ATC document.</u>	shipped by OEM to the location and the bidder should install, configure and integrate the same. Once confirmed on the successful working of the device, the faulty unit has to be collected by the bidder and delivered to OEM.	retention whereby Bidder will not be allowed to take any fault disks back.	Pl. refer clause 1.6.3 of <u>Buyer Added Bid Specific ATC document</u> , reproduced below: "1.6.3. Further, as per the Bank's security policy, the faulty disk/ drive replaced during warranty/ CMC period, will not be returned to the OEM/ bidder."
33	2.3. Public Procurement (Preference to Make in India), Page 9 of <u>Buyer Added Bid Specific ATC document.</u>	As per bid document	Q We understand, the RFP is not reserved for MII OEM but expresses "preference" to MII OEM. The reason for the query is that, the storage offered by MII OEM does not match the specifications mentioned in the RFP. Kindly confirm or clarify	Yes. This tender is not reserved for MII. Non-local suppliers who are otherwise eligible and meet other terms and conditions can also participate.
34	2.15.2. Installation Schedule, Page 14 of <u>Buyer Added Bid Specific ATC document.</u>	(1) The Bidder shall install the hardware/software; integrate with existing network (LAN/WAN/SAN); Showcase/ demonstrate the functionality as per acceptance test criteria within Two weeks from the date of delivery of the equipment at respective location	Change Request Kindly change to (1) The Bidder shall install the hardware/software; integrate with existing network (LAN/WAN/SAN); Showcase/ demonstrate the functionality as per acceptance test criteria within Two four weeks from the date of delivery of the equipment at respective location.	No Change
35	2.18. Acceptance Test, Page 15 of <u>Buyer Added Bid Specific ATC document.</u>	2.18.1. During acceptance testing the bidder has to demonstrate all the features/ specifications of the respective hardware items.	Q We understand that since there is only single storage being supplied, there is no requirement to demonstrate any of the features listed under the section Data Replication. Kindly confirm or clarify.	Yes. However, the bidders should submit necessary datasheets/ testimonials from OEM confirming the availability of the feature in ready to use state, in proposed make/ model of the storage.
36		2.18.1. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the Bank	Q Does the acceptance test include demonstrating the performance (IOPS)? If yes, we request SIDBI to provide necessary server(s) / VMs to run the IO Meter test.	Yes. Alternatively, bidders can showcase delivery of desired IOPs on dashboard or otherwise. Also, the bidders should submit the necessary datasheets/ testimonials from OEM confirming the desired throughput from proposed make/ model of the storage.
37	Page 10 of GeM Bid document	<u>Warranty</u>	Kindly correct this clause to match it to that as per buyer's ATC document, clause 1.5.3,	Clause stands revised.

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum.	as per which the CMC will be required for 6th and 7th year.	Please refer clarification given at sr. no. 19 above.
38	Page 10 of GeM Bid document	Warranty the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period.	Kindly correct this clause to match it to that as per buyer's ATC document, clause 2.14.2, 100% payment towards Comprehensive Maintenance Contract as per the contracted rate will be released annually in advance on submission of: 1.Back-to-back proof of renewal of CMC with OEM 2. PBG-2 for 10% of the order value valid for a period of 12 months with additional three months towards invocation period and 3. Valid invoice.	Terms of payment mentioned at section 2.14 Terms of Payment of Buyer Added Bid Specific ATC document, shall prevail.
39	Page 10 of GeM Bid document	Warranty CMC would include cost of New SAN Storage (Upload the undertaking).	CMC cannot include the cost of new SAN storage as it's a maintenance contract.	It is clarified that the cost of new SAN storage is to be considered for the purpose of quoting the annual CMC Cost (not more than 10% of the new SAN Storage cost)
40	Page 11 of GeM Bid document	Point 17: Generic Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central/ State Govt Organization/ PSU/ Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.	Kindly clarify the meaning of "Same or Similar category" products. Can we provide reference of projects where the supply included Server, Storage and other IT infra products.	Yes. Items like Servers, Storage, Backup Devices, Network and Security devices etc. which are hosted in Datacenters shall qualify for Enterprise-class IT hardware items. End-user computing devices like Desktops, Laptops, printers etc. shall not be considered as Enterprise-class IT hardware items.
41	Page 13 of GeM Bid document	35. Past Project Experience Past Project Experience The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial	Kindly clarify the meaning of "Same or Similar category" products. Can we provide reference of projects where the supply included Server, Storage and other IT infra products.	It is clarified that only the enterprise class IT Infra Items like Servers, Storage, Backup Devices, Network and Security devices etc. which are hosted in Datacenters shall be considered for this purpose. End-user computing devices like Desktops,

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		<p>years) as on opening of bid, as per following criteria: (i) Single order of at least 35% of estimated bid value; or (ii) Two orders of at least 20% each of estimated bid value; or (iii) Three orders of at least 15% each of estimated bid value.</p> <p>Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion.</p>		Laptops, printers etc. shall not be considered as Enterprise-class IT hardware items
42	Page 8 of main GeM Bid document	<p><u>Consignees/ Reporting Officer & Quantity</u></p> <p>Delivery Days - 45</p>	Kindly allow delivery timeline of 14-16 weeks in consideration of global supply chain issues.	<p>Number of Delivery Days stands revised to 70 days.</p> <p>Delivery Days – 70</p>
43	Page 10 of SoW & ATC document	<p><u>2.9 Liquidity damages for default in delivery</u></p> <p>2.9.2. In case the delay exceeds Ten weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.</p>	Kindly allow 14-16 weeks delivery timeline from the date of acceptance of the PO.	<p>Number of Delivery Days stands revised to 70 days.</p> <p>Delivery Days – 70</p>
44	Page 5 of SoW & ATC document	<p><u>1.6.1 Warranty</u></p> <p>vi. Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with in hardware items in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.</p>	This is not applicable, hence request to remove the complete 1.6.1 - vi clause.	<p>Agreed.</p> <p>This clause no. 1.6.1(vi) of <u>Buyer Added Bid Specific ATC document</u> stands deleted.</p>
45	Page 4 of ATC	<p><u>1.3. Delivery and Installation</u></p> <p>1.3.5. Implementation and Configuration of components should be done directly by OEM as per scope mentioned.</p>	Request for change- 1.3.5. Implementation and Configuration of components should be done by OEM/ Bidder as per scope mentioned.	No Change
46	Page 2 of Bid Document	<p><u>ePBG Detail</u></p> <p>ePBG Percentage (%) - 10.00</p>	Request for change- ePBG Percentage (%) - 03.00 (3%) AS Government of India - Ministry of Finance has issue Office Memorandum to reduce PBG from 10% to 3%. The Circular is attached for your ready reference.	No Change
47	Page 14 and 15 of GEM GTC	<u>Point No. (m) and m (iv)</u>	Please confirm on the EMD Exemption against vendor	No Change

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited.	assessment certificate? Attaching our Vendor assessment Certificate of For your ready reference.	
48	Page 30 of ATC	3.9. Annexure - IX: Undertaking by Bidder for Local Content Applicability of Preference to Make in India, Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated September 16, 2020, and Ministry of Electronics and Information Technology, Government of India order - revision vide reference W-43/4/2019-IPHW-MeitY dated 07.09.2020. (PPP-MII Order)	Request to change Storage arrays are high end equipment, and the OEM may not manufacture the hardware and software completely in India. OEMs may assemble the components made in various countries and offer the system to the bank. The clause asks for % of local content. The Storage array has Hardware and system Software. It would be difficult for a vendor to put a % of Local content, as the software comprises the software and services. Request the bank to waive the Made in India Clause.	This tender is not reserved for MII. Non-local suppliers who are otherwise eligible and meet other terms and conditions can also participate.
49	Page 10 of ATC	2.9. Liquidity damages for Default in Delivery 2.9.1. If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 1% of the cost of SAN storage for the late delivered item for each week's delay or part thereof, subject to maximum of 10% of cost of SAN storage (refer Table-1 of Commercial bid) 2.9.2. In case the delay exceeds Ten weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.	Request for change 2.9.1. If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 0.5% of the cost of SAN storage for the late delivered item for each week's delay or part thereof, subject to maximum of 5% of cost of SAN storage (refer Table-1 of Commercial bid) 2.9.2. In case the delay exceeds Fifteen weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.	No Change
50	Page 10, Section 2.9. Liquidity damages for Default in Delivery [Buyer Specific SOW & ATC and Annexures]	2.9.1. If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 1% of the cost of SAN storage for the late delivered item for each week's delay or part thereof, subject to maximum of 10% of cost of SAN storage (refer Table-1 of Commercial bid)	Request to modify the clause as: 2.9.1. If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 0.1% of the cost of SAN storage for the late delivered item for each week's delay or part thereof, subject to maximum of 5% of cost of SAN storage (refer Table-1 of Commercial bid)	No Change

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
51	Page 14, Section 2.15.2. Installation Schedule [Buyer Specific SOW & ATC and Annexures]	(1) The Bidder shall install the hardware/ software; integrate with existing network (LAN/WAN/SAN); Showcase/ demonstrate the functionality as per acceptance test criteria within Two weeks from the date of delivery of the equipment at respective location	Request to modify the clause as: (1) The Bidder shall install the hardware/software; integrate with existing network (LAN/WAN/SAN); Showcase/ demonstrate the functionality as per acceptance test criteria within Six weeks from the date of delivery of the equipment at respective location.	No Change.
52	Page 13, Section 35 of Bid Document	35. Past Project Experience The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:	We have undergone restructuring of our company business resulting in formation of subsidiary company to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to rely on its parent company to comply with the Experience & financial Eligibility clauses of the RFP. Request you to allow Financial Capability & project experience of Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) under the circumstances and in event of 100% owned new subsidiary company specifically formed to focus on parent company's Digital business.	No Change
53	Page 10 of main GeM Bid Document	9. Warranty Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of New SAN Storage (Upload the undertaking). The	Request to consider 3 years warranty and 2 years AMC	This Clause stands revised as under: "Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 2 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 10% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).		the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of New SAN Storage (Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 10% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).”
54	Page 3 of Bid Document	<p>9. Past Performance: The Bidder or its OEM {themselves or through reseller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.</p>	<p>Request to modify the clause: The Bidder or Bidder's parent Company (incase Bidder is wholly owned subsidiary of its parent company) or its OEM {themselves or through reseller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last Five Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.</p>	No Change
55	Page 13 of Bid Document	<p>35. Past Project Experience The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria: (i) Single order of at least 35% of estimated bid value; or (ii) Two orders of at least 20% each of estimated bid value; or (iii) Three orders of at least 15% each of estimated bid value.</p>	<p>Request to modify the clause : 35. Past Project Experience The Bidder or Bidder's parent Company (incase Bidder is wholly owned subsidiary of its parent company) / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 5 financial years (i.e. current year and three previous financial</p>	No Change

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion	years) as on opening of bid, as per following criteria: (i) Single order of at least 35% of estimated bid value; or (ii) Two orders of at least 20% each of estimated bid value; or (iii) Three orders of at least 15% each of estimated bid value. Satisfactory Performance / UAT or any relevant certificate/ document issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion.	
56	Page 13 of Bid Document	35. Past Project Experience The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria: (i) Single order of at least 35% of estimated bid value; or (ii) Two orders of at least 20% each of estimated bid value; or (iii) Three orders of at least 15% each of estimated bid value. Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion	We understand that Bidder can tender OEM Product experience of their reseller to comply with the clause. Kindly confirm.	No Change
57	Page 12, Section 2.13. Performance Security [Buyer Specific SOW & ATC and Annexures]	2.13. Performance security: 1. Performance Bank Guarantee for new items (PBG-1): Equivalent to 10% of the order value. The validity period of the PBG should be till the date of expiry of warranty period (of the new SAN Storage) of Sixty (60) months and should have an invocation period of additional TWO (02) months beyond the PBG validity date. 2. Performance Bank Guarantee for CMC (PBG-2): on placing order for CMC in respective years with the shortlisted bidder, the	Request to consider 3% PBG of Order value as standard Industry practice.	No Change

S. N.	Section No. and Page No. of Bid Document	Clause as per Bid Document	Bidder Query	Bank's Response
		bidder should submit PBG for 10% of the CMC order value and valid for a period of 12 (twelve) months with additional 02 (two) months towards invocation period.		

3.11.1. Appendix-A to Annexure - XI

Specification	Specification Name	Bid Requirement (Allowed Values)	Prebid Queries	Bank's Response
Type	Storage Type	Enterprise SAN		
Storage	Type of Storage System	All Flash, Hybrid Or higher	Please specify if you require NVMe Flash or SAS Flash	All Flash Please refer additional parameter no. 1 at page 8 of Bid Document.
	Usable Storage Capacity (TB)	200.0 - 5000.0 Or higher	Its is mentioned as 200TB to 5000 TB which is a range. How much capacity from Day 1 needs to be incorporated. Please help with exact value	Minimum usable storage capacity should be 200TB with RAID6 or equivalent and without dedupe and compression.
	Disk Type	SSD / Flash, NVMe Drive Or higher	SAS SSD Flash or NVMe Flash, SAS HDD or NL-SAS Drives	Disk type should be SAS SSD Flash or NVMe Flash
	Speed of Dual Ported Disk Drive	6 Gbps, 12 Gbps, PCI Gen3 NVMe Or higher	Industry Standard is @ 12Gbps Gen 3. Please help to incorporate same.	Should be 12 Gbps or higher
	Usable Capacity Scalability (TB)	1024.0 Or higher	Here we get 1 PiB as usable capacity required. Is this actual requirement?	Usable Capacity Scalability should be 1024 (TB) or higher, with RAID6 or equivalent and without dedupe and compression.
	Number of Drive Slots Populated with drives of different type in the Storage System	36	What is the breakup of 36 Drive Slots. Different vendors has different Chassis to accommodate the required Drives and capacity.Are you looking at a product which can accommodate 36 Drives slot in single Array or Controller ? Need clarification pertaining to same.	Total number of Drive Slots Populated should be at least 36 or more, with or without additional enclosures.
	Total no of drive slot populated with SSD / Flash	36.0 Or higher	Is there any specific reason to opt for 36 Slots only.	Same had been considered to arrive at minimum usable capacity of 200TB with RAID6 or equivalent and without dedupe and compression, using 7.68 TB or higher capacity drives.
	Capacity of Each SSD Drive used (TB)	7.68 Or higher	Industry Standard is with with 15TB or 30TB Drive. Request you to incorporate same.	No Change
	Hot Spares	Yes	So 1 Hot Spare Drive per 20 Drive? Is our understanding correct?	No Change
	Number of Populated Disks per Hot Spare	20.0 Or lower	Industry Standard is 1 Spare Drive in every 30 Drives as per any Enterprise Storage system.	No Change
Features	Response Time / Latency of the System (70R / 30W :8KB) with Data Reduction	< 1 millisecond for All Flash, < 0.5 millisecond for All Flash, < 5 millisecond for Hybrid Or higher	How are you going to evaluate if the proposed box will give <0.5 ms of latency with Data Reduction. Is there any remote POC required to showcase this? There is no vendor	Bidder should showcase delivery of desired IOPs on dashboard or otherwise. Also, the bidders should submit the necessary

Specification	Specification Name	Bid Requirement (Allowed Values)	Prebid Queries	Bank's Response
			who can retain this latency parameter with Data Reduction ON.	datasheets/ testimonials from OEM confirming the desired throughput from proposed make/ model of the storage.
Connectivity / Ports	Offered Backend Bandwidth in Gbps	384, 576, 768, 960, 1152, 1344, 1536, 512, 1024, 1280, 1792, 2048 Or higher	This is a range of clubbing multiple arrays, what Gbps of Bandwidth is required to Quote in the proposed solution? Need clarity on same.	384 Gbps or higher
	Back-end Bandwidth Scalability in Gbps	768, 960, 1152, 1344, 1536, 4096, 1024, 1280, 1792, 2048 Or higher	This is a range of clubbing multiple arrays, what Gbps of Bandwidth is required to Quote in the proposed solution? Need clarity on same.	768 Gbps or higher
	Number of Remote Replication FC Ports	2, 4, 8, 16, 0 Or higher	Kindly specify the Number of Replication Ports required per site? FC does not understand the IP Protocol hence the data needs to be converted to IP through FC/IP Router Gateway	0 or more
	Number of Remote Replication Ethernet Ports	4, 8, 16 Or higher	Please help with exact number of Ethernet ports required in the proposed solution	4 or more
	Number of 1/10 Gbps Ports on FCIP Router	0, 2, 4, 8, 16 Or higher	Please help with exact number of ports required in the FC/IP Router from Day 1	0 or more
	Number of 8 /16 Gbps FC Ports on FCIP Router	0, 2, 4, 8, 16 Or higher	Please help with exact number of ports required in the FC/IP Router from Day 1	0 or more
	Controllers	Number of Controllers/VSD/ Node available in the storage System	2, 4, 6, 8, 10, 12, 14, 16 Or higher	Please help with exact number of Controllers/ VSD/ Node required in the proposed solution from Day 1
Number of Controllers/VSD/ Nodescalable in the storage System		4, 8, 12, 16 Or higher	Please help with exact number of Controllers/ VSD/ Node scalability required in the proposed solution	4 or more
RAID Level Support		5 or equivalent, 6 or equivalent, 1 or equivalent, Triple Parity Or higher	Please help with exact RAID level needs to be configured since it directly impacts the availability and performance with additional load of Drive Quantity in some cases	RAID 6 or equivalent Please refer additional parameter no. 1 at page 8 of Bid Document.
System Cache	Type of Cache	Global Or higher	Global Cache is a feature set and does not Quantify the Cache requirement. Please help with the capacity of Cache required e.g. 256GB/512GB per controller and so on	No Change
	Total Offered Cache in TB	0.5, 1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5, 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11,	Please help with exact capacity of Cache required per controller	0.5 TB or higher



Specification	Specification Name	Bid Requirement (Allowed Values)	Prebid Queries	Bank's Response
		11.5, 12, 12.5, 13, 13.5, 14, 14.5, 15, 15.5, 16 Or higher		
	Cache Scalability in TB	1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5, 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 13.5, 14, 14.5, 15, 15.5, 16 Or higher	Cache scalability is done through Controller scalability hence need to be specific on your ask which can be provisioned in the proposed solution	1.0 TB or higher
Data Reduction	Type of Data Reduction	Compression, Deduplication, Compaction, Pattern Removal Or higher	Feature as a part of our offering, every vendor has their own technologies to achieve this milestone with different software & Hardware mix. What is the Data Reduction ratio required? Need Clarity on same.	As per industry standard data reduction ratios for various data types.

3.11.2. Appendix-B to Annexure - XI

Category	Specification	Bid Requirement (Allowed Values)	Bidder Remarks/ Query	Bank's Response
Type	Storage Type	Enterprise SAN		
	Type of Storage System	All Flash, Hybrid Or higher	Please clarify the use case of Hybrid, if requirement is for All Flash solution.	All Flash Please refer additional parameter no. 1 at page 8 of Bid Document .
Storage	Usable Storage Capacity (TB)	200.0 - 5000.0 Or higher	selection range is too huge, 200TB usable is the ask from day 1	Minimum usable storage capacity should be 200TB with RAID6 or equivalent and without dedupe and compression.
	Disk Type	SSD / Flash, NVMe Drive Or higher	Disk type should be NVMe SSDs so that every OEM should be on the same platform.	Disk type should be SAS SSD Flash or NVMe Flash
Features	Response Time / Latency of the System (70R / 30W :8KB) with Data Reduction	< 1 millisecond for All Flash, < 0.5 millisecond for All Flash, < 5 millisecond for Hybrid Or higher.	Asked latency is different for the All flash drive, Please clarify.	< 1 millisecond for All Flash
Connectivity/ Port	Type of Front-end Ports	FC, iSCSI, FCoE, NVMeoF Or higher	FCoE is an obsolete protocol	FC is required as Front-end Ports
Controllers	Number of Controllers/VSD/ Node available in the storage System	2, 4, 6, 8, 10, 12, 14, 16 Or higher	Please mention the number of controllers required from Day 1	2 or more.
	Symmetric Active-Active Controllers Configured in HA	Yes	Controller is active-active, please mention the use case of Symmetric architecture.	No Change
System Cache	Type of Cache	Global Or higher	Global cache is applicable when the controller count is more than 2	No Change
	Entire Cache is available to all LUNs /Devices across all controllers as a single unit	Yes	No, it is definition of Global cache	No Change
	Storage array cache shall be globally shared and mirrored across controllers that are in different controller pairs, and not just across controllers within the same pair at all times (during normal operations & during any controller failures)	Yes	No, it is definition of Global cache	No Change
	Total Offered Cache in TB	0.5, 1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5, 5, 5.5, 6, 6.5, 7, 7.5, 8, 8.5, 9, 9.5, 10, 10.5, 11, 11.5, 12, 12.5, 13, 13.5, 14, 14.5, 15, 15.5, 16 Or higher	Please specify cache requirement from day 1 for 150K IOPS	0.5 TB or more

Category	Specification	Bid Requirement (Allowed Values)	Bidder Remarks/ Query	Bank's Response
Additional Features / Support	No of Snapshot Copies Per Volume	1000 Or higher	Max 1Lac per appliance	No Change
Data Replication	3-DC Zero Data Loss Support	Yes	Please clarify the requirement of 3-DC	Yes. It is required.
Operating System & Clustering Support	1. The storage array should support industry-leading Operating System platforms including Windows Servers 2003/2008/2012 (VMs), Windows Servers 2016/19, VMware, Sun Solaris, HP-Unix, IBM-AIX and Linux. 2. The storage should support clustering solutions such as Microsoft cluster, MS SQL cluster, Oracle Cluster, SUN Solaris cluster, Linux cluster, HP-Unix etc.		We will support which is supported by the OEM.	Yes.
End-of-life and End-of-support	The proposed make & model should have end-of-life and end-of-support period of at least 07 years and end-of-sale from OEM for a period of 05 years, as on last date of bid submission.		7 Yr support term. We cannot commit on the 5yr end of sales.	No Change
MII Purchase Preference			We are not qualifying in any MII deal.	This tender is not reserved for MII. Non-local suppliers who are otherwise eligible and meet other terms and conditions can also participate.