



**Amendment to RFP- Refresh of Hardware, Software etc. of RTGS, NEFT and CCIL  
Setup in Allahabad Bank**

*RFP Ref. No. -HO/DIT/PGREFRESH/2018-19/121 dated 07.02.2019*

**Addendum-I dated 02.03.2019:**

**Refresh of Hardware, Software etc. of RTGS, NEFT, and CCIL Setup  
in Allahabad Bank**



**Allahabad Bank**

**Ref. No.HO/DIT/PGREFRESH/2018-19/121 dated 07.02.2019**



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#### Introduction

The Bank had floated the **RFP Ref. No. -HO/DIT/PGREFRESH/2018-19 dated 07.02.2019** for Refresh of Hardware, Software etc of RTGS, NEFT and CCIL Setup in Allahabad Bank

As per the terms of the RFP, a pre-bid meeting was held on 14<sup>th</sup> Feb, 2019, which was attended by representatives of prospective bidders, who have purchased the RFP document.

In response to the queries received from prospective bidders during the pre-bid meeting & elsewhere, addendum dated 02.03.2019 containing clarifications to the queries & amendments to the RFP document is issued herewith.

#### Amendments in the RFP (Including Additions/Modifications/Deletions etc.)-

Sl. NO.	Section, Clause & Page No.	RFP Clause/ Part of Clause	Amended Clause
1	Section-C, RFP Clause 33, Sl. No. 33.3 Page 43	<u>Payment of Facility Management Services:</u>  Year wise payment on arrear basis will be released.	<u>Payment of Facility Management Services:</u>  Payment will be made quarterly on arrear basis
2	Section-B, RFP Clause 9, Sl. No.9.7, Page 29	For every issue crossing beyond the above referred thresholds for resolution Bank shall have right to levy penalty @ Rs. 10000/- (Rupees Ten Thousand Only) per day per issue, subject to a maximum of 20% of the contract value. For repeated failure, same or higher penalty will be charged depending upon the delay in rectification of the problem.	For every issue crossing beyond the above referred thresholds for resolution, Bank shall have right to levy penalty @ Rs. 10000/- (Rupees Ten Thousand Only) per day per issue, subject to a maximum of 10% of the contract value. For repeated failure, same or higher penalty will be charged depending upon the delay in rectification of the problem.
3	Section-B, RFP Clause 6, Sl. No. 2, Page 16	Bidder should have an average annual turnover of more than INR 25 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth & net profit should be positive in the last financial year i.e. 2017-18. This must be the individual company turnover and not of any group of companies/subsidiaries.	Bidder should have an average annual turnover of more than INR 25 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth or net profit should be positive in the last financial year i.e. 2017-18. This must be the individual company turnover and not of any group of companies/subsidiaries.
4	Section-B, RFP Clause 6, Sl. No. 5, Page 16	The bidder should have experience of supply, Installation, Maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years.  1. Servers (with atleast 4 Cores) - Min 10 2. SAN Switch- Min 5 3. San Storage - Min 10 TB	The bidder should have experience of supply or Maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years.  1. Servers (with atleast 4 Cores) - Min 10 2. SAN Switch- Min 5 3. San Storage - Min 10 TB



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		Further bidder should have experience of implementation or maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years. 1. Oracle Database- Min 10 Core License 2. IBM MQ Web sphere- Min 1000 PVU	Further bidder should have experience of implementation or maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years. 1. Oracle Database- Min 10 Core License 2. IBM MQ Web sphere- Min 1000 PVU
5	Section-E Annexure-21 Item-5 Sl. No.4 Page No.99	Array should be supplied with at least 96 GB Cache / system memory which should be flexibly usable for Read and write operations. All writes must be mirrored across controllers. The array must keep write cache persistent during fault conditions. In the event of unplanned power failure, data in the cache should be safely destaged to the disks to protect data from loss.	Array should be supplied with at least 96 GB Cache / system memory which WITHOUT OS OVERHEAD should be flexibly usable for Read and write operations. All writes must be mirrored across controllers. The array must keep write cache persistent/ protected during fault conditions. In the event of unplanned power failure, data in the cache should be safely destaged to the disks to protect data from loss.
6	Section-E Annexure-21 Item-5 Sl. No.7 Page No.99	The proposed array must deliver 40,000 IOPS in 80:20 read/write with 8KB OLTP workload and should have the capability to provide Quality of Service (QoS) for the LUNs/volumes configured in the system to ascertain desired performance level for applications.	The proposed array must deliver atleast 40,000 IOPS in 80:20 read/write with 8KB OLTP workload and should have the capability to provide Quality of Service (QoS) for the LUNs/volumes configured in the system to ascertain desired performance level for applications.
7	Section-E Annexure-21 Item-7 Sl. No.5 Page No.100	Should support port speeds of 2, 4, 8 & 16 Gbps	Should support port speeds of 4, 8 & 16 Gbps
8	Section-E Annexure-21 Item-1 Sl. No. 11 Page No. 92	At least 6 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any)	At least 3 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any)
9	Section-E Annexure-21 Item-1,2,3 Sl. No. 14 Page No. 92,94,96	Internal slim-line DVD-RW	Internal/External DVD Drive in each Server
10	Section-E Annexure-21 Item-1,2,3 Sl. No. 12	4 USB ports, 1 Video, 1 Serial	Minimum 2 USB ports & 1 Serial Port



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	Page No. 92,94,96		
11	Section-E Annexure-21 Item-5 Sl. No. 2 Page No.98	Purpose built all flash Unified storage system shall support Both Block and File Protocols. It must have dual redundant controllers in active-active mode with automatic fail over to each other in case of failure. File services should not require any extra hardware and must be built in the controller.	Unified storage system shall support Both Block and File Protocols. It must have dual redundant controllers in active-active mode with automatic fail over to each other in case of failure. File services should not require any extra hardware and must be built in the controller. Entire capacity to be provided in Flash/SSD
12	Section-E Annexure-21 Item-5 Sl. No. 5 Page No.99	The proposed solution must be configured with 10 TB RAW capacity on all flash disks of maximum 400/800 GB capacity and it should be supplied with one global hot spare disk/capacity for every 30 disks of same capacity and speed.	The proposed solution must be configured with 10 TB RAW capacity on all flash disks of maximum 400/800/1000 GB capacity and it should be supplied with one global hot spare disk/capacity for every 30 disks of same capacity and speed.
13	Section-E Annexure-21 Item-1 Sl. No. 22 Page No. 93 & Item-2 Sl. No.23 Page No. 95 & Item-3 Sl. No.22 Page No. 97	OS - Microsoft Windows Server, Red Hat Enterprise Linux (RHEL), SUSE Linux, Enterprise Server (SLES), UNIX. Virtualization: VMware, Microsoft, RedHat.	OS- (a) Microsoft Window Server (b) Red Hat Enterprise Linux (RHEL) or SUSE Linux (c) Enterprise Server (SLES) or Oracle Linux.  Virtualization: Oracle VM or VMware or Microsoft or RedHat
14	Deletion Clause Item-1,2,3 Sl. No. 17 Page No.93,95, 97	Certification and industry standards compliant: The offered model must be listed in tpc.org or spec.org. Necessary documentary evidence must be submitted in support.	The referred clause Stands Deleted

### Response/Clarification of Pre-Bid Queries:-

Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
1	Section-C RFP Clause 33.1 Page No.43	Payment of Hardware Items: 60 % Payment: 60% of the cost of Hardware shall be made on receipt of the specified goods	Request to change Payment of Hardware Items: 80 % Payment: 80% of the	No Change in RFP terms



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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
		at the site, and submission of relevant documents including PDI (Post Delivery Inspection) Report. 30% Payment: 30% of the cost of Hardware shall be made on successful installation, configuration and acceptance and Go-Live of operations. 10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill.	cost of Hardware shall be made on receipt of the specified goods at the site, and submission of relevant documents including PDI (Post Delivery Inspection) Report. 10% Payment: 10% of the cost of Hardware shall be made on successful installation, configuration and acceptance and Go-Live of operations. 10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill.	
2	Section-C RFP Clause 33.2 Page No.43	Payment of Software Items:  80 % Payment: 80% of the cost of Software items/Licenses shall be made on receipt of the specified items at the site, and submission of relevant documents including PDI (Post Delivery Inspection) Report. 10% Payment: 10% of the cost of Software items/Licenses shall be made on successful installation, configuration and acceptance and Go-Live of operations. 10% Payment: 10% of cost of Software items/Licenses shall be after one (1) successful DR Drill.	Request you to please amend the clause as per below:  100 % Payment: 100% of the cost of Software items/Licenses shall be made on receipt of the specified items at the site, and submission of relevant documents including PDI (Post Delivery Inspection) Report.	No Change in RFP terms
3	Section-C, RFP Clause 33, Sl. No. 33.3, Page 43	Payment of Facility Management Services:  Year wise payment on arrear basis will be released.	Request you to please amend the clause as per below:  Year wise payment on advanced basis will be released.  As mentioned in the clause no. 33.4 as both are service delivery.	Please refer amendment section of the addendum



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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
4	Section-C, RFP Clause 33, Sl. No. 33.1, Page 43	10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill.	As per the tender DR-drills is not bidder scope. Bidder shall provide on-site support during the DR drills only.  Request you to release the last 10% hardware payment after successful installation. Not relate the same with DR-drills.	The DR Drill is in the scope of the bidder.  Please refer the RFP Clause 7.14 & 7.6 for more details.
5	Section-B, RFP Clause 9.7, Page 29	For every issue crossing beyond the above referred thresholds for resolution Bank shall have right to levy penalty @ Rs. 10000/- (Rupees Ten Thousand Only) per day per issue, subject to a maximum of 20% of the contract value. For repeated failure, same or higher penalty will be charged depending upon the delay in rectification of the problem.	Should be capped to 5% of TCV	Please refer the amendment section of the Addendum
6	Section-C RFP Clause 44 Sl. No. e Page No.46	If deductions on account of Liquidated Damages and / or Service Level Penalties reaches 20% of the total contract price.	Should atleast give 30 days of notice period. Clarification : LD@20% ... Pls confirm whether it is applicable for some specific time period (monthly/quarterly/half yearly) or applicable to total contract value	No Change in RFP terms  The 20% capping on Liquidated Damages and / or Service Level Penalties is applicable for total contract value.
7	Section-B, RFP Clause 6, Sl. No. 2, Page 16	Bidder should have an average annual turnover of more than INR 25 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth & net profit should be positive in the last financial year i.e. 2017-18. This must be the individual company turnover and not of any group of companies/subsidiaries. Notification of Award.	their net worth or net profit should be positive in the last financial year i.e. 2017-18.	Please refer the amendment section of the Addendum
8	Section-B, RFP	The bidder should have experience of supply,	The bidder should have experience of supply or	Please refer amendment section of



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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
	Clause 6, Sl. No. 5, Page 16	Installation, Maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years. <ol style="list-style-type: none"><li>1. Servers (with atleast 4 Cores) - Min 10</li><li>2. SAN Switch- Min 5</li><li>3. San Storage - Min 10 TB</li></ol> Further bidder should have experience of implementation or maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years. <ol style="list-style-type: none"><li>1. Oracle Database- Min 10 Core License</li><li>2. IBM MQ Web sphere- Min 1000 PVU</li></ol>	Installation, Maintenance of following items to PSUs / Scheduled Commercial Banks during last five (5) years.	the addendum
9	Section-B RFP Clause 8 Sl. No. 1 to 8 Page No.26	Project Timelines and Liquidated Damages	Delivery of Hardware & software at DC and DRS & Payment Gateway - 8 weeks  The timelines from serial no. 1 to 8 to be clubbed to 14 weeks in total.  LD to levy only after 14 weeks with the maximum capping of 5%	No Change in RFP terms
10	Section-B RFP Clause 7.15 Page No.22	Facility Management - On site	Please let us know the location for placement of L2 level on site technical support staff	The Onsite Resource is to be deployed at our DC Mumbai. Further please refer the RFP clause 7.15 for more details.
11	Section-E Annexure-20 Page No.90	Commercial Bid	Please let us know whether the hardware mentioned in Table-I covers DC, DR and PG combined	Yes
12	Section-E Annexure-3 Page No.59	Indicative Commercial Bid	Page No. 59 mentions the Commercial type as Indicative Commercial Bid but Page No. 91, Point No. 3 of "Note" mentions the cost to be indicated as final pricing.	While submitting the Indicative Commercial Bid Point No.3 under Note section may be omitted.





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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
13	Section-E Annexure-21 Item-1,2,3 Sl. No. 14 Page No. 92,94,96	Internal slim-line DVD-RW	Internal/External DVD Drive	Please refer the amendment section of the Addendum
14	Section-E Annexure-21 Item-1,2,3 Sl. No. 12 Page No. 92,94,96	4 USB ports, 1 Video, 1 Serial	2 USB ports, 1 Serial	Please refer the amendment section of the Addendum
15	Section-E Annexure-21 Item-1 Sl. No. 22 Page No. 93 & Item-2 Sl. No.23 Page No. 95 & Item-3 Sl. No.22 Page No. 97	OS - Microsoft Windows Server, Red Hat Enterprise Linux (RHEL), SUSE Linux, Enterprise Server (SLES), UNIX. Virtualization: VMware, Microsoft, RedHat.	OS - Microsoft Windows Server & Red Hat Enterprise Linux (RHEL)or SUSE Linux, Enterprise Server (SLES) or Oracle Linux. Virtualization: Oracle VM or VMware or Microsoft or RedHat.	Please refer the amendment section of the Addendum
16	Section-E Annexure-21 Item-5 Sl. No. 2 Page No.98	Purpose built all flash Unified storage system shall support Both Block and File Protocols. It must have dual redundant controllers in active-active mode with automatic fail over to each other in case of failure. File services should not require any extra hardware and must be built in the controller.	Unified storage system shall support Both Block and File Protocols. It must have dual redundant controllers in active-active mode with automatic fail over to each other in case of failure. File services should not require any extra hardware and must be built in the controller. Entire capacity to be provided in Flash/SSD	Please refer the amendment section of the Addendum
17	Section-E	Array should be supplied	Array should be supplied	Please refer the





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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
	Annexure-21 Item-5 Sl. No.4 Page No.99	with at least 96 GB Cache / system memory which should be flexibly usable for Read and write operations. All writes must be mirrored across controllers. The array must keep write cache persistent during fault conditions. In the event of unplanned power failure, data in the cache should be safely destaged to the disks to protect data from loss.	with at least 96 GB Cache / system memory which WITHOUT OS OVERHEAD should be flexibly usable for Read and write operations. All writes must be mirrored across controllers. The array must keep write cache persistent/ protected during fault conditions. In the event of unplanned power failure, data in the cache should be safely destaged to the disks to protect data from loss.	amendment section of the Addendum
18	Section-E Annexure-21 Item-5 Sl. No.7 Page No.99	The proposed array must deliver 40,000 IOPS in 80:20 read/write with 8KB OLTP workload and should have the capability to provide Quality of Service (QoS) for the LUNs/volumes configured in the system to ascertain desired performance level for applications.	Please confirm "desired performance levels" means both IOPS and response time and flexibility to define both minimum and maximum parameters	Please refer the amendment section of the Addendum
19	Section-E Annexure-21 Item-7 Sl. No.5 Page No.100	Should support port speeds of 2, 4, 8 & 16 Gbps	Please change this to "Should support port speeds of 4, 8 & 16 Gbps"	Please refer the amendment section of the Addendum
20	Section-E Annexure-21 Item-5 Sl. No. 5 Page No.99	The proposed solution must be configured with 10 TB RAW capacity on all flash disks of maximum 400/800 GB capacity and it should be supplied with one global hot spare disk/capacity for every 30 disks of same capacity and speed.	The proposed solution must be configured with 10 TB RAW capacity on all flash disks of maximum 400/800/1000 GB capacity and it should be supplied with one global hot spare disk/capacity for every 30 disks of same capacity and speed.	Please refer the amendment section of the Addendum
21	Section-E Annexure-	At least 6 free PCI Express 3.0 slots in 2 CPU config,	At least 3 free PCI Express 3.0 slots in 2 CPU config,	Please refer the amendment section of



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Sl. No.	Section, Clause & Page No.	RFP Clause/Part of Clause	Query	Bank's Response
	21 Item-1 Sl. No. 11 Page No. 92	(excluding Network Daughter Card or dedicated RAID slot, if any)	(excluding Network Daughter Card or dedicated RAID slot, if any)	the Addendum
22	Section-E Annexure-21 Item-2,3 Sl. No. 11 Page No. 94, 96	At least 6 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any)	At least 3 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any)	No Change in RFP terms

**The Schedule of RFP stands amended as under:**

Last date and time for sale of RFP	12-03-2019, 13.30 Hrs IST
Last date and time for submission of Bid	12-03-2019, 13.30 Hrs IST
Date and time of opening of Technical-Bid	12-03-2019, 15.30 Hrs IST

Further, for all other queries/requests submitted by the bidders in the Pre-Bid Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Change'**.

The clause amended through this addendum will override the existing clauses of the RFP. All other terms and conditions of the RFP document remain unchanged. Please treat this Addendum as an integral part of the RFP document issued.

(Chief Manager-IT)  
Allahabad Bank, Head Office  
Kolkata (WB)