

Addendum-I dated 12.07.2019:

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



Allahabad Bank

RFP Ref. No.: HO/DIT/PGREFRESH/2019-20/138 dated: 02/07/2019

Introduction

The Bank had floated the RFP Ref. No.: HO/DIT/PGREFRESH/2019-20/138 dated: 02/07/2019 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 08th July, 2019, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders during the pre-bid meeting & elsewhere, addendum dated 12.07.2019 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-B, Clause 6 (Eligibility Criteria), Sl No. 4, Page 15 | The bidder should have experience of Supply & Maintenance of following items to PSUs /Scheduled Commercial Banks at its DC/DR Site during last three (3) years. 1.Servers (with atleast 4 Cores) – Min 10 2.SAN Switch- Min 3 3.San Storage (with atleast 10TB) – Min 1 4.MS Server OS – Min 5 licenses | The bidder should have experience of Supply & Maintenance of following items to PSUs /Scheduled Commercial Banks at its DC/DR Site during last five (5) years. 1. Servers (with atleast 4 Cores) – Min 10 2. SAN Switch- Min 3 3. San Storage (with atleast 10TB) – Min 1 4. MS Server OS – Min 5 licenses |
| 2 | Section-C, Clause 33.1 (Payment of Hardware Items), Page 43 | 10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill. | 10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill. However the above payment of 10% related to successful DR Drill may be released after successful installation, configuration and acceptance and Go-Live of the hardware, on submission of Bank Guarantee (in addition to performance bank guarantee mentioned under RFP Clause 15.3) of equal amount Valid for atleast 1 Year from the date of Go-Live In such Cases, Bank will have the right to invoke the bank guarantee One month before its expiry if Bidder fails to conduct the successful DR Drill, as per the scope of the RFP. |
| 3 | Section-C, Clause 33.2 (Payment of Software Items), Page 43 | 10% Payment: 10% of cost of Software shall be after one (1) successful DR Drill. | 10% Payment: 10% of cost of Software shall be after one (1) successful DR Drill. However the above payment of 10% related to successful DR Drill may be released after successful installation, configuration and acceptance and Go-Live of the software on submission of Bank Guarantee (in addition to performance bank guarantee mentioned under RFP Clause 15.3) of equal amount Valid for atleast 1 Year from the date of Go-Live In such Cases, Bank will have the right to invoke the bank guarantee One month before Its expiry if Bidder fails to conduct the successful DR Drill, as per the scope of the RFP. |
| 4 | Section-E, Annexure-21 (Technical | Provide effective protection, reliable detection & rapid recovery from cyber attacks using the following: | Provide effective protection, reliable detection & rapid recovery from cyber attacks using the following: |

| | | | |
|---|--|--|---|
| | Specifications of Items), Item 1 SL No. 19 & Item 2 SL No. 20 & Item 3 SL. No 19, Security | <ul style="list-style-type: none"> - Silicon-based Hardware Root of Trust - Signed firmware updates - Secure default passwords - Configuration and firmware drift detection - Persistent event logging including user activity - Secure alerting - Automatic BIOS recovery - Rapid OS recovery - Secure system erase <p>Should protect against firmware which executes before the OS boots</p> <p>Configuration upgrades should be only with OEM's cryptographically signed firmware and software</p> <p>System lockdown feature to prevent change (or "drift") in system firmware image(s) & prevent malicious modification of server firmware</p> | <ul style="list-style-type: none"> -(a) Silicon root of Trust for Hardware / Firmware & BIOS-based OR (b) Trusted Platform Module (TPM) - Signed firmware updates - Secure default passwords - Configuration and firmware drift detection - Persistent event logging including user activity - Secure alerting - Automatic BIOS recovery - Secure system erase <p>Should protect against firmware which executes before the OS boots</p> <p>Configuration upgrades should be only with OEM's cryptographically signed firmware and software</p> <p>System lockdown feature to prevent change (or "drift") in system firmware image(s) & prevent malicious modification of server firmware</p> |
| 5 | Section-E, Annexure-21 (Technical Specifications of Items), Item 1 SL No. 17 & Item 2 SL No. 17 & Item 3 SL. No 17, Certification and industry standards compliant | Certified for Microsoft Windows. ACPI 2.0b Compliant PCIe 3.0 Compliant, USB 3.0 Support, The offered server model should be certified for at-least all three certificates (UL, FCC, ROHS). | Certified for Microsoft Windows. ACPI 2.0b Compliant PCIe 3.0 Compliant, USB 3.0 Support, The offered server model should be certified for at-least two of the three certificates viz. UL, FCC, ROHS. |

Further for the reference of the bidders, the existing setup as well as proposed setup of the RTGS, NEFT & CCIL applications are attached in Annexure-A & Annexure-B respectively. However Bank at its discretion may change the proposed setup, if deemed necessary.

Response/Clarification of Pre-Bid Queries:-

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
|---------|-------------------------------------|--|--|--|
| 1 | Section-B, Clause 3.2.1, Page no 11 | "The existing application systems installed at Payment Gateway viz RTGS, NDS-PDO and other Banking Applications...." | Kindly elaborate the complete set of applications. The table in page 13 does not provide enough clarity. Kindly share schematic diagrams of the existing and proposed application landscape where in application-wise OS, DB and Middleware are also highlighted as per table in page 13. | Please refer the Annexure- A & B of the Addendum. |
| 2 | Section-B, Clause 3.2.2, Page no 12 | " ...advised by Reserve Bank of India, The Bank needs to upgrade its existing Hardware, Operating System, Messaging Middleware and other utilities, to Microsoft Windows 2012 R12 Enterprise Edition, Oracle 12c and IBM Web sphere MQ Series 8.0. | <p>Please confirm if you want only OS, DB and Middleware upgrade of all the applications, i.e. "... viz. RTGS, NDS-PO and other banking applications."</p> <p>Or,</p> <p>Do we have to upgrade the individual applications as well their respective latest versions as provided for by respective OEM's of these applications?</p> | Bidder has to upgrade Hardware, OS, DB, Middleware etc. as per the scope of work mentioned in the RFP. |

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
|---------|-------------------------------------|--|---|---|
| 3 | Section-B, Clause 3.2.5, Page no 12 | "The supply, configuration, integration, testing, <u>user acceptance, documentation, training</u> , warranty support and post warranty maintenance support for all Hardware and Software components <i>including database/ licenses/</i> tools provided for the fulfilment of Terms & Conditions, Technical specifications and Scope of Work mentioned elsewhere in the RFP. The proposed setup and site locations are: Ø Primary setup of RTGS-SFMS and NEFT-SFMS Applications at Data Centre, Vashi , Navi Mumbai CCIL Applications and their setup at Payment Gateway, Fort Mumbai. Disaster Recovery setup of RTGS-SFMS, NEFT-SFMS & CCIL Applications at Lucknow. | Do you want bidders to train and do user-acceptance of all such applications-wise upgrades? Please define 'user acceptance' in case you want so. Kindly note the we bidders are not conversant with such banking applications except for the standard systems software like OS, DVB and MW. | Bidder has to provide training & do user-acceptance only for the hardware & software components (including OS, DBMS, Middleware), as defined in the scope of work. |
| 4 | Section-B, Clause 5 (c), Page no 14 | "Bank has not mentioned any Technical Specifications for Backup Management Solution and Bidder has to design the Backup Solution (Server, OS, Backup Management Software, Licenses, AMC, ATS, SA etc) considering the RFP requirements and required to quote detailed technical Specifications of Backup Solution (Server, OS, Backup Management Software, licenses etc) in its Technical Bid. If bidder fails to mention the same in its Technical and Commercial Bid, then bidder has to supply the same at no cost to Bank. " | If the bidder has to design the b/up solution, how will bank be sure that the backup solution design is correct? Pl provide specs and perf criteria of backups required such as timelines and other perf benchmarks Why is AllBank not asking for Tech Specs of B/up? | Bidder has to design & provide the Backup Solution as per the requirement indicated by the Bank under scope of work, keeping in view the SLA & Backup Window of 1 hour. |
| 5 | Section-B, Clause 5 (e), Page no 14 | 5 (e): "Bank will use and utilize its existing security setup of IPS, IDS, Firewall etc of DC , DRS and PG wherein selected bidder has to provide configuration details and extend necessary help to the Bank and its System Integrator to integrate the supplied items. " | What 'Configuration Details' does the bank want? | Bidder has to provide the configuration details with respect to the proposed hardware & software items in order to integrate them with the existing security setup of DC & DRS. |
| 6 | Section-B, Clause 7.3.1, Page no 16 | Supply, Installation/re-installation, Configuration/re-configuration, Commissioning and Maintenance of Microsoft Windows 2019 (downgraded to Windows 2012 R2) OS and all the required patches on each server | Why client is mentioning for the downgrade OS where the project is for upgrade of H/W, OS, application? Are there any interoperability limitations between OS and the respective applications? We need to know details of these from application vendor before we | The downgraded OS i.e. windows 2012 R2 Standard, is required based on the compatibility of the application. |

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
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| | | | are asked to handle those applications. | |
| 7 | Section-B, Clause 7.1, Page no 16 | The Primary Site for NEFT, RTGS and other application, at present is situated at the Payment Gateway Mumbai. The Bank intends to shift the same to its Data Centre at Mumbai. The bidder shall be responsible for the complete migration of all the application for RTGS, NEFT and related applications, currently running from the PG Mumbai, to the proposed Data Centre at Mumbai | Need to know the present & required Architecture as need to shift RTGS, NEFT and related applications, currently running from the PG Mumbai need shift Vasi Datacenter, Mumbai. | Please refer the Annexure A & B of the Addendum. |
| 8 | Section-B, Clause 3.2.2, Page no 12 | " ...advised by Reserve Bank of India, The Bank needs to upgrade its existing Hardware, Operating System, Messaging Middleware and other utilities, to Microsoft Windows 2012 R12 Enterprise Edition, Oracle 12c and IBM Web sphere MQ Series 8.0. | Need to confirm from Application vendor the interoperability limitation with updated system (server, OS, drivers etc.) | The proposed setup asked in the RFP is based on the compatibility of the application. |
| 9 | Section-C, Clause 33.1, Page no 43 | <p>Payment of Hardware Items: 60 % Payment: 60% of the 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. 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</p> <p>33.2 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.</p> | <p>After how many weeks of completion of installation and commissioning, can we do the DR Drill?</p> <p>Success of a DR drill is dependent on the performance of the business applications, and not only on the HW, OS, DB, MW configurations. Hence, we request you not to hold 10% of our payment against successful DR Drill.</p> <p>Please make the HW payment terms 90% on delivery and 10% on Installation, Commissioning, acceptance and Go-LIVE.</p> <p>The software to be supplied here are systems software and are named items which bank is procuring. Kindly release 100% payment of all software supplied on delivery.</p> | <p>Please refer Section 7.6 of the RFP for the details of DR Drill.</p> <p>Further please refer to the amendment section of the RFP, for the payment related to successful DR Drill.</p> |
| 10 | NA | Benefits and advantages to MSME | What are the benefits that could be | Please refer clause |

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
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| | | | passed on to bidders who are listed as MSME? Under what Govt regulations, laws/bye-laws are such benefits be passed to MSMES? | 1.12 of the RFP. |
| 11 | Section-E, Annexure-21 (Technical Specifications of Items), Item 1 SL No. 19 & Item 2 SL No. 20 & Item 3 SL No 19, Security | Provide effective protection, reliable detection & rapid recovery from cyber attacks using the following: <ul style="list-style-type: none"> - Silicon-based Hardware Root of Trust - Signed firmware updates - Secure default passwords - Configuration and firmware drift detection - Persistent event logging including user activity - Secure alerting - Automatic BIOS recovery - Rapid OS recovery - Secure system erase Should protect against firmware which executes before the OS boots Configuration upgrades should be only with OEM's cryptographically signed firmware and software System lockdown feature to prevent change (or "drift") in system firmware image(s) & prevent malicious modification of server firmware | "Silicon-based Hardware Root of Trust - Signed firmware updates Should protect against firmware which executes before the OS boots Configuration upgrades should be only with OEM's cryptographically signed firmware and software" following features are OEM proprietary require for amendment. | Please refer the amendment section of the addendum. |
| 12 | Section-B, Clause 6 (Eligibility Criteria), SI No. 4, Page 15 | The bidder should have experience of Supply & Maintenance of following items to PSUs /Scheduled Commercial Banks at its DC/DR Site during last three (3) years. 1. Servers (with atleast 4 Cores) - Min 10 2. SAN Switch- Min 3 3. San Storage (with atleast 10TB) - Min 1 4. MS Server OS - Min 5 licenses | Request you to change the clause to : The bidder should have experience of Supply & Maintenance of following items to PSUs /Scheduled Commercial Banks at its DC/DR Site during last Five (5) years. 1. Servers (with atleast 4 Cores) - Min 10 2. SAN Switch- Min 3 3. San Storage (with atleast 10TB) - Min 1 4. MS Server OS - Min 5 licenses | Please refer the amendment section of the addendum. |
| 13 | Section-C, Clause 33.1 (Payment of Hardware Items), Page 43 | 10% Payment: 10% of cost of Hardware shall be after one (1) successful DR Drill. | Request you to release payment in advance on submission of Bank Guarantee of equal sum. | Please refer the amendment section of the addendum. |
| 14 | Section-C, Clause 33.2 (Payment of | 10% Payment: 10% of cost of Software shall be after one (1) successful DR Drill. | Request you to release payment in advance on submission of Bank Guarantee of equal sum. | Please refer the amendment section of the addendum. |

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
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| | Software Items), Page 43 | | | |
| 15 | Section-B, Clause 5, PROPOSED SETUP/REQUIREMENTS: | Software Items for DC, DR and PG Mumbai : Microsoft Windows 2019 (Downgradable to Windows 2012 R2) Server Licenses | Kindly confirm the version for Microsoft Windows 2019 Licences (Standard/Datacenter) | Bidder has to provide Microsoft Windows 2019 Standard (Downgradable to Windows 2012 R2 Standard) Server OS Licenses |
| 16 | Section-B, Clause 5, PROPOSED SETUP/REQUIREMENTS: | Bank has not mentioned any Technical Specifications for Backup Management Solution and Bidder has to design the Backup Solution (Server, OS, Backup Management Software, Licenses, AMC, ATS, SA etc) considering the RFP requirements and required to quote detailed technical Specifications of Backup Solution (Server, OS, Backup Management Software, licenses etc) in its Technical Bid. If bidder fails to mention the same in its Technical and Commercial Bid, then bidder has to supply the same at no cost to Bank. | Request you to provide the backup window (in hours) for performing full backup. | Bidder has to complete the full Backup in 1 Hour. |
| 17 | Section-B, Clause 5, PROPOSED SETUP/REQUIREMENTS: | The Bank has IBM MQ Licenses along with ATS support and bidder has no need to quote & supply IBM MQ Licenses. The Bank has sized and provisioned IBM MQ Licenses (with ATS) with the minimum Cores mentioned in detailed Technical Specifications for the Servers Type A, B and C. Please note that, if bidder proposed and quote Servers with Higher Configuration (with more no. of cores), then bidder has to supply the additional IBM MQ Websphere (PVU) Licenses (with ATS for contract period) at no cost to Bank. If bidder fails to mention the same in its Technical and Commercial Bid, then bidder has to supply the same at no cost to Bank. | Request you to provide details (Qty, Cores, PVU etc) of IBM MQ Licenses. | Bank has provisioned the licenses as per the server configuration mentioned under Annexure-21 (<i>Technical Specifications of the Items</i>). |
| 18 | Section-B, Clause 5, PROPOSED SETUP/REQUIREMENTS: | The Bank has Oracle Database Licenses along with ATS support and bidder has no need to quote & supply Oracle Licenses. The Bank has sized and provisioned Oracle Licenses (with ATS) with the minimum Cores mentioned in detailed Technical Specifications for the Servers Type A, B and C. Please note that, if bidder propose and quote Servers with Higher Configuration (with more no. of | Request you to provide details (Qty, Cores, etc) of Oracle database Licences. | Bank has provisioned the licenses as per the server configuration mentioned under Annexure-21 (<i>Technical Specifications of the Items</i>). |

| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
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| | | cores), than bidder has to supply the additional Oracle Licenses (with ATS for Page 13 of 110 contract period) at no cost to Bank. If bidder fails to mention the same in its Technical and Commercial Bid, then bidder has to supply the same at no cost to Bank. | | |
| 19 | Section-B, Clause 7.15, Facility Management - On site: | Bidder is liable to perform complete background verification of on-site resources and also provide the documents concerned to the Bank so that Bank may also check the same, if required. The deputed personnel will be employed by the bidder on their payrolls/contracts without having any employment right with the bank. Moreover deployed personnel will not have any right whatsoever to lodge claim of any nature directly or indirectly with the bank and it would be responsibility of selected bidder to address such issues without involving the bank. The deputed persons have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed /misused/ misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Bidder is expected to adhere to Bank's request for removal of any personnel, if bank notices any negligence/gross misconduct/violation of trade secret/disclosure of bank's data to third party and any decision of the bank in this regard would be final and binding upon the selected Bidder. Bidder should provide undertaking for Know Your Employee (KYE) as per Annexure-16. | Kindly provide the following : (1) Detailed qualification required for FM Personnel. (2) Request you to keep the personnel on bidder payroll only to allow KYC and background check done properly. (3) Does the bidder have to maintain any minimum wages under central government wages act? | Bidder has to provision the FM resources keeping in view the scope of work & SLA. |
| 20 | ITEM-5 (ALL FLASH STORAGE) | | We understand offered capacity needs to be provided in SSD/ Flash drives as per clause no5 and deliver required performance as mentioned in clause no 7. However storage can support both SSD/Flash along with | Yes |

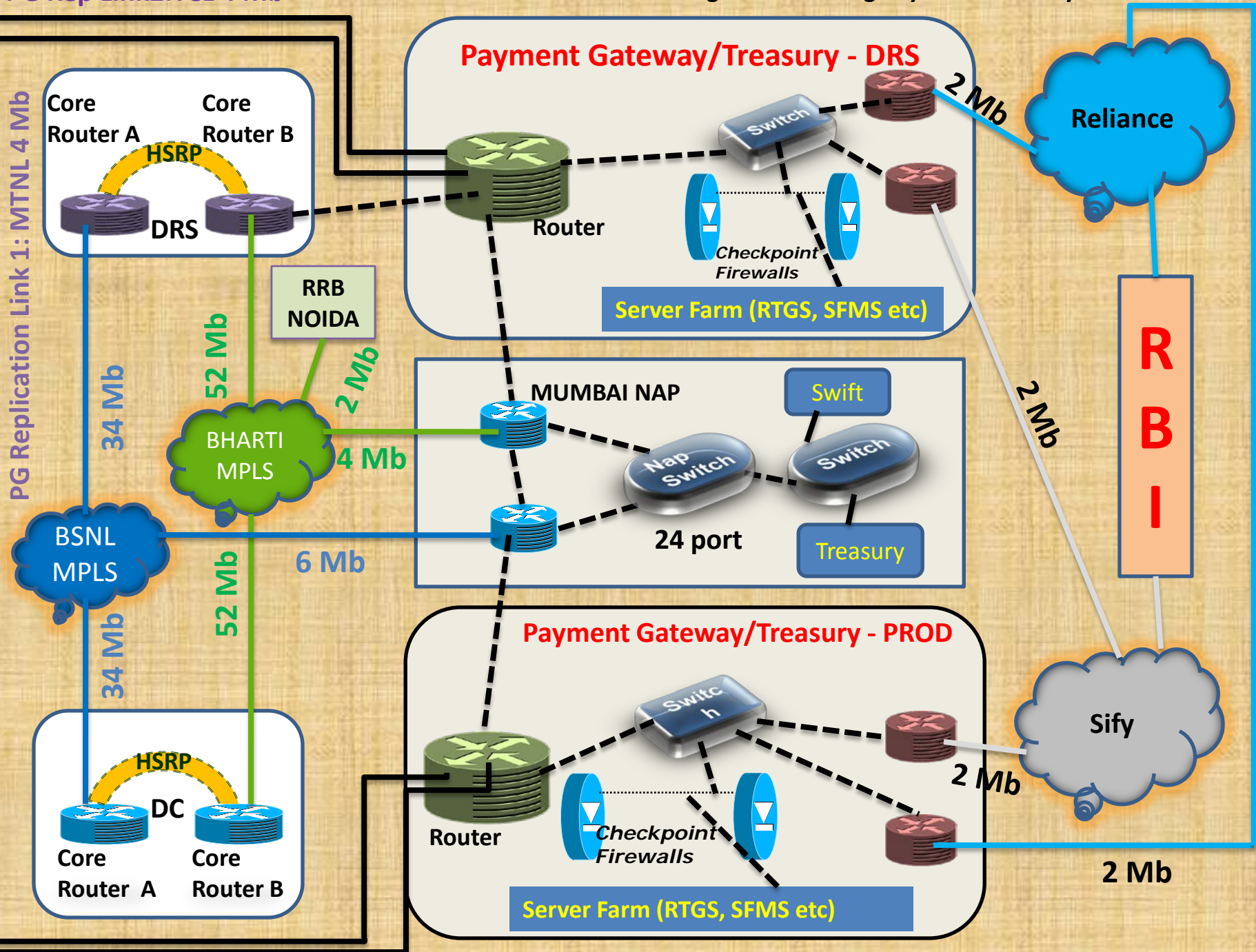
| Sl. No. | Section, Clause & Page No. | RFP Clause/Part of Clause | Query | Bank's Response |
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| | | | rotational drives. Please confirm. | |
| 21 | Section-E, Annexure-21 (Technical Specifications of Items), Item 1 SL No. 17 & Item 2 SL No. 17 & Item 3 SL No. 17, Certification and industry standards compliant | Certified for Microsoft Windows. ACPI 2.0b Compliant PCIe 3.0 Compliant, USB 3.0 Support, The offered server model should be certified for at-least all three certificates (UL, FCC, ROHS). | Remove FCC as it is a voluntary certification | Please refer the amendment section of Addendum |
| 22 | Section-E, Annexure-21 (Technical Specifications of Items), Item 1 SL No. 17 & Item 2 SL No. 17 & Item 3 SL No. 17, Certification and industry standards compliant | At least 6 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any) | Change it to - At least 3 free PCI Express 3.0 slots in 2 CPU config, (excluding Network Daughter Card or dedicated RAID slot, if any) | Bidder has to provide atleast three free PCI slot (excluding Network Daughter Card or dedicated RAID slot, if any) in the proposed server |

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'**.

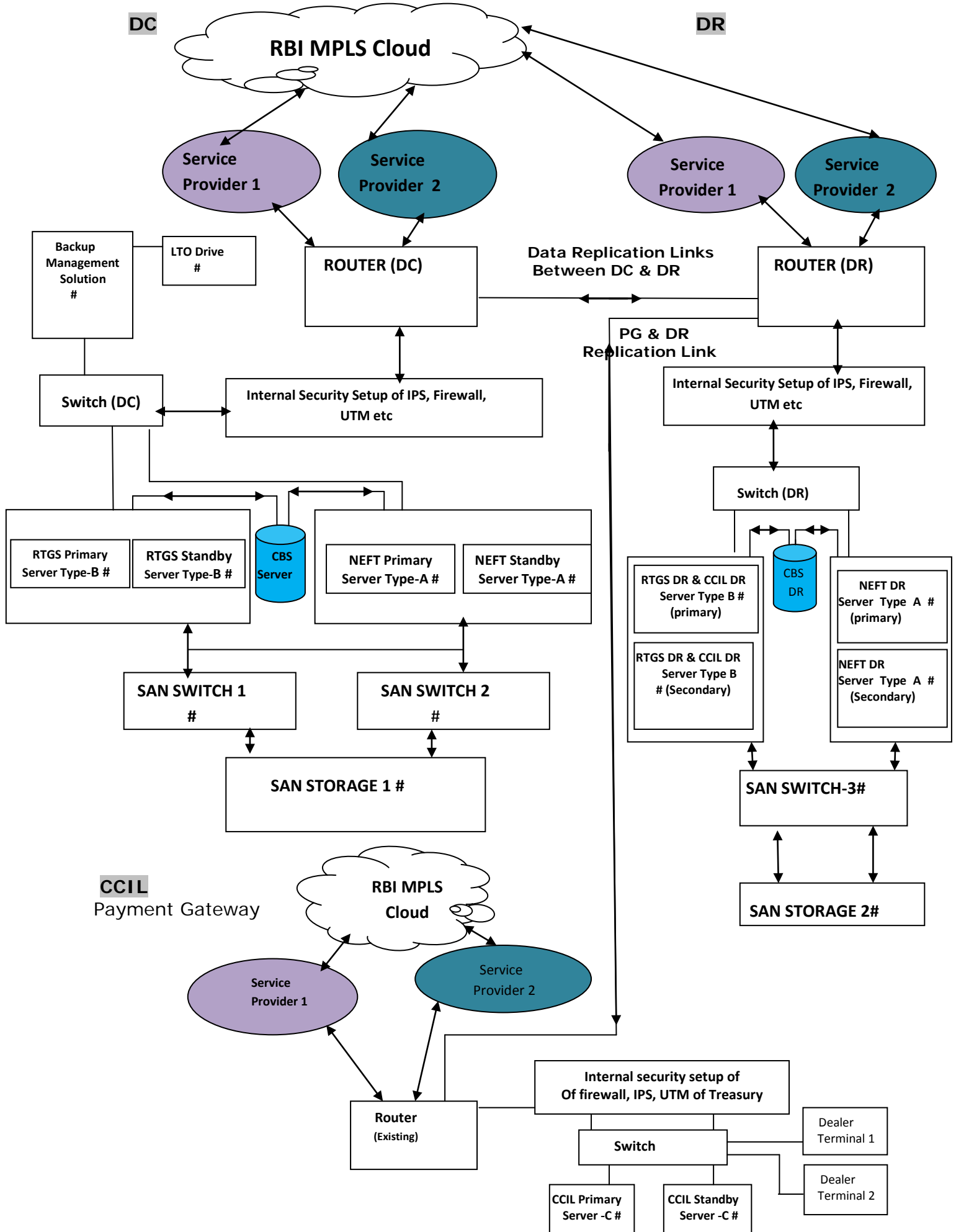
The clause amended through this addendum will override the existing clauses of the RFP. All other terms and conditions of the RFP document remain unchanged. Please treat this Addendum as an integral part of the RFP document issued.

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

PG Replication Link 1: MTNL 4 Mb



Annexure-B (Proposed Architecture for RTGS-NEFT & Payment Gateway setup)



To be provided by the Bidder