

Clauses in RFP for Supply, Installation & Maintenance of IBM Servers and its components.

Sr. No.	Existing Tender Clause	Clarifications / Changes made to Tender Clause
1	Annexure 02 - Eligibility Criteria D. Others OEM & Bidder must ensure that the product to be supplied will not be End of Sale in next 3 Year End of Support in next 7 years.	Annexure 02 - Eligibility Criteria D. Others OEM & Bidder must ensure that the product to be supplied will not be End of Sale in next 2 years and End of Support in next 7 years.
2	Annexure 02 - Eligibility Criteria D. Others OEM should be able to replace the faulty hardware within 4 hours from the time of incident reporting. (only in Mumbai & Hyderabad).	Annexure 02 - Eligibility Criteria D. Others OEM should be able to replace the faulty hardware within 6 hours from the time of incident reporting (only in Mumbai & Hyderabad). In case of production impact, OEM should be able to replace the parts within 4 hours (only in Mumbai & Hyderabad).
3	Annexure 20 – Technical Specification of IBM Servers and its components 20. The Server should have integrated PCIe 3.0 based hardware RAID controller with Min 1GB cache with capacitor based backup or battery backup unit and should support RAID 0 , 1, 1+0 & 5.	Annexure 20 – Technical Specification of IBM Servers and its components 20. The Server should support RAID 0, 1, 1+0 & 5 for NVMe Disks.
4	Annexure 20 – Technical Specification of IBM Servers and its components Design & Architecture 2. Architecture should have provisions for linear vertical & horizontal scaling without drop in performance.	Annexure 20 – Technical Specification of IBM Servers and its components Design & Architecture 2. Architecture should have provisions for linear vertical & horizontal scaling without drop in performance in terms of memory and storage, as well as addition of node.
5	Annexure 20 – Technical Specification of IBM Servers and its components Compute Subsystem 3. In order to reduce the Bank's Operating Expenditure on Power and Cooling, Energy Saving Features should be available. If Energy saving/ Green Certifications are available in the server model proposed, the same should be substantiated with documents from the OEM.	Annexure 20 – Technical Specification of IBM Servers and its components <u>Adjacent highlighted clause removed</u>
6	Annexure 12 – Project Details Scope of Work 5. Timely proactive deployment of latest firmware versions / security patches in coordination with Bank's Managed Service Provider to ensure compliance not below N-1 level, as per the bank/regulatory requirements. Monthly Status reports are	Annexure 12 – Project Details Scope of Work 5. Timely proactive deployment of latest firmware versions / security patches in coordination with Bank's Managed Service Provider to ensure compliance not below N-1 level, as per the bank/regulatory requirements. Post every upgrade

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	to be submitted towards current status and upgrade activity carried out during the quarter	activity detailed report to be submitted in coordination with Bank's Managed Service Provider to bank.
7	<p>12. Delivery The successful vendor shall deliver and complete installation as per project scope within a period of 6 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation as per the required scope needs to be completed as per the timelines mentioned.</p>	<p>12. Delivery The successful vendor shall deliver the hardware within a period of 6 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation as per the required scope needs to be completed as per the timelines mentioned.</p>
8	<p>17. Porting of application In case of servers are procured as replacement for existing servers then OEM will be responsible for porting applications to the supplied system, however the Bank's managed service provider will support the OEM for any application related support if required.</p>	<p>17. Porting of application In case of servers are procured as replacement for existing servers then OEM will be responsible for migrating LPARs to the supplied system, however the OEM will support the Bank's managed service provider for any application related support if required.</p>
9	<p>5. Scope of Work for Onsite support during implementation The resident engineers have to perform the below mentioned (but not limited to) duties pertaining to the solution: 1. The OEM's technical/implementation team should be an active part of the implementation team and should support throughout the solution implementation/project sign off, which should be provided without any additional cost. 2. Overall management of the complete solution such as refinement of policies, creation of policies, configuration optimization or any changes/modifications to be done for enforcing Bank's policies, etc. 3. Informing the Bank about the latest patches, OS/application versions, updates, signatures, etc. as and when released by the OEM and evaluating and applying the same as per their applicability in the Bank's environment as per Bank's policies/requirements. 4. Proactive monitoring of health of the solution, including the H/W, S/W, application, solution on various parameters such as CPU, memory, interface utilizations, etc. Reporting abnormalities to the Bank as and when observed/occurred.</p>	<p>5. Scope of Work for Onsite support during implementation The bidder should ensure to provide the support/solution as defined during the implementation phase of the delivered infra: 1. The OEM's technical/implementation team should be an active part of the implementation team and should support throughout the solution implementation/project sign off, which should be provided without any additional cost. 2. Overall management of the complete solution such as refinement of policies, creation of policies, configuration optimization or any changes/modifications to be done for enforcing Bank's policies, etc during implementation phase. 3. Informing the Bank about the latest patches, OS/application versions, updates, signatures, etc. as and when released by the OEM and evaluating and applying the same as per their applicability in the Bank's environment as per Bank's policies/requirements.</p>



Request for Proposal for Supply, Installation & Maintenance of IBM Servers and its components (Bid Number: GEM/2024/B/5537693 dated 25th October 2024) Addendum 1 dated 12th December 2024

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	<p>5. Preparing and submitting regular reports as and when required by the Bank.</p> <p>6. Troubleshooting day to day issues, faced by end users, pertaining to solution in coordination with Bank's Network integrator, security integrator, or other relevant teams/Bidders.</p> <p>7. Call logging and follow-up with the OEM or the successful bidder's support mechanism and escalation for resolution of all types of hardware, software, solution or application related issue for the solution.</p> <p>8. Promptly alert Bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security Bidders of the Bank.</p> <p>9. Periodic Assessment of the solution for ensuring compliance and security hardening as per Bank's policies/requirements and submitting recommendations for further improvements to mitigate any possible threats, effective compliance check, better visibility and controls, etc.</p> <p>10. Keep back up of log, configuration, data etc.</p>	<p><u>Adjacent highlighted clause removed</u></p>

All other Terms & Conditions are same as per our Bid Number: GEM/2024/B/5537693 dated 25th October 2024 for Supply, Installation & Maintenance of IBM Servers and its components.