इंडियन बैंक
Indian Bank

Supply, installation and maintenance of Servers at three grids (Chennai, Delhi and Mumbai) and setting up of DR for Cheque Truncation system (CTS) Operations. (Ref. CO/ITD/739/R1/2018-19 dated 20/09/2018)

Clarifications

Sl No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1.	Section IV – Technical Specification - Clause 1 – CTS application / Database Server	22	Chipset - Suitable Intel C624 from OEM	Supported Chipset Should be C620 Series	Please refer to point no. 1 of Amendment Corrigendum.
2.	Section IV - Technical Specification - Clause 2 – Backup Management/ Archival Server	23	Chipset - Suitable Intel C624 from OEM	Supported Chipset Should be C620 Series	Please refer to point no. 2 of Amendment Corrigendum.
3.	Section IV - Technical Specification - Clause 3 - Blade Chasis	25	Chasis Connectivity - The Enclosure should have at least 2 Nos. of redundant Fibre Channel modules with at least 8 x 16 Gbps ports (or as per the maximum capacity of the enclosure and at least 8 x 16 Gbps SFPs per FC module.	Kindly change it to 8*10G uplink Ports	Please adhere to the tender terms and conditions.
4.	Section IV – Technical Specification - Clause 4 - Computer Nodes	27	Chipset - Intel Chipset C624 Series or above	Supported Chipset Should be C620 Series	Please refer to point no. 3 of Amendment Corrigendum.

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5.	Section IV – Technical Specification - Clause 5 - SAN Storage – DR Site	28	Controller Cache Requirements - The system should be configured with 256 GB cache across the two controllers (128 GB per controller) with an ability to protect data on cache. Cache should be mirrored and battery backed. Cache battery backup should be at least 48 hours. Cache should be scalable to 512GB across controllers under cluster in future.	Request the bank to consider Cache Scalability to 512GB within the controller pair and not across the cluster. This would ensure that the existing disks installed get benefitted with the added cache. While we do understand that that the bank is intending to protect investment, Request the bank to consider the Cache scalability within the Controller pair and not the Cluster. The Challenge with the Clause in the present form is that the Existing Disks on the Controller pair do not get benefitted with the enhanced Cache. Only the new disks under the added cluster get benefited. The Volumes Cannot be Spanned across the added Controller pairs. A volume has to be entirely on a controller pair only. This is proprietary to a particular vendor.	Please adhere to tender specifications
6.	Section IV – Technical Specification - Clause 5 - SAN Storage – DR Site	29	Host Interface Support - The Storage System Shall have support for 16 Gbps FC & 1Gbps iSCSI Host Connectivity Protocols. The Storage System shall be configured with minimum 2 no.	The storage system shall support for 16Gbps FC & 1Gbps iSCSI Host connectivity protocols. The Storage system shall be configured with minimum 2 nos of 4 x 16Gbps FC Ports and 2 Nos of 4 x 10Gbps iSCSI Ports for replication and host connectivity.	Please adhere to tender specifications

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			of 4x16 Gbps FC Ports	The Storages would be used for consolidation and replication. It would be better for the bank to consider the Storage arrays with iSCSI Ports for iSCSI Connectivity and replication. This will ensure the bank gets the Right configuration for replication.	
7.	Section IV – Technical Specification - Clause 5 - SAN Storage – DR Site	30	Additional Advanced Software Features Supported - The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external storage controllers	The Storage array should have advanced capabilities to create dynamic raid groups from the same set of disks. The Storage array should support multiple RAID Groups from the same set of disks. The clause in the present form is proprietary to a particular vendor. The clause is the same format is restrictive for other OEMs to bid for this RFP and will the bank will not get any benefit from the vendor. The clause also has challenge with the data utilization, since different vendors and different Equipment have different warranties and license requirements posing operational challenges to the bank. Both the vendors need to be involved for configuration and management	Please refer to point no. 4 of Amendment Corrigendum.
8.	Section IV – Technical Specification - Clause 5 - SAN Storage – DR Site	30	Additional Advanced Software Features Supported - The storage system should have capability to support non-	The Storage vendor should have the capability to migrate data from the existing storage array to the target storage array with the least disruption	Please refer to point no. 5 of Amendment Corrigendum.

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			disruptive data migration across volumes in the external storage pool to assist in data migration	and should use the host tools where available to reduce the downtimes. This clause is dependent on the host operating system and the existing config. The data can be migrated however, there would be one restart required for host integrations. The environment also involved migration of switches and hosts and would have some downtime. The same can be minimized.	
9.	Section IV – Technical Specification - Clause 5 - SAN Storage – DR Site	30	Additional Advanced Software Features Supported - Appropriate software licenses for usable capacity for (Production volume/Non-Production Volume, Flash Copy) need to be provided.	The software license for the entire storage array to be provided on day one for the entire array scalability offered by the vendor. If the vendor supports clustering, the licenses for the entire clustered storage array to be provided The bank could consider the storage license for the entire storage array. This will benefit the bank to use the storage array capability to its full capability without restrictions on the software licensing. It is also economical for the bank to procure licenses for the entire array capacity so that the bank gets benefited. If the capacity is procured only for the current requirement, the bank may end up in higher costs for the	Please adhere to tender specifications

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				software licenses at a later point in time.	
10.	Section IV – Technical Specification - Clause 6 - SAN Storage –Service Branch Chennai	31	Storage Capacity - The Storage System should be capable to scale up to 250 drives when using SAS Physical storage capacity should scale up to at least 500TB (using NL SAS)	The Storage should be capable to scale up to 200 drives when using SAS or NL-SAS disks. The Physical storage capacity should be scalable up to at least 500TB. Storage array scalability is defined by drives and the usable capacity. The bank is looking for 41TB RAW Capacity which would mean using only 35 Drives. The Bank may consider a scalability of 5X of the current requirement and amend the clause to have a competitive model and price point. In the current form the Clause is favoring incumbent vendor.	Please refer to point no. 6 of Amendment Corrigendum.
11.	Section IV – Technical Specification - Clause 6 - SAN Storage –Service Branch Chennai	33	Additional Advanced Software Features Supported - The Storage System should have the ability to virtualize & create storage pools from external storage controllers to protect the customer investments in currently deployed storage. The storage pool created will comprise drives which are internal to the storage system and drives exported by external	The Storage array should have advanced capabilities to create dynamic raid groups from the same set of disks. The Storage array should support multiple RAID Groups from the same set of disks. The clause in the present form is proprietary to a particular vendor. The clause is the same format is restrictive for other OEMs to bid for this RFP and will the bank will not get any benefit from the vendor. The clause also has	Please refer to point no. 7 of Amendment Corrigendum.

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			storage controllers.	challenge with the data utilization, since different vendors and different Equipment have different warranties and license requirements posing operational challenges to the bank. Both the vendors need to be involved for configuration and management	
12.	Section IV – Technical Specification - Clause 6 - SAN Storage –Service Branch Chennai	33	Additional Advanced Software Features Supported - The Storage System should have the capability to support Non-Disruptive Data migration across Volumes in the external storage pool to assist in data migration.	The Storage vendor should have the capability to migrate data from the existing storage array to the target storage array with the least disruption and should use the host tools where available to reduce the downtimes. This clause is dependent on the host operating system and the existing config. The data can be migrated however, there would be one restart required for host integrations. The environment also involved migration of switches and hosts and would have some downtime. The same can be minimized.	Please refer to point no. 8 of Amendment Corrigendum.
13.	Section IV –Software Licenses (DC, DR site) Point No. 3	42	Windows Server 2016 Datacentre Edition 16 core pack with four years Software Assurance	Windows Server 2016 License comes with either 16 core or 2 core License pack, hence request you to amend 4 core with 2 core pack.	Please refer to point no. 9 of Amendment Corrigendum.

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14.	Section IV –Software Licenses (DC, DR site) Point No. 6	42	Symantec Backup Solution ATS Renewal for 5 years	Existing License detail is required to quote for renewal, hence would request you to share the existing Symantec Backup solution details.	Existing License details : For Chennai Grid: 1) Symc Backup Exec Server – 1 No. 2) Symc Backup Exec Agent – 6 Nos. For Mumbai Grid: 1) Symc Netbackup Enterprise Server 7.5 win/lnx/solx64 1 server tier 2 std lic – 1 No. 2) Symc Netbackup Enterprise Client 7.5 Win/Lnx/Solx64 1 Server Tier 2 Std Lic – 10 Nos. For Delhi Grid: 1) HP Data Prot Start Pk Win eMedia/eLTU – 1 2) HP Data Prt drive ext UNIX/NAS/SAN E-LTU – 2