

**Response to Pre bid Queries**  
**RFP for Selection of System Integrator for CBS Refreshment**  
**RFP No.: AUPGB/HO/IT/2016]17/CBS/RFP-4 Date: 03.03.2017**

**Consolidated Prebid queries for CBS Refreshment RFP No. : AUPGB/HO/IT/2016-17/CBS/RFP-4 Date: 03.03.2017**

S No.	Section No.	Page No.	Point No.	Original Clause	Bidder's Query	Bidder's Justification	Bank's Response
1	8.1		Minimum Technical Specification for Tape Library: Point No. 16	Tape Library shall be offered with minimum of 48 slots and barcode reader. Bidder should provide all the drives in all the slots configured.	We hereby Requesting for the Changes as- Tape Library shall be offered with minimum of 40 slots and barcode reader. Bidder should provide all the drives in all the slots configured.	40 Slots with limited Tape Drives is sufficient for backup, also it will give an option to quote other vendors too	RFP requirement stands
2	8.1		Minimum Technical Specification for Disk Based Backup: Point No. 4	Offered device shall be offered with Minimum of ___TB(Bidder to propose based on current storage usage and projection) of raw space scalable to more than 1PB raw space.	We hereby Requesting for the Changes as- Offered device shall be offered with Minimum of ___TB(Bidder to propose based on current storage usage and projection) of usable space scalable to more than 500 TB usable space.	The proposed dedup device storage capacity should be offered as Usable space rather than RAW space as every vendor have their own configuration for RAW and usable and may give the advantage to one vendor. It can also make impact on overall solution during the backup process and overall retention period of the backup data	RFP requirement stands
3	8.1		Minimum Technical Specification for Disk Based Backup: Point No. 6	Offered device shall be protected with hardware raid 6 from the factory so that no raid configuration is required in field for data drives.	We hereby Requesting for the Changes as- Offered device shall be protected with hardware raid 6 or equivalent from the factory so that no raid configuration is required in field for data drives.	Better or equivalent technology in RAID 6 configuration will help to other vendor to quote their solution as well. Also, it will also give an opportunity to evaluate some other technology other than traditional RAID 6 for data protection like reduced RAID rebuild time and data protection against more than two disk failure	Revised Clause: "Offered device shall be protected with hardware raid 6 or equivalent from the factory so that no raid configuration is required in field for data drives."
4	8.1		Minimum Technical Specification for Disk Based Backup: Point No. 15	Offered device shall have Minimum of 4 x 10Gbps IP, 4 x 16Gbps FC and minimum of 4 x 1Gbps IP connection.	We hereby Requesting for the Changes as- Offered device shall have Minimum of 2 x 10Gbps IP, 4 x 16Gbps FC and minimum of 3 x 1Gbps IP connection.	Request you to be flexible on no of ports as it will not make any impact on backup configuration but will give an opportunity to other vendor to quote their products also because it is limited for specific vendors	RFP requirement stands
5	4.5.1	54	2	Solution should deliver high performance without inducing any latency, I/O overheads and should not require any kernel changes.	Does AUPGB wants DRM solution which is capable of storing metadata on enterprise class databases like Oracle/MS SQL?		No.
6	4.5.1	54	6	The software supplied must be of latest version supplied by the OEM.	Does AUPGB wants DRM solution working with latest version of Finacle. Kindly confirm as in case of future upgrade DRM solution must fully support that.		The DRM solution should be configured currently with the version 7.x which should be compatible with Finacle version 10.X

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7	4.5.1	55	14	The proposed solution must offer a workflow based management & monitoring capability for the real time monitoring of a DR solution parameters like RPO (at DB level), RTO, replication status and should provide alerts on any deviations	Does AUPGB require the proposed solution to provide the RPO/RTO monitoring at Business Services/Application level? As monitoring at Business Services/Application level provides a holistic view of business service availability and alerts mechanism in the form of Emails and SMSes for quick decision making by the respective stakeholders.		Yes. For the application configured with DRM solution.
8	4.5.1	55	16	The proposed solution should provide a single dashboard to track DR Readiness status of all the applications under DR	Does AUPGB require the dashboard of the proposed solution to also display DR Readiness Analyzer to track and measure DR readiness status of all applications and infrastructure objects under DR at regular time intervals configurable by user ?		Revised Clause : The solution should provide a dashboard to track DR readiness for the in scope applications and its Database environment mentioned in RFP.
9	4.5.1	55	17	The proposed solution should be capable of reporting important health parameters like disk space, password changes, file addition/deletion etc. to ensure DR readiness and facilitate policy based actions for events with ability to cancel out polar events.	Does AUPGB require the proposed solution to have the capability to report the application interdependencies, supporting all popular Virtualization technologies like VMware, Microsoft Hyper-V, Citrix Xen, Openstack , network devices , firewall polices , DNS ?		The application should support the network and security stack including the DNS, Routers, Firewalls and Security & other network devices, etc. including the industry standard virtualization technologies like Windows Hyper -V, Citrix Xen,
10	4.5.1	55	18	A ready to use library of recovery automation actions for third party databases and replication products. This must significantly reduce custom development of scripts and speed deployment of DR solutions.	Does AUPGB wants inbuilt library supporting all popular Virtualization technologies like VMware, Microsoft Hyper-V, Citrix Xen, Openstack and solution proposed must be script less and agentless DR Management solution as a script less and agentless product reduces deployment timelines, eliminates memory leak issues associated with agent based products.		The proposed solution should be able to manage hosts by either deploying agents or without deploying any agent.
11	4.5.1	55	24	The proposed solution must support all major platforms including Linux, Windows, Solaris, HPUX and AIX with native high availability options. It must support both physical and virtual platforms	Does AUPGB wants the disaster recovery solution to also support mainframe/non-stop/AS400 environment/ Base 24- Non stop tandem		No.
12	4.5.1	56	27	The proposed solution should facilitate workflow based, single click recovery mechanism for single or multiple applications site with single click.	Does AUPGB wish to have the proposed solution to provide single click site level failover by recovering multiple applications in <b>parallel</b> and also support inbuilt load balancing techniques for optimized recovery		Understanding is correct.
13	4.5.1	56	38	The proposes solution should cover all functionalities mentioned in the Annexure 8.1- Functional and Technical specifications and all the required licenses should be provisioned.	For the critical applications to be under DR Management, kindly confirm number of Database Instances and OS Instances (inclusive of VMs) in order to estimate the software licenses.		The present instance are given below - DB instance- 8 OS instance- 40
14	4.5.1	56	38 ( Point 5 in Annexure 8.1- Functional and Technical specifications )	The DR Management solution should have a managed lifecycle for all workflows from draft to final published version with version control and time stamp to ensure proper testing and troubleshooting of drill/recovery procedure.	Does AUPGB wants version control for the disaster recovery solution as well along with workflows?		Understanding is correct.
15	4.5.1	56	38 ( Point 15 in Annexure 8.1- Functional and Technical specifications )	The proposed solution should facilitate Ready to use solution packages for cross platform recovery	What does AUPGB mean by cross platform recovery? Please clarify.		Cross platform means a recovery procedure involving multiple platforms.

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16	4.5.1	56	38 ( Point 19 in Annexure 8.1- Functional and Technical specifications )	The proposed solution should allow automating process document and storing it over the cloud / across data centre and provide to track through mobile	Kindly confirm on which cloud AUPGB is hosting the solution. Also does AUPGB wants solution should be capable of accommodating important documents that can be stored and managed and can be queried from the dashboard at any given point in time? Please clarify.		The Cloud is referred to as the Private cloud of the Bank or that of the Parent Bank
17	4.5.1	56	38 ( Point 20 in Annexure 8.1- Functional and Technical specifications )	The proposed solution should be capable of executing DR drill and recovery workflows in simulation mode, without any changes to DR to ensure conditions are met to ensure a successful execution	Does AUPGB require the proposed solution to support concurrent / parallel application recovery workflows to be executed as part of failover?		Understanding is correct.
18	4.5.1	56	38 ( Point 24 in Annexure 8.1- Functional and Technical specifications )	The proposed solution should have capability to perform UI, and web automation for various servers and network devices.	Does AUPGB wants automating DNS/NAT failover and updating firewall policies during disaster without any manual intervention at DR site ?		Understanding is correct.
19	4.5.1	56	38 ( Point 38 in Annexure 8.1- Functional and Technical specifications )	The DR management solution should have inbuilt debugging and log capture with facility to view the logs from the web based GUI itself.	Please clarify what level debugging required.		The debugging functionality to be sufficiently detailed for troubleshooting and incident resolution
20	4.5.1	56	38 ( Point 39 in Annexure 8.1- Functional and Technical specifications )	The DR Management solution should have a validation tool to verify DC-DR equivalence for OS, databases and applications with both out of box and custom templates.	Does AUPGB wants the disaster recovery solution to also validate network components switches, routers, firewall policies and its also supports all popular Virtualization technologies like VMware, Microsoft Hyper-V, Citrix Xen, Openstack. Please confirm		Yes
21	7.31	95		Payment and Acceptance for Bandwidth	For bandwidth, acceptance will be given site wise, post which billing of that particular link will start. Please confirm  Also, please advise if payment for bandwidth will be released by the customer directly to the bandwidth service provider /Also please provide clarity on		Yes. Tripartite agreement to be signed between Bank, Bidder & ISP. Payment for the same will be released by the Bank post validation of the availability as per agreed terms through the Bidder deployed tools and the SP tools and reports.
22					Roof Rights / permission from landlord for link implementation will be the responsibility of the customer/ bank.		Accepted
23	WAN deployment & NOC maintenance	31		Deployment of MPLS at 450 locations which are currently connected on Hughes VSAT NW, primary & secondary solution is required (media would be RF, copper & fiber)	Currently running links are on Hughes VSAT and backup will be deliver by Bharti. Who will maintain the CE router configuration. If both the links will terminate on same router than additional FE port is required but Bharti will not able to maintain the router configuration		The existing VSAT will remain unchanged. SI has to deliver MPLS at 450 locations for which Bank, SI & MPLS provider will sign a tripartite agreement. MPLS provider cant directly bid for b/w part.
24	WAN deployment & NOC maintenance	31		Current BW.....128Kbps will be upgraded to 256kbps	Required to run video, data & voice traffic. So COS/Qos details required. On 128/256 Kbps link Video traffic will not be stable. Minimum proposed BW is 1 Mbns		the upgraded BSNL links will not run video traffic but can run voice traffic.
25	WAN deployment & NOC maintenance	31		Uptime 99% per month is required	Uptime will be calculated on business hour basis but business hours time slot is not defined.		Business hour is from 9am to 9pm for branch operations.
26	WAN deployment & NOC maintenance	31		Feasibility reports required to submit with RFP	L1 feasibility can be shared but feasibility status can be different after the L2 feasibility check, because actual site status will reflect in L2 feasibility only.		RFP requirement stands

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27	WAN deployment & NOC maintenance	32		quarterly preventive maintenance is required	No routine PM planned, it is done on the basis of faulty rate of the particular link.		RFP requirement stands
28	Payment	96		Quarterly payment	Sign off will be given by branch manager and after that invoice can be generated. Details are not shared where to submit he invoices.		RFP requirement stands. The invoices should be routed through the Prime Bidder who will share the same with the bank post validation and comments to the Bank at the end of each quarter.
29	Acceptance criteria	70		Testing will be done for 3 days	Ping screen shot will be attached for WAN to WAN reachability, DC & DR reachability. Application status should be checked and confirmed back by customer within 24 hours along with the acceptance or query if any.		RFP requirement stands
30	General				Requirement for CE to deliver LM on VSAT & RF media::: The customer has to provide the roof top access and permission for the VSAT antenna or RF tower installation. Customer has to engage a person from his end who should be authorized to take final decision for the location where the VSAT antenna or RF tower will be installed, RF pole/tower/mast height can be between 3 meter to 30 meter. Cable routing will be done by customer electrician and in case ladder is required than same will be arranged by customer only. Conduit will be arranged by customer and route by customer electrician.		The customer will arrange required roof permission for installation. Rest clause is not accepted.
31	General				Incase of VSAT monkey cage is required at all locations.		VSAT last mile not considered for the mpls connectivity at 450 locations.
32	General				Site readiness/condition::: UPS power supply is required, earthing should be under 2 V. 2 unit rack space is required to put the router and modem. The server location should not be 65 meter away from the VSAT antenna and 80 meter from RF ODU location.		VSAT last mile not considered for the mpls connectivity at 450 locations.
33	General				Delivery time lines for links delivered on RF media will be 8 weeks, subject to the availability of roof permissions approval and site readiness from CE.		Accepted
34	General				Delivery time lines for links delivered on VSAT media will be 8 weeks, subject to the availability of required approval and site readiness from CE.		VSAT last mile not considered for the mpls connectivity at 450 locations.
35	4.9	66	Document Management System: Point no. (G)	System shall support PKI based user login with maker/checker approval process	1.Please clarify on PKI based login, is Digital signature based login authentication is required as per RBI 2. Is digital signature based solution is also required for the signing of document/transaction/text/Xml digitally.		Functionality is required in solution but presently the same may not be used.
36	8.1		Minimum Technical Specifications for Core Database Server: Point No.5	Highest clock speed and largest cache CPU available from the vendor should be offered.	Minimum clock speed - 2.5GHz Minimum L3 Cache - 6MB per core	Highest is a subjective term. The frequency and cache required should be mentioned so that every vendor complies with the same spec.	RFP requirement stands

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37	8.1		Minimum Technical Specifications for Core Database Server: Point No.8	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3rd of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/2 of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	Allahabad bank should ensure 100% memory scalability, so 1/2 of the slots should be empty.	RFP requirement stands
38	8.1		Minimum Technical Specifications for Core Database Server: Point No.19	Necessary virtualization, cluster configuration and management software are to be provided with unlimited users.	Please clarify the servers which need to be clustered in active-standby HA.		Core Database server needs to be clustered in active-standby.
39	8.1		Minimum Technical Specifications for Core Database Server: Point No.23	The blade servers offered are to be run with an uptime of 99%	The servers offered are to be run with an uptime of 99.5%	Blade specific	Revised Clause: The blade servers offered are to be run with an uptime of 99.5%.
40	8.1		Minimum Technical Specifications for DC/DR Core Application Server: Point No.5	Highest clock speed and largest cache CPU available from the vendor should be offered.	Minimum clock speed - 2.5GHz Minimum L3 Cache - 6MB per core	Highest is a subjective term. The frequency and cache required should be mentioned so that every vendor complies with the same spec.	RFP requirement stands
41	8.1		Minimum Technical Specifications for DC/DR Core Application Server: Point No.8	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3rd of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/2 of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	Allahabad bank should ensure 100% memory scalability, so 1/2 of the slots should be empty.	RFP requirement stands
42	8.1		Minimum Technical Specifications for DC/DR Core Application Server: Point No.19	Necessary virtualization, cluster configuration and management software are to be provided with unlimited users.	Please clarify the servers which need to be clustered in active-standby HA.		Core application server needs to be clustered in active-active through load balancing technology
43	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers: Point No. 5	Highest clock speed and largest cache CPU available from the vendor should be offered.	Minimum clock speed - 2.5GHz Minimum L3 Cache - 6MB per core	Highest is a subjective term. The frequency and cache required should be mentioned so that every vendor complies with the same spec.	RFP requirement stands
44	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers: Point No. 9	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3rd of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/2 of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	Allahabad bank should ensure 100% memory scalability, so 1/2 of the slots should be empty.	RFP requirement stands
45	8.1		Minimum Technical Specifications for Storage System : Point No. 1	Offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File and block services respectively.	Offered Storage array shall be a unified storage for File and block services respectively.	This vendor specific clause	RFP requirement stands

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46	8.1		Minimum Technical Specifications for Storage System : Point No. 5	Offered Storage array shall be supplied minimum with ___TB(Bidder to propose based on current storage usage and projection) Capacity using SAS/SSD drives. The entire CBS DB needs to be configured on SSD in RAID 5 or equivalent recommended RAID from the OEM. Clone Copy for backup and reporting needs to be configured on SAS /SSD drives with 10K RPM. All the SAS drives has to be configured in RAID 6 or equivalent	Please clarify on the capacity required		Bidder to propose based on current storage usage and projection
47	8.1		Minimum Technical Specifications for Storage System : Point No. 6	Controllers shall be in an active-active configuration, with load balancing capabilities, while supporting all the major functionalities like Thin Provisioning, dedupe etc.	Controllers shall be in an active-active configuration, with load balancing capabilities, while supporting all the major functionalities like Thin Provisioning, dedupe/compression etc.	deduplication and compression offers the same advantage of data reduction using different technologies.	RFP requirement stands
48	8.1		Minimum Technical Specifications for Storage System : Point No. 8	The storage array should have a minimum of 160GB Cache scalable to 256GB. Cache shall be used only for data and control operations and shall not have any overhead of operating system.	The storage array should have a minimum of 128GB Cache scalable to 256GB for block operations and additional 100 GB for file operations. Cache shall be used only for data and control operations and shall not have any overhead of operating system.	While the storage asked is unified, however for banking operation we recommend separate dedicated cache for block operation as this is most critical, and files file operation shall not hamper banking application performance.	Revised Clause: The storage array should have a minimum 256GB cache with the same controller pair with a future scalability to at least 1 TB within the same controller pair or external controller cluster to meet the performance & design requirements of the solution proposed.
49	8.1		Minimum Technical Specifications for Storage System : Point No. 9	Offered Storage array shall also have additional support for Flash Cache using SSD / Flash drives in case of Hybrid array proposed. Both File services as well as Block operations shall be able to utilize flash cache in case of hybrid storage proposed. Minimum of 8TB Flash cache shall be supported.	Please remove the clause	This vendor specific clause	RFP requirement stands
50	8.1		Minimum Technical Specifications for Storage System : Point No. 10	Offered Storage shall have minimum of 4 Fiber channel host ports running at 16Gbps speed across both controllers. Offered storage shall also scalable to at-least 8 Fiber channel host ports. Offered Storage shall also support:	Offered Storage shall have minimum of 4 Fiber channel host ports running at 8/16Gbps speed across both controllers. Offered storage shall also scalable to at-least 8 Fiber channel host ports. Offered Storage shall also support:		RFP requirement stands
51	8.1		Minimum Technical Specifications for Storage System : Point No. 17	The storage array should support 900/ 1200 / 1800GB hot-pluggable Enterprise SAS, Minimum 400GB or higher Solid State drives and Nearline SAS drives of 4TB / 6TB / 8TB drives. This is not applicable for All flash storage solution proposed.	Please clarify if the requirement id for unified storage as mentioned in these specifications or the bidder can propose alternate solutions like all flash storage as per the requirement	We recommend that as this banking operation , faster response time is must, therefore the bidder shall be open to offer a better solution like flash storage for banking application and small NAS storage for rest of the application as per the requirement without adhering to particular specifications.	The storage should support both Flash and SAS
52	8.1		Minimum Technical Specifications for Storage System : Point No. 18	Every supplied disk shall be able to participate into multiple and different raid sets simultaneously. In case vendor doesn't have this functionality, then 20% additional raw capacity shall be provided for each type of disk to balance out the capacity utilization.	Please remove the clause	This vendor specific clause	Altered Clause: Every supplied disk should be part of the overall multiple RAID configuration including provisioning for hot spare simultaneously.

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53	8.1		Minimum Technical Specifications for Storage System : Point No. 31	Apply of legal hold shall ensure that File cannot be moved, modified, or deleted regardless of the retention period	Please remove the clause	traditionally the storage systems are replaced/refreshed after 4-5 years as technology up gradation, these production storage are not used for file retention.	RFP requirement stands
54	8.1		Minimum Technical Specifications for Storage System : Point No. 37	The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO natively without using any external replication appliance.	The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO natively with/without using any external replication appliance or in combination with host based replication.	Being a banking operation, 3 site replication is always host based or on the enterprise storage. There is hardly any bank, running 3 site replication on midrange storage.	RFP requirement stands
55	8.1		Minimum Technical Specifications for Disc Based Backup: Point No. 10	Offered device shall support intelligence for understanding Source based (At Client application level, Backup Server level and media server level) de-duplication so that only unique – Non duplicated data copies to <del>offered device</del>	Please remove the clause		RFP requirement stands
56	8.1		Minimum Technical Specifications for Disc Based Backup: Point No. 11	Offered device shall support receiving non duplicated data from remote locations or branch office directly from the application servers / Client servers in low bandwidth mode without using any backup or replication based device at remote location / Branch <del>office</del>	Please remove the clause		The clause stands deleted
57	8.1		Minimum Technical Specification for Core Database Server - Point No. 2	Each server shall scale up-to minimum 8 processors (or higher) CPUs. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	Each server shall scale up-to minimum 8 processors (or higher) CPUs OR 64 cores. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	This clause indirectly favors the OEM who has less cores per CPU. In case of Oracle per CPU we have 32 cores. Oracle CPU is the most powerful CPU in the world. Applications running on the server do not understand CPUs, they understand cores & threads. As the bank is being biased towards HP, we will not participate if this clause exists.	RFP requirement stands
58	8.1		Minimum Technical Specification for Core Database Server - Point No. 4	The CPU's should be of the 32nm latest generation available with OEM.	The CPU's should be of the 28nm latest generation or higher as available with OEM.	We would like to understand from the bank what has 32nm technology got to do with Database? Why is it required?	Revised Clause: The CPU's quoted should be of the latest generation of the highest clock speed available
59	8.1		Minimum Technical Specification for Core Database Server - Point No. 6	Blade / RACK form factor	Blade / RACK form factor / Converged / Hyper-Converged	Why the bank is not open to explore converged hardware? With converged hardware bank can get min 30% savings in terms of Oracle DB licenses	RFP requirement stands
60	8.1		Minimum Technical Specification for Core Database Server - Point No. 7	Server should be configured with 1024 GB Industry-standard DDR4 RAM	Server should be configured with 1024 GB Industry-standard DDR3/DDR4 RAM.	Both DDR3/DDR4 memory shall be accepted for higher participation rate.	RFP requirement stands

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61	8.1		Minimum Technical Specification for Core Database Server - Point No. 8	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3 <sup>rd</sup> of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	To be deleted.	This clause has just no meaning & will increase the cost of the project.	RFP requirement stands
62	8.1		Minimum Technical Specification for Core Database Server - Point No. 9	Shall Support 16 x 10 Gigabit Ethernet ports on board or via <b>one or more</b> full bandwidth PCI-E card(s)	Shall Support 80Gbps of Ethernet bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
63	8.1		Minimum Technical Specification for Core Database Server - Point No. 10	Two numbers of PCI-e based Dual Port 8 Gbps or higher FC HBA Cards	Shall Support 64Gbps of FC bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
64	8.1		Minimum Technical Specification for Core Database Server - Point No. 11	Should be configured with minimum 2 x dual ported 600 GB, 10K rpm, latest SAS/SCSI/FC Hot pluggable hard drives to be configured with RAID	Should be configured with minimum 6 x 600 GB, 10K rpm, latest SAS/SCSI/FC Hot pluggable hard drives to be configured with RAID 1.	Database servers need higher internal disks, hence the same shall be taken.	RFP requirement stands
65	8.1		Minimum Technical Specification for Core Database Server - Point No. 20	The Server should be configured with latest generation Unix 64 bit operating system with all the current patches and bug-fixes including software features such as Volume Management, OS Clustering, DB integration with Cluster agents., etc..	The Server should be configured with latest generation Unix 64 bit operating system with all the current patches and bug-fixes including software features such as Volume Management, OS Clustering, DB integration with Cluster agents., etc. The following softwares shall be of the enterprise and highest version: a) UNIX OS b) VIRTUALIZATION SOFTWARE c) CLUSTERING SOFTWARE c) MANAGEMENT SOFTWARE.	Bank forgot to mention the version of the software which is of prime importance.	The proposed operating system should be compatible with Oracle 11g DB presently being used.
66	8.1		Minimum Technical Specification for Core Database Server - Point No. 23	The blade servers offered are to be run with an uptime of 99%	Blade / RACK form factor / Converged / Hyper-Converged	Why the bank is not open to explore converged hardware? With converged hardware bank can get min 30% savings in terms of Oracle DB licenses	Revised Clause: The blade/Rack servers offered are to be run with an uptime of 99.5%.
67	8.1		Minimum Technical Specification for Core Database Server - Point No. 24	The blade servers offered should be covered under the onsite comprehensive warranty for a period of Five years including hardware and software with 24x7 support with 4hrs response and with commitment to resolve the problem with in 6 hrs. from the OEM.	The servers offered should be covered under the onsite comprehensive warranty for a period of Five years including hardware and software with 24x7.	This clause is again HP biased. Kindly mention the uptime. The current clause represent 6Hr CTR from HP.	RFP requirement stands. The Service window defined is based on the business criticality of the bank for response time and resolution time. This is governed absolutely based on the uptime requirement for the Bank to run its operations without issues.
68	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 2	Each server shall scale up-to minimum FOUR Processors (or higher) CPUs. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	Each server shall scale up-to minimum 8 processors (or higher) CPUs OR 32 cores. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	This clause indirectly favors the OEM who has less cores per CPU. In case of Oracle per CPU we have 32 cores. Oracle CPU is the most powerful CPU in the world. Applications running on the server do not understand CPUs, they understand cores & threads. As the bank is being biased towards HP, we will not participate if this clause exists.	RFP requirement stands
69	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 4	The CPU's should be of the 32nm latest generation available with OEM.	The CPU's should be of the 28nm latest generation or higher as available with OEM.	We would like to understand from the bank what has 32nm technology got to do with Application? Why is it required?	Revised Clause: The CPU's quoted should be of the latest generation of the highest clock speed available

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70	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 6	Blade / RACK form factor	Blade / RACK form factor / Converged / Hyper-Converged	Why the bank is not open to explore converged hardware? With converged hardware bank can get min 30% savings in terms of Oracle licenses.	RFP requirement stands
71	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 7	Server should be configured with 512 GB Industry-standard DDR4 RAM	Server should be configured with 512 GB Industry-standard DDR3/DDR4 RAM.	Both DDR3/DDR4 memory shall be accepted for higher participation rate.	RFP requirement stands
72	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 8	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3 <sup>rd</sup> of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	To be deleted.	This clause has just no meaning & will increase the cost of the project.	RFP requirement stands
73	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 9	Shall Support 8 x 10 Gigabit Ethernet ports on-board or via <b>one or more</b> full bandwidth PCI-E card(s)	Shall Support 40Gbps of Ethernet bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
74	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 10	Two numbers of PCI-e based Dual Port 8 Gbps or higher FC HBA Cards	Shall Support 32Gbps of FC bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
75	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 12	Should be configured with minimum 2 x dual ported 600 GB, 10K rpm, latest SAS/SCSI/FC Hot pluggable hard drives to be configured with RAID	Should be configured with minimum 6 x 600 GB, 10K rpm, latest SAS/SCSI/FC Hot pluggable hard drives to be configured with RAID 1.	Application servers need higher internal disks, hence the same shall be taken.	RFP requirement stands
76	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 20	OS should be of the same OEM brand as the server and should have minimum features like full binary compatibility across versions. The latest version of OEM Unix should be provided with unlimited user licenses.	OS should be of the same OEM brand as the server and should have minimum features like full binary compatibility across versions. The latest version of OEM Unix should be provided with unlimited user licenses. The following softwares shall be of the enterprise and highest version: a) UNIX OS b) VIRTUALIZATION SOFTWARE c) CLUSTERING SOFTWARE c) MANAGEMENT SOFTWARE.	Bank forgot to mention the version of the software which is of prime importance.	RFP requirement stands
77	8.1		Minimum Technical Specifications for DC/DR Core Application Server - Point No. 24	The blade servers offered should be covered under the onsite comprehensive warranty for a period of Five years including hardware and software with 24x7 support with 4hrs response and with commitment to resolve the problem with in 6 hrs. from the OEM.	The servers offered should be covered under the onsite comprehensive warranty for a period of Five years including hardware and software with 24x7 support.	This clause is again HP biased. Kindly mention the uptime. The current clause represent 6Hr CTR from HP.	RFP requirement stands. The Service window defined is based on the business criticality of the bank for response time and resolution time. This is governed absolutely based on the uptime requirement for the Bank to run its operations without issues.

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78	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 2	Each server should be populated and configured with two processors (or higher) CPUs. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	Each server shall scale up-to minimum 8 processors (or higher) CPUs OR 32 cores. The term "CPU" here refers to One physical socket which may be containing four or eight cores.	This clause indirectly favors the OEM who has less cores per CPU. In case of Oracle per CPU we have 32 cores. Oracle CPU is the most powerful CPU in the world. Applications running on the server do not understand CPUs, they understand cores & threads. As the bank is being biased towards HP, we will not participate if this clause exists.	RFP requirement stands
79	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 4	The CPU's should be of the 32nm latest generation available with OEM.	The CPU's should be of the 28nm latest generation or higher as available with OEM.	We would like to understand from the bank what has 32nm technology got to do with Application? Why is it required?	Revised Clause: The CPU's quoted should be of the latest generation of the highest clock speed available
80	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 6	RACKMOUNT form factor.	Blade / RACK form factor / Converged / Hyper-Converged	Why the bank is not open to explore converged hardware? With converged hardware bank can get min 30% savings in terms of Oracle licenses	RFP requirement stands
81	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 7	Server should be configured with 256 GB Industry-standard DDR4 RAM	Server should be configured with 256 GB Industry-standard DDR3/DDR4 RAM.	Both DDR3/DDR4 memory shall be accepted for higher participation rate.	RFP requirement stands
82	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 8	The server memory should be configured DIMM size for better performance as per the requirement of each server mentioned and there shall be 1/3 <sup>rd</sup> of the memory slots available free for future expansion and specify the maximum RAM capability for the server offered.	To be deleted.	This clause has just no meaning & will increase the cost of the project.	RFP requirement stands
83	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 9	Server should have Quad-port 10/100/1000 BASE-TX LAN	Shall Support 40Gbps of Ethernet bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
84	8.1		Minimum Technical Specifications for Backup/UAT/Training Servers - Point No. 10	Two numbers of PCI-e based Dual Port 8 Gbps or higher FC HBA Cards	Shall Support 32Gbps of FC bandwidth with adapter level redundancy.	The current clause is HP biased & technically has no meaning.	RFP requirement stands
85	8.1		Minimum Technical Specifications for Non CBS Servers - Point No. 1	The server vendor must be a leader in Gartner's quadrant 2016 for Modular Servers.	This entire section is HP biased		RFP requirement stands
86	8.1		Minimum Technical Specifications for Non CBS Servers - Point No. 2	The OEM should have install base of Rack servers/Blade servers in at least 5 public sector banks in India.			RFP requirement stands

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87	8.1		Minimum Technical Specifications for Non CBS Servers - Point No. 3	Bidders should quote the rack servers, blade servers, blade chassis, server management provisioning and TOR switches of only one OEM.		RFP requirement stands
88	8.1		Minimum Technical Specifications for Non CBS Servers - Point No. 4	Bidder to quote at least 2 * TOR Switches to aggregate minimum 4 chassis and more. The switches must in turn connect to existing LAN core / Aggregation switch using 10 Gig SFP+ connectivity and SAN .		RFP requirement stands
89	8.1		Specification for 2 socket Blade servers - Processor - Point No. 3	The Blade should have support for Boot from SAN	The Blade should have support for Boot from SAN (if required)	RFP requirement stands
90	compliance (Storage System)			Controllers shall be in an active-active configuration, with load balancing capabilities, while supporting all the major functionalities like Thin Provisioning, dedupe etc.	Please specify if active active configuration is needed in NAS (file services) configuration as well?	RFP requirement stands
91	Storage Management Services	32			Would Bank require one monitoring tool to manage heterogeneous storage, san switch and san network environment or require separate monitoring tools, as it is recommended to have a single monitoring and reporting tool for storage, san switch and san network, across DC, DR and NDR.	The same is in EMS scope.
92	Near DR solution ( Main document)	52	4.4		Please clarify if Near DR site is currently available or will be newly setup as part of this RFP. Also, the 3-site DB/storage based replication for zero RPO is only applicable for CBS DB? For other applications, vendors can either do storage/software based 2-way DR solution with permissible RPO/RTO limits. Please clarify	The Near DR is a new setup which the bidder has to commission. Storage based replication will be used for DC-DR. However for 3-way DR, database based replication will be used.
93					Please clarify if FC-IP router would be required if Primary-NDR synchronous replication can be achieved using IP based/native storage capabilities.	Bidder are free to propose Ip-based replication.
94	compliance (Storage System)		30	For file services operation, offered storage shall support file protection against accidental, premature, malicious deletion and modification of data using file locking mechanism of WORM and Legal hold.	please suggest if the license for WORM capability are required from day one or only the supportability is required	Worm licenses on storage to be provided.
95	compliance (Disk to Disk Backup)		5	Offered device shall support emulation of both VTL and NAS target like CIFS.	Bank's RFP has asked for disk to disk backup solution, along with the backup software that will manage backup, restore, indexing, catalogue etc., However, the technical specifications are for VTL (Virtual Tape Library) which is proprietary to some vendors. We request you to remove this clause and the bidders should be allowed to propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements.	The revised clause stands as: Yes. Bidders can propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements

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96	compliance (Disk to Disk Backup)		6	Offered device shall have the ability to configure at-least combination of 50 tape Libraries & NAS targets along with 100,000 or more Cartridge slots in the single appliance.	As stated above, these are specific to VTL and vendors should allowed to quote for appropriate disk to disk backup solution, to meet bank's requirements		Yes. Bidders can propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements
97	compliance (Disk to Disk Backup)		12	Ability to flexibly emulate tape drive/ tape formats LTO-Gen4, LTO-Gen5, and LTO-Gen6 etc.	As stated above, these are specific to VTL and vendors should allowed to quote for appropriate disk to disk backup solution, to meet bank's requirements		Yes. Bidders can propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements
98	compliance (Backup Software)			The proposed backup solution shall also support granular recovery for VMware , Exchange server, Share point Portal	SharePoint is not mentioned in the RFP document as an application. <b>Request you to remove it from the backup software spec. If it is required please clarify the capacity for SharePoint data for backup.</b>		Please consider the clause as deleted.
99	compliance (Backup Software)			The proposed backup solution must support integration with Openstack and shall be able to backup Cinder volumes	Openstack is not mentioned in the RFP as virtualization platform. <b>Request to remove it from the backup software spec. If Openstack is required, please let us know the capacity or number of virtual instances</b>		Clause to be considered deleted.
100	compliance (Disk to Disk Backup)			When fully populated, offered device shall support rated write performance of more than 20TB per hour in native mode.	As stated above, these are specific to VTL and vendors should allowed to quote for appropriate disk to disk backup solution, to meet bank's requirements		Bidders can propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements. The proposed Disk to Disk backup solution has to complete 100% backup within a window of 1 hour.
101	compliance (Disk to Disk Backup)			When fully populated, offered device shall supported rated write performance, when enabled with source level de-duplication, of more than 35TB/hr.	As stated above, these are specific to VTL and vendors should allowed to quote for appropriate disk to disk backup solution, to meet bank's requirements		Bidders can propose an appropriate disk to disk backup solution which can meet Bank's backup and restore requirements. The proposed Disk to Disk backup solution has to complete 100% backup within a window of 1 hour.
102	Backup software			Recommendations	Backup software should be supplied with licenses based on the entire storage capacity supplied, irrespective of No. of backup clients, configuration of backup clients, Tape drives, Tape libraries, etc. Should be able to perform SAN based / LAN Based backups. This will help Bank , avoid any future charges on backup software licensing		Banks wants to continue with its existing backup software tool( HP Data protector)
103	Backup software			Recommendations	Backup software should have the ability to integrate with array management software to initiate snaps / clones as valid backup copies and also perform Zero impact restores on production servers Irrespective of the location of backup data, seamless and automated restores should be possible from the backup copy across snap / clone / external Disk or Tape targets.		Accepted. The backup software should integrate with array mgmt. solution to provide seamless backup and clones.

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104	8.1		EMS - Discovery and ITSM - A1	General Requirements	4) As per RFP, EMS is required to be installed only at DC site or we need to install it at DR site, pl. confirm on this understanding		EMS needs to be installed at DC.
105	8.1		EMS - Discovery and ITSM - A1	General Requirements	5) There is no mention about the high availability requirement at DC site, so pl. suggest do we need to provide High Availability of the proposed solution at DC site?		High availability is not required in DC site.
106	8.1		EMS - Discovery and ITSM - B8	The solution should provide the functionality of executing searches to the entire database. It should be possible to provide query criteria using AND, OR conditions. This allows the users to create and view workflows/reports based on their needs rather than using only the set of workflows/reports provided out of the box	Pl. suggest what is required from this requirement?		Ability to create customized Reports and Workflows
107	8.1		EMS - Discovery and ITSM - B14	The solution should give all the details related to a particular business services.	Pl. suggest what is required from this requirement?		All dependent and inter related processes and items must be correlated to the business view
108	8.1		EMS - Discovery and ITSM - C1	Should support single service catalog for end users to submit and track service request, spanning both IT services and non-IT services	Need more info on what is meant by single service catalog		Users must be able to request for all types of service through a single window aided by relevant catalogues
109	8.1		EMS - Discovery and ITSM - C5	The solutions should allow effectively creating and managing a shared services catalog for all service request (all Banking services) with flexible entitlement controls. The solution should have wizard / graphical workflow editors allowing definition of new request in minutes – without any programming.	Need more clarity on this requirements		All Service catalogues must be configurable through a graphical interface without any requirement for programming
110	8.1		EMS - Discovery and ITSM - C6	Various types of Customer profiles are supported, for ex: Gold, Platinum, Silver	Understanding single customer , please elaborate on kind of profile		Solution to support personal based profile creation of users
111	8.1		EMS - Discovery and ITSM - D1	Beyond mobile iOS and Android apps, Self Service App should be available on any device with an HTML5 browser.	Understanding users will access handheld devices on intranet , supporting IOS and Android. Please clarify what other platform to check compatibility		Along with Application support, users must be able to request services from any html complaint browser on any device
112	8.1		EMS - Discovery and ITSM - D4	Context-Aware Services with alerts and service updates	need more clarity on this what is meant by context aware service		Context aware alarms are intelligent enough to know as to what Service has been affected rather than just indicating that a hardware is down. Context aware service reduces duplication of alerts and ensures quicker response times
113	8.1		EMS - Discovery and ITSM - D6	App should allow employees to set appointments with experts at the time and place you want to be seen.	not a feature of EMS. Should be considered on email/collaboration solution		Modern Service desks should have the ability to initiate appointments with the Service Engineers from the solution itself to ensure optimum utilization of time of all concerned
114	8.1		EMS - Discovery and ITSM - D11	Provides services and alerts based on where you are and what you're doing	Not a feature of EMS. Need clarity		Location and persona based alarms - Example- An alarm that is sent to the Support Engineer needs to be more detailed than the alarms that reaches the First Level Helpdesk

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115	8.1		EMS - Discovery and ITSM - D14	Add and update resources with drag-and-drop ease	need more clarity on this		Knowledge Management and Asset Management resources - dependent and related must be based on graphical user interactions
116	8.1		EMS - Discovery and ITSM - E12	Service Management should be able to Integrate with Banking KIOSK system for Feedback Mgmt.	1) need more clarity on this as its 3P integration 2) Also provide the details Banking KIOSK system for feedback mgmt.		Ability to provide for Feedback capture on service resolution must be an integral part of system
117	8.1		EMS - Discovery and ITSM - F14	The solution should have Unified and uniform approach to enterprise change and release management across infrastructure, enabling organizations to automate best practices for asset change management with enterprise-wide change control and release management processes	need more clarity on release management process		Ability to link incidents to change, Ability of Change management process to relate to affected Service, prevention of collision , robust approval mechanisms . These are part of standard change management systems and all these processes require to automated in a manner that these processes are completed smoothly and taken to its conclusion
118	8.1		EMS - Discovery and ITSM - F15	Solution should provide a consolidated view of the tasks that the release management team must perform to drive the completion of the change requests and activities required to close the release.	need more clarity on release management process		Ability to automate template based approach based on the requested change. Ad hoc processes must be an exception rather than a rule. This helps in greater control of requested change and subsequent release
119	8.1		EMS - Discovery and ITSM - F19	The solution should have the ability to identifying and flagging changes that are being done by various team to prevent change collisions	need more clarity on release management process		Collision detection mechanisms must be part of Change Management process
120	8.1		EMS - Discovery and ITSM - I17	The Service Desk tool should be capable of operating in a Managed Service model using multi-tenancy functionality to support multiple levels of administrative delegation of different clients	need more clarity on what do we mean by multi tenancy		Multi tenancy in terms of being to logically segregate all processes associated with various companies. A single solution must be capable of handling multiple companies through a notionally integrated interface
121	8.1		EMS - Discovery and ITSM - J1	The Solution should provide a centralized Dashboard that picks up relevant business metrics from the monitoring and service management solution - Business Perspectives – Business-centric dashboards giving at-a-glance visibility to key operational initiatives	1) Details of the monitoring infrastructure (OS Instances, Network devices, applications and DB instances)		Unified dashboards that link metrics of both Service Management and Monitoring Solutions
122	8.1		EMS - Discovery and ITSM - J8	Apart from built-in sections, users should also be able to create custom sections that can reference out to custom metrics stored in the monitoring tools databases or other sources as per the business requirements	Pl. explain this requirement in more details with one use case. SM>Customer to provide the custom monitoring threshold and parameters.		Ability to create/ customize KPI based on queries on the metrics stored.

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123	8.1		EMS - Discovery and ITSM - J9	It should be possible to restrict access to data available in the sections as per the user rights of the users. Profile based data access.	Pl. explain if Profile based data access if role based access control?		Role based access control
124	8.1		EMS - Discovery and ITSM - K1	Solution uses a unified and seamless architecture and workflow to resolve business issues	Pl. explain this requirement in more details		Solution must be able to orchestrate workflows- eg; onboarding an employee could mean creating a user account of AD, configuring a Laptop etc. Ability to complete all these tasks that ensure that the business request is closed.
125	8.1		EMS - Discovery and ITSM - K2	Solution uses a natively integrated suite of IT service support processes with a single CMDB	Pl. explain this requirement in more details		CMDB has to be part of the solution and cannot be external integration
126	8.1		EMS - Discovery and ITSM - K3	Solution has clear integration of service support processes with event management and change execution to create end to end workflows	Pl. explain what are "service support processes" and what is the use case for integration of these service support processes with event management and change execution to create end to end workflow?		Eg. An incident created for slowness in Internet access. Ability to tie this process to alarm generated on threshold breach of network interface and subsequently raise a change process that would necessitate a change in the interface. Seamless in resolution of the business pain point.
127	8.1		EMS - Discovery and ITSM - K7	Solution provides the ability to customize solutions and create new solutions through a point and click IDE.	Kindly provide more details on this requirement, with at least one use case		Eg; A business team needs to create a risk management process. Ability to create this ability through an integrated IDE from the provided solution , rather than purchasing a newer 3rd party solution to meet this demand.
128	8.1		EMS - Discovery and ITSM - K8	Solution customization does not require the use of Java, JavaScript, AJAX. Jelly, Perl, C or other language coding.	Kindly explain the business case for this requirement?		Any solution customization must be administrator led rather than programmer led. The solution must provide for drag and drop UI based configuration that allows for the creation of new processes.

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129	8.1		EMS - Infrastructure & Network Monitoring - A1	Design a unified event management/aggregation and reporting dashboard to consolidate all events from various sources to a single view enabled manager	1) Pl. provide details of different data sources from where we need to aggregate the events into this proposed unified event management dashboard 2) Also pl. share the count of total event generating devices from where this aggregation of events is happening (for exp - total no of servers os instances, network devices etc.)?		Solution must have a Presentation interface that is able to collaborate all events reporting to it. It can use 3rd party integrators but ultimately the view has to be present in a single interface
130	8.1		EMS - Infrastructure & Network Monitoring - A3	The proposed solution shall fully support Microsoft applications and databases and shall be able to proactively monitor and analyze; in Real Time; MS Operating Systems, Applications and Databases	1) PL. provide the details and count of all the MS OS instances, applications and databases for which we need to factor the licenses?		Please refer RFP.
131	8.1		EMS - Infrastructure & Network Monitoring - A4	The proposed solution shall fully support and proactively monitor and analyze; in Real Time; Oracle applications and SQL databases	1) PL. provide the details and count of all the Oracle applications and SQL databases for which we need to factor the licenses?		The Oracle, MS SQL, MySQL DB instance are mentioned below- Oracle DB Instance: 7 MS SQL DB Instance: 4 <del>MySQL DB Instance: 5</del>
132	8.1		EMS - Infrastructure & Network Monitoring - A5	The proposed solution shall be fully integrated with existing / future network components and applications	1) Pl. provide details of all such existing/future network components and applications, with which we need to integrate with the proposed solution? 2) Also share at least one use case for this integration?		Solution must be elastic enough to augment for future capacity additions
133	8.1		EMS - Infrastructure & Network Monitoring - A6	The proposed solution shall provide Service Assurance, Solution should reflect the values of the technical parameters on a wide set of out of the box KPIs	Request to pl. explain this requirement in more details with one use case		Service Assurance in terms of the ability to collaborate various KPI's that are required for the smooth functioning of
134	8.1		EMS - Infrastructure & Network Monitoring - A10	The solution shall provide flexible threshold setting capabilities - static thresholds, dynamic thresholds, combination of both; absolute, relative and time sensitive threshold breaches	1) Pl. provide the use case for this requirement. 2) Pl. note this is vendor specific		The solution must have learning capabilities to determine optimum thresholds based on previous run times. Dynamic thresholds must be projected by the systems inherent learning capabilities
135	8.1		EMS - Infrastructure & Network Monitoring - A14	The solution shall Enable administrators to easily add and customize monitoring sources not included in out-of-the-box monitoring policies, enabling comprehensive monitoring of the entire IT environment	1) Request to pl. provide details of all such monitoring sources which proposed solution should be able to add and customize?		Solution must be able to support API / CLI based integrations
136	8.1		EMS - Infrastructure & Network Monitoring - A16	Monitoring Functionality should have a robust rules engine allowing nested IF – THEN – ELSE logical evaluations	1) Kindly explain this requirement in details with one use case?		Solution must support Creation of patterns for monitoring. Eg. If an alarm is initiated for a interface , then check if has breached the threshold utilization and if yes, then send the alarms. Else Suppress.
137	8.1		EMS - Infrastructure & Network Monitoring - A18	The solution shall leverage predictive analytics when monitoring resources, raising predictive alerts when potential a service degrading trend is observed	1) Does bank really need this, as only this one requirement can increase the cost drastically?		Yes, Solution must be able to determine repeatable and predictive patterns and look out for the same

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138	8.1		EMS - Infrastructure & Network Monitoring - A19	The solution shall provide probable cause analytics for service impacting events	1) Pl. explain what do we mean by "Probably cause analytics" with one use case		Solution must have the ability to determine a probable cause sequence of the likely alarm causing event. Eg. If the alarm on slow access to internet is raised, the solution must provide for pattern that indicates- Highest probability of causing this is due to load, followed by lower interface speeds etc..
139	8.1		EMS - Infrastructure & Network Monitoring - A21	The solution provides the ability to automate the escalation of events. If the state of an event does not improve or worsens during a specified timeframe, the severity of the event can be escalated. In addition, event escalation can trigger notification, trouble ticket generation, or both.	1) As a industry standard, escalation happens inside the help desk module, in the event management console, the severity type of escalation happens. Pl. suggest if our understanding of this requirement is correct, if no, pl. provide more details around the same with one use case		There has to be escalation index within the monitoring suite based on multiple parameters like severity, repetition etc..
140	8.1		EMS - Infrastructure & Network Monitoring - A23	Ability to collect logs from any source (Servers, Operating systems, Application, DB, network devices and security devices, Storage devices and wireless devices)	1) Pl. suggest if we need to provide the logger kind of functionalities? 2) If yes, pl. provide details of total EPS per sec, EPS/day for the sizing of logger 3) Also provide the details and count of the devices (Servers, Operating systems, Application, DB, network devices and security devices, Storage devices and wireless devices) from where we need to collect the logs. 4) What needs to be done post collection of logs 5) For how long we need to store these logs		Ability to collect logs from monitored devices. This would be used both from auditing standpoint as well as to create reusable patterns for custom monitoring
141	8.1		EMS - Infrastructure & Network Monitoring - A24	Solution should provide custom source groups	1) Pl. explain this requirement, what needs to be provided here with one use case?		Event groups relate to grouping events based on a combination of devices, criticality, locations etc..
142	8.1		EMS - Infrastructure & Network Monitoring - A25	Solution should provide Built-in customizable alerts with triggers	1) Pl. explain this requirement, what needs to be provided here with one use case?		Solution must be able to trigger action based on received alarms. Eg Shut down a port that is generating too many alarms.
143	8.1		EMS - Infrastructure & Network Monitoring - A26	Solution should provide adaptable interface with multiple views, pages and workspaces	1) Pl. explain what do we mean by "Adaptable interface with multiple views, pages and workspaces"?		Adaptable interfaces are interfaces that re-orient its layout and elements based on the input received and context. The solution must be capable of relating to this and display only the context to which it is intended to
144	8.1		EMS - Infrastructure & Network Monitoring - A28	Solution should has the capability to integrate with SIEM solutions	1) Pl. provide the use case of doing this integration? What is the end result which is expected? 2) Pl. provide details of the SIEM solution with which we need to integrate the proposed solution? 3) Pl. suggest do we need to send events from our solution to SIEM or need to aggregate events from SIEM to our proposed solution? 4) PL. provide the events per seconds coming from SIEM?		The solution must have an integrated SIEM console that will allow to collect these events. The use case is to ensure problem isolation and perform Root cause analysis. It would also aid in proactive monitoring

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145	8.1		EMS - Infrastructure & Network Monitoring - A29	Solution should collect, aggregate and normalize log data	1) Pl. suggest if we need to provide the logger kind of functionalities? 2) If yes, pl. provide details of total EPS per sec, EPS/day for the sizing of logger 3) Also provide the details and count of the devices (Servers, Operating systems, Application, DB, network devices and security devices, Storage devices and wireless devices) from where we need to collect the logs. 4) What needs to be done post collection of logs 5) For how long we need to store these logs		The details of space can be provided, but the solution must have the ability to collect and normalize as part of its feature deck
146	8.1		EMS - Infrastructure & Network Monitoring - A30	Solution should provide analytics capabilities	1) PL. provide more details on what are the exact requirements of analytics? Because analytics term is very vague and can be used in any form, so pl. be specific for being fair in the evaluation of all the bidders? 2) being specific in the requirements will also optimize the overall solution and hence bank might have to spend less money, hence pl. be specific and		Analytics in terms of writing patterns that can be monitored and used for analysis
147	8.1		EMS - Infrastructure & Network Monitoring - A31	Solution should provide the ability to correlate events, set automatic alerts and initiate rapid response to security events	1) PL. explain this requirement with one use case? As this is starting with correlate events, then ending with only security events? 2) How to qualify which all events are security events. pl. provide the complete list?		Ability of solution to relate events, including security events, and initiate triggers for actions
148	8.1		EMS - Infrastructure & Network Monitoring - A33	Solution should enable forensic analysis of user and system activity based on historical data	1) Kindly explain this requirement (forensic analysis of user and system activity based on historical data) in more details with one use case?		Ability of solution to allow for writing patterns based on log collected
149	8.1		EMS - Infrastructure & Network Monitoring - A34	Solution should provide ability to monitor privileged users	Pl. suggest what kind of monitoring is required here?		Ability to provide for access controls based on privileges of users
150	8.1		EMS - Infrastructure & Network Monitoring - A35	Ability to provide intelligent log analysis ensures regulatory compliance	1) Pl. provide more details on what all are needed under "intelligent log analysis" 2) Pl. provide details on what needs to be provided under "Ensure regulatory compliance" 3) Also share name of regulatory compliance required?		Intelligent Log Analysis refers to the ability to write patterns based on logs. Log collections must comply to standards- Eg. Privacy, Security etc..
151	8.1		EMS - Infrastructure & Network Monitoring - A37	· Network Monitors Solutions	Provide details of NMS from where we need to integrate events from NMS to proposed solution.		Solution must be capable of monitoring Network Devices
152	8.1		EMS - Infrastructure & Network Monitoring - A38	· Storage Monitoring Solutions	Provide details of storage Mgmt. Solution from where we need to integrate events from NMS to proposed solution.		Solution must be capable of monitoring Storage Devices
153	8.1		EMS - Infrastructure & Network Monitoring - A39	· Servers Monitoring Solutions (including Windows, Linux and Unix)	Provide details of server monitoring Solution from where we need to integrate events from NMS to proposed solution.		Solution must be capable of monitoring Servers
154	8.1		EMS - Infrastructure & Network Monitoring - A40	· Microsoft servers (e.g. Active Directory, Exchange, SharePoint, and Office Communications Server)	Pl. provide the details and count of all the Microsoft servers OS instances, this is required for proposing the right license and HW sizing		Please refer RFP
155	8.1		EMS - Infrastructure & Network Monitoring - A41	· Web application servers (e.g. BEA Web Logic, IBM WebSphere, JBoss Application Server, Apache and Oracle Application Server)	Pl. provide the details and count of all the Web Applications instances, this is required for proposing the right license and HW sizing		Please refer RFP

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156	8.1		EMS - Infrastructure & Network Monitoring - A42	· Databases (e.g. Oracle, Microsoft SQL Server, Sybase, and Informix)	Pl. provide the details and count of all the Database instances, this is required for proposing the right license and HW sizing		Please refer RFP
157	8.1		EMS - Infrastructure & Network Monitoring - A43	· Major application (e.g. ERP, CRM, etc.)	Pl. provide the details and count of all the major applications instances, this is required for proposing the right license and HW sizing		Please refer RFP
158	8.1		EMS - Infrastructure & Network Monitoring - A44	· Virtualization hypervisors	Pl. provide the details and count of all the virtualizations, this is required for proposing the right license and HW sizing		Please refer RFP
159	8.1		EMS - Infrastructure & Network Monitoring - A45	· DCIM solutions (Nlyte, Schneider, etc.)	1) Pl. provide the details and count of all the DCIM solutions, this is required for proposing the right license and HW sizing 2) Also pl. provide details of what is required from this integration from the solution perspective		Please refer RFP
160	8.1		EMS - Infrastructure & Network Monitoring - A47	The solution shall provide a bew based mobile friendly user interface	Pl. clarify what is "bew" based mobile friendly user interface?, Is it web based?		Yes, Web based
161	8.1		EMS - Infrastructure & Network Monitoring - A55	The proposed solution shall support Capacity Planning. Solution should maintain a holistic map of your monitored infrastructure elements showing the performance bottlenecks in a bottom-up or a top-down approach from applications down to the network devices, application servers, web servers, operating systems, hypervisors, physical memory, CPUs and more.	1) Kindly explain the requirement of capacity planning from bottom-up or a top-down approach with one use case for better understanding? 2) Also pl. explain the term "more" at the end of this requirement, so that we can better prepare and propose the solution		The solution must be capable of providing for capacity optimization taking into account all compute statistics that are required for providing optimisation.Eg. An application optimization must consider compute resources from memory to the OS to the database. More here refers to all possible compute indices
162	8.1		EMS - Infrastructure & Network Monitoring - B1.1	Automatic discovery of network devices based on an IP range, IP subnet, imported files or via scripting.	1) Pl. explain the discovery requirement via scripting with one use case? 2) Pl. provide the details and count of the SNMP and ICMP enabled network devices for which we need to provide the NMS licenses and need to monitor the same through proposed system?		Scripting capabilities is used as an adjunct. Ultimately all devices must be discoverable.
163	8.1		EMS - Infrastructure & Network Monitoring - B1.4	Solution Automatically detects and monitors every chassis level and inventory at module and port level. It just requires the administered IP address and the "read - only" SNMP community	1) Kindly explain what is required to be monitor in every chassis level?		Solution must be able to monitor the chassis of systems like Cisco UCS, Dell, Fujitso, HP, IBM, Sun Blade . SNMP read only should be the most commonly used technology
164	8.1		EMS - Infrastructure & Network Monitoring - B1.5	Software should automatically model new devices with no out - of - the - box support	1) Pl. explain what is required in "Automatically model new device with no out of the box support"?		Ability to integrate with vendor OID as part of the UI framework to account for newer devices.
165	8.1		EMS - Infrastructure & Network Monitoring - B2.2	System must automatically monitor all critical elements in every network device	Pl. define and explain "all critical elements in every network device"?		Critical elements include interfaces, ports and the environment
166	8.1		EMS - Infrastructure & Network Monitoring - B2.3	Solution must allow accessible creation and customization of performance graphs	Pl. define and explain "accessible creation and customization of performance graphs"?		Creation of custom graphs
167	8.1		EMS - Infrastructure & Network Monitoring - B2.4	Port-level performance metrics must display both, SNMP and flow data on the same web page.	Pl. explain what is required from this requirement?		Solution must be able to capture data flow
168	8.1		EMS - Infrastructure & Network Monitoring - B2.5	Solution must allow the creation and self-population of views in the device through the use of rule - based filters.	Pl. explain what is required from this requirement?		Device based views based on rules configured. Rules can be at location/level etc..

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169	8.1		EMS - Infrastructure & Network Monitoring - B2.6	Solution must allow the creation of services based on the network elements that conform the service. Complex service models can be built by nesting these services.	1) Pl. explain what is required here in " the creation of services based on the network elements that conform the service. Complex service models can be built by nesting these services." with one use case?		Ability to configure Service View that would help in easy detection in case of business failures
170	8.1		EMS - Infrastructure & Network Monitoring - B2.7	Solution allows a Service Level Agreement (SLA) for availability to be applied across multiple components facilitating both dependency and redundancy.	Pl. explain what is required here in "Service Level Agreement (SLA) for availability to be applied across multiple components facilitating both dependency and redundancy." with one use case?		The solution must be capable of providing for SLA's at multiple levels. Rule based SLA's encompassing components must be viable
171	8.1		EMS - Infrastructure & Network Monitoring - B2.14	Any monitored application path can be configured for automatic route tracing	Pl. explain this requirement in more details with one use case?		For eg. If a java based application is being monitored. The solution must be able to showcase a view that shows the incoming and outgoing components that use this application
172	8.1		EMS - Infrastructure & Network Monitoring - B3.5	System must provide with an easy method to integrate 3rd party event management systems.	Pl. provide details of all the possible 3rd party event mgmt. systems with which we need to integrate proposed event mgmt. solution?		Bank will share the workflows to the selected bidder.
173	8.1		EMS - Infrastructure & Network Monitoring - B3.10	System will generate an event when the path of an application changes from its optimal route	1) Pl. explain what is required from this requirement with one use case?		The solution must provide for API/CLI based connector support
174	8.1		EMS - Infrastructure & Network Monitoring - B4.4	Aid in the visualization of specific link protocols connectivity.	1) Pl. explain what is required from this requirement with one use case?		Ability of solution to generate views that show connections between interfaces
175	8.1		EMS - Infrastructure & Network Monitoring - B4.8	The Solution can visually show the application path taken through the network between two indistinct endpoints.	1) Pl. explain what is required from this requirement with one use case?		The solution should provide for Application modelling based on incoming and outgoing connections
176	8.1		EMS - Infrastructure & Network Monitoring - B5.3	System must contain automatic reports that provide the business with a defined value.	1) Pl. explain what is required from this requirement with one use case?		Ability to generate custom reports
177	8.1		EMS - Infrastructure & Network Monitoring - B5.8	System must provide a set of business-level dashboard reports that provide high-level status of services, network, and CIO-level view of network services	1) Pl. explain what is required from this requirement with one use case?		Ability to create persona specific dashboards
178	8.1		EMS - Infrastructure & Network Monitoring - B5.9	Business-level reports must be able to contain SLA measurements	1) Pl. explain what is required from this requirement with one use case?		SLA must aid in creation of Business reports. For eg. A downtime report must specify an appropriate relationship to SLA's
179	8.1		EMS - Infrastructure & Network Monitoring - B5.10	System must allow users to create their own custom multi-pane dashboard panels.	1) Pl. explain what is required from this requirement with one use case?		The solution must provide for the ability for users to create their own dashboards
180	8.1		EMS - Infrastructure & Network Monitoring - B6.5	Application can be protected using vMotion switching within virtual environments	Pl. suggest as vMotion is only hardware based protection, then how come it is expected from the proposed application?		Solution must support for Application failover using vmotion
181	8.1		EMS - Infrastructure & Network Monitoring - B6.6	System must be scaled without having to manually adjust or load balance SNMP pollers.	1) Pl. explain what is required from this requirement with one use case?		Solution must have the elasticity to handle higher volumes as and when more devices are on boarded

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182	8.1		EMS - Infrastructure & Network Monitoring - B6.7	System must allow the addition of functional modules (IP-SLA, Integrated Flow Analysis, Configuration Monitoring) without having to install these modules in separate servers.	1) All modules can be added onto single server, but it may degrade the performance, based on the volumetric of the Bank, so pl. share the following 1.1) Total no of probes (max) which we need to monitor through proposed NMS solution? 1.2) Max number of combined probes, iRA probes, and QoS interfaces? 2) Do we also need to monitor the flows (like net flow, jflow, sflow, IPFIX) as well? If yes, pl. provide the following 2.1) Flow Records per Minute (max)? 2.2) Active Flow-Exporting Interfaces (max)? 3) Also pl. note that to utilize the full blown functionalities of configuration module it is advisable to use it on a different server, pl. suggest if Bank still wants to use all of these modules on single box? 4) Also pl. note that this line will enable many small time and free ware type of monitoring and management solution to be quoted by different bidders, hence bank should delete this requirement to get the enterprise vide commercials software, which can take care of the security of the bank		As far as possible solution must have integrated functional components
183	8.1		EMS - Infrastructure & Network Monitoring - B6.8	System uses a consistent data schema across all servers so that data from across the network can be accessed from any server without creating a bottleneck, effectively creating one virtual global database.	1) Pl. explain what is required from this requirement with one use case?		Consistent data schema ensures that each underlying system can interact to each other seamlessly. The Solution must provide for this framework , rather than connecting through third party adapters that are at greater risk of failure
184	8.1		EMS - Infrastructure & Network Monitoring - B6.11	All core functions have identical demands , and connections to the underlying architecture; system scales simply by adding additional servers. Data does not have to be moved to a single central database to support multiple polling engines.	1) Pl. explain what is required from this requirement with one use case?		Keeping in mind resilience, fault tolerance and upgrades, involving core components, the solution must support horizontal scaling rather than vertical scaling.
185	8.1		EMS - Infrastructure & Network Monitoring - B6.12	System needs no connection to external IT systems (external database, external web server)	1) Pl. explain what is required from this requirement with one use case?		The components must reside within the realm of the bank's infrastructure
186	8.1		EMS - Infrastructure & Network Monitoring - C1	The solution should be able to monitor the availability and performance of the servers, business applications, databases, storage, middleware using one single solution	1) Pl. provide the details(make/model/OS/location distribution) and count of the following 1.1) Servers OS Instances 1.2) Business applications 1.3) Database instance 1.4) Storage devices 1.5) Middleware instances		Please refer RFP
187	8.1		EMS - Infrastructure & Network Monitoring - C4	Monitoring solution should also provide SLO measurement capabilities	1) Pl. explain what is required from this requirement with one use case?		service level objective (SLO) is a key component used to evaluate, monitor, and maintain acceptable service levels and compliance with service level agreements (SLAs). Key SLO metrics involve availability, performance and financials.

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188	8.1		EMS - Infrastructure & Network Monitoring - C8	Solution should have seamless streaming of performance data for data integrity	1) Pl. explain what is required from this requirement with one use case?		Solution should support streaming of data rather than monitor at different poll intervals
189	8.1		EMS - Infrastructure & Network Monitoring - C10	Central Monitoring Administration web console should also provide black-out feature	Pl. explain what do we mean by black out feature?		Time duration when alarms need not be generated. Eg. Scheduled downtime
190	8.1		EMS - Infrastructure & Network Monitoring - C11	Solution should provide a central web based repository of images which can be invoked as and when required for installations	1) Pl. explain what is required from this requirement with one use case?		Ability to copy a preconfigured template that contains set of SLA's/ Policies etc. onto a newer monitoring endpoint must be supported by the solution
191	8.1		EMS - Infrastructure & Network Monitoring - C15	The solution should provide the above capability for each every performance metrics that is captured by the monitoring tools	1) Pl. explain what is required from this requirement with one use case?		Eg: in case a branch is switched off every day at 9pm, the solution should be able to learn the same and should not raise any incident for such an event
192	8.1		EMS - Infrastructure & Network Monitoring - C18	Log Analytics solutions should have dashboards	1) Pl. explain what is required from this requirement with one use case?		Solution must allow for dashlets that project details on hosts, counts, duration of logs collected/generated
193	8.1		EMS - Infrastructure & Network Monitoring - C19	The Monitoring solution should have capability to provide Log Analytics i.e. collect, index and store log information for Root Cause Analysis	1) Pl. provide details of total EPS per sec, EPS/day for the sizing of logger 2) Also provide the details and count of the devices (Servers, Operating systems, Application, DB, network devices and security devices, Storage devices and wireless devices) from where we need to collect the logs.		Details can be provided . But the functionality must be present
194	8.1		EMS - Infrastructure & Network Monitoring - C27	The solution should have the ability to automatically learn the behavior (performance) of all our business applications like ERP, middleware, databases, Storage devices and set baselines on what is the normal and abnormal behavior of each infrastructure based on the time that they occur. Some of attributes include	1) Pl. provide the details(make/model/OS/location distribution) and count of the following 1.1) ERP 1.2) Database instance 1.3) Storage devices 1.4) Middleware instances		Please refer RFP
195	8.1		EMS - Infrastructure & Network Monitoring - C30.5	Monitor Concurrent users	1) Pl. explain what is required from this requirement with one use case?		Simultaneous users who access the solution. Provides for key input in probable cause analysis
196	8.1		EMS - Infrastructure & Network Monitoring - C32	Storage Monitoring	1) Pl. provide the details(make/model/OS/location distribution) and count of the Storage devices which need to be monitored? 2) Also suggest if we need to provide storage monitoring at different locations? If yes, pl. provide the count of different locations where we need to provide the storage monitoring?		Solution must support monitoring os storage devices
197	8.1		EMS - Infrastructure & Network Monitoring - D3	It should be possible to superimpose event data over images or google maps to provide a graphical representation of event occurrence	1) Pl. explain what is required from this requirement with one use case?		Topology based views needs to be supported. Superimposition of these topologies on geographical scale must be available
198	8.1		EMS - Infrastructure & Network Monitoring - D6	The solution should provide the ability to cross launch in context from the event to the monitoring tools from where the email has originated	1) Pl. explain what is required from this requirement with one use case?		Detailed overview must be provided either through cross launches or drill down to the last item

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199	8.1		EMS - Infrastructure & Network Monitoring - D8	The monitoring solution shall be able to process all fault and event related information in memory (RAM) and in real time. It shall be capable of processing in excess of 1000 events per second, allowing visibility of all alarms.	1) "The monitoring solution shall be able to process all fault and event related information in memory (RAM) and in real time." This is vendor specific requirement pl. remove 2) Request bank to pl. provide the exact count of events per second, because this one single requirement may impact drastically on total commercials of the proposed solution?		Bidder to calculate the approx. no. of event based on the existing & proposed hardware.
200	8.1		EMS - Infrastructure & Network Monitoring - D9	It should provide out of the box policies that reduce event clutter and improve MTTR. Some policies include: Blackout policies Automated Closure policies Correlation Policies Dynamic Blackout policies Dynamic Enrichment policies Enrichment policies Escalation policies Notification policies Propagation policies Recurrence policies Suppression policies Thresholds policies Timeout policies Remote recovery policies	1) Pl. explain what is required from this requirement with one use case for each required policy?		Solution must provide for policy based approach rather than ad hoc configurations. Policy based approach allows greater control and efficiency. It also helps in replication and avoid duplication of work
201	8.1		EMS - Infrastructure & Network Monitoring - D10	The Solution should provide a no programming GUI based point and click interface to create the above policies without any expertise	1) Pl. explain what is required from this requirement with one use case?		Policies must be configurable and not script or programming based
202	8.1		EMS - Infrastructure & Network Monitoring - D15	It should be able to relate events from the monitoring tools to the business service configured above	1) Pl. explain what is required from this requirement with one use case?		Events must relate to business Service views and cannot function in isolation
203	8.1		EMS - Infrastructure & Network Monitoring - D16	It should be able to relate \$ value to each minute of downtime and keep business users apprised on the \$ impact downtime has had on business	1) Pl. explain what is required from this requirement with one use case?		The solution must provide for financial reconciliation
204	8.1		EMS - End Point Management - A1	Automatic discovery of ANY device with an IP address	Request to pl. explain this requirement in more details with one use case. I mean do we need to provide the discovery of components (desktops/laptops/servers) etc ?		Yes any component with an IP address
205	8.1		EMS - End Point Management - A2	Simple, clear view of assets in list or graphical dependencies design	Request to pl. explain this requirement in more details with one use case. I mean do we need to provide the graphical maps of the discovered CIs?		Yes Graphical views of dependencies
206	8.1		EMS - End Point Management - A3	Single agent for discovery/inventory/patch	This is vendor specific, pl. remove this		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
207	8.1		EMS - End Point Management - A4	Bare Metal Discovery	Request to pl. explain this requirement in more details with one use case?		Solution must provide ability to discover bare metals without an IP address. This is pre requisite to remote deploy Operating System
208	8.1		EMS - End Point Management - A6	Non-x86 System Discovery	Request to pl. explain this requirement in more details with one use case? Also share the details of such devices with count		Discovery of any system with an IP address
209	8.1		EMS - End Point Management - A7	partial Linux OS Discovery	Request to pl. explain this requirement in more details with one use case?		To include non Windows OS also

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210	8.1		EMS - End Point Management - A8	License Management	Request to pl. explain this requirement in more details with one use case, I mean are we looking for complete software license management, to check the compliance or not?		Software License Management and Compliance
211	8.1		EMS - End Point Management - A9	Integrated software catalog for more accurate license management	Request to pl. explain this requirement in more details with one use case?		Prefilled Software catalogues with product details must be available along with solution
212	8.1		EMS - End Point Management - A10	License Enforcement	Request to pl. explain this requirement in more details with one use case, I mean are we looking for complete software license management, to check the compliance or not?		If license compliance fails, ability to initiate process of removal also
213	8.1		EMS - End Point Management - C1	Single pane of glass – one interface to do all tasks	This is vendor specific, pl. remove this or modify this so that others can also participate		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
214	8.1		EMS - End Point Management - C2	Easy to install and configure leveraging wizards and other integrated tools, including help, to quickly customize data collection, views and reports	Request to pl. explain this requirement in more details with one use case?		Wizard based process to ensure easy onboarding
215	8.1		EMS - End Point Management - C3	Rules-based engine to allow complex configurations to be easily deployed with no need of coding	Request to pl. explain this requirement in more details with one use case?		Eg. Ability to deploy a hardening policy
216	8.1		EMS - End Point Management - D1	Integrate with ITSM solutions	Request to pl. explain this requirement in more details with one use case?		Any event- Change/Install/Uninstall must trigger a ticket to the ITSM system
217	8.1		EMS - End Point Management - E1	Automate OS and application deployment and patch management while tracking and maximizing software licenses and usage for both investment and audit requirements	Please explain tracking and maximizing software licenses and usage .		By Maximizing, solution must monitor software usage and indicate under utilization
218	8.1		EMS - End Point Management - E2	Utilize multi-cast to streamline deployments and OS images to large groups of devices	Pl. explain what is OS multitask?		Ability to deploy multiple OS at a single click
219	8.1		EMS - End Point Management - E3	Windows Clients (Desktop and Server)	Pl. provide the details and count of all the devices for licensing purpose?		Server details already available in RFP and 2500 desktop clients.
220	8.1		EMS - End Point Management - E4	Linux Clients (Desktop and Server)	Pl. provide the details and count of all the devices for licensing purpose?		At present bank does not have any system but may be required in future
221	8.1		EMS - End Point Management - E5	Apple Mac OS/X Clients	Pl. provide the details and count of all the devices for licensing purpose?		At present bank does not have any system but may be required in future
222	8.1		EMS - End Point Management - J5	Scanning and Quarantine of Non-compliant Systems	This is vendor specific, so pl. remove it.		To be considered as deleted.
223	8.1		EMS - End Point Management - J8	Automated Power Management (Mac)	This is vendor specific, so pl. remove it.		At present bank does not have any system but may be required in future
224	8.1		EMS - End Point Management - K1	Includes Process Automation Orchestration Capabilities	Request to pl. explain this requirement in more details with one use case?		Workflow based orchestration capabilities that ensure a set series of tasks to be completed
225	8.1		EMS - End Point Management - K2	Wizard-based Scripting	Request to pl. explain this requirement in more details with one use case?		Allow for scripting to initiate common tasks
226		#	CAPACITY MANAGEMENT	CAPACITY MANAGEMENT	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
227	8.1		EMS - Capacity Management - Requirements Description - A1	The solution shall support the capacity management of virtualization technologies	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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228	8.1		EMS - Capacity Management - Requirements Description - A1.1	VMware vSphere	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
229	8.1		EMS - Capacity Management - Requirements Description - A1.2	Microsoft Hyper-V	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
230	8.1		EMS - Capacity Management - Requirements Description - A1.3	RedHat Enterprise Virtualization	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
231	8.1		EMS - Capacity Management - Requirements Description - A1.4	Linux KVM	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
232	8.1		EMS - Capacity Management - Requirements Description - A1.5	Citrix XenServer	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
233	8.1		EMS - Capacity Management - Requirements Description - A1.6	IBM AIX PowerVM (LPAR,WPAR)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
234	8.1		EMS - Capacity Management - Requirements Description - A1.7	Solaris (LDOMs, Zones)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
235	8.1		EMS - Capacity Management - Requirements Description - A1.8	HP-UX (nPar, vPar, IVM)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
236	8.1		EMS - Capacity Management - Requirements Description - B2	The solution shall support the capacity management of cloud technologies	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
237	8.1		EMS - Capacity Management - Requirements Description - B2.1	OpenStack	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
238	8.1		EMS - Capacity Management - Requirements Description - B2.2	VMware vCloud Director	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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239	8.1		EMS - Capacity Management - Requirements Description - B2.3	BMC Cloud Lifecycle Management	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		Please consider the point as deleted
240	8.1		EMS - Capacity Management - Requirements Description - B2.4	Amazon AWS	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
241	8.1		EMS - Capacity Management - Requirements Description - B3	The solution shall support the capacity management of server operating systems	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
242	8.1		EMS - Capacity Management - Requirements Description - B3.1	Microsoft Windows	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
243	8.1		EMS - Capacity Management - Requirements Description - B3.2	RedHat Enterprise Linux	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
244	8.1		EMS - Capacity Management - Requirements Description - A3.3	SUSE Linux Enterprise Server	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
245	8.1		EMS - Capacity Management - Requirements Description - A3.4	CentOS	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
246	8.1		EMS - Capacity Management - Requirements Description - A3.5	Oracle Linux	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
247	8.1		EMS - Capacity Management - Requirements Description - A3.6	Ubuntu	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
248	8.1		EMS - Capacity Management - Requirements Description - A3.7	IBM AIX	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
249	8.1		EMS - Capacity Management - Requirements Description - A3.8	Oracle Solaris	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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250	8.1		EMS - Capacity Management - Requirements Description - A3.9	HP-UX	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
251	8.1		EMS - Capacity Management - Requirements Description - A4	The solution shall support the capacity management of storage technologies	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
252	8.1		EMS - Capacity Management - Requirements Description - A4.1	EMC	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
253	8.1		EMS - Capacity Management - Requirements Description - A4.2	HP/3PAR	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
254	8.1		EMS - Capacity Management - Requirements Description - A4.3	NetApp	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
255	8.1		EMS - Capacity Management - Requirements Description - A4.4	IBM	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
256	8.1		EMS - Capacity Management - Requirements Description - A4.5	Hitachi	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
257	8.1		EMS - Capacity Management - Requirements Description - A4.6	Dell	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
258	8.1		EMS - Capacity Management - Requirements Description - A5	The solution shall support the capacity management of additional critical assets	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
259	8.1		EMS - Capacity Management - Requirements Description - A5.1	Database (Oracle, SQLServer, MySQL)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
260	8.1		EMS - Capacity Management - Requirements Description - A5.2	Web and Application Server (Apache, IIS, WebSphere, Jboss, ...)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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261	8.1		EMS - Capacity Management - Requirements Description - A5.3	Hadoop	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
262	8.1		EMS - Capacity Management - Requirements Description - A5.4	Network Devices	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
263	8.1		EMS - Capacity Management - Requirements Description - A5.5	Security Devices (Firewall)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
264	8.1		EMS - Capacity Management - Requirements Description - A5.6	Data Center Devices (Cabinets)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
265	8.1		EMS - Capacity Management - Requirements Description - A6	Critical capabilities to support the Capacity Management process	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
266	8.1		EMS - Capacity Management - Requirements Description - A6.1	IT Business Capacity Management, with support of Business KPIs	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
267	8.1		EMS - Capacity Management - Requirements Description - A6.2	IT Services Capacity Management, with the ability to integrate CMDB	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
268	8.1		EMS - Capacity Management - Requirements Description - A6.2	IT Resources Capacity Management	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
269	8.1		EMS - Capacity Management - Requirements Description - A6.4	IT Capacity Planning	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
270	8.1		EMS - Capacity Management - Requirements Description - A6.5	What-If Capacity Planning Analytics	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
271	8.1		EMS - Capacity Management - Requirements Description - A7	The solution shall provide comprehensive what-if (simulation) capabilities to enable capacity studies	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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272	8.1		EMS - Capacity Management - Requirements Description - A7.1	Ability to create queuing network models in order to predict future system utilization, throughput, queue length and response time based on the impact of the business loads <u>running on the systems</u>	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
273	8.1		EMS - Capacity Management - Requirements Description - A7.2	Ability to perform "what-if" analysis to determine the impact of changing the system type or adding/removing system resources (e.g. CPU, memory, disk) on application <u>performance?</u>	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
274	8.1		EMS - Capacity Management - Requirements Description - A7.3	Ability to compare the performance of various server hardware vendors/models	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
275	8.1		EMS - Capacity Management - Requirements Description - A7.4	Ability to easily create reusable workload templates	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
276	8.1		EMS - Capacity Management - Requirements Description - A7.5	Ability to correlate business KPIs with performance and capacity metrics and plan capacity according to anticipated business demand (that is ability to incorporate marketing plans and business changes)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
277	8.1		EMS - Capacity Management - Requirements Description - A7.6	Ability to support consolidation and virtualization simulation scenarios for several virtualization technologies (VMware ESX, Citrix XenServer, IBM LPARs and Sun Zone/LDOM, <u>etc</u> )	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
278	8.1		EMS - Capacity Management - Requirements Description - A7.7	Ability to support consolidation and virtualization scenarios based on a combination of measured data from existing systems and the estimated performance characteristics of hypothetical systems	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
279	8.1		EMS - Capacity Management - Requirements Description - A8	The solution shall provide comprehensive forecasting capabilities	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
280	8.1		EMS - Capacity Management - Requirements Description - A8.1	Ability to provide (linear and non-linear) trending capabilities to estimate future utilization and potential saturation date	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
281	8.1		EMS - Capacity Management - Requirements Description - A8.2	Ability to automatically select the forecasting method to be used	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
282	8.1		EMS - Capacity Management - Requirements Description - A8.3	Ability to run what-if analyses as part of forecasting scenarios, which is the ability to include what-if events into resource utilization forecasts	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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283	8.1		EMS - Capacity Management - Requirements Description - A9	Ability to perform resource reservation-aware and onboarding-aware capacity management	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
284	8.1		EMS - Capacity Management - Requirements Description - A9.1	Ability to manage resource capacity reservations in order to book capacity on a given IT infrastructure in the future	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
285	8.1		EMS - Capacity Management - Requirements Description - A9.2	Ability to manage resource capacity onboarding in order to track capacity upgrades on a give IT infrastructure in the future	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
286	8.1		EMS - Capacity Management - Requirements Description - A9.3	Ability to manage resource capacity off boarding in order to track resource decommission on a give IT infrastructure in the future	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
287	8.1		EMS - Capacity Management - Requirements Description - A9.4	Ability to provide visibility on spare capacity also factoring in reserved resources for committed projects, resource onboarding and off boarding	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
288	8.1		EMS - Capacity Management - Requirements Description - A10	The solution shall provide comprehensive reporting and dash boarding capabilities	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
289	8.1		EMS - Capacity Management - Requirements Description - A10.1	Ability to provide on-demand, scheduled and exception-based reports and views (business and technical) generated across all managed technologies and regardless data sources	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
290	8.1		EMS - Capacity Management - Requirements Description - A10.2	Ability to generate reports in various file formats (e.g. HTML, PDF, MS Excel, MS Word, MS PowerPoint, etc)	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
291	8.1		EMS - Capacity Management - Requirements Description - A10.3	Ability to generate reports based on templates as well as to create user-defined reports	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
292	8.1		EMS - Capacity Management - Requirements Description - A10.4	Ability to provide best practices dashboards	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance
293	8.1		EMS - Capacity Management - Requirements Description - A10.5	Ability to create user defined dashboards	This complete section is vendor specific, request bank to revisit the complete section and provide what ever bank is desired to have. This is enable other OEMs to also participate in this RFP		The requirement is based on current requirements and likely future course that would be chartered. Hence request your compliance

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294	8.1		EMS - Batch Scheduling - A7	Solution should be able to execute SAP R/3 Programs, BW Programs, Data Archiving Programs & Business Objects reports and provides out of box interface for it.	1) Pl. provide details on data archiving programs bank is referring to? 2) Are these R/3 jobs that get triggered? 3) Pl. provide more details on what they are and how we might trigger them		Solution to provide for Workload automation that can be used to trigger these activities.
295	8.1		EMS - Server&Network Automation - 1	Should be a unified solution supporting provisioning, configuration management and compliance assurance across servers, networks, applications, databases and clouds.	Pl. provide the following details 1) No of servers OS Instances 2) No of Network devices 3) No of MW instances 4) No of DB instances 5) Also pl. share the geo/location wise distribution of all of the above		Please refer RFP
296	8.1		EMS - Server&Network Automation - 2	Should support end to end full stack and dynamic server, network, and application provisioning	What is the meaning of 'dynamic server' ?		Dynamic Provisioning
297	8.1		EMS - Server&Network Automation - 3	Most application deployment solutions depend either on scripts or workflows to deliver the end-to-end install. In the real world, these methods are inflexible and difficult to maintain. Solution should have built in application intelligence that can adjust to complexities in the real world. The application environment is modeled, and all changes are made in the context of that model, which means that most complexities are taken into account and automatically adjusted for.	Explain what it means by modeling of application environment and all changes are made in the context of model		Ability to model applications as they evolve. This has to be done automatically
298	8.1		EMS - Server&Network Automation - 7	Automated provisioning for physical, virtual, and cloud-based environments Policy-based, Cross-Platform patch support across Windows, Linux, and Unix Support compliance Policies for regulatory and security standards with integrated exception documentation Support Granular and environment-aware configuration policies and deployment Automated packaging, promotion, and	Pl. explain "Granular and environment aware configuration policies"?		To the last level. Eg provisioning a 2gb RAM
299	8.1		EMS - Server&Network Automation - 11	Should have ability to monitor the parameters in real time and confirm compliance to security policies Closed loop change Management workflows that monitor and track these compliance changes Audit capabilities that compare the server	explain closed loop change management workflows for tracking compliance changes		From event detection to remediation.
300	8.1		EMS - Server&Network Automation - 13	The solution should be able to dynamically create scripts to allow for changes to be pushed into the device without having to reboot the device (i.e., non-disruptive rollback) The solution should be able to provide the mechanism to push access control lists (ACLs) into a device without exposing the device to potential security vulnerabilities	Pl. note that for changes for which device reboot is required, have to be done, hence pl. update the requirement accordingly		By Maximizing, solution must monitor software usage and indicate under utilization

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301	8.1		EMS - Server&Network Automation - 15	The solution should support an extensible, automated import feature to collect device information from third party discovery engines and other sources. The solution should have a device Import feature which includes: Importing devices from one or more sources Importing devices on a recurring basis (e.g., daily) Supporting user-defined custom import adapters Assigning one or more default field values during import (e.g., set device access to Auto discover) Specifying the import scope (e.g., import all devices, import only new devices, import data only for existing devices).	1) Is this referring to both server and network devices ? 2) Also pl. explain this requirement in more details with one use case?		To ensure comprehensive CMDB, the solution must have the ability to import devices from multiple providers. The solution must be able to reconcile and normalize
302	8.1		EMS - Server&Network Automation - 16	Should support Multiple Operating Systems and deployment on various clustered solutions.	What are examples of clusters required with ne use case?		Solution to support many to many and one to many feature
303	8.1		EMS - Server&Network Automation - 17	Tools should support workflows for leading 3rd party vendors including virtualization and storage vendors The tool should be shipped with standard pre-built workflows, templates etc	Need to know examples of workflow use cases required with ne use case?		Bank will share the workflows to the selected bidder.
304	8.1		EMS - Server&Network Automation - 18	Tool should support process abstraction/ Workflow Reuse The tool should extensively support Data Abstraction Platform and process upgrades should not require extensive workflow updates Workflow execution should have both automatic and semi-automatic modes of execution	Need to know examples of workflow use cases required with ne use case?		Solution must support Workload Automation
305	8.1		EMS - Server&Network Automation - 19	Tool should provide a scalable architecture that enables efficient execution of large numbers of concurrent processes The tool should support a flexible architecture that seamlessly incorporates high availability at a work-flow level	Need to know examples of workflow use cases required with ne use case?		Solution must support Workload Automation

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306	Section 4-SOW Clause k	33	Section 4	The new proposed hardware should not have declared end of sale by OEM within 2years from the date of bid submission....	We request bank to change the clause as " The new proposed hardware should be of latest generation and should not be declared end of sale during the time of bidding. The hardware shall be not declared end of support for the entire duration of the contract.		Revised clause: The new proposed hardware should not have been declared end-of-sale by OEM at the time of delivery. If such proposed system is found to have been declared EOS, the Bidder shall at its own responsibility replace the equipment with an equivalent configuration or higher configuration. Such configuration needs to be completely validated and agreed to be in compliance by the Banks team.
307	Section 4.1	49	4.1	The successful bidder shall provide the hardware sizing duly certified/approved by the OEM of the Finacle CBS (Infosys), based on the projections provided by the bank....	We request bank to consider sizing based on live site references of similar platform , size and scale and bidder shall optimally size basis the finacle core banking implementation experience.		RFP requirement stands
308	Section 4.4	52	Storage	The bank intends to store its CBS, ATM and other applications/data to newly proposed storage and existing EVA Platform?	Please clarify the re-use of EVA Storage. As per RFP most of the HW is becoming end of life. We recommend bank to change the clause as " The Bank intends to store its CBS, ATM and other applications data to newly proposed storage.		Revised Statement : The Bank intends to store its CBS, ATM and other applications data to newly proposed storage
309			Storage	CBS DB - 3 WAY DR	Please clarify the RTO, RPO for CBS Application. Further please clarify if the 3 WAY DR is applicable for CBS, Internet Banking & Mobile banking also?		Please refer RFP
310			Replication solution	Data Replication is the technology on which the bank depends to ensure its disaster recovery center and near...  Software Based Replication...	Software based replications are one of the recommended methodology for asynchronous replications as there is no wait of IO in the production host till the data is written in target site. However synchronous replication between DC to NDR will have to wait till the IO is completed in both the sites , hence using software /host based replication affects production system performances. It is highly recommended the DC to DR is replication using ODG/Storage based and DC to DR is replicated using Storage based only. Please allow the bidder to propose appropriate replication methodology basis proven methods in Finacle core banking implementations in the country.		The replication between DC,DR & NDR should be software based.
311			SAN Switch & FCIP Router	The bidder is adequately factor the SAN Switch, and FCIP Router as part of the solution requirement .....	We request bank to change the clause as "The bidder is adequately factor the SAN Switch and FCIP Routers /Native Storage array FCIP Ports for replication.		The bidder may adequately factor the SAN Switch and FCIP Routers /Native Storage array FCIP Ports for replication. The proposed equipment needs to have 50% scalability headroom beyond the current configuration that will be utilized as part of the proposed solution

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312			Hardware Tech Spec	The Bidder is required to implement Oracle Data guard based replication methodology between DC, NDR, DR	Software based replications are one of the recommended methodology for asynchronous replications as there is no wait of IO in the production host till the data is written in target site. However synchronous replication between DC to NDR will have to wait till the IO is completed in both the sites , hence using software /host based replication affects production system performances. It is highly recommended the DC to DR is replication using ODG/Storage based and DC to DR is replicated using Storage based only. Please allow the bidder to propose appropriate replication methodology basis proven methods in Finacle core banking implementations in the country.		Revised clause - Replication between DC and DRC will be using Oracle Active ODG and Replication between DC and NDR using Storage Based replication ensuring ZERO RPO guarantee
313	Annexure 8		Hardware Tech Spec	All servers shall be provided with the capability of being partitioned; each partition shall have its own operating system instance, host name and IP address.	We request bank to consider minimum 2 physical partitions per server, so in the event of one partition used for core banking database, the other partition can be used for other applications. Since physical partitions provide hardware availability, the same can be considered.		RFP requirement stands
314	Annexure 8		2 Socket Blade Servers	Should support up to a maximum of 50 primary VLANs per pair of switches	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
315	Annexure 8		2 Socket Blade Servers	Should support up to a maximum of 1000 secondary VLANs per pair of switches	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
316	Annexure 8		2 Socket Blade Servers	Should support up to 2000 active VLANs and VSANs per pair of switches	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
317	Annexure 8		2 Socket Blade Servers	Should support up to 12 uplink port channels per switch module	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
318	Annexure 8		2 Socket Blade Servers	Should support up to 16 member interfaces per port channel	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
319	Annexure 8		2 Socket Blade Servers	Should support a maximum of 4 active SPAN session per switch	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch
320	Annexure 8		2 Socket Blade Servers	Should support up to a maximum of 31 uplinks per switch	Fabric Switch is proprietary to a particular OEM on X-86 Systems. Please remove this clause.		Please consider as deleted. Bidder is required to propose a separate server aggregation switch

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321	Annexure 8		2 Socket Blade Servers		<p>Since the bank has requested for Core, Non Core server and refresh, we recommend the bank to consider the following points as well</p> <p>1) Bidder shall virtualize all the non-CBS Applications  2) Sizing of virtual cores to physical cores shall not be more than 2:1  3) Bidder shall provide necessary server management tools to integrate with Hypervisor for template based auto provisioning of VMs, Capacity management, Monitoring  4) VM Boot store and OS image shall be on SSD Drives only</p>		Bank is not considering complete non-CBS virtualization at the moment.
322	Annexure 8		2 Socket Blade Servers		<p>It is recommended bank defines the number of 10Gbps and 8Gbps SAN ports per server enclosure for normalization.</p> <p>Please consider minimum 16 No's of 8Gbps FC (Including HA) and 16 No's of 10Gbps SR SFP Optical Ports for DC Network connectivity.</p>		Bidder to consider the interfaces as per their proposed architecture. Bidder should consider at least 20% additional free ports for future requirements
323	Annexure 8	6	L3 Switch	Should have 4GB DRAM & 2GB Flash memory	<p>The system memory requirement differs across the OEM based on the hardware architecture and operating system type requested to change minimum 2 GB SDRAM; 512 MB Flash memory requirement to all Leading OEM to participate in the RFP without compromising on Switch performance.</p>		RFP requirement stands
324	Annexure 8	41	Replication Router	6 x 1 GE SFP based ports with 4 nos. of Copper transceivers and 2 Fiber SM Transceivers from day one and at least 2 nos. of 10G interfaces to be used in future.	<p>Request to consider 10G interface support in router as per the practical usage of the WAN connectivity. Requested change: "6 x 1 GE SFP based ports with 4 nos. of Copper transceivers and 2 Fiber SM Transceivers from day one and 10G interfaces to be used in future."</p>		RFP requirement stands
325	Annexure 8	43	Replication Router	Fast Ethernet, Gigabit Ethernet, Channelized STM1, Channelized STM16, STM 64 , 10G Ethernet, POS, ATM, V.35 Serial Ports, Chn E1, E3 Ports.	<p>Router Ethernet interface has provide more and low cost bandwidth than legacy STM16, STM64, v.35, E1 connectivity in DC, request to remove the legacy connectivity option in Router. Requested Change: "Fast Ethernet, Gigabit Ethernet, Channelized STM1, , 10G Ethernet, V.35 Serial Ports, Chn E1, E3 Ports."</p>		RFP requirement stands

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326	Annexure 8		Replication Router	The proposed router should be IPv6 Phase 2 certified by accredited lab of IPv6 Ready forum	Router should support IPv6 as per the IEEE standards request to consider IPv6 support in router from day-1 without any additional license in hardware or software. Requested change: "The proposed router should be support IPv6 from Day-1".		RFP requirement stands
327	Annexure 8	78	Replication Router	Support for at-least 2000 cRTP sessions.	Voice communication is not a primary project requirements request to kindly delete the clause		RFP requirement stands
328	Annexure 8	114	Replication Router	The proposed router should be IPv6 Phase 2 certified by accredited lab of IPv6 Ready forum	Router should support IPv6 as per the IEEE standards request to consider IPv6 support in router from day-1 without any additional license in hardware or software. Requested change: "The proposed router should be support IPv6 from Day-1"		RFP requirement stands
329	Annexure 8	50	Replication Router	The Router should have at-least 8 GB of DRAM	The system memory requirement differs across the OEM based on the hardware architecture and operating system type requested to change minimum 4 GB SDRAM memory requirement to Leading OEM to participate in the RFP without compromising on Switch performance.		RFP requirement stands
330	Annexure 8	1	Branch Router	Router should have Minimum 1 x 2Mbps serial port + 2 x 10/100/1000 GE WAN port + 4 x 10/100 LAN ports with required accessories, cables and licenses	Gigabit interface type mentioned in all LAN and WAN segment of connectivity, request to consider the same for Router LAN connectivity. Additionally direct Fiber connectivity to router and future expansion is suggested to incorporate for better investment protection. Requested Change: "Router should have Minimum 1 x 2Mbps serial port + 2 x 10/100/1000 GE WAN port with 1 fiber port support + 4 x 10/100/1000 LAN ports with required accessories, cables and licenses, The router should support minimum 1 free future interface expansion slot "		RFP requirement stands
331	Annexure 8	4	Branch Router	MSPR/VRRP, Static Routes, MPLS, OSPFv2, OSPFv3, BGP, BGP4, MBGP, BFD, Policy based routing, IPv4 and IPv6 tunneling enabled from day one	Suggested to incorporate MPLS as supported by all OEM and service provider		RFP requirement stands
332	Annexure 8	16	Branch Router	Real Time Performance Monitor – service-level agreement verification probes/alerts	requested change "Router should support Real Time Performance Monitor – service-level agreement verification probes/alerts" as the feature performed by network NMS		RFP requirement stands
333	Annexure 8	8	Branch Switch	The switch should support a Dual Core CPU	The Switch should support required CPU to deliver wire-speed performance with all supported feature activated from day-1, required to kindly remove the clause.		RFP requirement stands

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334	Annexure 8		Branch Switch	The switch should support 512 MB of DRAM	The system memory requirement differs across the OEM based on the hardware architecture and operating system type requested to change minimum 256 Mb DRAM memory without compromising on Switch performance.		Revised Clause : The switch should support 256 MB of DRAM scalable to minimum of 512 MB DRAM
335	Annexure 8	66	Branch Switch	The switch should support Operating temperature up to 5000 ft (1500 m) -5° to 45°C	Requested change "The switch should support Operating temperature up to 5000 ft (1500 m) 0° to 45°C" as per the state climate condition		Revised Clause: The switch should support Operating temperature up to 5000 ft (1500 m) 0° to 45°C" as per the state climate condition
336	Annexure 8	78	Branch Switch	The switch should support Layer 2 trace route to ease troubleshooting by identifying the physical path that a packet takes from source to destination.	Requested allow equivalent feature support :The switch should support Layer 2 or Layer 3 trace route to ease troubleshooting by identifying the physical path that a packet takes from source to destination."		Revised Clause: The switch should support Layer 2 trace route or equivalent feature to ease troubleshooting by identifying the physical path that a packet takes from source to destination
337	Annexure 8	108	Branch Switch	The switch should support NTPv4 over IPv6	Requested allow equivalent feature support "The switch should support NTPv4 over IPv6 or SNTP?"		RFP requirement stands
338	Annexure 8	34	Branch Switch	The switch should support RMON I and II standards	Requested change "The switch should support RMON I and II standards"		RFP requirement stands
339	Annexure 8	18	Branch Switch	The switch should support Operating relative humidity 10% to 95% noncondensing	Requested change "The switch should support Operating relative humidity 15% to 95% noncondensing" as per the state climate condition		RFP requirement stands
340	Annexure 8			To provide a better ROI to customer would the SI be allowed to use the existing Hardware, Network, assets .	This will help in cost optimization for Bank		Reusability of the hardware will be restricted only to the products which is still not reached EOL. In such case the bidder needs to quote for new product to deliver the desired stage of SLA outcome
341	8.1. Hardware-Tech Spec - (NASUC) Firewall2		7	OEM must have consistently grown its revenues in the last 3 Quarters 1Q16, 1Q16, 4Q15 as per IDC report on worldwide security appliance market by over 30% year over year.	There is a typo in the clause regarding 1Q16. <b>Would suggest to change this to:</b> OEM must have consistently grown its revenues in the last 3 Quarters 2Q16, 1Q16, 4Q15 as per IDC report on worldwide security appliance market by over 20 to 30% year over year.		Revised clause: OEM must have consistently grown its revenues in the last 3 Quarters 2Q16, 1Q16, 4Q15 as per IDC report on worldwide security appliance market by over 20 to 30% year over year.
342	8.1. Hardware-Tech Spec - (NASUC) Firewall2		130	Integrated IPS should support hybrid attack detection/prevention with multiple attack protections methods, like Protocol Anomaly, Signature-Based, Day-Zero Protection, etc.	Domain User Credential theft is one of the prime attack vectors against Banking customers, Please advise if this is required? <b>Therefore request you to add the clause :</b> Integrated IPS should support hybrid attack detection/prevention with multiple attack protections methods, like Protocol Anomaly, Signature-Based, Day-Zero Protection, etc. The solution should prevent against user credential theft using multiple approaches simultaneously- Preventing access to phishing pages including zero-day phishing pages, matching the credentials shared with external unauthorized sites using integration with AD, LDAP etc, and enforcing MFA for access to important assets like AD, internal servers etc.		The revised clause stands as: Integrated IPS should support hybrid attack detection/prevention with multiple attack protections methods, like Protocol Anomaly, Signature-Based, Day-Zero Protection, Multi Factor Authentication, Phishing pages, integration with AD, LDAP, etc.

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343	8.1. Automated DR Solution		9	The proposed solution should be rated by the independent analysts such as Gartner, etc.	How many years of ratings/mention is required in independent analyst reports like Gartner/IDC? Typically 5 years or more of recognition indicates a reliable product.		RFP requirement stands
344	8.1. Automated DR Solution			General Requirements	The DR Monitoring and Management software should be have a healthy customer base of large (30 or more organizations) in Govt/PSU/Banking sectors. Typically, large organizations are defined by having revenue/assets of at least Rs 500 crores or more.		RFP requirement stands
345	8.1. DR Hosting		General (6)	Freight Lift- The data center should have a high capacity freight lift for ease of movement of servers and high density H/W devices	We request AUPG to revise following clause to "The data center should have a appropriate provision for movement of servers and high density H/W devices"		RFP requirement stands
346	8.1. DR Hosting		General (29)	Power sockets will be made available by Bidder and Availability of single and three phase, 4 wire power system.	Since "4 wire power system is mostly used in western countries, Kindly elaborate why 4 wire power system is required, In case if its mandatory to provide the 4 wire system, provision can be made but again the entire H/W (server, storage etc) infra need to be made compatible to 4 wire system. Hence We request AUPG to revise the clause to "Power sockets will be made available by Bidder and Availability of single and three phase, 4 wire power system."		Accepted. Revised clause "Power sockets will be made available by Bidder and Availability of single and three phase power system."
347	8.1. EMS - Discovery and ITSM		A (2)	The solution should automatically group servers that work closely together based on analysis of communication between them	We Request AUPG to revise this clause to "The solution should group servers that work closely together based on analysis of communication between them"		RFP requirement stands
348	8.1. EMS - Discovery and ITSM		A (3)	The solution should automatically build visualizations that shows configuration dependency between switches, routers, physical/virtual host, software, business applications and other entities.	We Request AUPG to revise this clause to "The solution should build visualizations that shows configuration dependency between switches, routers, physical/virtual host, software, business applications and other entities."		RFP requirement stands
349	8.1. EMS - Discovery and ITSM		A(9)	The discovery solution should perform Application dependency mapping. The solution should include out-of-box extensions for SAP, J2EE, Exchange, Storage, etc...	We Request AUPG to remove this clause as it seems to be vendor specific feature.		RFP requirement stands
350	8.1. EMS - Discovery and ITSM		A(12)	The solution should have a CMDB that can store the detailed configuration as well as the relationship information between the <u>infrastructure components</u>			RFP requirement stands
351	8.1. EMS - Discovery and ITSM		A(13)	The solution should have Common Data Model that unifies the representation of configuration data and handles all types of Configuration Items (CI)			RFP requirement stands
352	8.1. EMS - Discovery and ITSM		A(14)	The solution should have one single CMDB and CMDB Common Data Model should conform to industry standards and should be based on the Common Information Model (CIM) from the Distributed Management Task Force (DMTF).			RFP requirement stands

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353	8.1. EMS - Discovery and ITSM		A(15)	The CMDB should have the Reconciliation facility that should use configurable business rules to merge data from both vendor and third-party discovery tools into a single, reliable dataset, eliminating data overlap gaps, and conflicts between multiple discovery tools and existing CMDB data.	We Request AUPG to remove these features as it seems to be vendor specific feature.		RFP requirement stands
354	8.1. EMS - Discovery and ITSM		A(16)	The CMDB should have federation capabilities. The federated data model provides a single, logical data store that can reside on multiple data sources throughout an IT organization			RFP requirement stands
355	8.1. EMS - Discovery and ITSM		A(17)	The CMDB data should be used by other consuming applications such as Change Management, Incident Management, Configuration Management etc.			RFP requirement stands
356	8.1. EMS - Discovery and ITSM		A(18)	The CMDB solution should have definitive software library			RFP requirement stands
357	8.1. EMS - Discovery and ITSM		A(19)	CMDB should provide a CI Browser and graphical CI Relationship Viewer that allow any IT process users to launch a view into the CMDB to quickly view CI and relationship data relevant to their needs			RFP requirement stands
358	8.1. EMS - Discovery and ITSM		B(4)	The solution should have a single CMDB across ITSM and Asset Management system	We Request AUPG to remove these features as it seems to be vendor specific feature.		RFP requirement stands
359	8.1. EMS - Discovery and ITSM		B(6)	Provide the ability to develop workflow for data level operations like record create, update, modify and delete operation. Same workflow could be executed for both Window and Web client			RFP requirement stands
360	8.1. EMS - Discovery and ITSM		B(8)	The solution should provide the functionality of executing searches to the entire database. It should be possible to provide query criteria using AND, OR conditions. This allows the users to create and view workflows/reports based on their needs rather than using only the set of workflows/reports provided out of the box			RFP requirement stands
361	8.1. EMS - Discovery and ITSM		B(9)	A interactive service management process model - Enforcement of best practices via process flows, workflows, and task flows			RFP requirement stands
362	8.1. EMS - Discovery and ITSM		B(10)	The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc via a mobile device like iPhone, Android phone, blackberry etc			RFP requirement stands
363	8.1. EMS - Discovery and ITSM		B(12)	The solution should provide email based interactions allowing ticket creation, update and approval of request.		RFP requirement stands	
364	8.1. EMS - Discovery and ITSM		C(1)	Should support single service catalog for end users to submit and track service request, spanning both IT services and non-IT services		RFP requirement stands	

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365	8.1. EMS - Discovery and ITSM		C(2)	Should provide for Service Requests Workflows and Fulfillment definitions for commonly used IT/non-IT services.		RFP requirement stands
366	8.1. EMS - Discovery and ITSM		C(5)	The solutions should allow effectively creating and managing a shared services catalog for all service request (all Banking services) with flexible entitlement controls. The solution should have wizard / graphical workflow editors allowing definition of new request in minutes – without any programming.	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
367	8.1. EMS - Discovery and ITSM		C(15)	The solution should have out of box catalogue for common request like IMAC, configure mail box etc		RFP requirement stands
368	8.1. EMS - Discovery and ITSM		C(18)	The solution should provide advertising space in the portal to inform users about new schemes or new services launched by IT		RFP requirement stands
369	8.1. EMS - Discovery and ITSM		D(1-15)	Self Service App - for Mobile Devices and Desktops	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
370	8.1. EMS - Discovery and ITSM		F(12)	Change management should be capable of integrating with CMDB to facilitate access to CI attributes and relationships to enable change assessment and authorization		RFP requirement stands
371	8.1. EMS - Discovery and ITSM		F(14)	The solution should have Unified and uniform approach to enterprise change and release management across infrastructure, enabling organizations to automate best practices for asset change management with enterprise-wide change control and release management processes		RFP requirement stands
372	8.1. EMS - Discovery and ITSM		F(15)	Solution should provide a consolidated view of the tasks that the release management team must perform to drive the completion of the change requests and activities required to close the release.	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
373	8.1. EMS - Discovery and ITSM		F(16)	Solution should provide Change and Release Calendar views for the current schedule of releases, change requests, and business events for any potential conflicts.		RFP requirement stands
374	8.1. EMS - Discovery and ITSM		F(19)	The solution should have the ability to identifying and flagging changes that are being done by various team to prevent change collisions		RFP requirement stands
375	8.1. EMS - Discovery and ITSM		F(20)	Release management solution should provide ability to assign change task to implementer for deployment		RFP requirement stands
376	8.1. EMS - Discovery and ITSM		G(6)	The tool should facilitate the identification of redundant or duplicate information, whether in single record or multiple records		RFP requirement stands
377	8.1. EMS - Discovery and ITSM		G(8)	The tool should automate trending of knowledge use & identification of knowledge gaps	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands

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378	8.1. EMS - Discovery and ITSM		G(11)	The tool should automate the creation of a request for change or service request when a knowledge record needs to be modified			RFP requirement stands
379	8.1. EMS - Discovery and ITSM		H(1-9)	Configuration Management database (CMDB)	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
380	8.1. EMS - Discovery and ITSM		I(5)	Should support compliance and cost trending to assist in identifying areas for process and operational improvements			RFP requirement stands
381	8.1. EMS - Discovery and ITSM		I(6)	The service level management (SLM) tool should facilitate creation and maintenance of SLAs, OLAs and Supplier / Underpinning Contracts For example: scope, supplier, contact names, contact method, support hours, service level targets			RFP requirement stands
382	8.1. EMS - Discovery and ITSM		I(9)	The module should link available support hours to service levels when calculating deadlines as well as suspend SLA calculation for certain criteria – eg. pending information from customer'			RFP requirement stands
383	8.1. EMS - Discovery and ITSM		I(10)	The product should facilitate bi-directional linking of services & customers to associate multiple agreements with a customer contract as well as link multiple customers to a particular service	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
384	8.1. EMS - Discovery and ITSM		I(11)	The tool should facilitate the production of Key Performance Indicator (KPI) reports as out of-the-box or ad hoc reporting			RFP requirement stands
385	8.1. EMS - Discovery and ITSM		I(13)	It should also integrate with change management to provide access to service level agreement details, implementation windows, change blackout periods, and availability requirements			RFP requirement stands
386	8.1. EMS - Discovery and ITSM		I(26)	The tool should integrate with a directory system to enable recording and accessing customer records of information			RFP requirement stands
387	8.1. EMS - Discovery and ITSM		J(8)	Apart from built-in sections, users should also be able to create custom sections that can reference out to custom metrics stored in the monitoring tools databases or other sources as per the business requirements	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
388	8.1. EMS - Discovery and ITSM		K(2)	Solution uses a natively integrated suite of IT service support processes with a single CMDB	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
389	8.1. EMS - Discovery and ITSM		K(6)	Solution provides a graphical workflow designer that can be used to create SRM fulfillment flows and extend other ITSM processes through configuration			RFP requirement stands
390	8.1. EMS - Infrastructure and Network Monitoring		A(10)	The solution shall provide flexible threshold setting capabilities - static thresholds, dynamic thresholds, combination of both; absolute, relative and time sensitive threshold breaches			RFP requirement stands

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391	8.1. EMS - Infrastructure and Network Monitoring		A(15)	The solution shall discover managed nodes and applications infrastructure, and automatically deploy monitoring rules (policies) to managed nodes based on their application role for simplified, consolidated management		RFP requirement stands
392	8.1. EMS - Infrastructure and Network Monitoring		A(19)	The solution shall provide probable cause analytics for service impacting events		RFP requirement stands
393	8.1. EMS - Infrastructure and Network Monitoring		A(20)	The solution shall provide the ability to take automatic or on demand actions based on monitoring conditions or events		RFP requirement stands
394	8.1. EMS - Infrastructure and Network Monitoring		A(45)	· DCIM solutions (Nlyte, Schneider, etc.)	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	Please consider the Clause as deleted.
395	8.1. EMS - Infrastructure and Network Monitoring		A(47)	The solution shall provide a new based mobile friendly user interface		Revised Clause: "The solution shall provide a WEB based mobile friendly user interface"
396	8.1. EMS - Infrastructure and Network Monitoring		A(49)	The solution shall consume and contributes to CMDB and dynamic service.		RFP requirement stands
397	8.1. EMS - Infrastructure and Network Monitoring		A(51)	The reporting consumes the dynamic service model repository or CMDB as the main source of information; no need to deploy special agents or software to collect the need information.		RFP requirement stands
398	8.1. EMS - Infrastructure and Network Monitoring		A(53)	Additional reports can be easily added and customized without coding.		RFP requirement stands
399	8.1. EMS - Infrastructure and Network Monitoring		B(2.14)	Any monitored application path can be configured for automatic route tracing		RFP requirement stands
400	8.1. EMS - Infrastructure and Network Monitoring		B(3.5)	System must provide with an easy method to integrate 3rd party event management systems.		RFP requirement stands
401	8.1. EMS - Infrastructure and Network Monitoring		B(3.7)	Solution provides web-based MIB Parser in order to import trap definitions and the creation of traps customized events		We Request AUPG to remove these features as

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402	8.1. EMS - Infrastructure and Network Monitoring		B(3.8)	System identifies the root cause of network outages and identifies impacted devices and/or ports; automatically suppresses events related to the lack of accessibility from devices which are downstream of a root cause outage.	these features does not belongs to "EMS solution element".		RFP requirement stands
403	8.1. EMS - Infrastructure and Network Monitoring		B(3.10)	System will generate an event when the path of an application changes from its optimal route			RFP requirement stands
404	8.1. EMS - Infrastructure and Network Monitoring		B(4.6)	The solution must Generate accurate("as-built") physical Layer 2 and Layer 3 diagrams in Microsoft Visio format with the push of a button.	We request you to revise this clause to "The solution must Generate accurate("as-built") physical Layer 2 and Layer 3 diagrams "		RFP requirement stands
405	8.1. EMS - Infrastructure and Network Monitoring		B(5.2)	System must support a large number of out-of-the-box reports in a wide range of categories - Activity, availability, inventory, planning, services.	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
406	8.1. EMS - Infrastructure and Network Monitoring		B(5.6)	System must provide a custom-report generation tool that allows the creation of custom reports via a "drag and drop" web interface.			RFP requirement stands
407	8.1. EMS - Infrastructure and Network Monitoring		B(5.7)	System must analyze and report on the network performance over a planning horizon. It must also understand how much additional traffic the network can support and what sections of the network need to be upgraded when traffic volume increases in the future. It will provide a set of heat-map reports to determine usage at different times of the day.			RFP requirement stands
408	8.1. EMS - Infrastructure and Network Monitoring		C(5)	The Unified Monitoring Solution and Dashboards should be Mobile device compatible	We Request AUPG to remove these features as		RFP requirement stands
409	8.1. EMS - Infrastructure and Network Monitoring		C(16)	The solution should have the ability to automate probable cause analysis by automatically grouping events together based on the time that they occur, the business service that they affect and then relating the two to the normal/abnormal behavior of each performance metrics to identify the likely cause of downtime			RFP requirement stands
410	8.1. EMS - Infrastructure and Network Monitoring		c(17)	The probable cause analysis (PCA) should require no manual intervention			RFP requirement stands

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411	8.1. EMS - Infrastructure and Network Monitoring		C(27)	The solution should have the ability to automatically learn the behavior (performance) of all our business applications like ERP, middleware, databases, Storage devices and set baselines on what is the normal and abnormal behavior of each infrastructure based on the time that they occur. Some of attributes include	these features does not belongs to "EMS solution element".		RFP requirement stands
412	8.1. EMS - Infrastructure and Network Monitoring		C(28)	The solution should have OOTB remediation workflows for scenario's like Disk Full, Host Down, ESX not responding , DB Table space Full etc. which can be triggered manually or automatically			RFP requirement stands
413	8.1. EMS - Infrastructure and Network Monitoring		C(32.8)	Reports on the power consumption of the disk array (in Watts and kWh)			RFP requirement stands
414	8.1. EMS - Infrastructure and Network Monitoring		C(33.4)	Reports on the power consumption of the switch (in Watts and kWh)	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
415	8.1. EMS - Infrastructure and Network Monitoring		D(1)	The monitoring systems should have APIs that allow easy integration with third party tools. These should include; SNMP adapters, parsing log file TCP/UDP Client Server Telnet Adapters Windows Event logs Command line C APIS Web Services API Perl Interface			RFP requirement stands
416	8.1. EMS - Infrastructure and Network Monitoring		D(5)	It should be able pick up data from the CMDB to get details like location of servers, or server owner, contract expired or any other attribute from the CMDB			RFP requirement stands
417	8.1. EMS - Infrastructure and Network Monitoring		D(6)	The solution should provide the ability to cross launch in context from the event to the monitoring tools from where the email has originated			RFP requirement stands
418	8.1. EMS - Infrastructure and Network Monitoring		D(7)	The Monitoring solutions correlation engine should support a distributed architecture that allows distributed functions to be handled like one single unit. For e.g. one node of the engine should only collect event and forward it to another node for event correlation, and then another third node for presenting the events generated. These nodes could be hosted on one single server or on separate servers for added scalability.	We Request AUPG to remove these features as it seems to be vendor specific feature.		RFP requirement stands

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419	8.1. EMS - Infrastructure and Network Monitoring		D(11)	The monitoring solution should allow users to define event correlation rules to reduce event clutter and quickly understand the root cause of business outages		RFP requirement stands
420	8.1. EMS - Infrastructure and Network Monitoring		D(12)	The monitoring solution should be fully integrated with the proposed CMDB to relate event data to the service models in the CMDB to provide visibility into the business impact of downtime		RFP requirement stands
421	8.1. EMS - Infrastructure and Network Monitoring		D(13)	The solution should be fully integrated with the proposed service desk to view the root cause of the issue, the business service affected and the CI that caused the downtime from with the Service desk		RFP requirement stands
422	8.1. EMS - End Point Management		C(5)	Set it and forget it automation processes reducing manual administration	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
423	8.1. EMS - End Point Management		C(6)	Seamless upgrades with no rip and replace requirements with frequent, on-time releases		RFP requirement stands
424	8.1. EMS - End Point Management		G(1)	Securely manage routine desktop management tasks with administrators being able to detect, diagnose, and resolve PC issues without leaving their desk	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
425	8.1. EMS - End Point Management		H(1)	Lower energy bills and reduce the environmental footprint associated with PC energy consumption and easily establish return on investment (ROI) and total cost of ownership (TCO) with granular power management settings	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
426	8.1. EMS - End Point Management		J(1)	Policy-based Software Configuration Checking and Enforcement	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".	RFP requirement stands
427	8.1. EMS - End Point Management		J(2)	Administrator-initiated Remediation		RFP requirement stands
428	8.1. EMS - End Point Management		J(3)	Automatic or Scheduled Remediation		RFP requirement stands
429	8.1. EMS - End Point Management		J(4)	Password Enforcement (hard disk, power-on, screen-saver, policy)		RFP requirement stands
430	8.1. EMS - End Point Management		J(5)	Scanning and Quarantine of Non-compliant Systems		RFP requirement stands
431	8.1. EMS - End Point Management		J(6)	User Initiated Remediation (i.e. a user portal)		RFP requirement stands
432	8.1. EMS - End Point Management		J(7)	Automated Power Management (Windows)		RFP requirement stands
433	8.1. EMS - End Point Management		J(8)	Automated Power Management (Mac)		RFP requirement stands

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434	8.1. EMS - End Point Management		K(3)	Self Service Interface for User for Pre-approved software and access requests in the hands of the end user without going to any websites and without submitting any forms. It's the app store for the desktop – IT can advertise available software applications, advanced actions and quick links for the end-users to access on their schedule, not IT's	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
435	8.1. EMS - Batch Scheduling		A(1-27)	Solution should allow for batch discovery to ensure the CMDB contains up to date Batch Service data	We Request AUPG to remove these features as it seems to be vendor specific feature.		RFP requirement stands
436	8.1. EMS - Server & Network Automation		Point No. 1-19	Should be a unified solution supporting provisioning, configuration management and compliance assurance across servers, networks, applications, databases and clouds.	We Request AUPG to remove these features as these features does not belongs to "EMS solution element".		RFP requirement stands
437	Annexures - 8 , 8.1 - Functional and Technical requirements	99	Automated DR Solution Point 7	The proposed solution should provide services heat map to pinpoint the root cause of the service degradation.	This looks to be a requirement of Performance monitoring, Is this expected from DR Automation Solution to deliver the same		RFP requirement stands
438	Annexures - 8 , 8.1 - Functional and Technical requirements	99	Automated DR Solution Point 16	The proposed solution should not rely on scripting for recovery automation	Scripting is required for non-standard and remote components / devices to connect and execute recovery steps, request bank to change the specs to " The proposed solution to rely minimal on scripting for recovery automation"		RFP requirement stands
439	Annexures - 8 , 8.1 - Functional and Technical requirements	99	Automated DR Solution Point 40	The DR Management solution should be tested and certified by an Accredited Organization to ensure that there are no security vulnerabilities which can be exploited.	The DR Management solution is not exposed to end-users or outside world and have limited access to Datacenter and DR Center restricted resources / profiles, hence there is no security vulnerabilities issue, while this looks generic specs relevant more for Core Business applications where access and usage is very high and broad, request bank to remove this requirement.		RFP requirement stands
440	4.5 Automated DR Solution , 5.4.1 - Bidders Scope of Work	54	Automated DR Solution , 5.4.1 - Bidders Scope of Work	During the implementation phase of the project, if under-estimation of the software licenses is discovered, the shortfall must be provided by the bidder to the bank at no extra cost to the bank.	What are applications which needs to be covered under DR Automation solution?		The 4 applications are mentioned in the RFP. 1. CBS, 2. ATM(CSIS Database), 3. Financial inclusion, 4. Biometric
441	4.5 Automated DR Solution , 5.4.1 - Bidders Scope of Work	54	Automated DR Solution , 5.4.1 - Bidders Scope of Work	At least first 4 DR drills to be conducted by OEM after successful implementation of proposed solution and training to be given to the bank staff	Do 4 Drills mean - full fledge drill including all applications in DC to DR, or 4 Drills for each application separately, or any 4 Application Drill post implementation		Drills mean - full fledge drill including all applications in DC to DR. However, there may be change in requirement prior to the actual drill.

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442	Annexures - 8 , 8.1 - Functional and Technical requirements	99	Automated DR Solution Point 17	The proposed solution should be capable of doing pre-flight checks to ensure conditions are met to ensure a successful DR Drill	Do Bank has defined limit on no of Pre-flight checks for each application, if yes , Please mention, else request it to be changed as " The proposed solution should be capable of doing unlimited number of pre-flight checks to ensure conditions are met to ensure a successful DR Drill"	Revised clause "The proposed solution should be capable of doing unlimited number of pre-flight checks to ensure conditions are met to ensure a successful DR Drill"
443	2	112	8.1	The L3 support for infrastructure can be provided from Bidders NOC	Please mention if a dedicated link to be established from Bidder's NOC to Bank premises for L3 Support or if L3 is allowed to access Bank's infrastructure using any kind of secure method of connectivity from his workstation?	Bidder to establish a dedicated link from the bidder's NOC.
444	3	125	8.14 (III)	The business hours are 9 AM till EoD/BoD on any working day the Bank's branch is operational.	Please specifically mention EOD and BOD time	The business hours are from 9 AM to 9 PM for branch operations.
445	4	125	8.14 (VII)	Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Bidder will need to provide onsite assistance within response resolution window.	Is onsite support expected at Branch level?	Yes
446	5	31 134	4 (g) 12	The bidder should ensure the required SLA are being maintained for the branch links Network Management Services: In case a link at DC & DR is down or any other issues , the call should be logged with Bandwidth SP within 5 minutes of the occurrence of the problem	We assume that ask uptime SLA is inline with link Service Provider committed SLA. Please confirm.	Please refer corrigendum 3 for revised SLA.
447	6			IT Service Continuity & Disaster Recovery Services : RTO & RPO	Request you to share last 6 testing reports	Bank will share the DR Drill report to selected bidder.
448	7	143	12,13	<b>Business Continuity: 100%</b> Business Infrastructure to resume from Disaster Recovery Site within 120 minutes of the Data Centre failing.	What will be the frequency of BCP? What is the BCP success rate in last two years.	Bank will share the DR Drill report to selected bidder.
449	8	29	4	All L2 resources and above should be on the bidder's direct payroll	As per our understanding Bidder may deploy L1 or below skill sets from bidder's partner payroll. Please confirm	Understanding is correct.
450	10	31	4g	The AMC, replacement & maintenance of the existing BSNL conventional modems are responsibility of the bidder. For BSNL provided MLLN modem the bidder has to do the required co ordination with BSNL. Bidder will also be required to supply & maintain modems for up gradation of the existing link from 64Kbps/128kbps to 256kbps wherever required	Please give a indicative number of conventional modems to be replaced with MLLN modem.  As per our understanding supplying MLLN modem is also bidder's responsibility. Please confirm.	The exact number of conventional modems can be decided post BSNL feasibility. MLLN modems are normally provided by BSNL and maintained by them.
451	11	51	4.2.6	The training shall include Functional and Technical training to Bank's designated 20 personnel and training material should be in English,	We understand that training to be conducted at Bank premises and training infrastructure will be arranged by the Bank. Please confirm.	Bank will provide the premises. However, the required infrastructure has to be arranged by bidder. However, training servers to be managed by Bidder.
452	12	51	4.2.6	The training shall include Functional and Technical training to Bank's designated 20 personnel and training material should be in English,	Please specify, the minimum number of days of training to be conducted.	Please refer RFP

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453	13	33	4(P)	The bidder will be responsible for supply, installation & management of the Anti virus and Host intrusion prevention System (HIPS) to be deployed at the branch nodes. Bidder to renew the license of the present anti virus & HIPS solution for the entire contract period	Is bidder allowed to get hands and feet support for installation of Antivirus and HIPS solutions in Branch PC from branch hardware support vendor?		The bidder is required to send it's representatives to the branch if required at no extra cost to bank for rectifying any endpoint anti-virus and Host IPS issue.
454	14	33	4(Q)	The bidder should ensure that all the Data Center servers & branch nodes are connected to the Active Directory server hosted in Bank Data Center.	We assume that all existing Branch PCs are connected with Active Directory. Please confirm. If not please mention how many PCs are not connected with AD and from which Branch		Bidder to share the details to selected bidder.
455	15	35	2	The bidder is expected to receive the hand holding of IT infrastructure from the respective implementation partner as and when new systems/applications are implemented. The hand holding for the new applications/systems shall be taken by the operations team of bidder. Any such handholding shall be completed within 30 days.	Please mention if 30 days hand holding is excluded from 3 months transition period. And from which phase SLA will be applicable to Bidder's?		These clause does not have any relation with one-time transition and related to implementation of new application/solution during the tenure of the contract. The required change request for the same has to be adequately discussed between Bank & bidder and agreed.
456	16	42	3	All 1st & 2nd level support will be the Bidder's responsibility. The Bidder should also take into account that a 24x7x365 support service is required. Bidder will raise tickets with respective OEMs & track the same till resolution for level 3 support	Bidders SLA should not be impacted if solution awaited from OEM. Please confirm		Since the bidder is responsible for overall support which includes L3 support, bidder SLA will get impacted.
457	17	43		Provide patches management services for in scope infrastructure at DC/DR/Branches/HO/PMO/other offices	Who will be responsible for providing support at branch level in case of hands and feet is required.		Bidder

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458	8.1. Hardware-Tech Spec - (NASUC) Firewall2		76	The proposed solution shall support granular tuning with option to configure overrides for individual signatures	<p>This is an important feature requested. We would like to suggest additions into this. Solution should have the ability to define custom IPS policies based on Users, Applications, File type etc. E.g. A different IPS policy when a Finance user tries to access a Database server and attempts to upload a pdf file, and a different IPS policy when a Database admin attempts to do so.</p> <p><b>Therefore request you to Please amend this to:</b></p> <p>The proposed solution shall support granular tuning with option to configure overrides for individual signatures. Solution should have the ability to define custom IPS policies based on Users, Applications, File type etc. E.g. A different IPS policy when a Finance user tries to access a Database server and attempts to upload a pdf file, and a different IPS policy when a Database admin attempts to do so.</p>	<p>Revised Clause as under:  The proposed solution shall support granular tuning with option to configure overrides for individual signatures. Solution should have the ability to define custom IPS policies based on Users, Applications, File type etc. E.g. A different IPS policy when a Finance user tries to access a Database server and attempts to upload a pdf file, and a different IPS policy when a Database admin attempts to do so.</p>
459	8.1. Hardware-Tech Spec - (NASUC) Firewall2		114	The proposed solution shall support sandbox behavior based inspection and protection of unknown viruses and zero-day malware for any application and protocol (not limited to HTTP, SMTP, FTP). The licensing must be based on appliance based, not on the number of files submission.	Please clarify if the Sandbox solution should be on premise ? If yes, is it required in HA?	The proposed solution should be on premise and in HA configuration
460	8.1. Hardware-Tech Spec - Tape Library		3	The Tape Library unit shall be configured with _____ (To be proposed by bidder)FC LTO Gen-7 Tape Drives.	<p>(1) PL LET US KNOW THE SIZE OF Daily incremental backup , and approx. size of weekly full backup , and eventually the approx. size of data to be backed on Month ends- as monthly Full backup. (2) Secondly, what is the backup window - No of hours ( D2T ) after D2D is done, this must be DONE ( weekly and monthly Full backups ) so that the Right no of Drives can be factored for a SAN based/ LAN FREE backup. pl Note that LTO7 can do appr1TB/Hr/ drive , thus it would take approx. 12 Hrs. to backup 16-20TB of Data using 2 LTO7 FC drives ( Practically value wrt 75% throughput). hence pl Define the data size and backup window, so that all bidders can provide Right Solution without any "Ambiguity". (3) Will the bidder has to factor the required backup S/w for D2T for a LAN free flow.</p>	Please refer RFP.  The bidder to also provide a mechanism to read the existing tapes of earlier generations or migrate data from existing tapes to the new tape generations for conserving the data
461	8.16 Hardware Refreshment Scheme	152		B. Network and Security	Is bill of Quantity given in table to be considered as final OR Can proposed as per final Solution	The table represent the existing equipment that needs to be refreshed.

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462	8.16 Hardware Refreshment Scheme	152		B. Network and Security	Can we proposed other OEM Solution if Yes Please share Technical specification		The table represent the existing equipment that needs to be refreshed. The discretion to choose a technology in compliance to the requirement is mandatory but selection of OEM for augmenting such technology is an independent choice of the Bidder. The bidder has to keep in mind all efforts pertaining to the same.
463	General				Is there no load balancer requirement in Solution ? If Yes please share specification		Load Balancer to be Software based as deemed fit for the solution proposed in consideration of the uptime and the SLA defined.
464	8.1	111		Bidder shall at minimum deploy the resources as per the minimum deployment level mentioned below	Requesting bank to share the Incident call log for previous one year. That will help us to size the team which is needed for supporting the environmental applications and Business applications.		The minimum resource requirement is mentioned in RFP.
465	8.1	111		Bidder shall at minimum deploy the resources as per the minimum deployment level mentioned below	Requesting bank to share the current number of resources deployed for L1 and L2 support across Infrastructure, Business applications and environmental applications.		The minimum resource requirement is mentioned in RFP.
466	4.8.5	62		All the outstanding proposals to be migrated from the Existing environment to proposed LOS module with Reconciled Position	Our assumption is that all the existing records to migrated are available in CSV format and will be provided to the service Provider for upload to the proposed systems.		It's a new implementation hence outstanding proposal not be considered.
467	4.8.3	63		System should be auto-routing and control based on parameters set for each product/group of products as defined in the process flow.	We believe that the Bank is looking for a highly configurable and flexible solution based on workflow with regards to Loan Origination system . To achieve the same and ensure best of breed solution. Request you to include the following:  The LOS solution is to be provided on a highly configurable BPM based Workflow platform complying with workflow standards such as BPMN, BPEL, WFMC.		RFP requirement stands
468	LOS Point 1	1		System should provide support for product All Retail products like Auto Loan, Housing Loan, Mortgage Loan, Personal Loan, Education Loan etc.	Please specify the various modes of initiating a Loan that bank seeks to roll out to its customers. Such as customer walk-in , portal initiation etc.		Modes- customer walk-in , portal initiation, Internet banking, mobile banking etc.
469	4.9	65		Data Migration from the legacy system to the new environment	Please elaborate on the format in which the Documents are stored in the legacy systems. Additionally request you to also provide the volume of documents and associated metadata to be migrated.		Please consider the clause deleted. There will be no digitization of legacy documents.
470	Remote Access	1		Remote Access	We assume that the infrastructure at all locations including remote locations allow for remote access for resolving issues. Please confirm our understanding.?		Same is possible but may be dependent on network bandwidth. Wherever technical feasibility undermines the requirement, the SI needs to mobilize their own resources to perform such remote location activities

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471	8.1. DMS	1	1.21	Solution to be scalable and flexible to accommodate future up gradations/modifications.	Considering that the bank is looking for a scalable solution, we request you to include the following to ensure a truly scalable solution: The proposed Document Management System should have at least one live implementation site in India with more than 10 crores document archived in document management repository and more than 10000 users using this Document Management System.		RFP requirement stands
472	8.1. Loan Management System		5	System must provide support for multiple Currency, Country, Time Zones and Calendar	Please advise the multiple currencies, time zones and calendar in which bank intends to configure the system.		Clause to be considered deleted.
473	Section 4 - o)	33		Performance Benchmarking	Please advise if the bidder can use the DR infrastructure for performance benchmarking activity without any risk or obligation of the Bank. Performing this activity at Benchmark center/Lab will involve additional efforts and travel time that could be avoided for both, Bank team and bidder.		Benchmarking to be performed at benchmark center/Lab.
474	Section 4 - s	34		Transition of applications	Bank to share the list of customizations, reports and interfaces designed on CBS that will help us to confirm that 3 months transition time is good enough or we might need additional time for documentation and preparation purposes.		RFP requirement stands
475	Section 4 - Application management services	36		Upgrade of CBS to v10	Please advise the plan of Bank to upgrade CBS to v10. We might have to include additional support for the stabilization period. Also after upgrade to v10, we will need some additional manpower to support v10.  If Bank can't assess the same right now, then we will suggest to consider v10 upgrade impact assessment separately and take it as CR to current RFP scope.		CBS upgrade( Finacle 7 to Finacle 10) will be a separate scope.
476	Section 4.1 - Bilingual	49		CBS environment to be configured as bi-lingual	Bi-lingual requirement of CBS is served through an external client based software that converts the language displayed on user's screen and gives a control to user to view the screen in English or Hindi and also print the reports in respective language. Please advise, if that will suffice the requirement of Bi-lingual. Please share the number of screen and reports that Bank intends to convert to Bi-lingual through client based software.		RFP requirement stands
477	Section 4.1 - Computer based training	49		Computer based training to include the customizations performed in Bank's CBS environment	Please share the list of customizations that bank intends to include in CBT for version 7.0.25.		Please consider the clause as deleted.

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478	Section 4.6 - Reporting solution	58		CBS reporting solution	<p>Please advise if bidder can offer a separate CBS environment that can be used purely for reporting purposes, data will be refreshed with daily backups for updated reports of T-1 data.</p> <p>It would help to re-use the already configured reports in CBS and avoid any extra efforts from bidder and Bank, both. All the corrections, format changes in CBS can be readily used in this reporting environment.</p> <p>Only drawback will be to include data from any other system.</p>		Bidder to propose suitable solution to fulfill the CBS reporting requirement of the bank.
479	Section 4.7 - Internet banking solution	59		Internet Banking solution	<p>Bank to confirm that they will procure the below list of additional components that will be required for Internet Banking:</p> <ol style="list-style-type: none"> <li>1. SSL in Bank's name</li> <li>2. URL domain name in Bank's name</li> <li>3. Payment gateway tie-up with respective vendor</li> <li>4. Tie-up with Biller aggregator</li> <li>5. Tie-up and regular payment of SMS charges</li> </ol>		Yes
480	Section 4.7 - Internet banking solution	59		Internet Banking solution	<p>For two factor authentication, we believe any of the mode for second factor will be acceptable to Bank like SMS OTP, transaction password. Bidder need not go specific for RSA or token based 2FA.</p>		Understanding is correct.
481	Section 4.9 - Document management system	65		Handholding support	<p>We believe the handholding support mentioned in RFP is related to support at central level only and no branch level support is desired.</p>		May be also required Regional Office level along with head office & PMO
482	Section 4.9 - Document management system	65		Train the trainers	<p>Bank to share the number of trainers and batches that will be required for DMS system.</p>		Please refer RFP
483	General	General		Training	<p>We believe that Bank will provide training centers at a centralized location like Lucknow for all the trainings that will be provided under this RFP scope, like LMS, DMS, IB etc.</p> <p>Training infrastructure, centers and logistics of all the trainees will be taken care by Bank. Please confirm.</p>		Understanding is correct. However, training servers to be managed by Bidder.
484	Section 4.9 - Document management system	65		Workflows required in DMS	<p>Bank to share the number of workflows that are desired in DMS implementation</p>		The same will be finalized with selected bidder during implementation.

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485	General	General		ITMS system	Bank to advise details of current ITMS that is implemented to take care of Incident management, SLA, Change management, Release management, IT assets tracking etc. Please share the list of services provided by it.		Bank has EMS in service model which does not have all the mentioned function.
486	Section 7.25 - Escrow mechanism	94		Escrow mechanism	Bank has existing tie-up with CBS vendor that should include Escrow mechanism. Escrow being a tri-partite agreement between CBS OEM (Edgeverve), Bank and Escrow agent, please specify the role of bidder in Escrow management.		RFP requirement stands
487	Section 7.25 - Escrow mechanism	94		Escrow mechanism	We believe Bank already has an escrow mechanism to safe-keep the source code of CBS.		RFP requirement stands
488	Section 7.25 - Escrow mechanism	94		Escrow mechanism - External independent party review	Due to security reasons and other confidential aspects of source code, OEMs hesitate in giving access of source code to third parties for independent reviews. Please confirm, if bank has made OEM agreed for third party review in their current agreement which will be transitioned to new bidder.		RFP requirement stands
489	8.1. Hardware-Tech Specs - 2 Socket Blade Servers				Since the bank has requested for Core, Non Core server and refresh, we recommend the bank to consider the following points as well  1) Bidder shall virtualize all the non-CBS Applications 2) Sizing of virtual cores to physical cores shall not be more than 2:1 3) Bidder shall provide necessary server management tools to integrate with Hypervisor for template based auto provisioning of VMs, Capacity management, Monitoring 4) VM Boot store and OS image shall be on SSD Drives only		RFP requirement stands
490	Appendix 8.6	107		Letter of Confirmation We confirm that we will abide by the conditions mentioned in the Tender documents in full (RFP and Annexures) and without any deviation.	This is a comprehensive RFP. We submit that we have concerns in accepting some terms of the RFP and we propose to submit alternate language on the same. We understand that the same will be discussed and a mutually agreeable position will be arrived at the time of contract finalization. It is our understanding that in case the bidder fails to withdraw the deviations specified herein, then the bid may be rejected but the bid security shall not be forfeited.		Please refer corrigendum-3 for format for Deviation submission. The format will not be valid for submitting deviations related to technical & functional specification of hardware/software.

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491	4(2)(iii)	40		<p><b>Network Management Services</b>  In several instances the services are implied as part of the end service required (e.g. capacity management as part of maintaining the network's availability) and therefore the scope of services is not necessarily limited to what is only stated in this RFP. What has been provided rather states the types of services expected as part of managing the network environment. It is expected that the bidder would adopt relevant corporate and industry best practices in managing the required network services.</p>	<p>Bidder would like to clarify with Bank that the Scope of Services will be mutually discussed and agreed clearly in the Statement of Work for RFP requirements. Any additional services will be handled through change management process.</p>		RFP requirement stands
492	7.22	93		<p><b>Limitation of Liability</b>  The aggregate liability for the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the value paid to the bidder in the contract for the specific scope of work document.</p>	<p>Bidder requests Bank to add a sub clause excluding indirect damages, as given below:   Under no circumstances either party be liable to the other for indirect, incidental, consequential, special or exemplary damages, loss of revenue or profits or lost business.</p>		RFP requirement stands
493				<p><b>New clause: Termination for Breach</b></p>	<p>Bidder requests Bank to include a clause for mutual termination right for breach with reasonable cure period.</p>		Clause not accepted
494	4. Detailed Scope of Work	33		<p>k. The new proposed hardware should not have declared end-of-sale by OEM within 2 years from the date of bid submission.</p>	<p>No OEM can give confirmation about declaring End of Sale beyond the hardware supplied. Request you to modify the clause as " The new proposed hardware should not have declared end-of-sale by OEM at time of bid submission. "</p>		Revised clause: The new proposed hardware should not have declared end-of-sale by OEM at the time of delivery.
495	4. Detailed Scope of Work	33		<p>l. The proposed hardware should not have end-of-support within 7 years from the date of delivery.</p>	<p>This is a 5 year RFP, hence OEMs will provide the confirmation only for the contract period. Request you to modify the clause as " The proposed hardware should be supported for 5 years from the date of delivery"</p>		RFP requirement stands

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496	4. Detailed Scope of Work/ b. Project Timelines/ii. Solution Implementation	47	v. Ongoing Operations The selected bidder will provide support as per the scope of the RFP till the tenure of the contract	As per the RFP, the total contract period is 60 months, so the bidder needs to propose for transition cost + 60 months of Facilities management costs. Please confirm.		The project period will be of total 63 months which will be divided into 3 months of transition phase + 60 months support phase. Implementation phase will be in parallel to support phase. Bank will not pay any remuneration to Bidder for the transition period.
497	4.4 Near DR Solution	52	• Bank wants to implement the Near DR site facility at Lucknow (within 25 Km of our existing DC). Bank wants to appoint a Service Provider to provide a Tier III Data Centre infrastructure to co-host the Bank's Near DR IT infrastructure at Lucknow.	There is no DC Hosting provider offering services in Lucknow. Please suggest.		Bank will arrange NDR hosting space on its own in Lucknow and confirm to the selected bidder.
498	8.1. Service Level Agreement	126	x. For Applications that will be implemented by the bank in future, the bank will have the discretion to determine the criticality of the applications based on the bank's business requirements. The Bidder will maintain the associated IT Infrastructure based on the criticality determined by the bank and maintain the service levels accordingly. f. Presently Bank is using IPv4 IP address	Any new application criticality will be mutually discussed basis the deployment architecture. Request you to modify the clause.		RFP requirement stands
499	4. Detailed Scope of Work	33	across the infrastructure. If it is felt necessary that the IP design needs to be migrated to IPv6 at a later date, the vendor should design the new IPv6 scheme based on Bank's requirements and implement the same on the network. Initially both IPv4 and IPv6 will continue simultaneously. The Vendor shall submit a comprehensive document for the IPv6 address scheme including implementation details for connecting all the branches/offices / ATMs/other locations of the Bank. The IPv6 address design, implementation, migration and documentation shall be offered to the Bank. The bidder will be responsible for enabling IPv6 in the entire banking infrastructure including application, network & security components. The selected bidder will coordinate with MPLS service providers and other third party (TP) vendors for migration of the IP Addresses from IPv4 to IPv6. All the	All the devices should be IPV4 enabled from Day 1. But IPV6 can be done at a later stage as a separate project and will be restricted to Internet Facing applications only.		RFP requirement stands

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500	Scope of Work – point g	31		WAN Deployment & NOC Maintenance	<p>Bandwidth can be sold only by a DOT license holder, Network Service provider can sell the link of any bandwidth and no other party can sell the same. The Bank has to take feasibility report and procure bandwidth directly from ISP as a managed service model with required SLA. We as a system integrator will do the vendor coordination, liaising, monitoring and escalation in case of any link uptime/performance issues and can take up SLA for this specific role only. A system integrator cannot ensure any SLA of Bandwidth that is being provided by ISP.</p> <p>We therefore request you to please remove the supply of bandwidth from RFP scope and from TCO in commercials.</p>		Bidder to take assistance from the chosen SP's for the feasibility assessment
501	Section 4 - Detailed scope of Work	29		RFP States "All L2 resources and above should be on the bidder's direct payroll. The L1 resources should be experienced in the similar project."	SI will deliver the services driven owning SLA. We take skilled resources from partners depending on the project, applications and infrastructure in the customer place, availability and location of the project. The project team comprises of Bidder's employee and skilled & experienced partner's resources and it is a standard practice in the Industry. We would request Bank to give relaxation in this regard and remove this clause.		RFP requirement stands
502	Section 4, Subsection Project timeline	47		All proposed solution should be deployed at DC and 80% of the reports mentioned in Section 8.14 generated within 2 (two) months of release of PO by the bank.	We propose the actual timeline be discussed and mutually agreed between SI and Bank at the time of detailed project plan preparation. This is to accommodate all adequate activities required before go live.		RFP requirement stands
503	Section 4.1 Core Banking Solution Upgrade/Refreshment	49		RFP States "The Bidder has to involve the OEM vender for the proposed migration / version upgrade from project initiation till closure of the project. The OEM Should also be responsible along with the bidder for the proposed migration till closure of the project."	We propose involvement required by OEM in the migration to be assessed and determined by SI. As such this we as SI have done such migration/upgrade several places in PSBs and do not need OEM's involvement. Also would like to highlight that this may become restrictive clause when the OEM also participate in the same RFP. We would request you to delete this requirement.		Revised Clause: Bidder has to get the migration & version upgrade activity certified from the OEM post completion of the activity.
504	Section 7.21 Sub-Contracting	93		RFP States "The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank."	We propose to modify this clause as: Vendor will be allowed to use subcontractor/partner resources for performing the scope of work.		RFP requirement stands

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505	Section 8.14.3 Service Levels	130		SLA definition for various categories of SLA types	We propose Bank to finalize the SLAs and associated service credit to be maintained by SI as part of the contract negotiations with the successful vendor. We also propose the bidder be allowed to recommend the SLAs as part of the solution based on industry practices maintained by SI across banking industry.		Revised SLA incorporated in corrigendum-3.
506	Section 7.31	96		<b>Payment Terms</b> AUPGB will release payment within 30 days of receipt of Invoice and along with all other required documents for all undisputed cases.	Please modify the clause as: "A. AUPGB will release payment within 30 days from date of Invoice.  B. The dispute resolution has to e completed within 30 days"		RFP requirement stands
507	Section 7.31.1	96		<b>FMS Payment Terms</b> Application Management Services: 1. The annual amount to be paid towards application management services cost would be divided into 4 equal instalments, to be paid quarterly at the end of each quarter. IT Infra Managed Services: 1. The annual amount to be paid towards managed services cost would be divided into 4 equal instalments, to be paid quarterly at the end of each quarter.	Please modify the clause as: "The FMS payment terms for both Application Management Services and IT Infra Managed Services shall be on monthly in arrears basis."		RFP requirement stands
508	Section 7.31.2	97		<b>IT Hardware payment terms</b> 1. Hardware Cost • 60% of the delivered hardware cost would be payable on delivery, installation, commissioning, delivery & commissioning acceptance of the same. • 30% of the hardware cost would be payable after Post Delivery inspection (PDI)/ATP. • 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.  2. ATS & AMC Cost of Hardware • ATS & AMC cost will be paid quarterly in advance  3. Implementation Cost Hardware • Implementation/installation cost will be paid after 30 days of successful implementation and sign off by the bank	<b>Please modify the payment terms for IT hardware as:</b>  1. Hardware Cost • 90% to be paid on delivery & installation • 10% to be paid on successful acceptance and sign off by the bank  2. ATS & AMC Cost of Hardware • ATS & AMC cost will be paid yearly in advance  3. Implementation Cost Hardware • Implementation/installation cost will be paid on successful implementation and sign off by the bank		RFP requirement stands

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509	Section 7.31.3	97	<p><b>Application payment terms</b></p> <p>1. License Cost</p> <ul style="list-style-type: none"> <li>• 40% of the license cost will be paid on delivery of licenses of applications to the bank and after successfully UAT sign-off from the bank.</li> <li>• 50% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank post ATP.</li> <li>• 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the application and sign off by the bank.</li> </ul> <p>2. ATS Cost</p> <ul style="list-style-type: none"> <li>• ATS cost will be paid quarterly in advance.</li> </ul> <p>3. Implementation Cost</p> <ul style="list-style-type: none"> <li>• Implementation cost will be paid after 30 days of successful implementation and sign off by the bank</li> </ul>	<p><b>Please modify the payment terms for IT hardware as:</b></p> <p>1. License Cost</p> <ul style="list-style-type: none"> <li>• 90% to be paid on delivery of licenses</li> <li>• 10% to be paid on successful acceptance and sign off by the bank</li> </ul> <p>2. ATS Cost</p> <ul style="list-style-type: none"> <li>• ATS cost will be paid yearly in advance</li> </ul> <p>3. Implementation Cost</p> <ul style="list-style-type: none"> <li>• Implementation cost will be paid on successful implementation and sign off by the bank</li> </ul>		RFP requirement stands
510	Section 5.4	83	<p>The envelope containing the Commercial offers of only those Bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid set out in Annexure 8.12- "Commercial Bill of Material". The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every categories mentioned in the commercial bid.....</p> <p>The bank may go for reverse auction, if required.</p>	<p>Bank should take masked commercial bid along with Technical Bid. Once Technically shortlisted, Bidder can either give Commercial Bid in sealed envelop or submit their commercial bid in reverse auction. However as per RFP Bidders are to give commercial bid and may have to participate in reverse auction. We would request Bank to firm up their bidding process at this stage clearly.</p>		Bank will conduct reverse auction. However, hard copies of the commercials has to be submitted with the bid. Please refer corrigendum-3 for process of reverse auction.
511	50	4.2.1	Multi jurisdiction AML compliance, FATCA compliance	With single RRB in place, please see if multi jurisdiction is a requirement. Also, please see if FATCA compliance is needed as the same will usually need another module		RFP requirement stands
512	50	4.2.3	Provide implementation, ..... Migration of existing data	Please clarify		Bidder to perform data migration from the Banks existing AML solution(3i infotech) to the new proposed solution by the bidder.
513	50	4.2.5	Data migration	Please clarify size of data and no. of years of which history data will have to be migrated from existing AML solution to new one		RFP requirement stands. The total data size for the AML solution is approximately 500GB and contains AML related data for the last 6 years.
514	49	4.2.1	scanning	Please validate our understanding that only batch scanning is in scope of AML solution		Batch scanning & reporting is under scope of the solution.

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515		General		General	Please clarify how many rules will be configured and how many reports will have to be developed out of AML solution		The same will be finalized with selected bidder during implementation.
516	50	4.2.4		AML watch lists	Please clarify that all AML watch lists and other external data would be made available by Bank in soft copies		Bank will provide AML watch list in soft copies.
517		General		AML license	Please clarify if AML licenses need to be based on no. of users and if yes, please specify no. of users		The license should be enterprise wide and same has been mentioned in RFP.
518		General		AML Implementation timeline	Please specify implementation timeline for AML		Please refer solution implementation timeline mentioned in RFP.
519	Section 4 (m) & AUPGB RFP for CBS Refreshment Annexure 8.12- Commercial Bill of Material	95		<p><b>Detailed Scope of Work</b> (Section 4(m), Pg. 33)  Bidder to buy back the obsolete hardware from AUPGB during hardware refresh and the commercial has to be provided separately in the Bill of Material.</p> <p><b>AUPGB RFP for CBS Refreshment Annexure 8.12- Commercial Bill of Material</b>  "Summary sheet": Buyback</p>	Please provide the details of buyback like the process of buyback, how the payment will happen etc.		The Buy back consideration for the existing EOL hardware needs to be factored by the Bidder and the quote for the price for the respective new systems to be adjusted from the same.
520	Section 4 & Section 6.4	29, 48 & 86		<p><b>Detailed Scope of Work</b> (Section 4(b), Pg. 29)</p> <ul style="list-style-type: none"> <li>Bidder should not transfer any of its resource from Bank's premises within 6 months of deployment without written consent of Bank official. In case of inevitable circumstances, bidder shall take prior approval from Bank and deploy a resource with equivalent or higher work experience at least one month prior to replacement of the deployed resource. Bank will impose a penalty at a rate of 10% of its total monthly payable resource cost for each case of such violation.</li> </ul> <p><b>c. Penalty for late delivery of hardware &amp; solution implementation</b> (Section 4, Pg. 48)</p> <ul style="list-style-type: none"> <li>Penalty will charged @1% of total cost of hardware order value) for the per week delay in Go-live subject to maximum 10% of the order value.</li> <li>Penalty will charged @0.5% of total cost of solution order value) for the per week delay in Go-live of solution subject to maximum 10% of the order value.</li> </ul> <p><b>At-Risk Amount</b> (Section 6.4, Pg. 86)</p> <ul style="list-style-type: none"> <li>The quarterly At-Risk Amount ('ARA') shall be 20% of the estimated quarterly payout of the respective quarter. Overall cap for penalties over the tenure of the contract will be 10% (ten per cent.) of the contract value</li> </ul>	<p>The penalties should be reasonable &amp; capped at following levels:</p> <ol style="list-style-type: none"> <li>Penalty for transfer of resources: The maximum penalty should be capped at 10% of monthly cost for that particular resource.</li> <li>Penalty for late delivery of hardware &amp; solution implementation: The penalty should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.</li> <li>At-Risk Amount: The monthly At-risk Amount shall be 10% of the estimated monthly payout of the respective month.</li> <li>Overall cap for penalties over the tenure of the contract will be 5% of the contract value.</li> </ol>		RFP requirement stands

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521	Section 5.4	83		<p><b>Commercial Bid Evaluation</b> (Extract from the clause)</p> <ul style="list-style-type: none"> <li>The bank may go for Reverse auction, if required.</li> <li>Final Evaluation – Weighted Techno-Commercial Evaluation</li> </ul>	<p>Please confirm the following:</p> <p>a) The Bank should not have an option to go for reverse auction or not. Please confirm whether reverse auction will be held or not.</p> <p>b) In case of reverse auction, whether the final evaluation will still be on Weighted Techno-Commercial or only on lowest Commercial?</p>		Please refer corrigendum-3 for process of reverse auction.
522	Section 7.13	91		<p><b>Performance Bank Guarantee</b> (Extract from the clause)</p> <p>1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10% of the total project cost for 5 years and valid for 66 months including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 15 days of the Purchase Order from the Bank.</p> <p>5. In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may invoke the PBG.</p> <p>6. In the event of delays by Successful Bidder in implementation of project beyond the schedule given in the RFP, the Bank may</p>	<p>Please modify the clause as:</p> <p>"Customer shall invoke the PBG only on occurrence of material breach. PBG shall be invoked only after the Customer provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked."</p>		Revised Clause" 1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10% of the total project cost for 5 years 3 months(including 3 months transition phase) and valid for 69 months including claim period of 6 (six) months, validity starting from its date of issuance. The PBG shall be submitted within 15 days of the Purchase Order from the Bank.
523	Section 7.29	95		<p><b>Termination for Convenience</b></p> <p>The Bank, by written notice sent to the bidder, may terminate the Contract with a notice of 1 month, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.</p>	<p>Please delete Termination for convenience clause.</p>		Revised Clause: The Bank, by written notice sent to the bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.
524	Section 7.31.4	98		<p><b>ATS Payment for CBS</b></p> <p>The annual amount to be paid towards ATS cost for CBS would be paid half-yearly in advance.</p>	<p><b>Please modify the payment terms for ATS Payment for CBS:</b></p> <p>The annual amount to be paid towards ATS cost for CBS would be paid yearly in advance.</p>		RFP requirement stands
525	AUPGB RFP for CBS Refreshment Annexure 8.12 Commercial Bill of Material			<p><b>Hardware, Network &amp; Security HW, AMC for HW</b></p> <ul style="list-style-type: none"> <li>All the hardware should have with 3 years in-built warranty &amp; 2 years AMC.</li> </ul>	<p>In case of hardware refresh in Year 1, the hardware will have 3 years warranty &amp; 2 years AMC. But if hardware refresh happen in later years, then the hardware will have warranty &amp; AMC for the remaining period to end with contract term.</p>		Understanding is correct

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526	AUPGB RFP for CBS Refreshment Annexure 8.12 Commercial Bill of Material			Upon finalization of the contract, the 'Commercial Offer' will be firm for the period of contract and would NOT change due to any factor (e.g. change in actual manpower deployment for SLA adherence, economic factors etc.), however bank at its discretion may increase or decrease the resources or quantities which will be paid to bidder on prorata basis.	SI seeks a cap of 25% to addition/deletion in agreed scope.		RFP requirement stands
527	Additional Query			<b>Contract duration</b>	Please confirm whether the contract term is 5 years or Implementation period + 5 years?		The project period will be of total 63 months which will be divided into 3 months of transition phase + 60 months support phase. Implementation phase will be in parallel to support phase. Bank will not pay any remuneration to Bidder for the transition period.
528	Additional clause			<b>Termination by SI</b>	Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice. Late payment will bear an interest of 2% pm.		Clause not accepted.
529	Sec 4	29		Bidder should not transfer any of its resource from Bank's premises within 6 months of deployment without written consent of Bank official. In case of inevitable circumstances, bidder shall take prior approval from Bank and deploy a resource with equivalent or higher work experience at lease one month prior to replacement of the deployed resources. Bank will impose a penalty at a rate of 10% of its total monthly payable resource cost for each case of such violation.	EIT will try to follow the guidelines from Bank for resource deployment during the implementation as well as support period.  However we request Bank to delete the following from this clause: "Bank will impose a penalty at a rate of 10% of its total monthly payable resource cost for each case of such violation."		RFP requirement stands
530	4.5.2	56		All minor and major upgrades during the period of contract at no extra cost	All minor upgrades within the same version will be included. However any major upgrades/updates will be taken up on a change request basis. Please confirm.		RFP requirement stands
531	4.6	59		Proposed solution should ensure all security aspects viz. Database security, application Access security, communication channel security, user level security, etc., and compliance of all Terms and Conditions of this RFP.	Bank to confirm and clarify that security aspects and compliance thereto will be as per mutually agreed terms of MSA between the parties.		RFP requirement stands
532	4.9.4	69		Implementation 6. The bidder must furnish contract agreements with other vendors whose products or services the bidder would obtain. The bidder must further continue with the same vendors and shall not be permitted to change the vendors after the bid is submitted. Failure to adhere to this clause will attract disqualification of the bid/contract as well as invoke related damage clauses as specified in Terms and conditions.	Requesting the bank to delete this provision, as our arrangements would be global and cannot be shared due to confidentiality reasons. We will be responsible to Bank for all actions by our Vendors.		The bidder to submit vendor confirmation on vendor letter head mentioning the products or services being provided by the vendor to the bidder for the AUPGB project.

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533	7.12	90		<p>Bid Security</p> <p>d. The bidder violates any of the provisions of the terms and condition of this tender specification.</p>	<p>Requesting Bank to delete last bullet point under sub clause 'd'. While other grounds stated under section 7.12 are reasonable, this ground is too broad to include, even a delay in submitting a clarifications to Bank post submission which could lead to rejection of bid as non-responsive.</p>		RFP requirement stands
534	7.23	93		<p>Indemnity</p> <p>The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of IPR, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.</p> <p>The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.</p> <p>Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.</p> <p>The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable national/international trade laws. This liability shall not ensure if such losses/damages are caused due to gross negligence or wilful misconduct by the bank or its employees.</p>	<p>Suggest deletion of the below language from the clause, as Bidder shall be fully responsible for defending the claim.</p> <p><i>"If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees."</i></p>		RFP requirement stands
535				New clause IPR Ownership on Background IP/Foreground IP	Bidder requests Bank to include IP clause further to the mutual discussion with the Bidder		Clause not accepted
536				New clause Dispute Resolution	Bidder requests Bank to include a clause further to the mutual discussion with the Bidder		Clause not accepted
537				New clause Change Order	Bidder requests Bank to include a clause further to the mutual discussion with the Bidder		Clause not accepted
538				New clause Acceptance Criteria	Bidder requests Bank to include a clause further to the mutual discussion with the Bidder		Clause not accepted
539	Appendix 8.13	122		Non Disclosure Agreement	Bidder requests Bank to have a mutual Confidentiality Obligations.		Clause not accepted
540		40		Security Management	Lan Access Control (Port Level Access), is the Bank referring to deploy a NAC (Network Access Control) based solution? This is currently not in the listed set of network or security devices, please clarify.		Kindly consider the clause as deleted.

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541		127		Network & Security	Do we need to refresh the equipment as per the Bank suggested contract year, if so, does the bidder needs to factor AMC of the equipment till such year?		Understanding is correct.
542	8.2	177		Location Wise Bandwidth Requirement	Can we assume for the locations that are not feasible by BSNL or any other service provider, Bank will retain the Branch connectivity on VSAT?		Understanding is correct.
543	8.2	177		Location Wise Bandwidth Requirement	Some of the locations do not have pin code mentioned, can the Bank provide the same, as we need to find out the feasibility for those locations? Postal addressed for all Branches would also be required with Telephone numbers of those Branches, please provide the same.		Please refer corrigendum-3 for pincode & telephone number of branches.
544	4. Detailed Scope of Work	34		s. One Time Activities 1. Transition of IT Infrastructure and existing application including CBS	Our understanding in the transition mentioned here is Transition Services from Existing SI to new SI. Please confirm		Understanding is correct.
545	4. Detailed Scope of Work	35		2. Handholding of IT infrastructure for new systems The bidder is expected to receive the hand-holding of IT infrastructure from the respective implementation partner as and when new systems/applications are implemented. The hand-holding for the new applications/systems shall be taken by the operations team of bidder. Any such handholding shall be completed within 30 days .	Any new handholding timeline will be mutually discussed & agreed as the SI might have to augment additional resources		RFP requirement stands
546	4. Detailed Scope of Work			i. Database management - Database Upgrade	Any major upgrades/updates will be taken up on a change request basis. Please confirm.		Upgraded/ Updates to be performed by bidder without any extra cost.
547	4. Detailed Scope of Work	40		iii. Network Management Service 6) Physical security where network equipment is deployed	Request you to remove the Physical Security from the scope		Considered the following clause dropped "Physical security where network equipment is deployed"
548	4. Detailed Scope of Work	42		3. Cross Functional Services  Asset & Configuration Management Provision and management of the IT assets and inventory across the lifecycle from acquisition to disposal. An accurate record database of the AUPGB asset environment should be maintained on a daily basis and be made readily available to AUPGB for analysis and reporting	Our understanding is the Asset Management will be restricted to inventory management of the equipments/software supplied as a part of this RFP. Please confirm		Asset Management will cover all IT asset of the Bank.
549	4. Detailed Scope of Work	43		Patch Management Provide patches management services for in-scope infrastructure at DC/DR/Branches/HO/PMO/other offices	Most of the branches is on VSAT and has bandwidth constraint. Request you to remove the requirement of patch management solution for end user devices/desktops. The end user support is anyways part of different vendor & hence this should be removed		RFP requirement stands

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550	4. Detailed Scope of Work	43		Software License Management Manage compliance with all Software/Database licenses by monitoring and auditing all Software use, regardless of financial responsibility for the Software.	Request you to restrict the Software license management to in scope software supplied as part of this RFP only		RFP requirement stands
551	4. Detailed Scope of Work	44		iii. Asset and Configuration management Asset services to provide operating system software and hardware asset management and processes to meet business requirements. It also further provides inventory and configuration management capabilities, maintenance management, hardware and software pricing, financial and budgeting support for critical capital investment assets, and contract compliance capabilities .	The Asset Management is for Inventory management of hardware/software. Request you to remove or clarify the requirement of maintenance management, hardware and software pricing, financial and budgeting support for critical capital investment assets, and contract compliance capabilities".		Bidder to keep all details of maintenance management, hardware and software pricing, financial and budgeting support for critical capital investment assets, and contract compliance capabilities
552	4. Detailed Scope of Work	46		vi. Security Management Bidder to ensure that all the nodes are updated regularly and 95% of the nodes are updated within 5 days of release of a new patch/update by the OEM. 100% nodes to be updated within 7 days of release of the patch/update by OEM.	95% compliance within 5 days of release is technically not possible on Branches because of bandwidth concern. Request you to change this to "Bidder to ensure that all the nodes are updated regularly and 50% of the nodes are updated within 5 days of release of a new patch/update by the OEM.		Revised Clause: Bidder to ensure that all the nodes are updated regularly and 80% of the nodes are updated within 5 days of release of a new patch/update by the OEM. 95% nodes to be updated within 7 days of release of the patch/update by OEM
553	4. Detailed Scope of Work	46		vi. Security Management The bidder is required to send it's representatives to the branch if required at no extra cost to bank for rectifying any endpoint anti-virus and Host IPS issue .	End user support/desktop support is in scope of different vendor of bank. Bidder's scope in this RFP will be restricted to pushing the signatures centrally from Data Centre. Any involvement at desk side level at branch end should be provided by Bank's desktop support vendor. Request you to kindly remove this from bidder's scope		RFP requirement stands
554	4. Detailed Scope of Work	46		Vii Patch Management Patch & configuration management for end user computer/laptops and branch peripherals is in scope for the Bidder. The same will include but not limited to Operating system, browser, anti-virus, HIPS etc.	Patch management for desktop required sufficient bandwidth if has to be done centrally. Request you to remove this scope		RFP requirement stands
555	4. Detailed Scope of Work/ b. Project Timelines/ii. Solution Implementation	47		The bidder will provide the required hardware & software for the implementation of proposed solutions within 1 (one) month from release of PO by the bank	The hardware can be purchased only after signing the contract with the Bank & OEM will take almost 12 weeks for delivery. Request you to change the timeline as " The bidder will provide the required hardware & software for the implementation of proposed solutions within 12 ( twelve) weeks from release of PO by the bank"		Revised Clause: The bidder will provide the required hardware & software for the implementation of proposed solutions within 6 (six)week from release of PO by the bank
556	4. Detailed Scope of Work/ b. Project Timelines/ii. Solution Implementation	47		All proposed solution should be deployed at DC and 80% of the reports mentioned in Section 8.14 generated within 2 (two) months of release of PO by the bank. The proposed solution should be deployed at DR within 3 (three) months of release of PO by the bank.	The proposed solution has to be discussed with the Bank and plan has to be prepared which will be mutually discussed and agreed between Bank and SI team. The timelines mentioned are very stringent and cannot be achieved. Request this to be agreed and finalized during the SOW phase".		RFP requirement stands

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557	4. Detailed Scope of Work/ b. Project Timelines/ii. Solution Implementation	47		<p>c. Penalty for late delivery of hardware &amp; solution implementation:  Penalty will charged @1% of total cost of hardware order value) for the per week delay in Go-live subject to maximum 10% of the order value.</p> <p>Penalty will charged @0.5% of total cost of solution order value) for the per week delay in Go-live of solution subject to maximum 10% of the order value.</p>	<p>Request you to modify the clause as " Penalty for late delivery of hardware &amp; solution implementation:  Penalty will charged @0.5% of total cost of hardware order value) for the every two week delay in Go-live subject to maximum 10% of the order value.</p> <p>Penalty will charged @0.5% of total cost of impacted solution order value) for the two week delay in Go-live of solution subject to maximum 10% of the order value.</p>		RFP requirement stands
558	4.1 Core Banking Solution Upgrade/ refreshment	49		The successful bidder shall provide the hardware sizing, duly certified/ approved by the OEM Vendor of Finacle CBS (Infosys ), based on the projections provided by the Bank. The bidder should provide the hardware which are compatible for Finacle up gradation from Finacle 7.x to Finacle 10.x in future.	Request you to modify the clause as " The successful bidder shall provide the hardware sizing, self certified/bench mark report. The bidder should provide the hardware which are compatible for Finacle up gradation from Finacle 7.x to Finacle 10.x in future.		RFP requirement stands
559	4.3 Enterprise Management Solution	51		The bank intends to refresh and implement a comprehensive Enterprise Management System (EMS) to monitor and manage Data Centre operations.	Do we need to deploy EMS Solution Infrastructure in DR Site as well. Does the bank wants High availability to be proposed for EMS underlying infrastructure. Please confirm		EMS to be installed at DC only on standalone mode.
560	4.3 Enterprise Management Solution	51		Security and Compliance Management, reporting and alerting	EMS doesn't provide " Security and Compliance Management, reporting and alerting" . Please confirm what solution is required by the Bank for this purpose or it can be done manually		RFP requirement stands
561	4.5 Automated DR Solution	54		The proposed Automated DR solution shall be used for production applications and any other applications added during the contract period .	The license for Automated DRM solution is depended on the Application & its underlying Infrastructure. Please let us know for which all applications bidder needs to propose Automated DR Solution. For any future applications which is currently not part of this RFP the same will be taken up on a change request basis at a later stage.		Required four applications has been mentioned in RFP.
562	4.7 Internet Banking Module	59		Bidder to supply required hardware/Database/OS/Security solution and other required components	Does the Bank requires High Availability on Both DC, DR. DO we need to propose separate UAT, Development & Training environment for Internet Banking & please provide the sizing guidance for the same		Bank requires HA in both DC & DR.
563	4.1 Loan Origination System	61		4.8.2 Recommendations & Supply of Hardware & 3rd Party Software	Does the Bank requires High Availability on Both DC, DR. what all environments do we need to propose for LOS , please let us know & sizing guidance for the same		Bank requires HA only in DC and DRC with a single leg of operation
564	4.10 Disaster Recovery Centre Hosting	74		Specification for rack to be provided by the bidder • Should have 48 units of rack space for mounting servers.	This should be 42 units. Request you to change this		Revised Clause: Specification for rack to be provided by the bidder • Should have 42 units of rack space for mounting servers
565	Annexures - 8 , 8.1 - Functional and Technical requirements	99		9. The proposed solution should be rated by the independent analysts such as Gartner, etc.	The proposed solution / Platform should be mentioned by the independent analysts such as Gartner, etc.		Revised Clause: The proposed solution / Platform should be mentioned by the independent analysts such as Gartner, etc.

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566	Annexures - 8 , 8.1 - Functional and Technical requirements	99		16.The proposed solution should not rely on scripting for recovery automation	Scripting is required for non-standard and remote components / devices to connect and execute recovery steps, request bank to change the specs to " The proposed solution to rely minimal on scripting for recovery automation"		RFP requirement stands
567	Annexures - 8 , 8.1 - Functional and Technical requirements  Functional Requirement for DR Hosting			Functional Requirement for DR Hosting  3.A separate Cage dedicated for the Bank within the server room / Hall area	Request you to remove the requirement of Caged area. The racks will have lock & key		Please treat the clause as deleted.
568	Annexures - 8 , 8.1 - Functional and Technical requirements  Functional Requirement for DR Hosting			Air Quality in data centre site should be of severity level G1 (mild) as per ISA-71.04	Request you to remove this clause as this doesn't impact the DC Hosting requirement		Please treat the clause as deleted.
569	Annexures - 8 , 8.1 - Functional and Technical requirements  Functional Requirement for DR Hosting			The seating area should be provided with Water and a vending machine with minimum amenities such as tea & coffee at no additional cost	Request you to remove the requirement a vending machine with minimum amenities such as tea & coffee at no additional cost. This is not provided by any hosting service provider		Please treat the clause as deleted.
570	4.1 Disaster Recovery Centre Hosting	75		BMS (Building Management Systems) The bidder should manage the BMS activities on a 24*7 basis or as the Bank decides.	BMS is managed by the DC hosting provider and cannot be managed by SI or Bank		Accepted but reports to be submitted to Bank as and when required other than cases where the Bidder has its own DC
571	AUBGB Draft RFP 28	39		System vulnerability management Vulnerability management consists of both Vulnerability Alert management and Vulnerability Scanning processes. Vulnerability Alert management is the preventative process that collects known vulnerabilities and prioritizes vulnerabilities based on associated risk	A. Please share details of the tools used for vulnerability assessment currently.  B. Please let us know the frequency of vulnerability scanning (E.g.: bi-annual / quarterly)		Tool to be provided by bidder for VA. Vulnerability should be a quarterly event.

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572	AUBGB Draft RFP 28	Pg. 59		Proposed solution should ensure all Security Aspects viz. Database Security, Application Access Security, User level Security, etc.	Please provide details on security requirements for database, application access & user level security		DB and Application security functions like 1. Automatic Secure Configuration 2. Password Protections 3. Encryption 4. Audit capture and Management 5. Access Control on Network Services and Databases, etc.
573	AUBGB Draft RFP 28	Pg. 59		The Solution must comply Information security policy of the Bank on all Security issues like Data.	Please share details of the Data Loss Prevention solution used currently. Please share details of Encryption solution used currently.		The Solution must comply Information security policy of the Bank on all Security issues like, User Level Security, Data / Information Security
574	Annexure 8.1	EMS		Mobile Device Management	Please share details if any mobile security tools are used currently by bank and do we need to propose any MDM solution to the bank		Solution should support the feature.
575	AUBGB Draft RFP 28	Pg. 12		Existing Solution has Windows 2008 R2 for which the bank has requested only Maintenances	Please provide the plan on how this will be handled by Bank during the contract		Bidder to factor applicable OS license.
576	AUBGB Draft RFP 28	Pg. 24		Procurement Date of these Environment Devices	Please provide how the lifecycle of these products will be handled during the contract		Bidder to quote AMC for the environment devices. The procurement of the environment devices & DC was build on 2012.
577	2.3.5.10	24		GENERATOR SET (250KVA)	Our understanding is that all consumable for DG Set will be paid by Bank Like lubrication oil, filters, Dg set batteries. Please confirm		Accepted.
578	2.3.5.20	26		FM 200 CYLINDER	Gas refilling if required is not in scope of this RFP and will be taken up by the bank. Please confirm		Accepted.
579	4.i	32		Bidder to also arrange the pollution control certification	Our understanding is that the Bank has all the necessary approvals/certifications in place. Request you to confirm the same & also request you to remove this scope from the bidder & be taken up by the Bank		Bidder to arrange the required approval/certification
580	4.i	32		Bidder is required to conduct periodical maintenance activities like pest control, rodent control, cleaning etc. of the DC & PMO.	Request you to remove the cleaning of DC & PMO from the bidder's scope as this is a IT project		RFP requirement stands
581	AUPGB RFP for CBS Refreshment Annexure 8 1-Functional and Technical Requirements; Pt 9b			DR Hosting b. NFPA 70 & 75 certification	Request you to remove this clause as the tier-3 complied datacenters have the basic firefighting equipment in place as per standards.		Please consider the clause as deleted.
582	AUPGB RFP for CBS Refreshment Annexure 8 1-Functional and Technical Requirements; Pt 9b			DR Hosting: The temperature in the server room should be maintained at 20 +/- 2 degree C	Request you to modify this as: The temperature in the server room should be maintained at 22 +/- 2 degree C.		RFP requirement stands

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583	RFP, 4.1 Automated DR Solution	19		The proposed Automated DR solution shall be used for production applications and any other applications added during the contract period.	There are limited number of applications in the Bank & not all applications have DR site. Request you to remove this requirement as lot of large banks also don't have this solution deployed & this can be taken up at a later stage if required.		Required 4 application has been mentioned in RFP.
584	RFP, Inventory Details	20		Database & Operating System licenses procured during the CBS implementation is listed below-	Please let us know whether we need to factor all new licenses with ATS of Operating System, Database, Middleware as per the solution or only additional licenses that we require on top of the inventory lists shared by the bank. Request you to clarify & also update the Bill of Material accordingly.		Bidder to factor ATS for all present & proposed application, OS & DB.
585	RFP, Inventory Details	20		Database & Operating System licenses procured during the CBS implementation is listed below-	Please let us know the current ATS validity of existing licenses if this has to be renewed till the contract end date		Bidder to factor ATS for all present & proposed application, OS & DB for the contract period.
586	RFP, Inventory Details	20		Database & Operating System licenses procured during the CBS implementation is listed below-	Please confirm if the Bank has Oracle EULA agreement & if yes then understanding is that the bidder need not factor any Oracle Database licenses . Please clarify		Bidder to factor ATS for existing DB license and new DB license as per their proposed solution.
587	AUBGB Draft RFP 28	60		Two factor authentication	Please specify the use case for two-factor authentication requirement.  Is Bank expecting the Administrators to access the banking environment with two-factor authentication? (or) Bank expects their Internet banking users to use SMS Based two-factor authentication for validating high volume transactions, etc. Please confirm		Bank expects their Internet banking users to use SMS Based two-factor authentication for validating high volume transactions, etc.
588	Section 2. Level Classification	127		b. Any problem due to which 100 or more users cannot access the Business systems. Or a complete branch cannot access the Business Systems.	Request to remove this "Or a complete branch cannot access the Business Systems"		RFP requirement stands
589	Section 2. Level Classification	127		Penalty cross reference	The penalty cross references are very stringent. Request you to normalize these.		RFP requirement stands
590	Section 2. Level Classification	127		Response resolution time	Request you to normalize this as per industry standard.		RFP requirement stands

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591	8.1 Minimum Technical Specifications for Non CBS Servers		1	The proposed solution should have an Integrated management where integration of Chassis, Blade Servers , Rack servers & Interconnects in the solution are managed using a common GUI.Management/controlling software have to be from the respective server OEM itself.	The proposed solution should have an Integrated management where integration of Chassis, Blade Servers , Rack servers & Interconnects in the solution are managed using a common GUI.Management/controlling software have to be from the respective server OEM itself. Management to have the following features:-(1) The management software should be used to create resource pools based on a hierarchal structure and have the blade resources assigned to the respective resource pools.(2)Servers should be automatically assigned to the resource pools based on qualification criteria which can be based on the individual server hardware configuration, location of blade in the chassis , position of the chassis , type of NIC/HBA (3)The server management port IP address should be defined as part of the server profile / identity		RFP requirement stands
592	8.1. Hardware-Tech Specs - 2 Socket Blade Servers		4	Should have at least 24 DIMM slots per blade and up to 1.5 TB GB of DDR4 memory .	Should have at least 24 DIMM slots per blade and up to 1.5 TB GB of DDR4 memory with all CPU configurations including E5-2699 v4 22 core 2.2 Ghz CPUs		RFP requirement stands
593	8.1. Hardware-Tech Specs - 2 Socket Blade Servers		6	Should be configured with 20 Gb connectivity per server with a minimum of 2 ports	Should be configured with 40 Gb connectivity per server with a minimum of 2 ports		RFP requirement stands
594	8.1. Hardware-Tech Specs - Chassis Specification		22	The uplink connectivity from the chassis should be configured for at least 20 Gbps per blade bandwidth.	The uplink connectivity from the chassis should be configured for at least 40 Gbps per blade bandwidth.		RFP requirement stands
595	8.1. Hardware-Tech Spec - (NASUC) Firewall2		2	For high performance with low latency the proposed solution must provide hardware FPGA offloading of application level (L7) content processing (Anti Virus, Anti Spyware, Vulnerability Protection, File-type filtering, Data filtering)	Please remove	Please remove FPGA as this is vendor specific	Revised Clause: For high performance with low latency the proposed solution should provide dedicated chipset with dedicated memory hardware offloading of application level (L7) content processing (Anti Virus, Anti Spyware, Vulnerability Protection, File-type filtering, Data filtering)
596	8.1. Hardware-Tech Spec - (NASUC) Firewall2		4	The proposed solution must allow policy rule creation for application identification, user identification, host profile, threat prevention, content filtering, QOS and scheduling in a single rule and not at multiple locations	Please modify	The proposed solution must allow policy rule creation for application identification, user identification, host profile, threat prevention, URL filtering, QOS.	RFP requirement stands
597	8.1. Hardware-Tech Spec - (NASUC) Firewall2		5	The proposed solution must be able to be administered locally without additional management or logging software.	Please modify	The proposed solution must be able to be administered locally/Centralized management or logging software.	RFP requirement stands

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598	8.1. Hardware-Tech Spec - (NASUC) Firewall2		6	The proposed application security solution must be in the Gartner Leader's quadrant in the "Magic Quadrant for Enterprise Network Firewalls" for the last 3 Years.	Please modify	The proposed OEM must be in the Gartner Leader's /challenger quadrant in the "Magic Quadrant for Enterprise Network Firewalls" for the last 3 Years.	RFP requirement stands
599	8.1. Hardware-Tech Spec - (NASUC) Firewall2		8	The proposed solution must allow policy creation for application identification, user identification, threat prevention and content filtering in a single rule and not multiple locations	Please modify	The proposed solution must allow policy creation for application identification, user identification, threat prevention and content filtering rules.	RFP requirement stands
600	8.1. Hardware-Tech Spec - (NASUC) Firewall2		11	The proposed firewall appliance should have at least 12 ports of 10/100/1000 Ethernet Ports, 8 ports of 1 Gig SFP and 4 ports of 10 Gig SFP+ fiber ports. In addition to this, the firewall should have dedicated HA and management ports.	Please modify	The proposed firewall appliance should have at least 12 ports of 10/100/1000 Ethernet Ports, 8 ports of 1 Gig SFP and 4 ports of 10 Gig SFP+ fiber ports. In addition to this, the firewall should have dedicated management ports.	RFP requirement stands
601	8.1. Hardware-Tech Spec - (NASUC) Firewall2		12	The proposed solution must be able to support Network attack detection, DoS, DDoS,TCP Reassembly , Brute Force, Syn Cookie, IP Spoofing, Malformed Packet etc.	Please modify	The proposed solution must be able to support Network attack detection, DoS, /DDoS,TCP Reassembly , Brute Force, Syn Cookie, IP Spoofing, Malformed Packet etc.	RFP requirement stands
602	8.1. Hardware-Tech Spec - (NASUC) Firewall2		21	The proposed solution must have IPv6 Static Routing Support even for virtual routers	Please modify	The proposed solution must have IPv6 Static Routing Support .	RFP requirement stands
603	8.1. Hardware-Tech Spec - (NASUC) Firewall2		22	The proposed solution must have Virtual Router capability that supports all L3 capability	Please remove		RFP requirement stands
604	8.1. Hardware-Tech Spec - (NASUC) Firewall2		24	The proposed solution shall support DNS proxy	Please remove	This solution requires separate solution appliance and is not a part of Security Solution like this.	RFP requirement stands
605	8.1. Hardware-Tech Spec - (NASUC) Firewall2		25	The OEM should ensure that the solution should be operational for 5 years, with all core feature / functionalities enabled on the platform. The proposed solution must be launched by the OEM by at least 2 years ago.	Please remove	Specific to one OEM	RFP requirement stands
606	8.1. Hardware-Tech Spec - (NASUC) Firewall2		28	Solution must support virtual systems. Every Virtual system must support individual separate configuration for separate DNS entries and other service routes for access to NTP, Syslog, SNMP, Proxy etc. Every virtual system must support individual routes through virtual system specific interfaces to access all these services.	Please remove	Specific to one OEM	RFP requirement stands

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607	8.1. Hardware-Tech Spec - (NASUC) Firewall2		34	The proposed solution HA shall support hitless upgrades for both major and minor code releases	Please remove		RFP requirement stands
608	8.1. Hardware-Tech Spec - (NASUC) Firewall2		35	The proposed solution shall control parameters by Security Zone, Users, IP, Application, Host Information Profile, URL Category ,Schedule, QoS etc.	Please modify	The proposed solution shall control parameters by Security Zone, Users, IP, Application, Host Information Profile, URL Category , QoS etc.	RFP requirement stands
609	8.1. Hardware-Tech Spec - (NASUC) Firewall2		43	Block files by type : bat, cab, dll, exe, pif and reg	Partial		RFP requirement stands
610	8.1. Hardware-Tech Spec - (NASUC) Firewall2		44	-Data filtering: Social Security Numbers, Credit Card Numbers,	Please remove	DLP Solution is required additionally, not a standard feature of Firewall Appliance	RFP requirement stands
611	8.1. Hardware-Tech Spec - (NASUC) Firewall2		45	-Data filtering: Custom Data Patterns	need clarification		RFP requirement stands
612	8.1. Hardware-Tech Spec - (NASUC) Firewall2		46	-QoS Policy-based traffic shaping (priority, guaranteed, maximum)	need clarification		RFP requirement stands
613	8.1. Hardware-Tech Spec - (NASUC) Firewall2		47	-Policy support for scheduled time of day enablement	Please remove		RFP requirement stands
614	8.1. Hardware-Tech Spec - (NASUC) Firewall2		50	The proposed solution shall be able to handle unknown/unidentified applications e.g. alert, block or allow	Please remove		RFP requirement stands
615	8.1. Hardware-Tech Spec - (NASUC) Firewall2		57	The proposed solution shall support Voice based protocols (H.323, SIP, SCCP, MGCP etc.)		The proposed solution shall support Voice based protocols (H.323 /SIP/SCCP/MGCP etc.)	RFP requirement stands
616	8.1. Hardware-Tech Spec - (NASUC) Firewall2		63	The proposed solution shall support logs populated with end user activity reports for site monitoring within the local solution	need clarification		RFP requirement stands
617	8.1. Hardware-Tech Spec - (NASUC) Firewall2		64	The proposed solution shall support Drive-by-download control	Please remove		RFP requirement stands

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618	8.1. Hardware-Tech Spec - (NASUC) Firewall2		66	The proposed solution shall support Vulnerability , Virus and Spyware Protection features	Please remove Virus		RFP requirement stands
619	8.1. Hardware-Tech Spec - (NASUC) Firewall2		71	The proposed solution shall perform stream-based Anti-Virus and not store-and-forward traffic inspection	Please remove		RFP requirement stands
620	8.1. Hardware-Tech Spec - (NASUC) Firewall2		72	The proposed solution shall perform stream-based Anti-Spyware and not store-and-forward traffic inspection	Please remove		RFP requirement stands
621	8.1. Hardware-Tech Spec - (NASUC) Firewall2		83	The proposed solution shall support file identification by signature and not file extensions	Please modify	The proposed solution shall support file identification by signature or file extension	RFP requirement stands
622	8.1. Hardware-Tech Spec - (NASUC) Firewall2		85	The proposed solution shall support compressed information stored in zipped format and be able to unpack and filter per policy	need clarification	This is DLP Feature and is not a standard feature of a Firewall Appliance	RFP requirement stands
623	8.1. Hardware-Tech Spec - (NASUC) Firewall2		86	The solution shall be capable of identifying and optionally preventing the transfer of files containing sensitive information (i.e. credit card numbers) via regular expression	DLP feature, please remove	This is DLP Feature and is not a standard feature of a Firewall Appliance	RFP requirement stands
624	8.1. Hardware-Tech Spec - (NASUC) Firewall2		95	The proposed solution shall be able to identify, decrypt and evaluate SSL traffic in an outbound connection (forward-proxy)	Please remove		RFP requirement stands
625	8.1. Hardware-Tech Spec - (NASUC) Firewall2		99	The proposed solution must support on appliance Per policy SSH decryption for both inbound and outbound traffic.	need clarification		RFP requirement stands
626	8.1. Hardware-Tech Spec - (NASUC) Firewall2		110	- Token-based solutions (i.e. Secure-ID)	Please remove		RFP requirement stands
627	8.1. Hardware-Tech Spec - (NASUC) Firewall2		111	- Kerberos	Please remove		RFP requirement stands
628	8.1. Hardware-Tech Spec - (NASUC) Firewall2		112	The proposed solution shall support packet captures based on Source Address, Destination Address, Applications, Unknown Applications, Port, Threats, Data Filters and / or any combination as specified	Please remove		RFP requirement stands

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629	8.1. Hardware-Tech Spec - (NASUC) Firewall2		115	The proposed solution shall support automated signature generation for discovered malware within 5 mins of inspection. The signatures must be based on content and payload, not just hash based.	Please remove	This is Vendor Specific	RFP requirement stands
630	8.1. Hardware-Tech Spec - (NASUC) Firewall2		119	The solution must provide the ability to block files with multi-level-encoding with 5 or more level of compression e.g. office file in 5 levels of zip.	Please remove	This is Vendor Specific	RFP requirement stands
631	8.1. Hardware-Tech Spec - (NASUC) Firewall2		137	The box should provide on box reporting.	Please modify	The box should provide on box/Centrally Management reporting	RFP requirement stands
632	8.1. Hardware-Tech Specs - L3 Switch		68	Switch OEM should be in the Gartner's Leaders or Challengers quadrant for Wired and Wireless LAN Access Infrastructure	Please modify	Network OEM should be in the Gartner's Leaders quadrant for Wired and Wireless LAN Access Infrastructure	RFP requirement stands
633	Section 4, Application Management Services	36		RFP states "The bank may upgrade the applications including finacle Core banking Solution(Finacle 7.0 to Finacle 10.0) during the tenure of the contract to new versions, the bidder is required to support the existing & future versions of the finacle CBS applications	Can you please provide indicative timeline of Finacle upgrade to Version 10 planned? Also confirm the Finacle 10 upgrade will not be part of SI scope		Finacle 10 upgrade will not be part of SI scope.
634	Section 4.1 Core Banking Solution Upgrade/Refreshment	48		RFP States "The bidders are required to quote the cost for the Core Banking migration /upgrade, customization, porting and implementation of new licensed modules / new add-on solutions of Finacle 7.0.25, Customization, trainings etc."	Please clarify whether finacle license and ATS of 7.0.25 shall be provided by bank.		Bidder to factor the required license & ATS. Bidder to enter into a tripartite agreement among bidder, bank & Infosys.
635	Section 4.1 Core Banking Solution Upgrade/Refreshment	49		RFP States "Customization retrofitting and porting along with Interface porting" is part of SI scope for CBS refresh.	Please confirm that the SI will be responsible for upgrading the interfaces with external systems only at the CBS level and any changes required at the external systems level which are not part of SI scope will be handled by bank or by the corresponding external system owner.		Understanding is correct.
636	Section 8.14.7 Service level Customization	146		RFP States Customization "Critical (Statutory/Audit/Urgently required due to Govt. notification) to be completed in 48 hours and others to be completed in 1 week.	We propose the actual resolution time be mutually agreed between SI And Bank based on the complexity of the customization.		RFP requirement stands
637	Section 4 - Detailed scope of Work	29		RFP States "If any of the personnel proceeds for leave more than 4 days, then the selected bidder shall provide competent replacement acceptable to the Bank."	We propose to modify this clause making it applicable only if the resource takes long leave(More than 1 month). This will enable SI to identify the right resources with right skill and knowledge of the customer environment to replace the outgoing support personnel.  However SI will be committed to provide the support services as per the SLA committed even in the case of short leaves taken by any resources.		Revised Clause: If any of the personnel proceeds for leave more than 4 days, then the selected bidder shall provide competent replacement acceptable to the Bank. However, bank is willing to consider any written deviation request from bidder on case to case basis during the contract period.

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638	Section 8.14 - Service Level Agreement, Point x	125		RFP States "For Applications that will be implemented by the bank in future, the bank will have the discretion to determine the criticality of the applications based on the bank's business requirements. The Bidder will maintain the associated IT Infrastructure based on the criticality determined by the bank and maintain the service levels accordingly"	We propose the impact of changing the criticality of the application needs to be discussed and mutually agreed and if required it has to be taken up through change management process		RFP requirement stands
639	Section 8.14 - Service Level Agreement, Point vii	125		RFP States "Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Bidder will need to provide onsite assistance within response resolution window."	We propose such on-site support requirements to be discussed and taken up through a change management process		RFP requirement stands
640	Section 8.14 - Service Level Agreement, Point 2 level Classifications	126		RFP States "Interruption making any functionality inaccessible services availability or unavailability or a severe impact on of any reports which is urgently required for compliance purpose. There is no possible alternative."	We propose any report changes required due to new compliance requirements to be excluded from the proposed SLA resolution time of 30 minutes. This needs to be taken up on a need basis based on the complexity of change required		Accepted
641	Section 4.1 Core Banking Solution Upgrade/Refreshment	49		Provide computer based training tool / module on Finacle 7.0.25 and new module including of customization to be provided.	We propose "Train the trainer" approach for training and request bank to modify this clause accordingly		Please consider the clause as deleted
642	Section 2.2 Branch Wise User Details	10		Total number of users are 3377 at present	Request you to please specify the concurrent users to be considered for DMS and LOS systems.		Concurrent users: LOS- 850 DMS- 100
643	AUPGB RFP for CBS Refreshment Annexure 8 1- Functional and Technical Requirements. DMS Point 2.5	1		Multiple scan stations with data entry at respective stations. The solution provider should provide offline scanning capabilities through a thick client based scanning application at the bank's branches as per the quantity specified in the RFP	Please mention the number of Scanning station required by the bank.		Bank to share the same to shortlisted bidder.
644	AUPGB RFP for CBS Refreshment Annexure 8 1- Functional and Technical Requirements. DMS Point 2.19	1		Support web based scanning	Please provide the number of concurrent users for web based scanning		DMS should support the feature at present.

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645	AUPGB RFP for CBS Refreshment Annexure 8 1-Functional and Technical Requirements. DMS Point 16.4	1		The system shall support distributed Document Repositories for document upload and access at local level, which can be replicated with central repository at scheduled intervals.	Please mention the number of local distributed document repositories required for supporting the central application server		Functionality is required in solution but presently the entire repository will be in central location.
646	AUPGB RFP for CBS Refreshment Annexure 8 1-Functional and Technical Requirements. DMS Point 17.6	1		The system shall support unlimited storage capacity	Please mention the volume of existing documents and potential volume of Documents for the next 5 years to help us arrive at appropriate storage sizing.		Existing documents will not be digitized in DMS. Potential volume of documents will be approx. 35,00,000 pages/year.
647	AUPGB RFP for CBS Refreshment Annexure 8 1-Technical Requirements. DMS Point 1.3	1		Should support the minimum concurrent users at any given point in time during the contract period	Request to please specify the minimum concurrent users to be supported by DMS at any given point of time.		Concurrent users for DMS will be 100.
648	908	49		Installation, integration and Implementation of new modules / add-on applications.	This is open statement. New modules and add-on applications need to be specified by Bank		RFP requirement stands
649	2.3	20	23	HP Data Protector On-line Backup for Windows LTU(B6965BAE) 16	We understand Bank wants to use HPE Data Protector in future also. Please let us know if new databases or new ESX hosts added as a result of refresh exercise for which additional agents needs to be procured. If yes please indicate the quantity.		Please consider the present and proposed solution.
650	4	42	v.	Recommended min capacity( in TB) 42.42	Please confirm whether bank wants current agent based license to be converted to capacity based license at DC and DR. If yes please conform if 50 TB is the right capacity. Capacity based license will give bank to unlimited online agent access for Windows and Unix and thus save the cost.		Please consider capacity based license if the same is cost effective.