

RFP for procurement of Supply, Installation, Commissioning and Maintenance for Memory and Compute Upgrade of existing Database Servers at PR, NR and DR Site



**RFP Ref: SBI/GITC/Core Banking-Tech Operation/2024/2025/1242: 22/11/2024**

**Responses to Prebid Queries discussed in the meeting dated 29.11.2024**

Sl. No	RFP Page No	RFP ClauseNo.	Existing Clause	Query/Suggestions	Bank's response
1	64	Appendix-E	<p>Payment shall be released only after execution of Service Level Agreement with the Bank. The payment schedule is as below:</p> <p>For Product: 90% of Hardware cost including installation charges, 1 year warranty– after installation, commissioning and go live working condition and successful completion of C-DAC or any other agency audit ((Hardware Inspection and Testing) with report certifying that the material supplied is as per RFP terms and issuing of Bank acceptance letter. Balance 10% after submission of PBG.</p>	Request to modify 90% of Hardware cost including installation charges, 1 years warranty on Power ON & Balance 10% on go live working condition and successful completion of C-DAC or any other agency audit. 10% after submission of PBG	No change. As per RFP
2	78	Appendix–L - Other Terms and Penalties Point G iii	RCA (provisional) for any issues should be provided by Service Provider within 48 hours. The penalty of non-submission of RCA (provisional) is Rs. 2,50,000.00 per day will be applicable on delay beyond 48 hours. RCA (Final) should be provided by Service Provider within 7 days. The penalty of Rs. 5,00,000.00 per day will be applicable on delay beyond 7 days unless approved by Bank in advance for specific cases.	Request to modify " RCA should be provided by Service Provider within 7 days. The penalty of Rs. 2,00,000 per Week will be applicable on delay beyond 7 days unless approved by Bank in advance for specific cases.	No change. As per RFP
3	79	Appendix–L - Other Terms and Penalties Point I	Vendor shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repair of	We request to modify the Preventive maintenance to Quarterly basis instead of first 15 days of every alternate month	No change. As per RFP

			<p>the Equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of the Contract on a day and time to be mutually agreed upon. Notwithstanding the foregoing Vendor recognizes the Bank's operational needs and agrees that the Bank shall have the right to require Vendor to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.</p>		
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