

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	73	Annexure-6 Technical Specification of Hardwares			9RXIF02 / IDKQD02 these 2 Serial numbers are incorrect, kindly share the correct serial numbers.	Bidder to refer the Corrigendum.
2	47-96	Annexure-6 Technical Specification of Hardwares			Kindly Share the Excel sheet of Serial number of the total assets with Model Numbers.	Bidder to refer the Corrigendum.
3	77-78	Annexure-6 Technical Specification of Hardwares			Need to know what are the OS running on the servers and and the software subscriptions.	Bidder to comply with RFP terms and conditions. Support is only for hardware, OS details can be provided for the servers at the time of ticket raising if required.
4	45 to 96	Annexure-6 Technical Specification of Hardwares			Servers/ Storage/ tape drive/DEGAUSSER Model details.	Bidder to refer the Corrigendum.
5	45 to 96	Annexure-6 Technical Specification of Hardwares			SLA for Servers calls its SBD/ NBD pls clear.	Bidder to comply with RFP terms and conditions. For servers/ storages SLA can be of SBD.
6	99	Annexure-7 Scope of Work		C. Maintenance Standard: 1. All 4 resident engineers deployed for our offices under this RFP should be employee of the company and support should be available from 10:00AM to 7:00 PM on banks' working day.	Kindly confirm if all 4 Engineers to be placed in Bangalore.	Bidder to comply with RFP terms and conditions. Bidder has to refer Annexure-13(Amended) Bill of Material for the details.
7	101	Annexure-7 Scope of Work		I. The vendor should make back to back arrangement with all of the product owners and/or OEMs (mandatorily for Servers) to ensure uninterrupted AMC services.	Kindly Confirm for which all Servers B2B is required as there are assets where OEM is not giving Support (HCL, ACER, Wipro).	Bidder to comply with RFP terms and conditions. B2B support is required for all servers except for which the EOS / End of extended support is over.

Date: 11/05/2023
Place: Bangalore


Deputy General Manager



