

SUPPLY, INSTALLATION AND MAINTENANCE OF VIRTUAL DESKTOP SOLUTION (INCLUDING THIN CLIENTS)
(Ref: CO/ITD/1347/R1/2021-22 Date: 20/12/2021)

CLARIFICATIONS

Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
1.	17	Section III, 2 - Eligibility Criteria	Bidder should have supplied minimum 500 no. of quoted Thin Clients to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted.	Request to amend clause: Bidder/OEM should have supplied minimum 500 no. of quoted Thin Clients to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted.	Please refer point no. 2 in amendment corrigendum
2.				Kindly Consider Bidder/OEM for Implementation	
3.				Bidder should have supplied minimum 500 no. of quoted Thin Clients to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years (We need to request for minimum 100 Thin client)	
4.				Instead quoted, Please allow Bidder should have supplied minimum 500 no any Thin Clients OEM reference to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted.	
5.				Bidder should have supplied minimum 500 no. of Thin Clients to Banks/ Financial Institutions/ Government Organizations/Private organizations in India in last three financial years. (Purchase Order issued by the organization should be submitted	



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6.				Bidder/OEM should have supplied minimum 500 no. of quoted Thin Clients to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted).	
7.	17	Section III, 2 - Eligibility Criteria	The proposed Virtual Desktop Solution should be implemented in a minimum one Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, which is providing more than 3000 Active Virtual Desktop instances as on the date of the issue of tender (cumulative). (Satisfactory letter issued by the organization should be submitted).	Request to amend clause: The proposed Virtual Desktop Solution should be implemented by the OEM/Bidder in a minimum one Scheduled Commercial Bank/ Financial Institutions/ Government Organizations in India within last three years, which is providing more than 3000 Active Virtual Desktop instances as on the date of the issue of tender (cumulative). (Satisfactory letter issued by the organization should be submitted).	The clause is for showcasing that proposed Virtual Desktop Solution has been successfully deployed in BFSI industry. The Satisfactory letter has to be provided for the VDI solution. The clause is oriented towards OEM. Please adhere to the tender terms & conditions.
8.				Bidder Or OEM reference	
9.				Kindly Consider Bidder/OEM for Implementation	
10.	17	Section III, 2 - Eligibility Criteria	The proposed Virtual Desktop Solution should be implemented in minimum one of the organization, which is providing more than 15000 Active Virtual Desktop	Bidder Or OEM reference	The clause is for showcasing that proposed Virtual Desktop Solution offers scalability and is successfully deployed at a large scale anywhere. The Satisfactory letter has to be provided for the VDI solution. The clause is oriented towards OEM.
11.				The proposed Virtual Desktop Solution should be implemented in minimum one of the organization, which is providing more than 15000 Active Virtual Desktop instances as on the date of the issue of tender. (Satisfactory letter issued by the organization to OEM/Bidder should be submitted).	



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12.			instances as on the date of the issue of tender. (Satisfactory letter issued by the organization should be submitted).	Kindly Consider Bidder/OEM for Implementation	Please adhere to the tender terms & conditions.
13.	17	Section III, 2 - Eligibility Criteria	The Annual turnover should be more than Rs. 50 crores for each of the last three Financial years (2018-19, 2019-20 & 2020-21).	Bidders who are registered as MSME units with NSIC and have a valid NSIC certificate, Bank may at its own discretion relax the provisions of turnover clause. This relaxation will be subject to compliance of the bid with all the other terms and conditions of this RFP, bidder's profile evaluation through client references and Technical evaluation of the proposed model of the Solution/Hardware. Hence request to exempt MSME vendors from Turnover clause	All the prevailing guidelines of Government of India will be followed and adhered to during the procurement process.
14.	18	Section III, 2 - Eligibility Criteria	Bidder should have deployed quoted HCI (Hyper Converged Infrastructure) solution in a Bank/ Financial Institution/ Government Organization/Corporate in India in last three financial years. (Satisfactory letter issued by the organization should be submitted).	Request to amend clause: Bidder / OEM should have deployed quoted HCI (Hyper Converged Infrastructure) solution in a Bank/ Financial Institution/ Government Organization/Corporate in India in last three financial years. (Satisfactory letter issued by the organization should be submitted).	Please refer point no. 4 in amendment corrigendum.
15.			Bidders who are registered as MSME units with NSIC and have a valid NSIC certificate, Bank may at its own discretion relax the provisions of prior experience. This relaxation will be subject to compliance of the bid with all the other terms and conditions of this RFP, Bidder's profile evaluation		



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16.				through client references and Technical evaluation of the proposed model of the Solution/Hardware. Request to relax prior experience clause for MSME vendors - Ref atatched Gazette notification Policy Circular No. 1(2)(1)/2016-MA.	
17.				Request to amend clause: Bidder / OEM should have deployed quoted HCI (Hyper Converged Infrastructure) solution in a Bank/ Financial Institution/ Government Organization/Corporate in India in last three financial years. (Satisfactory letter issued by the organization should be submitted).	
18.	18	Section III, 2 - Eligibility Criteria	Bidder should have implemented the quoted Virtual Desktop Solution configured with minimum 500 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution with in India in last three financial years. (Satisfactory letter and	Instead quoted, Pls allow .Bidders should have deployed any HCI (Hyper Converged Infrastructure) solution reference in a Bank/ Financial Institution/ Government Organization/Corporate in India in last three financial years Request to amend clause: Bidder/OEM should have implemented the quoted Virtual Desktop Solution configured with minimum 500 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted). OR Bidder or bidders parents' wholly owned subsidiary companies should have implemented the quoted Virtual Desktop Solution configured with minimum	Please refer point no. 3 in amendment corrigendum



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			Purchase Order issued by the organization should be submitted).	400 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted).	
19.				Bidders who are registered as MSME units with NSIC and have a valid NSIC certificate, Bank may at its own discretion relax the provisions of prior experience. This relaxation will be subject to compliance of the bid with all the other terms and conditions of this RFP, Bidder's profile evaluation through client references and Technical evaluation of the proposed model of the Solution/Hardware. Request to relax prior experience clause for MSME vendors - Ref atatched Gazette notification Policy Circular No. 1(2)(1)/2016-MA.	
20.				Request to amend to: Bidder should have implemented the quoted Virtual Desktop Solution configured with minimum 500 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution /Government /Corporate organization with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted).	
21.				Instead quoted, Pls allow any virtual desktop solution configured with mini 300 VDI/ 500 nos reference with multiple PO's. with any customer reference and not limited to commercial bank /finance institutes.	



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22.				Kindly Consider Bidder/OEM for Implementation	
23.\				Bidder should have implemented the Virtual Desktop Solution configured with minimum 500 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted).	
24.	18	Section III, 2 - Eligibility Criteria	The bidder should have service center in Chennai. The Postal Address of the service center along with proof of address should be provided with the bid.	Kindly Consider Bidder/OEM for Implementation	Please adhere to the tender terms & conditions.
25.	18	Section III, Project milestone and time line, Hyper-Converged Infrastructure Solution (includes required hardware & software):	Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Six (6) Weeks from the date of Purchase Order.	Request you to amend the clause as below: Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Twenty four (24) Weeks from the date of Purchase Order.	Please refer point no. 5 in amendment corrigendum
26.				Request to amend the delivery timeline for HCI to 8 week from DOP.	
27.				Due to pandemic delay from manufacturer side Requested to modify the clause as "Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Ten (10) Weeks from the date of Purchase Order"	



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28.	18	Section III, Project milestone and time line, Hyper-Converged Infrastructure Solution (includes required hardware & software):	Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Two (2) Weeks from the date of delivery of hardware & software.	Request you to amend the clause as below: Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Six (6) Weeks from the date of delivery of hardware & software.	Please adhere to the tender terms & conditions.
29.				Request to amend the installation timeline from 2 weeks to 6 weeks	
30.	18	Section III, Project milestone and time line, Hyper-Converged Infrastructure Solution (includes required hardware & software):	The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 8 weeks from the date of Purchase Order.	Request you to amend the clause as below: The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 32 weeks from the date of Purchase Order.	Please refer point no. 5 in amendment corrigendum.



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31.	18	Section III, Project milestone and time line, Hyper-Converged Infrastructure Solution (includes required hardware & software):	<p>* Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Six (6) Weeks from the date of Purchase Order.</p> <p>* Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Two (2) Weeks from the date of delivery of hardware & software.</p> <p>* The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 8 weeks from the date of Purchase Order.</p>	<p>Request to amend to:</p> <p>* Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed 10 Weeks from the date of Purchase Order.</p> <p>* Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed 4 Weeks from the date of delivery of hardware & software.</p> <p>* The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 14 weeks from the date of Purchase Order.</p>	Please refer point no. 5 in amendment corrigendum.



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32.	18	Section III, Project milestone and time line, Virtual Desktop Solution	<ul style="list-style-type: none"> • Software licenses should be delivered within 1 week from the date of issue of Delivery Instruction. • The Virtual Desktop Solution should be installed and configured within 2 weeks from the of delivery of licenses. • Rollout of 100 users should be completed within 2 weeks of configuration of the VDI software at the Central Site. • Rollout of next 500 users should be completed within 4 weeks after rollout of first 100 users. 	<p>We need to consider for additional 9 weeks, the timeline would be as below as per Citrix Consulting Services</p> <p>3-weeks for Assessment & Design</p> <p>7 Week for Platform deployment at both sites (Infra, images, GPO, ADC, GSLB)</p> <p>2 Week - for UAT + Rollout for 25 users (Increase in effort is to make sure UAT is successful)</p> <p>4 Weeks - Prod Rollout for 500 Users</p> <p>1 Weeks - Documentation, SPO Preparation.</p>	Please refer point no. 6 in amendment corrigendum.
33.			Virtual Desktop Solution should be installed and configured within 2 weeks from the of delivery of licenses.	Request to amend the installation timeline from 2 weeks to 4 weeks	Please refer point no. 6 in amendment corrigendum.
34.			Rollout of 100 users should be completed within 2 weeks of	Request to amend the installation timeline from 2 weeks to 4 weeks	Please refer point no. 6 in amendment corrigendum.



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			configuration of the VDI software at the Central Site.		
35.			Rollout of next 500 users should be completed within 4 weeks after rollout of first 100 users.	Request to amend the installation timeline from 4 weeks to 6 weeks	Please adhere to the tender terms and conditions.
36.	19	Section III, Project milestone and time line, 3.3 Thin Clients	Total time for Delivery, Installation and configuration of Thin Clients across all location should not exceed Four (4) Weeks from the date of issues of delivery instructions.	Request to amend to: Total time for Delivery, Installation and configuration of Thin Clients across all location should not exceed Six (6) Weeks from the date of issues of delivery instructions.	Please refer point no. 7 in amendment corrigendum.
37.				Please amend the clause to: Total time for Delivery, Installation and configuration of Thin Clients across all location should not exceed Sixteen (16) Weeks from the date of issues of delivery instructions.	
38.	19	Section III, 4 - Deliverables in Implementation, Point 9	The bidder/SI shall follow all respective technical/statutory guidelines, validations, SCD should be implemented, checked & verified, and related reports including SOP, SCD, Software Integrity Certificate and VAPT Clearance must be submitted, duly certified by OEM to the Bank for sign off the successful installation.	Request bank to clarify if the VAPT tool will be provided by the bank	Bank will arrange an external auditing agency for carrying out VAPT. The agency will have necessary tools for performing VAPT.
39.				Audit agency will provide by bank or SI?	



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40.	19	Section III, 4 - Deliverables in Implementation, Point 4	The bidder/SI shall deploy the Solution in the Bank's 2 centralized location with high availability and redundancy. Both the sites will be configured and deployed in Active-Active architecture and each of the site will run with approx. 50% users as Active and rest of the 50% users will be passive.	Is it safe to assume that we would setup active-active site 50% active load at each DC in normal case and in case of either of one DC going down should result in 100% or still 50% load of users from available DC.	The solution has to be deployed at Head Office and Corporate Office of the bank located in Chennai. In ideal situation both the sites will have 50% of users mapped. In case of a site failure, all the users should be able to work from the other site. The data of all the users should be available on both sites.
41.	19	Section III, 4 - Deliverables in Implementation, Point 14	The bidder/SI shall do regular backup of the solutions as per the defined Bank's backup policy.	Whether bank will give backup software or SI will provide	Since, this is a new solution which the bank is on-boarding in its IT environment, bank will prepare Backup plan for the proposed solution with the successful bidder and solution OEM. The backup plan has to be followed for taking backups. Currently, bidders do not need to quote a backup solution.



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42.	19	Section III, 4 - Deliverables in Implementation, Point 10	The patches (critical / non-critical) as and when released by OEM, for the proposed solution/ servers/OS, to be tested first in test environment, and thereafter deployed, installed and configured by bidder's team at bank's site, as per Bank's requirement during the contract period without any additional cost to Bank.	Need to understand whether bank will provide ether internet	Access to internet will be provided through Proxy on the systems assigned to the VDI support team. All the patches have to be downloaded on the systems and then pushed to the respective servers in the environment for patching. Direct internet connectivity to the Server will not be provided.
43.\	21	Section III, 4 - Deliverables in Implementation, Point 43	The proposed solution shall have following support features- 1. Administrator/Support Engineer must be able to take control of remote user Machine. 2. Administrator/Support Engineer should be able to Share/Upload files to remote User machine.	Should be removed as it more of remote physical end point device management and not a VDA Session management	In some of the cases, the user would be logged in on VDI session from a remote location and may need support. In such cases all the requested features are required. Please adhere to the tender terms and conditions.



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			<p>3. Administrator/Support Engineer should be able to chat with connected user.</p> <p>4. Administrator should be able to see online users.</p> <p>5. Administrator should be able display alert as message to users in advance for planned activity or an upcoming maintenance.</p> <p>6. Assessment of number of VMs, VLANs and other resources required to setup.</p>		
44.	22	Section III, Deliverables in Implementation, Point 44 o	Integrate existing VMware Workspace One UEM solution (MDM) with Desktop virtualization solution to provide single sign on capabilities. The integration will give the Bank ability to allow access to VDI from a compliant BYO device which	Since Citrix Don't own VMware UEM Solution, We would only give support in terms of providing details w.r.t citrix workspace app package/ Gateway URL , rest integration and configuration of VMware UEM to be done by VMware UEM Team	In case OEM of VDI solution is not able to integrate the VDI solution with the VMware Workspace One UEM solution (MDM), the bidder has to perform the activity.



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			could be Windows 10/11/Linux or an iPad.		
45.	23	Section III, Deliverables in Implementation, Point 45 b	Bidder/SI should help create an overall design of implementing the Networking and security solution which would include SLB /WAF as required for the VDI management components	For a VDI Solution majority traffic would be ICA/HDX (NOT http/https) which is not relevant for WAF, ICA Traffic is already secured using STA ticketing validation and triggered after multiple layers of authentication. WAF & BOT Protections will be applied to the Gateway web login part only which is the only internet facing web component.	The WAF is required for the North South traffic viz. in this case on the Gateway which allows user to access VDI over internet. The East-West traffic does not need to flow through WAF.
46.	23	Section III, Deliverables in Implementation, Point 45 f	Bidder/SI should help setup WAF in learning mode for the web components of the application front ended by the load balancer.	Gateway web login part only which is the only internet facing web component. Gateway web login part only which is the only internet facing web component – the relevant and recommended protections for Gateway web login are mentioned in detail in this article, these are predetermined and does not require learning capability.	The WAF is required for the North South traffic viz. in this case on the Gateway which allows user to access VDI over internet. The East-West traffic does not need to flow through WAF.
47.	24	Section III, 4 - Deliverables in Implementation, Point 48 b	The user requesting desktop over Internet to land in DMZ environment setup at Bank's DC which is separate from the location where the HCI nodes will be deployed. The Connection and Session management infrastructure for desktops provided over Internet will be hosted out of	Request bank to clarify if the connection and session management infrastructure for desktops provided over internet will be provided by the bank.	The IT Infrastructure required for Connection and Session management infrastructure for desktops provided over Internet will be hosted out of Bank's DC, will be provided by bank. However, the necessary software licenses (Database, OS, Middleware, etc.) have to be provided by the bidder.



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			Bank's DC in the existing DMZ environment.		
48.	24	Section III, 4 - Deliverables in Implementation, Point 48 g	In the case of network issues between DC and the offices, the desktop session provided over Internet should only get affected and the Intranet session should have no impact whatsoever.	This point needs to be modified as the network issue between DC and office will impact the session access.	The VDI solution and users will be in the same building. The users will connect to VDI solution for a session over intranet only without any WAN link in between. However, in case of site failure the users will access VDI from the other building, in which case WAN link will come. Please adhere to the tender terms and conditions.
49.	26	Section III, 5. Scope of Facility Management Services, Point 34	The Facility Management charges shall be paid by the bank in equal half-yearly instalments within thirty (30) days from the date submission of invoice after completion of respective period, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule.	We request the FMS charges to be paid on monthly basis.	Please refer point no. 8 in amendment corrigendum.
50.	28	Section III, 5. Scope of Facility Management	Level 1 (L1): Should be Science Graduate (IT / Computer/Electronics), preferably, be BE/B. Tech/B	Request bank to consider these resources to be hired on off-roll / partners payroll. However, the overall responsibility will be owned by the bidder.	The bidder is allowed to subcontract, only after obtaining written permission from bank.



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		Services, FMS Requirement for Remote access solution REMOTE ACCESS(VDI) / VPN Solution	Sc. with minimum 3 years' experience in Information technology field and minimum 1 year of hand-on experience in the management of Proposed solution. He/ She should be having OEM certification for the proposed solution as part of this RFP Level 2 (L2): Should be Science Graduate (IT/ Computer), preferably, be BE/B. Tech/MCA with minimum 5 years' experience in Information technology field and minimum 2 years of hand-on experience in the management of Proposed solution. He/ She should be having OEM certification for the proposed solution.		
51.	31	Section III, 10. Payment Terms, Implementation Cost	Installation and Configuration of Centralised VDI Solution at the central locations: 30% of the implementation cost Rollout of Virtual Desktop for 100 users (including creating	Request the payment as below: Installation and Configuration of Centralized VDI Solution at the central locations: 70% of the implementation cost Rollout of Virtual Desktop for 100 users (including creating of Virtual Desktop centrally and	Please adhere to the tender terms and conditions.



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			<p>of Virtual Desktop centrally and configuring the same in thin client): 25% of the implementation cost</p> <p>Rollout of Virtual Desktop for 600 users (cumulative) (including creating of Virtual Desktop centrally and configuring the same in thin client): 45% of the implementation cost</p>	<p>configuring the same in thin client): 10% of the implementation cost</p> <p>Rollout of Virtual Desktop for 600 users (cumulative) (including creating of Virtual Desktop centrally and configuring the same in thin client): 20% of the implementation cost</p>	
52.	32	Section III, 10. Payment Terms, Note - 4	<p>The Bank shall have the right to withhold any payment due to the supplier, in case of delays or defaults on the part of the supplier. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items/ activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the supplier in the price bid against such activity / item</p>	<p>Bank shall only withhold the payment for the affected part of the system</p>	<p>In case the affected part of the system is degrading the performance of the entire solution, in such cases, Bank will withhold all payment releases, till the time issue is rectified.</p>



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53.	33	Section III, 10. Service Level Agreement, Point. 11	Service Level Agreement (SLA) - Penalty Cap on SLA: - 100% * Monthly Contract Value (calculated on Monthly basis).	Penalty shall be capped to 10% of the total contract value	Please adhere to the tender terms & conditions.
54.	35	Section III, 12. Insurance	The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to all equipment due to non-availability of storage cum erection policy, the supplier has to bear the losses.	Bidder will provide transit insurance upto the Client location. Kindly remove the requirement of the additional 3 months insurance and losses due to damage to any equipment due to non-availability of storage cum erection.	Please adhere to the tender terms and conditions.
55.	36	Section III, Liquidated Damages, On Project Implementation	If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the Invoice price of Goods & services for each	Request bank to cap the maximum deduction till 5% of the undelivered portion of work.	Please adhere to the tender terms and conditions.



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			week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.		
56.	36	Section III, Liquidated Damages, On delay in Deployment of FM	The bidder shall deploy the required resources as per scope under FMS at Bank centralized locations within 6 weeks from the date of Purchase order. If the Supplier fails to deploy the resources within the time period specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to 0.5% per week of the total FMS cost for each week or part thereof of delay, until actual delivery subject to maximum deduction of 10%	Request bank to cap the maximum deduction till 5% of the undelivered portion of work.	Please adhere to the tender terms and conditions.



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			of the total price of the Facility Management Support.		
57.	37	Section III, 12. Limitation of Liability	<p>Supplier 's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.</p> <p>This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts</p>	<p>Request to amend clause to:</p> <p>Supplier's aggregate liability under the contract shall be limited to a maximum of 50% the annual contract value. This limit shall not apply to third party claims for</p> <p>a) IP Infringement indemnity related to Bidder services.</p> <p>b) Bodily injury (including Death) caused by Supplier's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by Bank on the Supplier that gave rise to claim, under this tender. Neither party shall be shall be liable for indirect, special and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p>	Please adhere to the tender terms and conditions.



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			<p>finally awarded by a court against bank or included in a settlement approved by vendor.</p> <p>For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.</p>		
58.	38	Section III, Indemnity Clause	<p>If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.</p>	<p>Request for deviation for provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p>	<p>Please adhere to the tender terms and conditions.</p>
59.	38	Section III, Patent Rights	<p>The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial</p>	<p>Provisions related to Patent rights be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p>	<p>Please adhere to the tender terms and conditions.</p>



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Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
			design rights arising from use of the Goods or any part thereof		
60.	39	Section III, Intellectual Property Rights		Provisions related to IPR be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder	Please adhere to the tender terms and conditions.
61.	42	Section III, Termination for Convenience	The Equipment that are delivered in working condition and ready for deployment as on date of service provider's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices.	In case of termination for convenience, Bank shall also agree to pay, at a minimum besides invoices for services availed till date of termination: (i) costs for performing or supplying deliverables as at the date of the termination notice; and (iii) costs that may be incurred by Successful bidder, which it is unable to mitigate or recover	Please adhere to the tender terms and conditions.
62.	42	Section III, Termination for Default		Bank may only terminate if at the end of the 30 days Bidder is unable to remedy the breach. Further termination shall not affect the Parties rights already accrued under the contract for payment of Goods or Services already provided before the date of termination	Please adhere to the tender terms and conditions.
63.	44	Section III, Negligence	In connection with the work or contravenes the provisions of other Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him	Request to amend by adding: that in the instance of any negligence during the provision of services, Bidder will be provided 30 days notice to remedy the breach before the Bank terminates the contract.	Please adhere to the tender terms and conditions.



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			in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.		
64.	44	Section III, Negligence	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the obligations of the Service Provider under this RFP. In such case, decision of the new entity will be binding on the successful bidder.	Bank to provide prior notification regarding any assignment to new entity	Please adhere to the tender terms and conditions.



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65.	51	Section IV, 2.5. OFFLINE SUBMISSIONS	In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc. a) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 8) b) Integrity Pact	We request you to consider submission of Integrity pact in online mode	Please adhere to the tender terms and conditions.
66.	55	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #38	The solution should have its own remote delivery protocol instead of relying on 3rd party protocol	Please Remove. This point is put up to create vendor lock-in and proprietary solution. Indian OEMs use protocols like RemoteFX which has open source specification so anyone can build the implementation. Microsoft RemoteFX protocol is the most widely deployed remote computing protocol and it is at par with all proprietary protocols. Microsoft uses the same protocol for their own VDI solution which is becoming the most significant VDI solution in the global market.	If the protocol is from third party, resolution of any issues arising due to the display protocol will be delayed till the provider addresses the issue and the OEM (offering VDI solution) has no control over it. As display protocol is most important component in any VDI solution and is responsible for end user experience as well as network bandwidth consumption. It is not recommended to take the risk, as over utilization of the links may impact regular banking operations. In view of the above, please adhere to the tender terms & conditions.



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Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
67.	56	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #46	The solution should allow for clientless way of offloading audio and video content rendering on HTML based VDI or session desktop access	Kindly remove. Clientless HTML5 based access is a limited access method. This access method does not support many features that bank would be looking for. This feature for video offloading is on our roadmap. Bank will not need this feature as Bank will use Client based access for their users because of other security features asked by the Bank. This point will lead to exclusion of Make in India products. So we request you to remove this requirement.	This feature will be used by bank, as bank will use both Client based as well as clientless based access (through web browser). During, clientless access offloading audio and video content rendering on HTML based VDI is required. In view of the above, please adhere to the tender terms & conditions.
68.	57	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #74	The solution Should be Credential Guard , Common Criteria, FIPS 140-2 and PCI-DSS compliant.	Request for Clarification. Most Indian Startup OEMs do not have CC certification. Rest of the compliance is there. CC certification is done by OEM companies only for specific version. CC certification is good to have but should not be must. Reason being CC certification requires 12-15 months of testing on each version of the product. And with each version change, CC certification needs to be redone. Even the other players in VDI space only have 1 or 2 specific versions as CC certified. There is no guarantee that a vendor can deploy a CC certified version of the product and with any upgrade of the deployed version, the CC certification will still be valid. This clause makes Indian Startup OEM solution non-compliant.	Please refer point no. 9 in amendment corrigendum
69.				Accops does not have CC certification. Rest of the compliance is there. CC certification is done by OEM companies only for specific version. CC	



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				certification is good to have but should not be must. Reason being CC certification requires 12-15 months of testing on each version of the product. And with each version change, CC certification needs to be redone. Even the other players in VDI space only have 1 or 2 specific versions as CC certified. There is no guarantee that a vendor can deploy a CC certified version of the product and with any upgrade of the deployed version, the CC certification will still be valid. This clause makes Accops Make in India solution non-compliant.	
70.	58	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #78	The solutions should be able to configure for each resource (application or desktop) a primary site and a secondary site	Request to amend clause to: "The solutions should be able to configure for each User/Group assignment of application or desktop to a primary site and a secondary site." Sites are generally allocated to the users and not to the VDI resources	Please refer point no. 10 in amendment corrigendum.
71.	58	Section V, 1. Specifications for VDI, Subsection A - Solution	The solution should support pure IPv4, pure IPv6 and dual stack deployments	The solution should support pure IPv4/pure IPv6 and dual stack deployments. Not all components in the VDI environment can be on pure IPv6 stack. We request removing pure IPv6 stack as requirement.	Please refer point no. 11 in amendment corrigendum.



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Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
		Technical Specification, Point #74			
72.	61	Section V, 1. Specifications for VDI, Sub Section B - Network Security and Load Balancing, Point #9	The solution should be able to deliver SLB/GSLB/WAF (if required) functionalities for the Management components of the VDI solution and should be sized to support 1500 Users. With the option for the bank to pay as we grow our user environment for additional load balancing capacities.	Since the current VDI environment asked for is for 600 users. Request to amend clause to: The solution should be able to deliver SLB/GSLB/WAF (if required) functionalities for the Management components of the VDI solution and should be sized to support 600 Users. The same platform should have the option for the bank to pay as we grow our user environment for additional load balancing capacities to support upto 100000 users or 40000 concurrent users.	Please refer point no. 12 in amendment corrigendum.
73.	63	Section V, 1. Specifications for VDI, Sub Section B - Network Security and Load Balancing, Point #9	The solution shall detect and identify DOS attacks on the VDI infra, provide notifications, and mitigate appropriately	The internet facing component - ADC Gateway has inbuilt Network and application Layer DDoS Protection capabilities, as this is an on-prem solution DDoS traffic mitigations work till the licensed throughput limits of the ADC VPX have been reached.	Necessary software licenses have to be provided by the bidder as part of the solution.
74.	63	Section V, 1. Specifications for VDI,	The solution shall provide inbuilt intelligent WAF capabilities, which the bank can turn on at any time by	WAF capabilities should be available day 1. Request to amend clause to: The solution shall provide inbuilt intelligent WAF capabilities, which the bank can turn on at any	Please adhere to the tender terms & conditions.



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		Sub Section B - Network Security and Load Balancing, Point #31	procuring more capacities, with real-time insights into application-specific traffic, security, and user experience, to identify and protect against the most sophisticated attacks.	time without additional cost, with real-time insights into application-specific traffic, security, and user experience, to identify and protect against the most sophisticated attacks.	
75.	65	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 1	The solution shall provide hyper-converged infrastructure that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	Request to amend to: The solution should be able to work on Standard x86 server hardware available from all the leading vendors in the industry.	Please adhere to the tender terms & conditions.
76.	65	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 4	The proposed HCI Solution to be supplied with VMware ESXi as the Hypervisor layer and VMware vRealize Operation management platform.	Requesting to consider all leading Hypervisors apart from just VMware ESXi such as Citrix, MS, Nutanix etc.	Bank has specified Hypervisor as VMware ESXi, as bank has standardized on VMware ESXi for its x86 workloads in DC & DR over a period of time. Also, bank is having trained officials (with required skillset) for monitoring and managing VMware ESXi technology. Thus, to standardize on a set of technology and for ease of operations, bank has specified hypervisor as VMware ESXi



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77.	65	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 5	The proposed HCI Solution needs to be managed by existing management server (VMware vCenter) to provide single pane of management for the existing as well as the new HCI cluster.	This point is single OEM specific and which is making RFP proprietary towards only single OEM. Hence request to delete this point considering the scope of RFP is for VDI solution.	Please refer point no. 13 in amendment corrigendum.
78.	66	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 18	The solution should be able to connect to external 3rd party SAN & NAS storage into the HCI cluster for capacity expansion	Request you to modify this point as : The HCI solution should have capability to scale the storage within HCI cluster either with SSDs/NVMe/SATA/SAS.	Bank is already using NAS storage, and the same is hosting data of officials working in Head Office and Corporate Office Chennai. The proposed VDI solution will be used by these officials, thus the proposed HCI solution should be able to connect to external 3 rd party SAN or NAS storage. Also, this provides flexibility to bank for utilizing its existing SAN storages also. Please adhere to the tender terms & conditions.
79.	66	Section V, Part I, Specification for Hyper Converged Infrastructure	The proposed solution should support SSD disk as caching disk, same must be in addition to the capacity disk of same capacity as capacity disk, asked in this RFP. The failure of one caching drive on the node	Superior HCI architectures do not need caching disks as the proposed SSD's mandatorily provided to do IOPs & performance needed. Rather than being technology specific bank can define the performance needed per HCI node to have a level playing field. So, we request bank to modify the point as below.	Please refer point no. 14 in amendment corrigendum.



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		Solution, Point 21	should not bring the node / cluster down. Multiple cache drives per node should be supported.	"The failure of one caching drive on the node should not bring the node / cluster down."	
80.	67	Section V, Part I, Specification for Thin Client, Point 1	Processor Intel/AMD with min 1.8 GHz Quad Core Processor on x86 platform or higher	Request to amend the clause: The processor should be Intel/AMD with base frequency 1.1GHz up to 2.0GHz Quad Core Processor on x86 platform or higher.	Please refer point no. 15 in amendment corrigendum.
81.				Intel Quad Core Processor with min 2.0Ghz base frequency upto 2.7 Ghz, 4MB cache or higher. Quoted processor should be released after Q4'19 Intel Quad Core Processor with min 2.0Ghz base frequency upto 2.7 Ghz, 4MB cache or higher. Quoted processor should be released after Q4'19	
82.	67	Section V, Part I, Specification for Thin Client, Point 2	4 GB RAM and Higher	Request to amend to: 4GB DDR4 2400MT/s	Please adhere to the tender terms & conditions.
83.	67	Section V, Part I, Specification for Thin Client, Point 3	Integrated graphics with 32 MB shared RAM	To remove 32 MB shared RAM as it is integrated graphics	Please refer point no. 16 in amendment corrigendum.
84.	67	Section V, Part I, Specification	Total 4 External USB or higher, out of which one should be USB 3.0	Total of 6 USB ports or higher, out of which one should be USB 3.1	Please adhere to the tender terms & conditions.



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		n for Thin Client, Point 5			
85.	67	Section V, Part I, Specification for Thin Client, Point 9	1 VGA / DP & 1 HDMI Port. If Thin Client does not have VGA Port, then Converter for DP to VGA is to be provided by the Solution provider and it will also be under 3 years warranty + AMC	Request to amend the clause: Onboard 1 VGA & 1 HDMI PORT to be considered on thin client	Please adhere to the tender terms & conditions.
86.	67	Section V, Part I, Specification for Thin Client, Point 14	LED Backlit 19.5" or higher LCD Color Monitor Antiglare (Same make as Thin Client) Energy Star /TCO 05	Request to amend the clause: It should be 19.5" BIS certified and Made in India as against TCO 05	Please refer point no. 17 in amendment corrigendum.
87.				LED Backlit 19.5" or higher LCD Color Monitor Antiglare, Energy Star /TCO 05	
88.	68	Section V, Part I, Specification for Thin Client, Point 15	USB OEM Keyboard (Same Make as Thin Client)	USB OEM Keyboard. LED, Keyboard and Mouse are independent accessories and allow multiple OEM to bid to allow best in class to bid. Restricting with a same Make will restrict to get best in class component on a reasonable price.	Please adhere to the tender terms & conditions.
89.	68	Section V, Part I, Specification for Thin Client, Point 16	USB OEM Scroll Mouse (Same Make as Thin Client)	USB OEM Scroll Mouse. LED, Keyboard and Mouse are independent accessories and allow multiple OEM to bid to allow best in class to bid. Restricting with a same Make will restrict to get best in class component on a reasonable price.	Please adhere to the tender terms & conditions.



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Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
90.	68	Section V, Part I, Specification for Thin Client, Point 17	Embedded O/s - Should support external DVD R/W & HDD via USB Port	Request to amend the clause: Embedded Linux OS to be considered	Please adhere to the tender terms & conditions.
91.		General Queries		. IN THE BID 3000 VDI from BFSI, Government & also 15,000 VDI from one Organization & 500 VDI from BFSI on page 98 they have asked all (do we need to submit all or any one is ok)	All three are separate clauses. Satisfactorily letter for 3000 VDI and 15000 VDI is independent to bidder. However, bidder has to showcase its experience in implementing the VDI solution by providing satisfactory letter last clause.
92.		General Queries		Make in INDIA they have classified in three categories Class-I, equal to 50% or more Class-II more than 20% but less then 50% & NON-Local Supplier less then or equal to 20% we need to understand and get more clarity.	Please adhere to the tender terms & conditions.
93.		General Queries		Who will supply Microsoft licenses 2021+RSD call license, VDA license either customer or SI ?	Bank will provide the necessary Microsoft Windows Licenses and RDS CALs for user desktops. However, SI has to provide necessary software licenses for deploying the VDI solution.
94.		Local Content	% age of local content for individual components	Request Bank to consider %age of local content for the complete solution and not for individual components	Please adhere to the tender terms & conditions.



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Sl. No.	Page No.	Sub-Clause	Description of the Clauses	Bidder's Query/Requested Amendment	Bank Remarks
95.		AMC-clarifications		<p>AMC period is non- committal by the Bank as follows. Payment for AMC / ATS is annually in advance.</p> <p>a. AMC contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period</p> <p>b. Bank reserves the right to renew the AMC for the software from the OEM through other vendor or the same vendor (successful bidder) at mutually agreed rate after contract period</p>	Please adhere to the tender terms & conditions.
96.		PBG - clarifications		<p>We will submit PBG for the warranty period of three years + claim period of three months.</p> <p>As the AMC / ATS is non -committal by the Bank -- For the AMC / ATS we will submit the PBG for the AMC / ATS period as the AMC / ATS is non-committal by the Bank. If the AMC / ATS is for one year we will submit for one year plus three months claim period, if released for two years we will submit PBG for two years plus three months claim period</p>	Please adhere to the tender terms & conditions.
97.	89	Annexure - IX	NDA Format- Indemnity Clause	Request removal of the Indemnity clause from the NDA, as the best remedy for breach of confidentiality is an injunction or a suit for specific performance	Please adhere to the tender terms & conditions.
98.	NA	NA	NA	NA	Wherever SI has been mentioned in the bid, the same refers to System Integrator.



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AMENDMENTS

Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
1.	Schedule	Last Date & Time for submission of Bids in Online & Offline Mode: 10.01.2022 at 04:00 PM	The revised timeline is: 19.01.2022 at 04:00 PM
2.	Section III, 2 - Eligibility Criteria	Bidder should have supplied minimum 500 no. of quoted Thin Clients to Banks/ Financial Institutions/ Government Organizations/ Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted).	The revised clause is: Bidder/OEM should have supplied minimum 500 no. of Thin Clients to Banks/ Financial Institutions/ Government Organizations/ Corporates in India in last three financial years. (Purchase Order issued by the organization should be submitted). In case, Bidder has not supplied thin clients in-line to the above clause, then OEM has to deploy & configure the thin clients in Indian Bank during the rollout of VDI for 1 st 100 users.
3.	Section III, 2 - Eligibility Criteria	Bidder should have implemented the quoted Virtual Desktop Solution configured with minimum 500 Virtual Desktops instances in a Scheduled Commercial Bank/Financial Institution with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted).	The revised clause is: Bidder should have implemented the quoted Virtual Desktop Solution configured with minimum 200 Virtual Desktops instances in a Scheduled Commercial Bank/ Financial Institution/ Corporate with in India in last three financial years. (Satisfactory letter and Purchase Order issued by the organization should be submitted).



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Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
4.	Section III, 2 - Eligibility Criteria	Bidder should have deployed quoted HCI (Hyper Converged Infrastructure) solution in a Bank/ Financial Institution/ Government Organization/ Corporate in India in last three financial years. (Satisfactory letter issued by the organization should be submitted).	<p>The revised clause is:</p> <p>Bidder/OEM should have deployed quoted HCI (Hyper Converged Infrastructure) solution in a Bank/ Financial Institution/ Government Organization/ Corporate in India in last three financial years. (Satisfactory letter issued by the organization should be submitted).</p> <p>In case, Bidder has not deployed HCI solution in-line to the above clause, then OEM has to deploy the solution in Indian Bank.</p>
5.	Section III, Project milestone and time line, Hyper-Converged Infrastructure Solution (includes required hardware & software):	<p>* Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Six (6) Weeks from the date of Purchase Order.</p> <p>* Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Two (2) Weeks from the date of delivery of hardware & software.</p> <p>* The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 8 weeks from the date of Purchase Order.</p>	<p>The revised clause is:</p> <p>* Total time for Delivery for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Ten (10) Weeks from the date of Purchase Order.</p> <p>* Total time for Installation/Configuration for hardware & software for Hyper Converged Infrastructure Solution at both the sites (in Chennai) should not exceed Two (2) Weeks from the date of delivery of hardware & software.</p> <p>The overall time for delivery & installation of Hyper Converged Infrastructure solution should be less than 12 weeks from the date of Purchase Order.</p>



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Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
6.	Section III, Project milestone and time line, Virtual Desktop Solution	<ul style="list-style-type: none"> • Software licenses should be delivered within 1 week from the date of issue of Delivery Instruction. • The Virtual Desktop Solution should be installed and configured within 2 weeks from the of delivery of licenses. • Rollout of 100 users should be completed within 2 weeks of configuration of the VDI software at the Central Site. • Rollout of next 500 users should be completed within 4 weeks after rollout of first 100 users. 	<p>The revised clause is:</p> <ul style="list-style-type: none"> • Software licenses should be delivered within 1 week from the date of issue of Delivery Instruction. • The Virtual Desktop Solution should be installed and configured within 3 weeks from the of delivery of licenses. • Rollout of 100 users should be completed within 3 weeks of configuration of the VDI software at the Central Site. • Rollout of next 500 users should be completed within 4 weeks after rollout of first 100 users.
7.	Section III, Project milestone and time line, 3.3 Thin Clients	Total time for Delivery, Installation and configuration of Thin Clients across all location should not exceed Four (4) Weeks from the date of issues of delivery instructions.	<p>The revised clause is:</p> <p>Total time for Delivery, Installation and configuration of Thin Clients across all location should not exceed Six (6) Weeks from the date of issues of delivery instructions.</p>
8.	Section III, 5. Scope of Facility Management Services, Point 34	The Facility Management charges shall be paid by the bank in equal half-yearly instalments within thirty (30) days from the date submission of invoice after completion of respective period, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule.	<p>The revised clause is:</p> <p>The Facility Management charges shall be paid by the bank in equal quarterly instalments within thirty (30) days from the date submission of invoice after completion of respective period, subject to satisfactory services rendered from the date of installation, commissioning and acceptance of the system at the rates quoted in the price schedule.</p>



SUPPLY, INSTALLATION AND MAINTENANCE OF VIRTUAL DESKTOP SOLUTION (INCLUDING THIN CLIENTS)

(Ref: CO/ITD/1347/R1/2021-22 Date: 20/12/2021)

Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
9.	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #74	The solution Should be Credential Guard , Common Criteria, FIPS 140-2 and PCI-DSS compliant.	The revised clause is: The solution Should be Credential Guard, FIPS 140-2 and PCI-DSS compliant.
10.	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #78	The solutions should be able to configure for each resource (application or desktop) a primary site and a secondary site	The revised clause is: "The solutions should be able to configure for each User/Group assignment to a primary site and a secondary site."
11.	Section V, 1. Specifications for VDI, Subsection A - Solution Technical Specification, Point #74	The solution should support pure IPv4, pure IPv6 and dual stack deployments	The revised clause is: The solution should support pure IPv4, pure IPv6 and dual stack deployments. If support for pure IPv6 stack is not available out of the box, the same should be in the roadmap set by OEM and should be provided to bank within 6 months from the date of issue of Purchase Order
12.	Section V, 1. Specifications for VDI, Sub Section B - Network Security and Load	The solution should be able to deliver SLB/GSLB/WAF (if required) functionalities for the Management components of the VDI solution and should be sized to support 1500 Users. With the option for the bank to pay as we grow our user environment for additional load balancing capacities.	The revised clause is: The solution should be able to deliver SLB/GSLB/WAF (if required) functionalities for the Management components of the VDI solution and should be sized to support 600 Users. With the option for the bank to pay as we grow



SUPPLY, INSTALLATION AND MAINTENANCE OF VIRTUAL DESKTOP SOLUTION (INCLUDING THIN CLIENTS)

(Ref: CO/ITD/1347/R1/2021-22 Date: 20/12/2021)

Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
	Balancing, Point #9		our user environment for additional load balancing capacities.
13.	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 5	The proposed HCI Solution needs to be managed by existing management server (VMware vCenter) to provide single pane of management for the existing as well as the new HCI cluster.	The revised clause is: The Hypervisor layer in the proposed HCI Solution needs to be managed by existing management server (VMware vCenter). A separate management layer may be provided or VMware vCenter may be used for single pane of management for the proposed HCI cluster.
14.	Section V, Part I, Specification for Hyper Converged Infrastructure Solution, Point 21	The proposed solution should support SSD disk as caching disk, same must be in addition to the capacity disk of same capacity as capacity disk, asked in this RFP. The failure of one caching drive on the node should not bring the node / cluster down. Multiple cache drives per node should be supported.	The revised clause is: The proposed solution should provide caching tier from SSDs with high endurance viz. DWDP*=7x or higher. This should be in addition to the capacity tier, asked in this RFP. The failure of one caching drive on the node should not bring the node / cluster down. Multiple cache drives per node should be supported. <i>*Drive Writes Per Day (DWPD) measures how many times you could overwrite the drive's entire size each day of its life.</i>
15.	Section V, Part I, Specification for Thin Client, Point 1	Processor Intel/AMD with min 1.8 GHz Quad Core Processor on x86 platform or higher	The revised clause is: The processor should be Intel/AMD with base frequency 1.1GHz up to 2.0GHz (or higher) Quad Core Processor on x86 platform or higher.



SUPPLY, INSTALLATION AND MAINTENANCE OF VIRTUAL DESKTOP SOLUTION (INCLUDING THIN CLIENTS)

(Ref: CO/ITD/1347/R1/2021-22 Date: 20/12/2021)

Sl. No.	Sub-Clause	Description of the Clauses	Amended Clause
16.	Section V, Part I, Specification for Thin Client, Point 3	Integrated graphics with 32 MB shared RAM	The revised clause is: The processor should have integrated graphics.
17.	Section V, Part I, Specification for Thin Client, Point 14	LED Backlit 19.5" or higher LCD Color Monitor Antiglare (Same make as Thin Client) Energy Star /TCO 05	The revised clause is: LED Backlit 19.5" or higher LCD Color Monitor Antiglare (Same make as Thin Client), BIS certified
18.	Annexure – III, Contract Form	Contract Form	New Clause to be added as 2.(f) as "the RFP no..... Dated including its Addendum/s & corrigendum/s"
19.	NA	NA	If a holiday is declared on the bid submission date as mentioned in the RFP, the bids shall be received /opened on the next working day at the same time specified in the RFP and at the same venue unless communicated otherwise.

