

**RFP for Procurement of Supply, Installation, Commissioning and Maintenance of HPE XP8, Alletra Storage and SAN Switches  
for Capacity Expansion with 5 years warranty**

| Sl. No. | RFP Page No. | RFP Clause No. | Existing Clause                                                                                                                                                                                                                        | Query/Suggestions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Bank's response                        |
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| 1       | 19           | 13. i.         | Bid shall remain valid for duration of 6 calendar months from Bid submission date.                                                                                                                                                     | <p><b>Query-1:</b><br/>In the current volatile IT market situation, holding price validity beyond <b>Bid Closure</b> is not possible.</p> <p><b>Hence Request to remove this clause.</b></p> <p><b>Query-2:</b><br/>Considering the prevailing market conditions and volatility in IT hardware pricing, it may not be feasible to maintain the quoted prices for an extended period. We therefore request the Bank to kindly remove the requirement of 6 months' bid validity.</p> <p><b>Query-3:</b><br/>We request the Bank to kindly reconsider the stipulated bid validity of 6 calendar months. Considering the dynamic nature of IT hardware pricing and prevailing market fluctuations, such extended price validity may not be commercially sustainable. The Bank is requested to delete this requirement.</p>                                                                                                                                                                                                                                                                                                                                                                        | No change is proposed in terms of RFP. |
| 2       | 19           | 13. ii.        | Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA.                                                                                                  | <p><b>Query-1:</b><br/>In the current volatile IT market situation, holding price validity beyond <b>Bid Closure</b> is not possible.</p> <p><b>Hence Request to remove this clause.</b></p> <p><b>Query-2:</b><br/>Request you to consider Price quoted by the Bidder in Reverse auction shall remain valid for duration of 1 calendar month from the date of conclusion of RA.</p> <p><b>Query-3:</b><br/>In view of fluctuations in IT product pricing, retaining the Reverse Auction price for 6 months may not be commercially feasible. We request the Bank to kindly reconsider and delete the provision requiring the RA price to remain valid for 6 months.</p> <p><b>Query-4:</b><br/>We seek relaxation from the requirement of maintaining the Reverse Auction price for 6 months after conclusion of the RA. Due to possible changes in market prices during this period, we request the Bank to kindly remove this condition.</p> <p><b>Query-5:</b><br/>The requirement to keep the price discovered through Reverse Auction firm for 6 months may expose bidders to significant pricing risk due to market fluctuations. We therefore request deletion of this condition.</p> | No change is proposed in terms of RFP. |
| 3       | 19           | 13. iv.        | Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom | <p><b>Query-1:</b><br/>In the current volatile IT market situation, holding price validity beyond <b>Bid Closure</b> is not possible.</p> <p><b>Hence Request to remove this clause.</b></p> <p><b>Query-2:</b><br/>Considering the volatility in hardware prices, exchange rates and applicable duties, maintaining fixed prices throughout the entire contract period may not be commercially viable. We request the Bank to kindly review and remove this provision.</p> <p><b>Query-3:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No change is proposed in terms of RFP. |

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|   |    |   | exchange rate fluctuations and customs duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.                                                                                                                                                                                                                   | <p>We request the Bank to review the provision for keeping prices firm throughout the complete contract period, including against exchange-rate and customs-duty fluctuations. In view of the volatility associated with IT products, we request that this clause be deleted.</p> <p><b>Query-4:</b> As IT hardware prices are subject to changes in exchange rates, customs duties and market conditions, keeping prices unchanged for the complete contract duration may not be feasible. We request the Bank to kindly withdraw this condition.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          | of RFP.                                |
| 4 | 70 | 4 | Delivery of all equipment should be within 6 weeks and installation, testing, commissioning within 9 weeks from date of placing of order.                                                                                                                                                                                                                                 | <p><b>Query-1:</b><br/><b>Request to change the clause as below:</b><br/>Delivery of all equipment should be within <b>10</b> weeks and installation, testing, commissioning within <b>12</b> weeks from date of placing of order.</p> <p><b>Query-2:</b><br/>Change Request:<br/>Delivery of all equipment should be within 16 weeks and installation, testing, commissioning within 10 weeks from date of placing of order.</p> <p><b>Query-3:</b><br/>We request the Bank to revise the delivery and implementation schedule to allow 10 weeks for delivery of all equipment and 12 weeks for installation, testing and commissioning from the date of order, considering the procurement and deployment lead time involved.</p>                                                                                                                                                                                                                                             | No change is proposed in terms of RFP. |
| 5 | 70 | 6 | The project involves replacement of existing 3PAR and XP7 storages with the proposed Alletra and XP8 storage along with the migration of data from existing to new storage. The project to be completed in 3 months from the date of delivery of hardware based on the planned downtime requirements of existing workloads which involves host migration along with data. | <p><b>Query-1:</b><br/><b>Request to change the clause as below:</b><br/>The project involves replacement of existing 3PAR and XP7 storages with the proposed Alletra and XP8 storage along with the migration of data from existing to new storage. The project to be completed in <b>6</b> months from the date of delivery of hardware based on the planned downtime requirements of existing workloads which involves host migration along with data.</p> <p><b>Query-2:</b><br/>Considering the complexity of replacement, host migration and data migration activities, we request the Bank to extend the implementation completion period from 3 months to 6 months from the date of hardware delivery.</p> <p><b>Query-3:</b><br/>Considering that the scope includes replacement of existing storage, host migration and data migration, we request the Bank to extend the project completion period from 3 months to 6 months from the date of hardware delivery.</p> | No change is proposed in terms of RFP. |
|   |    |   | <p><b>Payment shall be released only after execution of Service Level Agreement with the Bank. The payment schedule is as below:</b></p> <p><b>Milestone 1:</b> On Delivery of hardware and written confirmation from OEM for completeness of entire shipment: 50% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p>      | <p><b>Query1:</b><br/><b>Request to change the clause as below:</b></p> <p>Payment shall be released only after execution of Service Level Agreement with the Bank. The payment schedule is as below:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                        |

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| 6 | 71 | 11 | <p><b>Milestone 2:</b> After installation, commissioning and go live working condition including data migration at all 3 sites PR, NR and DR : 30% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p> <p><b>Milestone 3:</b> On 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 and submission of PBG: 20% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p> | <p><b>Milestone 1:</b> On Delivery of hardware and written confirmation from OEM for completeness of entire shipment: 50% of Hardware cost including installation charges with 5 years of warranty (Total Project Cost).</p> <p><b>Milestone 2:</b> After installation, commissioning and go live working condition <b>40%</b> of Hardware cost including installation charges with 5 years of warranty (Total Project Cost). <b>(We request to remove data migration at all 3 sites for releasing 40% payment)</b></p> <p><b>Milestone 3:</b> On 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 and submission of PBG: <b>10%</b> of Hardware cost including installation charges with 5 years of warranty (Total Project Cost).</p> <p><b>Query-2:</b><br/>Request you to consider .</p> <p><b>Milestone 1:</b> On Delivery of hardware and written confirmation from OEM for completeness of entire shipment: 80% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p> <p><b>Milestone 2:</b> After installation, commissioning and go live working condition including data migration at all 3 sites PR, NR and DR : 10% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p> <p><b>Milestone 3:</b> On 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 and submission of PBG: 10% of Hardware cost including installation charges with 5 years of warranty(Total Project Cost).</p> <p><b>Query-3:</b><br/>We request the Bank to revise the milestone payment structure to 50% upon delivery, 40% after installation and commissioning, and the balance 10% upon successful audit, acceptance and submission of PBG, instead of the existing 50%-30%-20% structure.</p> <p><b>Query-4:</b><br/>To align payments with the actual stages of supply and implementation, we request the Bank to consider the following milestone distribution: 50% on hardware delivery, 40% after installation/commissioning and go-live, and 10% after successful audit, Bank acceptance and PBG submission.</p> | Please refer to corrigendum-1 dated 18.08.2026. |
|   |    |    | <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects of supplying and commissioning of total 4 PB storage in last 3 years with each work order for a minimum of 1 PB storage.</p>                                                                                                                                                                                                                                                                                                                                                      | <p><b>Query-1:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 |

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| 7 | 57  | 6  | <p>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references other than SBI are required)</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects of supplying and commissioning of total 4 PB storage in last 5 fiscal years with each work order for a minimum of 1 PB storage.</p> <p>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references other than SBI are required)</p> <p><b>Query-2:</b></p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects of supplying and commissioning of total 4 PB storage in last 5 fiscal years with each work order for a minimum of 1 PB storage.</p> <p>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references other than SBI are required)</p> <p><b>Query-3:</b></p> <p>We request the Bank to consider reducing the storage experience requirement from a cumulative 4 PB to 3 PB, while retaining the requirement of a minimum 1 PB storage per work order. Accordingly, the clause may be amended to permit client references for a total of 3 PB storage executed during the last 3 years.</p> <p><b>Query-4:</b></p> <p>To encourage participation from bidders having relevant large-scale storage deployment experience, we request the Bank to revise the requirement from total 4 PB storage experience to total 3 PB storage experience during the last 3 years, with a minimum of 1 PB under each qualifying work order.</p> <p><b>Query-5:</b></p> <p>Request to change the clause as below:</p> <p>Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects of supplying and commissioning of total 3 PB storage in last 3 years with each work order for a minimum of 1 PB storage.</p> <p>(Start and End Date of the Project to be mentioned) in the past (At least 3 client references other than SBI are required).</p> | No change is proposed in terms of RFP. |
| 8 | 4-5 | 12 | <p>Earnest Money Deposit: Rs. 50,00,000/-</p> <p><b>Query-1:</b></p> <p>We request that the Earnest Money Deposit (EMD) and performance bank guarantee be accepted in the form of an Insurance Surety Bond. This request is supported by the Ministry of Finance Office Memorandum No. F.1/1/2022-PPD dated 02.02.2022, which amended Rules 170(i) and 171(i) of the General Financial Rules (GFR), 2017, to explicitly recognize Insurance Surety Bonds as a valid alternative to traditional forms of Bid Security and Performance Security.</p> <p>In view of the above provision, we kindly request your consideration and acceptance of the EMD as well as PBG in the form of an Insurance Surety Bond.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No change is proposed in terms of RFP. |
| 9 | 5   | 13 | <p>5% of Total Project Cost (in Rs.)</p> <p>Performance Security in form of BG should be valid for 5 years and three months from the effective date of the Contract</p> <p><b>Query-1:</b></p> <p>We request the Bank to revise the clause as below</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | No change is proposed in terms of RFP. |

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|    |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 3% of Total Project Cost (in Rs.) Performance Security in form of BG should be valid for 5 years and three months from the effective date of the Contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | of RFP.                                                                                                                                                                                                                               |
| 10 | 47  | 49  | <b>TERMINATION FOR CONVENIENCE:</b><br><br>i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).<br><br>ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. | This is not a service contract rather it is a capex contract wherein all the equipment is delivered immediately on order and warranty/ AMC support is provided. Due to this this clause is not applicable and so request you to drop this clause.                                                                                                                                                                                                                                                                                                                                                                                   | No change is proposed in terms of RFP.                                                                                                                                                                                                |
| 11 | 29  | iii | Service Provider shall be willing to transfer skills to relevant personnel of the Bank, by means of training and documentation                                                                                                                                                                                                                                                                                                                                                                                                                   | Need clarity at Bank premises or Bidder defined location, Training will be given by OEM or bidder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Training will be given by OEM at the places of delivery as decided by bank.                                                                                                                                                           |
| 12 | 69  | 2   | To provide all necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.                                                                                                                                                                                                               | Any other software or installation of that is out of scope please confirm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No change is proposed in terms of RFP.                                                                                                                                                                                                |
| 13 | 95  | 5   | <b>Penalty on delay in migration:</b> Existing workloads along with its data (under the scope) to be migrated to new storage within 3 months of date of delivery of hardware. In case of delay in completion of migration, a penalty of 0.5 percent of the total project cost for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total project cost will be charged to vendor. However, no penalty shall be levied in case of delay(s) in deliverables or performance                                 | <b>Request you to consider.</b><br><b>Penalty on delay in migration:</b><br>Existing workloads along with its data (under the scope) to be migrated to new storage within 5 months of date of delivery of hardware. In case of delay in completion of migration, a penalty of 0.5 percent of the total project cost for each week or part thereof the delay, subject to maximum amount of ten (5) percent of the total project cost will be charged to vendor. However, no penalty shall be levied in case of delay(s) in deliverables or performance of the Contract for the reasons solely and directly attributable to the Bank. | No change is proposed in terms of RFP.                                                                                                                                                                                                |
| 14 | 110 | 6.5 | Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than one hour of detection.                                                                                                                                                                                                                                                                                                                                                 | <b>Request you to consider.</b><br>Service Provider shall report the incidents, including cyber incidents and those resulting in disruption of service and data loss/ leakage immediately but not later than Four hour of detection.                                                                                                                                                                                                                                                                                                                                                                                                | No change is proposed in terms of RFP.                                                                                                                                                                                                |
| 15 | 100 | iii | <b>Future additions of Hardware / Software:</b><br><br>(a) The Bank would have the right to:<br>i. Shift supplied systems to an alternative site of its choice.<br>ii. Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.<br>iii. Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed in-house.                                                                       | a) Shifting will be taken care of by bidder at mutually agreed rate.<br>b) This is not relevant, request you to please drop this clause.<br>c) the patches, upgrades etc as per standard warranty of OEM will be supplied as per the scope.                                                                                                                                                                                                                                                                                                                                                                                         | a) The cost of the shifting of supplied systems to an alternate site will be borne by bank at mutually agreed rate between bank and bidder.<br>b) No change is proposed in terms of RFP.<br>c) No change is proposed in terms of RFP. |
| 16 | 98  | g   | <b>Penalties for SLA uptime shall be as under</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                       |
|    |     |     | <b>Penalty</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                       |

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|    | 97  | 1   | 2% of Total Project Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Request you to consider 0.1 % instead of 2% of Total Project Cost                                                                                                                                                                                    | No change is proposed in terms of RFP. |
|    | 97  | 2   | 3% of Total Project Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Request you to consider 0.2 % instead of 3% of Total Project Cost                                                                                                                                                                                    | No change is proposed in terms of RFP. |
|    | 97  | 3   | 4% of Total Project Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Request you to consider 0.4% instead of 4% of Total Project Cost                                                                                                                                                                                     | No change is proposed in terms of RFP. |
|    | 97  | 4   | 5% of Total Project Cost                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Request you to consider 0.5% instead of 5% of Total Project Cost                                                                                                                                                                                     | No change is proposed in terms of RFP. |
|    | 97  | g-1 | <b>Other Penalty: Closure of Vulnerabilities (VAPT/IEHRT) /Observation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                      | No change is proposed in terms of RFP. |
|    |     |     | <b>i) Critical</b> -Rs. 20,000 per day per vulnerability after 20 Days of reporting of vulnerability / observation if it remains open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Request you to consider</b><br><b>i) Critical</b> -Rs. 3,000 per day per vulnerability after 20 Days of reporting of vulnerability / observation if it remains open.                                                                              | No change is proposed in terms of RFP. |
|    |     |     | <b>ii) High Risk</b> -Rs. 15,000 per day per vulnerability after 30 Days of reporting of vulnerability / observation if it remains open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>ii) High Risk</b> -Rs. 2,000 per day per vulnerability after 30 Days of reporting of vulnerability / observation if it remains open.                                                                                                              | No change is proposed in terms of RFP. |
|    |     |     | <b>iii) Medium Risk</b> -Rs. 10,000 per day per vulnerability after 45 days of reporting of vulnerability / observation if it remains open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>iii) Medium Risk</b> -Rs. 1,000 per day per vulnerability after 45 days of reporting of vulnerability / observation if it remains open.                                                                                                           | No change is proposed in terms of RFP. |
|    |     |     | <b>iv) Low Risk</b> -Rs. 5,000 per day per vulnerability after 60 days of reporting of vulnerability / observation if it remains open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>iv) Low Risk</b> -Rs. 500 per day per vulnerability after 60 days of reporting of vulnerability / observation if it remains open.                                                                                                                 | No change is proposed in terms of RFP. |
|    | 97  | g-2 | Version Upgrade(n-1) of Software and Application in Solution -Rs. 5,000/- per day after 60 days of release of patch by OEM if system remains unpatched.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Version Upgrade(n-1) of Software and Application in Solution -Rs. 500/- per day after 60 days of release of patch by OEM if system remains unpatched.                                                                                                | No change is proposed in terms of RFP. |
| 17 | 98  | i   | <b>Preventive maintenance:</b> 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 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. | Request you to consider Preventive maintenance once in quarter.                                                                                                                                                                                      | No change is proposed in terms of RFP. |
| 18 | 100 | 13  | Penalties will be applied quarterly in which the incident has occurred and will have a cumulative cap of the 10% amount of project cost in the entire project term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Request you to consider.</b><br>Penalties will be applied quarterly in which the incident has occurred and will have a cumulative cap of the 1% amount of project cost in the entire project term.                                                | No change is proposed in terms of RFP. |
| 19 | 57  | 3   | The Bidder must have an average turnover of minimum Rs. 400 crores during last 03 (three) financial year(s) i.e., FY 2024-25, FY 2023-24 and FY 2022-23.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | We request a relaxation in the average turnover of minimum Rs. 350 crores during last 03 (three) financial year(s) i.e., FY 2024-25, FY 2023-24 and FY 2022-23.<br>or please allow us to submit unaudited balance sheet signed by the CA FY 2025-26. | No change is proposed in terms of RFP. |