

Request for Proposal for Procurement of servers -NPCI/RFP/2017-18/IT/13 dtd.21.03.2018							
Consolidated list of Replies to Pre-bid Queries							
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	RFP	23	8.13 (2)	4 hours replacement guarantee / resolution for Hardware issues.	Replacement gurantee is not given by the OEM. For any other hardware isuues resolution can be provided within 6 Hr in case of servers. So please ammend it as " 6 hrs		No Change in RFP
2	RFP	23	8.14	10% of the cost of the Individual Equipment Penalty will be applicable for breach of SLAs during warranty and AMC period. Penalty will be calculated and recoverable on Annual uptime basis.	Request to ammend it as " 10% of the cost of the Individual Equipment Penalty will be applicable for breach of SLAs during warranty and AMC period. "		The guranteed uptime of 99.99% per annum basis hence penalty calculation would be applicable on annual uptime basis. No change in the clause.
3	RFP	-	-	Installation Time	Installation time is not clear in the RFP. It should be 2-3 weeks after delivery.		Please refer Corrigendum-1
4	RFP	23	8.15	Price shall remain fixed for a period of five (5) years from the date of Notification of award / 1st Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained	These #3 clauses are counter directing. We seek clarification for price locking period. We suggest 90 days.	The cost dynamism isn't supportive of price stability for longer period.	No Change in RFP
5	RFP	23	8.16	8.16 Repeat Order: NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 1 year from the date of award / 1st Purchase Order.			
6	RFP	20	8.2	8.2 Term of the Order The term of the Notification of Award/Purchase Order shall be for a period of five (5) years wherein the price of the equipment as specified in the RFP would be at a fixed rate.			
7	RFP	10	3.1	3.1 Scope of work #4 Operating System Installation	We would like to know : which operatiing System? Is the bidder expected to quote OS?		Proposed Bidder has to install the Oprating systems version Cent OS 7.3 as per NPCI Requirments at the time of implementaton .
8	RFP	10	3.1	#7. Coordination with the application vendors and NPCI team for implementing Hadoop framework on the servers	We would like to know : what is detailed scope / expected from the bidder		Proposed Bidder has to Co-ornate with NPCI Data Center Team at the time implementation Configuraton of OS Side parameter if any Request by the Software Solution vendor

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9	RFP	10	3.1	The software & hardware quoted by bidder in this RFP should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 5 years of Purchase order / contract period. In the event of the supplied equipment being declared End of support/End of Life during the contract period of 5 years, the bidder has to replace the equipment with equipment having equivalent or higher configurations without any additional cost to NPCI	All server models that we'd quote through this RFP would not have End of Support (EOS) in next 5yrs. Server End of Life has dependency on Intel Processors and similar critical components & hence 'No EOL for 5 yrs.' can't be confirmed.		No Change in RFP
10	RFP	22	8.11	8.11 Warranties: The successful bidder shall provide comprehensive on-site comprehensive warranty for 3 years, including part replacement /repairs within 4 hours of reporting, and hardware related software updates, upgrades, patches, and bug fixes for hardware and related Software from OEM 24 x 7 x 365 days.	We suggest support warranty for upfront 5 Yrs. BG can be provided appropriately.		No Change in RFP
11	RFP	23	8.13	1 hour should be response time for hardware & software issue once the incident is identified	Response times should be atleast 2 hrs		Please refer the Clause of 8.11 Response time is 1 Hrs and Resolution time with in 4 Hours
12	RFP	23	8.14	10% of the cost of the Individual Equipment Penalty will be applicable for breach of SLAs during warranty and AMC period. Penalty will be calculated and recoverable on Annual uptime basis	Penalty seems to be open ended; pls. clarify.		Please refer the Sr.No.2

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13	RFP	27	8.27	<p>8.27 Termination of Purchase Order/Contract For Convenience:</p> <p>NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. <u>NPCI shall consider request of the bidder for pro-rata payment till the date of termination.</u></p> <p>For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.</p> <p>For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).</p>	<p>We suggest it to change as "NPCI shall make the pro-rata payment till the date of termination to the Bidder".</p>		No variation in the RFP terms can be accepted.
14	SECTION#3.1	10	NA	The software & hardware quoted by bidder in this RFP should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 5 years of Purchase order / contract period. In the event of the supplied equipment being declared End of support/End of Life during the contract period of 5 years, the bidder has to replace the equipment with equipment having equivalent or higher configurations without any additional cost to NPCI	We assure to support the componet for a duration of 5 years but it is not possible to predict the product lifecycle for next 5 years. Requesting NPCI to amend the clause appropriately.		No Change in RFP
15	SECTION#8.12	22	NA	Cost of AMC should not be less than 8% of the solution cost.	This is very high considering as a general rule of thumb for a server the amc is about 2%		No Change in RFP
16	Section 8 - Terms and Conditions	20	8.4	The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG)	Request NPCI to limit the PBG validity to the warranty period since bidder has to submit separate BG if they need to collect AMC payment in advance as per clause No: 8.18 Payment Terms: c) AMC		No Change in RFP
17	Section 8 - Terms and Conditions	21	8.7	The components shall be delivered within 4-6 weeks of from the date of receipt of the Purchase Order.	Request NPCI to provide 6-8 Weeks for the delivery of material		Please refer Corrigendum-1

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18	Section 8 - Terms and Conditions	22	8.10.	If the Bidder does not deliver the Goods as per the above delivery period, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty @ 0.5% of the total value of the Purchase Order for each week's delay subject to a maximum of 5% of the total value of the Purchase Order	Request NPCI to cap the overall penalty related to LD,SLA, Uptime to 5% of the Total Value of Purchase Order		No Change in RFP
19	Section 8 - Terms and Conditions	22	8.12	Cost of AMC should not be less than 8% of the solution cost.	Request NPCI to provide more input whether 8% will be for 1 year or 8% will be for 2 year AMC		
20	Section 8 - Terms and Conditions	23	8.16 Repeat Order:	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 1 year from the date of award / 1st Purchase Order.	request NPCI to reduce the price validity to a maximum of 180 days from the date of Bid submission. (since as per this RFP clause , bidder has to take OEM confirmation for Price validity for 180 days (bid validity) + 1 Year (from PO date) as a total of 545 Days which will not accepted by any OEM)		No Change in RFP
21	Section 8 - Terms and Conditions	23	8.18 Payment Terms: c) AMC	AMC charges shall be paid quarterly in arrears. In case the successful bidder desires to get payment of AMC charges in advance, Bank Guarantee equivalent to the value of the AMC charges for the respective year, with action period of 12 months, shall be submitted before 14 days of commencement of the period of maintenance.	Request NPCI to either release AMC payment in Yearly advance since we are submitting PBG for 6 Years (contract period + 12 months) or reduce the PBG validity to the warranty period only.		No Change in RFP
22	Server Specification	32-45	Chipset	Intel C621	Request NPCI to consider Intel C621 Chipset or Higher		Proposed Bidder Solution Should Support Intel C621 Chipset or Higher
23	Server Specification	32-45	Memory	Server should support 24 DIMMS slots, Configures with 64 GB using 2x32GB, RDIMM DDR4 scalable	We request NPCI to consider " server should support minimum 12 DIMMs slots" which can support memory capacity of 384GB (12x32 GB) Considering the current requirement for 64 GB only need to be populated on each server		No Change in RFP
24	Server Specification	32-45	Disk Drive Bay / HDD size	Server proposed with 16 Bay drives 2.5" / 8 Nos. of 200GB MIX Use SATA SSD Drive or higher capacity Hot Swappable HDD	We request NPCI to consider " Server proposed with minimum 12 Bay drives 2.5" Drive or higher capacity Hot Swappable HDD".		No Change in RFP