

Response to Pre-Bid Queries for RFP Ref. No. IT-02/2024-25 dated 25-April-2024

RFP for Supply, Installation, Commissioning and Maintenance of On Premise Oracle Private Cloud Appliance and Exadata Appliance with Five Year Support/Warranty and Two Years Comprehensive AMC

Sr. No.	Page	Section	Clause	Change Requested	Response
1	44	7.7	Successful Bidder shall, at own expense, deposit with the StockHolding, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 10% (Ten per cent) of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder until the BG is submitted.	Successful Bidder shall, at own expense, deposit with the StockHolding, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% (Five per cent) of the Contract Value from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid for 5 years. No payment will be due to the successful bidder until the BG is submitted. Since, the bid states the warranty and support is for 5 years, we are requesting the PBG period to be clarified as 5 years	No Change
2	38	6.2.2 Penalty Clause	Penalty on total cost of 7 years AMC (per month)	Remove Since the uptime is dependent on multiple factors including OEM's manufacturing process, uptime guarantees are not possible. Hence the request to remove this clause	No Change
3	38	6.2.2 Penalty Clause	Measurement Interval - Monthly	Remove Since the uptime is dependent on multiple factors including OEM's manufacturing process, uptime guarantees are not possible. Hence the request to remove this clause	No Change
4	39	6.2.2 Penalty Clause	Uptime (%) = ((Sum of total hours during Month – Sum of downtime hours during month)/ (Sum of total hours during month)) x 100. Total hours during the month = 720 hours	Remove Since the uptime is dependent on multiple factors including OEM's manufacturing process, uptime guarantees are not possible. Hence the request to remove this clause	No Change
5	39	6.2.2 Penalty Clause	Equipment Failure: The Bidder shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculate during any and every month. Additional Penalty of Rs. 1,00,000/- per instance will be applicable.	Remove Since the uptime is dependent on multiple factors including OEM's manufacturing process, uptime guarantees are not possible. Hence the request to remove this clause	No Change
6	39	6.2.2 Penalty Clause	Failure of PCA System / Intel X86 Enterprise server – Response time within 30 minutes of lodging the complaint - No penalty	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
7	39	6.2.2 Penalty Clause	Failure of PCA System / Intel X86 Enterprise server – Response Time – Beyond 30 minutes of lodging the complaint but within 4 hours and Resolution Time – within 8 hours - Rs 6,000 per equipment per hour	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
8	39	6.2.2 Penalty Clause	Failure of PCA System / Intel X86 Enterprise server – Response Time – After 8 hours but within 16 hours of lodging the complaint and Resolution Time – within 24 hours - Rs 9,000 per equipment per next hour	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
9	39	6.2.2 Penalty Clause	Failure of PCA System / Intel X86 Enterprise server – Response Time – After 24 hours of lodging the complaint and Resolution Time – within 48 hours - Rs 12,000 per equipment per next hour	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
10	39	6.2.2 Penalty Clause	Penalties for high impact severity equipment - Response Time – Within 4 hours of lodging the complaint and Resolution Time – within 8 hours - No penalty	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change

11	40	6.2.2 Penalty Clause	Penalties for high impact severity equipment - Response Time – After 4 hours but within 8 hours of lodging the complaint. Resolution Time – within 24 hours - ₹ 3,000 per equipment per hour	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
12	40	6.2.2 Penalty Clause	Penalties for high impact severity equipment - Response Time – After 24 hours of lodging the complaint. Resolution Time – within 48 Hours - ₹ 6,000 per equipment per nex24 hours	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
13	9	2. Eligibility Criteria (Documents to Be Submitted Online)	Should have an annual turnover of at least Rs. 21 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY 2022-23). It should be of individual company and not of Group of Companies	Should have an annual turnover of at least Rs. 20 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY 2022-23). It should be of individual company and not of Group of Companies. Alternatively, we are requesting exemption for MSE under MSME clause	Turnover exemption for MSME will provided
14	48	Annexure – 2: Eligibility Criteria	Should have an annual turnover of at least Rs. 21 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY 2022-23). It should be of individual company and not of Group of Companies	Should have an annual turnover of at least Rs. 20 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY 2022-23). It should be of individual company and not of Group of Companies. Alternatively, we are requesting exemption for MSE under MSME clause	Turnover exemption for MSME will provided
15	38	6.2.1 SLA Metrics	The Bidder shall ensure that faults and failures intimated by StockHolding as above are set right within 4 hours of being informed of the same. In case if replacement of any component required, it should be made available not later than the Next Business Day. Penalty applicable will be in terms 0.5% of annual Warranty/AMC/Support charges for every delay wherein bidder has failed to deliver the agreed service levels 24 x 7 support coverage with 6 hours call to repair/one business day for replacement under the Contract subject to a maximum of 10% of the Warranty/AMC/Support charges.	Remove Since the support is directly from the OEM, the bidder has no influence over their response/resolution time. Hence the request to remove this clause.	No Change
16	38	6.2.1 SLA Metrics	The Bidder shall ensure that the full configuration of the equipment is available to the StockHolding in proper working condition viz. uptime of Exadata System viz. uptime of 99.95% of the time on a 24 x 7 x 365 basis.	Remove Since the uptime is dependent on multiple factors including OEM's manufacturing process, uptime guarantees are not possible. Hence the request to remove this clause	No Change
17	19	4.2.1.3 Backup / Media Server	Intel X 86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 10x 6.8 TB (max 7.68 TB) NVMe SSD H/w RAID controller with RAID 5 support 16/32 GB Fibre Channel PCIe HBA with 2 transceivers 2x Dual 10/25 SFP28 Short Range (SR) Transceiver Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect)	Intel X 86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 10x 7.68 TB SSD H/w RAID controller with RAID 5 support 16/32 GB Fibre Channel PCIe HBA with 2 transceivers 2x Dual 10/25 SFP28 Short Range (SR) Transceiver Red Hat Enterprise Linux OS (Should be compatible with TSM/IBM Spectrum Protect) NVMe drives does not support RAID	No Change

18	20	4.2.3 NDR Site	Intel X86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 6x 6.8 TB (max 7.68 TB) NVMe SSD, H/w RAID controller with RAID 5 support 2x Dual 10/25 SFP28 Short Range (SR) Transceiver 2x Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers Oracle Enterprise Linux OS	Intel X86 Enterprise Server 2x 16-core 2.4 GHz Intel processor 512 GB Memory 6x 7.68 TB SSD, H/w RAID controller with RAID 5 support 2x Dual 10/25 SFP28 Short Range (SR) Transceiver 2x Dual Port 16 Gb or 32 Gb Fibre Channel PCIe HBA with 2 transceivers Oracle Enterprise Linux OS NVMe drives does not support RAID	No Change
19	48	ANNEXURE – 2: ELIGIBILITY CRITERIA	1. The bidder should be a company registered under Indian Companies Act, 1956 with experience of implementation, integration and managing of Oracle Private Cloud or Exadata Appliance.	Request to include the following note for all the clauses of ANNEXURE – 2: ELIGIBILITY CRITERIA & Technical Bid Evaluation (Stage 2) as: <i>In case the bidding company / firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.</i> Further, We request to consideration of registration under Companies Act, 2013/1956.	Modified Requirement: <i>The bidder should be a company registered under Indian Companies Act, 1956 or Indian Companies Act, 2013 and should be operating in India for the past 5 (five) years with minimum 3 years' experience of implementation, integration and managing of Oracle Private Cloud or Exadata Appliance</i>
20	48	ANNEXURE – 2: ELIGIBILITY CRITERIA	2. Should have an annual turnover of at least Rs. 21 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY2022-23). It should be of individual company and not of Group of Companies	Request to modify the clause as: 2. Should have an annual turnover of at least Rs. 100 Crores per annum for last 03 (three) financial years (FY2020-21, FY2021-22 and FY2022-23). It should be of individual company and not of Group of Companies	No Change
21	48	ANNEXURE – 2: ELIGIBILITY CRITERIA	6. Bidder should have experience of minimum 02 projects for supply of On premise Oracle Exadata/PCA during last 03 years from RFP date in India.	Request to modify the clause as: 6. Bidder should have experience of minimum 01 projects for supply/upgrade of On-premise/cloud, Oracle Exadata/PCA during last 05 years from RFP date in India. Note: In case the bidding company / firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.	No Change
22	12	Technical Bid Evaluation (Stage 2)	1. Bidder should have experience of minimum 02 projects for implementation of Onpremise Oracle Exadata or PCA during last 03 years from RFP date in India. 2 projects – 15 Marks 3 projects – 20 Marks More than 3 projects – 30 Marks	Since the RFP ask for Installation and configuration to be done by OEM only and not by the bidder, we request to modify the clause as: 1. Bidder/OEM should have experience of minimum 02 projects for implementation of Onpremise Oracle Exadata or PCA during last 03 years from RFP date in India. 2 projects – 15 Marks 3 projects – 20 Marks More than 3 projects – 30 Marks	No Change

23	13	Technical Bid Evaluation (Stage 2)	2. Bidder should have completed atleast 1 Data Migrations on PCA or Exadata. 1 Migration – 20 Marks 2 Migrations – 25 Marks More than 2 Migrations – 30 Marks	Request to modify the clause as: 2. Bidder/OEM should have completed atleast 1 Data Migrations on PCA or Exadata. 1 Migration – 20 Marks 2 Migrations – 25 Marks More than 2 Migrations – 30 Marks	No Change
24	3	RFP Document Details	4. Interest free Earnest Money Deposit (EMD) [*]: Rs. 50,00,000/- (Indian Rupees Fifty Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 00410300033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.	Request to consider submission of EMD in form of Bank guarantee ALSO. Request to provide BG Format and its validity date.	No Change
25	26	4.3.5	Connectivity from PCA/ Exadata to DC Core switch will be direct, instead of through LIEU	Request you to change the Connectivity at DC site from PCA/ Exadata to DC Core switch will be through LIEU instead of direct	Modified Requirement: <i>The Connectivity at DC site from PCA/ Exadata to DC Core switch will be through LIEU</i>
26	26	4.3.5	At DR all connections through LIEU (PCA/Exadata to DR N/W Switch, PCA/Exadata to Media)	Request you to change the Connectivity at DR site from PCA/ Exadata to DR Core switch will be direct instead of through LIEU	Modified Requirement: <i>The Connectivity at DR site from PCA/ Exadata to DR Core switch will be direct</i>
27	50	ANNEXURE-3, 3.1.1 Sr No 10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 8	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12	Modified Requirement: <i>Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12</i>
28	50	ANNEXURE-3 3.1.1 SrNo 13	-	12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4	Additional Requirement: <i>12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4</i>
29	51	ANNEXURE-3 3.2.1 SrNo 10	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12- fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 8	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12- fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity : 12	Modified Requirement: <i>Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12</i>
30	52	ANNEXURE-3 3.2.1 Sr No 13	-	12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4	Additional Requirement: <i>12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4</i>
31	22	4.3.1.1 Sr No 10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 8	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12	Modified Requirement: <i>Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12</i>
32	22	4.3.1.1 Sr No 13	-	12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4	Additional Requirement: <i>12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4</i>

33	22	4.3.2.1 Sr No 10	Optical splitter cable assembly: 20 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 8	Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12	Modified Requirement: <i>Optical splitter cable assembly: 10 meters, MT ferrule terminated, 12-fiber to 4x2-fiber, multimode, MPO to 4 LC connectors, extended breakout, 50/125 diameter, OM4, LSZH, riser Quantity: 12</i>
34	22	4.3.2.1 Sr No 13	-	12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4	Additional Requirement: <i>12 Optical cable: 10 meters, LC-LC, 50/125 diameter, OM4, LSZH, riser 16 Quantity : 4</i>
35	8	Quote Validity	Price validity of 45 days from the date of submission	Request you to modify the price validity from 45 to 30 days	<i>No Change</i>
36	18	4.2 TECHNICAL DETAILS OF THE PROPOSED INFRASTRUCTURE ITEMS REQUIRED 4.2.1 Primary Site 4.2.1.1 Application Infrastructure	j) Support backup to tape library Tape Library 4500, using IBM Spectrum Protect, Client Version 8, Release 1, Level 13.0 Or later.	Please confirm if Tape Library 4500 and IBM Spectrum Protect is having valid Warranty/AMC from OEM to get the support.	<i>Yes. It is under Warranty/AMC from OEM</i>
37	20	4.2.1.4 Database Infrastructure	h) Support backup to tape library Tape Library 4500, using Tivoli Storage Manager, Client Version 8, Release 1, Level 13.0.	Please confirm if Tape Library 4500 and Tivoli Storage Manager is having valid Warranty/AMC from OEM to get the support.	<i>Yes. It is under Warranty/AMC from OEM</i>
38	31	5.2.1 DATA MIGRATION: FROM EXADATA INFRASTRUCTURE TO EXADATA X10M	32. Training for Exadata for 5 Days which include: a. Exadata Architecture & basic concepts. b. Exadata Configuration & Cluster Creation. c. Exadata DB Creation. d. Exadata Optimization & Performance tuning. e. Exadata Compression & Partitioning. f. Exadata Monitoring & Diagnostics.	Whether the training has to be arranged from OEM direct or through bidder?	<i>Bidder has to arrange the Training either through themselves or through OEM. If Bidder is proving the training, the trainers should be certified.</i>
39	33	5.3 SUPPORT AND MANAGE IBM EXISTING INFRASTRUCTURE INCLUDING AMC	1. The Successful bidder shall provide IBM Power 8 Server and DS8000 storage AMC Services from IBM/IBM Approved Partner 2. The Successful bidder shall deploy Resident Engineers to trouble-shoot and run diagnostics to quickly identify the cause of a technology failure, and perform the work needed to get business back on-line. 3. Provide comprehensive solution includes hardware and OS support, complete component coverage in-case of Hardware failures with part replacements. 4. AMC with Resident Engineers to start from 01st July 2024 till the completion of Migration Activities and Go-Live of the new hardware platform.	Please confirm whether these devices are currently in OEM B2B support?	<i>IBM Infrastructure will be out of back to back support on 30th June 2024</i>
40	33	5.4 ON-SITE RESOURCE ENGINEER (RE) FOR PCA	StockHolding expects SI/ Successful bidder to provide on-site resource engineer for PCA infrastructure for 6 months from date of implementation. Detailed Job Description are mentioned in Appendix – B of this RFP.	Whether this resource required form OEM direct?	<i>Required resource can be from Bidder or OEM</i>
41	74	APPENDIX – A: SOW AND SLA FOR IBM INFRASTRUCTURE	A. Bill of Material with SLA for Power 8 Servers: a) Power (S822) Servers with HMC for Mahape and Bangalore b) The Support would be comprehensive i.e. inclusive of spare and labour and software subscription. B. IBM DS8000 Storage BOM details with RE Scope of Work: Start Date: 01-Jan-24 and End Date: 30-June-24.	i. The support period mentioned as Start Date: 01-Jan-24 and End Date: 30-June-24, i.e.: required for 6 months only, kindly confirm. ii. Now it's April, Assume the customer shall agree for any re-instatement fees applicable for these devices.	<i>i. Support Period is the existing support which StockHolding currently has and will expire on 30-June-2024. ii. Bidder has to be provide support and AMC (non back to back) from 01-July-2024 till Go-Live of the new setup</i>

42	74, 75, 76, 77	Scope of Work for Onsite Resident Engineer for Power 8 Servers:	i. Onsite Resident Engineer for Power 8 Servers ii. Offshore Storage Resident Engineer iii. PCA Resident Engineer	Kindly confirm whether these resources required form OEM direct or through bidder?	<i>Required resource shall be from Bidder to manage IBM. Support and PCA Infrastructure can be from Bidder or OEM.</i>
43	-	General	Preventive Maintenance	Please confirm if any preventive maintenance required ? If Yes, then what would be Frequency of same?	<i>Not Required. However, the winning Bidder may chose to add Preventive Maintenance as a Best Practise</i>
44	42	7.2 PROJECT IMPLEMENTATION PLAN	Warranty start date	Kindly confirm the warranty start date, i. From Technical Go-live (T+25 weeks) OR ii. From Final Sign-off (T+30 weeks)	<i>Warranty Start Date is from Technical Go-Live (T+25 weeks)</i>
45	42	7.2 PROJECT IMPLEMENTATION PLAN	DR Drill	Please confirm whether the DR Drill has to be performed by OEM?	<i>Primary responsibility of DR Drill is with the Bidder. They can take support of OEM if they want to</i>
46	28	5.1 INSTALLATION AND CONFIGURATION OF PROPOSED SOLUTION	i) Create the required VM clusters for upto 60 databases (both RAC & non-RAC)	Request to please share split-up of RAC and Non RAC databases counts with Data size .	<i>Except for Testing Databases, all other databases are on RAC. Approximately 90% of the databases are in RAC cluster</i>
47	29	5.1.3 BACKUP / MEDIA SERVER	d) SI will perform following activities to install and configure the Media Server at the respective site.	Request you to please confirm existing DC-DR backup license capacity .Whether Bidder need decide for additional software & capacity?	<i>StockHolding already has backup license at both sites and the same will be used for new infra. Additional license requirement, if any, will be procured by StockHolding separately.</i>
48	30	5.2.1 DATA MIGRATION: FROM EXADATA INFRASTRUCTURE TO EXADATA X10M	32. Training for Exadata for 5 Days which include	Request you to please confirm Training Location DC or DR? and number of participate in the Training. Also confirm if this will be from OEM or Bidder.	<i>Training Location will be at DC site. Approximately 15 employees training has to be considered. Bidder has to arrange the Training either through themselves or through OEM. If Bidder is proving the training, the trainers should be certified.</i>
49	31	5.2.1 DATA MIGRATION: FROM EXADATA INFRASTRUCTURE TO EXADATA X10M	Deploy StockHolding's Database and OS Hardening policies	Request you to please confirm currently if you have any DB/OS hardening documents or bidder need to follow best practices.	<i>Details shall be shared with the winning bidder</i>
50	43	7.4 SNR (SITE NOT READY) AND SHIFTING	However, if StockHolding desires to shift the equipment to a new site and install it thereof urgently, the vendor shall be informed of the same immediately. StockHolding shall bear the charges for such shifting and the vendor shall provide necessary arrangement to StockHolding in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor	According to GST law, when shifting any equipment from one site to another, the responsibility of providing the e-way bill lies with the Customer. We kindly request you to confirm this.	<i>StockHolding shall take responsibility of e-way bill</i>
51	3	Sr. No. 4	Rs. 50,00,000/- (Indian Rupees Fifty Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details	"We kindly request that you accept a bank guarantee for the EMD."	<i>No Change</i>
52	9	2. ELIGIBILITY CRITERIA	Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 03 years from RFP date in India.	We would request you amend the clause as per below. "Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last <u>05</u> years from RFP date in India."	<i>No Change</i>

53	12	Technical Bid Evaluation (Stage 2)	Bidder should have experience of minimum 02 projects for implementation of Onpremise Oracle Exadata or PCA during last 03 years from RFP date in India. 2 projects – 15 Marks 3 projects – 20 Marks More than 3 projects – 30 Marks	We would request you amend the clause as per below. "Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 05 years from RFP date in India." 2 projects – 15 Marks 3 projects – 20 Marks More than 2 projects – 30 Marks	No Change
54	12	Technical Bid Evaluation (Stage 2)	Bidder should have completed atleast 1 Data Migrations on PCA or Exadata	We would request you amend the clause as per below. 1 Migration – 20 Marks 2 Migrations – 25 Marks More than 1 Migrations – 30 Marks	No Change
55		Additional Point	-	The bidder should be OEM Certified EXA DATA Installation Partner and having minimum 3 Engineer should have OEM certification under in EXADATA Systems. List of staff members and copy of certificates to be submitted	No Change
56	28	5.1	Support StockHolding team in planning the network design for the installation of Private Cloud Appliance and Oracle Exadata	Can you provide more details about the network design requirements for the installation of Private Cloud Appliance (PCA) and Oracle Exadata at both the DC and DR sites?	Details shall be shared with the winning bidder
57	28	5.1	Support StockHolding team in planning of the database and WebLogic application migration approach	What specific strategies are envisioned for planning the migration approach for the database and WebLogic applications?	StockHolding expects the bidder to share strategies and best practises to plan the migration approach
58	29	5.1.3	Install and configure Enterprise Red Hat Linux.	Mention the Version of RHEL	IBM Spectrum Protect / IBM Storage Protect : Client Version 8, Release 1, Level 13.0 TSM Hardware : Server Version 8, Release 1, Level 14.100 Bidder to provide version that is compatible TSM/IBM Spectrum Protect.
59	29	5.1.3	Ensure back testing in the form of restoration of data from backup media to server	Is there any specific size of data need to restored in order to test.	Details shall be shared with the winning bidder
60	29	5.1.4	Private Cloud Appliance X10, with Tape Library 4500 using Tivoli storage manager and agent deployment for all the VMs.	Mention the License procurement details of IBM Tivoli Storage Manager	StockHolding has existing IBM Tivoli Storage Manager licenses available. Same will be used for new infra. Additional license requirement, if any, will be procured by StockHolding separately.
61	30	5.1.6	Testing of 1 DR drill for up to 30 databases and up to 15 Weblogic VMs in-scope at same time and work from DR site for couple of days.	Can you provide the estimated no. of days, for DR drill to happen?	There are 2 DR Drills which will be conducted. As per Page # 42, Sec 7.2, DR Drill # 1 shall be for 1 day and for DR Drill # 2 it shall be for 7 days
62	30	5.2.1	Migrate up to 10 Databases from Exadata X-6 to Exadata X-10.	These database's on Existing Exadata X-6 need to be migrated on new Exadata X - 10 on DC site only?	X-6 to X-10 Migration shall be conducted at both DC and DR sites.
63	30	5.2.1	Configure Active data guard/FarSync for DC to NDR Replication.	have you procured the license for ADG?	StockHolding has the required licenses for ADG
64	30	5.2.1	Training for Exadata for 5 Days which include:	Mention the number of employees to be trained.	Approximately 15 employees training has to be considered.
65	33	5.3	AMC with Resident Engineers to start from 01st July 2024 till the completion of Migration Activities and Go-Live of the new hardware platform.	Resident Eng need to be an L1, L2, or L3 Engineer?	Please refer to APPENDIX – A of the RFP document
66	33	5.4	ON-SITE RESOURCE ENGINEER (RE) FOR PCA	On-Site Eng need to be an L1, L2, or L3 Engineer?	Please refer to APPENDIX – B of the RFP document
67	12	(3.2)Technical Bid Evaluation (Stage 2)	Bidder should have experience of minimum 02 projects for implementation of On premise Oracle Exadata or PCA during last 03 years from RFP date in India.	We are requesting you to Amend this clause as : Bidder should have experience of minimum 02 projects for implementation of On premise Oracle Exadata or PCA during last 05 years from RFP date in India.	No Change

68	9	2. ELIGIBILITY CRITERIA (Documents to be Submitted Online)	Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 03 years from RFP date in India.	We are requesting you to Amend this clause as : Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 05 years from RFP date in India.	No Change
69	72	ANNEXURE – 9: Bidder's Responsibility	Installation and Configuration : Responsibility OEM	We are requesting you to Amend this clause as : Installation and Configuration : Responsibility authorized install partner/OEM Remark: Through Oracle authorized install partner/Oracle CSS	No Change
70	37	SERVICE LEVEL AGREEMENT (SLA) AND PENALTY	a. All charges levied under the SLR will fall under Liquidated Damages . The charges levied on the SI on account of Liquidated Damages shall be the sum of 0.5% of the Supply Cost of the delayed services as specified in the contract for every week of delay on delivery and 0.5% of the Installation Cost of the delayed services as specified in the contract for every week of delay on installation, subject to the maximum value of the Liquidated Damages being not higher than 10% of the Purchase Order Value	Request to change the clause as All charges levied under the SLR will fall under Liquidated Damages. The charges levied on the SI on account of Liquidated Damages shall be the sum of 0.5% of the Supply Cost of the delayed services as specified in the contract for every week of delay on delivery and 0.5% of the Installation Cost of the delayed services as specified in the contract for every week of delay on installation, subject to the maximum value of the Liquidated Damages being not higher than 5% of the Purchase Order Value	No Change
71	40	6.3.2 PENALTY CLAUSE	1. For Power 8 Servers: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 10% of the invoice value.	Request to change the clause as for Power 8 Servers: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 5% of the invoice value.	No Change
72	41	6.3.2 PENALTY CLAUSE	2. For DS8000 Storage: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 10% of the invoice value.	Request to change the Clause as 2. For DS8000 Storage: In case if replacement of any component required, it should be made available within 24 hours. Penalty applicable will be 0.5% of respective invoice against IBM infrastructure support for every day delay for a maximum penalty of 5% of the invoice value.	No Change
73	72	ANNEXURE – 9: Bidder's Responsibility	Installation and Configuration : Responsibility OEM	We are requesting you to Amend this clause as : Installation and Configuration : Responsibility authorized Oracle Hardware installation partner/OEM Remark: Through authorized Oracle Hardware installation partner/Oracle CSS	No Change
74	9	Eligibility Clause-Point-6	Bidder should have experience of minimum 02 projects for implementation of On-premise Oracle Exadata or PCA during last 03 years from RFP date in India.	relax to Bidder/OEM	No Change
75	29	5.1.4 BACKUP CONFIGURATION FOR ALL	SI will perform following activities: Exadata X10M and all application VMs in Application System – Private Cloud Appliance X10, with Tape Library 4500 using Tivoli storage manager and agent deployment for all the VMs.	Stock holding has sufficient agent license available for deployment or Bidder has to provide please clarify	StockHolding has required Licenses for Tivoli Storage Manager. For other licenses, please check BOM (Bill of Material)
76	29	5.1.5 NDR SITE CONFIGURATION	SI will perform following activities to Install and Configure of Intel X86 Server server at NDR Site. The NDR Site shall be performed to capture REDO Logs from DC Site for a period of 7 days.	please clarify which database need to configure for redo logs	All production databases redo logs needs to be made available for 7 days at NDR Site
77	3	-	Bidders registered under Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents	Medium enterprise is exempted or not for payment of EMD.encl copy of the same. Please confirm back	EMD and Turnover criteria exempted for MSME

78	31,32,33	5.2.1.32 5.2.2.27 5.2.4.4 5.2.5.8	Training for Exadata for 5 Days Training for Oracle PCA (5 Days) Training for 3 Days on Automation & CI/CD setup, configuration & execution Provide 2 Days training sessions for the team members involved in managing and operating Kubernetes.	To how many resources the training needs to be provided, any specific number on the batch size, training location and number of times the training sessions needs to be conducted. What materials are expected here, kindly elaborate.	<i>Training Location will be at DC site. Approximately 15 employees training has to be considered. Only one session Training needs to be provided on StockHolding premises at Mahape. Training material soft copy will be required.</i>
79	35	7	<ul style="list-style-type: none"> Section 5.7 & 9: IBM DS8000 Storage and Power8 Server support with onsite Resource Engineer: From 1st July 2024 till completion of Technical Go-live. Section 6.3: Proactive monitoring support from : 8:30 AM to 07 PMx7x365 days for both IBM Power8 Server & IBM DS8000 Storage Appendix A: Scope of Work for Onsite Resident Engineer for Power 8 Servers: Working Hours: 09:00AM- 06:00 PM from Monday to Saturday. IBM DS8000 Storage BOM details with RE Scope of Work: On site Resource Support, Offshore Storage Resident Engineer (24x7 on-call storage support for all storage (DC, DR and NDR)). 	<p>Different sections have different onsite & offshore resource requirements, kindly suggest:</p> <ul style="list-style-type: none"> How many onsite & offshore resources are requested by SHCIL. Also, please elaborate on working hours and support duration. 	<i>Only one onsite engineer for managing and support of Power 8 Servers. Support to storage can be done off shore on need basis. For working hours and duration you may refer RFP.</i>
80	30	9,11	9. Perform the lift and shift of the production database from existing infra to new Exadata X10M. 11. Verify validity of objects after lift and shift at database user level.	While bidder will ship and transport the equipment and install it in site, please confirm the service lifts with adequate size and capacity will be available at DC and DR to move the material between the floors (if required).	<i>StockHolding has the necessary Civil Infrastructure for material movement between floors. However, winning Bidder to conduct site survey before delivery at their own cost</i>
81	30	3	1. Migrate of up to 60 Database from AIX 9.2 to Oracle Exadata X-10 at DC & DR. 2. Migrate up to 10 Databases from Exadata X-6 to Exadata X-10. 3. Creation and migration of up to 20 databases for the load testing/SIT.	Please provide the volumetric details for databases that needs to be migrated.(Ex: storage size of DB's, version of databases, no of applications integrated with databases etc.)	<ol style="list-style-type: none"> All Databases are on 19C Average Production DB Size is 1.1 TB and average test db size is 52 Gb There are approximately 29 databases running in production and 6 databases in UAT. However, StockHolding may provide additional requirements to configure more databases with the winning bidder. Applications are either on Java or Oracle Forms and Reports. There are PL/SQL code at database level
82	31	5.2.2	5.2.2 APPLICATION MIGRATION: FROM EXISTING EXALOGIC AND NETRA INFRASTRUCTURE TO ORACLE PCA 5.1.b Support StockHolding team in planning of the database and WebLogic application migration approach.	We understand bidder needs to provide infra for app hosting and migration but the actual app migration needs to be done by app owner, please suggest if our understanding is correct.	<i>Application Migration shall be done by StockHolding however support needs to be provided by Bidder in case the applications are not working as expected. Configuration, OS Installation and WebLogic Servers installation and configuration shall be done by Bidder / OEM</i>
83	ALL	ALL	Connectivity between DC & DR	There are no mentions of connectivity requirements between DC, DR & NDR sites and our understanding is that the existing connectivity will be utilised between DC, DR & NDR, Please confirm our understanding.	<i>Existing Infrastructure shall be utilized between all sites</i>
84	3	-	EMD Exemption - The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy	The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid.	<i>For EMD exemption, bidder has to submit valid MSME certificate along with Technical bid</i>

85	30	5.2.1	Migrate of up to 60 Database from AIX 9.2 to Oracle Exadata X-10 at DC & DR.	Is all 60 databases are running in 19c? What is the db size on average? Is all production db? What is the bandwidth between DC and DR	<p>1. All Databases are on 19C</p> <p>2. Average Production DB Size is 1.1 TB and average test db size is 52 Gb</p> <p>3. Bandwidth is 250 Mbps</p> <p>4. There are approximately 29 databases running in production and 6 databases in UAT. However, StockHolding may provide additional requirements to configure more databases with the winning bidder.</p>
86	30	5.2.1	18. Configure Oracle Data Guard (ODG)/ADG for DC to DR replication for Exadata	Is all 60 databases having DR config? How databases are in ADG?	<p>All Databases have DR configuration.</p> <p>Current Oracle Infrastructure is on ADG replication between DC-DR whereas IBM Infrastructure is on Storage replication between DC-DR</p> <p>For the new setup, ADG will be used as replication software between DC-DR for all databases</p>
87	30	5.2.1	19. Configure Active data guard/FarSync for DC to NDR Replication.	How many NDR and FarDR DB	There is one site for NDR and one site for Far DR s mentioned on Page # 42, Section # 7.3
88	30	5.2.1	20. Configure Oracle Database Firewall	Is all Oracle DB need to configure Firewall? Or specific database	Database Firewall and Oracle Audit Vault shall be implemented after Final Sign Off basis StockHolding's discretion. StockHolding will issue a separate PO for the same.
89	31	5.2.3	1. Install Oracle Enterprise Manager.	Is specific OEM version or latest version	Current Oracle Enterprise Manager is 13.4.0.14. StockHolding may chose to deploy same version or may go upto 13.5 version
90	3	-	<p>Interest free Earnest Money Deposit (EMD)</p> <p>Rs. 50,00,000/- (Indian Rupees Fifty Lakhs only) by way of RTGS/NEFT to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address.</p>	GEM portal exempt EMD for companied having turnover above 500 Cr. We request you to give us EMD exemption where we have turnover above 500 Cr.	In case provision is there in the GeM, the vendor will get the notification that EMD is exempted
91	12	3.2	<p>Technical Bid Evaluation (Stage 2)</p> <p>Bidder should have experience of minimum 02 projects for implementation of Onpremise Oracle Exadata or PCA during last 03 years from RFP date in India.</p>	We request you to change 5 years instead of 3 years.	No Change