



Small Industries Development Bank of India

Request for Proposal (RfP)

For Purchase of Intel Servers for Various Locations

Tender No. : 400/2011/702/BYO/ISD dated February 25, 2011

PRE-BID CLARIFICATIONS

Placed below are queries received from various vendors during pre-bid meeting held on March 03, 2011 and till last date of request for clarifications as mentioned in RfP.

Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
31	Technical Bid - 1, Point no 21- Performance Benchmarks	Under Performance Benchmarks - Server should comply with SPEC CPU 2006, SPECjbb2005, SPEC web2005 and VMmark benchmarks. Vendors to submit benchmark published results for the make / model of the server being quoted.	All of these benchmarks might not be available for all server configurations. Vendor will quote with specification closer to the given specification in the RFP or higher configuration.	No Change.
31	Technical Bid - 2, Point no 4- CPU	Dual Core Intel Xeon L5508 @2.40 GHz or higher.	This processor is an older generation processor, and is EOL (end-of-life) for few OEM. For dual-core proc, few of the available option are E5503. Quad-core option: E5620 SIDBI also has the option of going for a single quad-core proc, instead of two dual-cores. Performance would be similar, for this configuration.	SIDBI's requirement is Dual core Intel Xeon L5508 @2.40 GHz or higher processor. In case same is not available with the vendor, the vendor to quote for 01 no. Quad Core Intel Xeon E5630 @2.53 GHz or higher. The technical specifications for the Quad core server is

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				given in Table-A below.
32	Technical Bid - 3, Point no 10- Hard Disks Drive	2 x 450GB, hot swappable, 10K 2.5" SAS Hard Disk Drives, to be configured in RAID 0,1	450GB HDDs @10K RPM are not available. It's either 300GB or 600GB, for 10K RPM, 2.5-inch drives.	No change. If 450GB HDD is not available, the vendor may quote for higher capacity.
32	Technical Bid - 3, Point no 15- Expansion slots	Expansion slots	There is no option for PCI / PCIx slots with few OEM. Only PCIe slots are available.	Change. Expansion slots may be read as PCI-E / PCI-X / PCI. <i>For revised technical specs, please see the Table -B below.</i>
10	Delivery and Installation Schedule	The Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions	Please specify the terms of liquidated damages mentioning the maximum amount of liquidated damages which will be levied on the Vendor.	No Change. Refer to tender General Terms and Conditions for penalties.
14	Award of Contract	The Bank reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services or change in location where equipments are to be supplied from what was originally specified while floating the tender without any change in unit price or	In case there is reduction in quantity, we request SIDBI to restrict the change in the BoQ up to maximum of 10% of the total order value.	Agreed.



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		any other terms and conditions		
14	Blacklisting / Debarring	Blacklisting / Debarring The bidder merely by submitting the tender confirms that he has not been blacklisted / debarred by any Government department / agency, Reserve Bank of India, Nationalised Bank or any public sector unit or body.	Vendor will submit an undertaking for the same. Request SIDBI to consider the same.	Agreed Further, the clause may be read as: <i>"The bidder merely by submitting the tender confirms that he has not been blacklisted / debarred by any Government department / agency, Reserve Bank of India, Nationalised Bank or any public sector unit or body due to fraudulent practices".</i>
16	Price	Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs, back-to-back support / Warranty with OEM during Warranty and insurance costs till the equipment is accepted.	Transit Insurance till the delivery of the equipment at customer site will be provided.	Change The clause should be read as: <i>"Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs, back-to-back support / Warranty with OEM during Warranty and insurance costs which</i>



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				<i>should be valid for a period of three months from date of delivery."</i>
16	Price	Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.	Change is the Duty/Tax Structure is not in Vendors control and the same is governed by Government of India. Vendor would charge SIDBI at actuals considering the applicable Tax at the time of billing.	No Change
16	Price	Supplier will be entirely responsible for all applicable present and future, duties, levies, charges, license fees, VAT etc. in connection with delivery of goods at site including incidental services and commissioning.	Change is the Duty/Tax Structure such as Sales Tax / VAT is not in Vendors control and the same is governed by Government of India. Vendor would charge SIDBI at actuals considering the applicable Tax at the time of billing.	No Change
17	Acceptance	In the event of hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the Bank	Vendor is playing a role of a reseller of the equipments and doesn't own the manufacturing of these equipments. In case of any equipment failure during the acceptance testing, Vendor	No Change



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		reserves the right to get the corresponding component replaced by the Bidder at no extra cost to the Bank or to cancel the order and recall all the payments made by the bank to the bidder.	will co-ordinate with OEM and will replace the equipment. However cancellation of order by SIDBI will financially impact vendor and hence Vendor request SIDBI to remove the following lines from the clause "or to cancel the order and recall all the payments made by the bank to the bidder."	
20	Insurance	The insurance shall be for an amount equal to 110 percent of the CIF value of the Goods delivered to SIDBI covering "All Risks" (fire, burglary, natural calamities such as Earth quake, floods etc.) valid till acceptance of hardware after date of delivery . If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank	Vendor will provide transit insurance till the delivery of the equipments. Once the delivery is completed the legal ownership of the equipment will be with SIDBI.	<p>Change.</p> <p>The Clause to be read as</p> <p><i>"The insurance shall be for an amount equal to 110 percent of the CIF value of the Goods delivered to SIDBI covering "All Risks" (fire, burglary, natural calamities such as Earth quake, floods etc.) valid for a period not less than 3 months from date of delivery of hardware. If the vendor fails to obtain insurance cover and any loss or damage occur, the</i></p>



Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
				<i>vendor will have to replace the items with new ones without any cost to the Bank”.</i>
20	Inspection and tests	In the event of the hardware and software failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Bank reserves the right to cancel the Purchase Order.	As discussed above the supplied Hardware and Software is not under vendors control and is direct OEM responsibility. Vendor will provide necessary replacement as per SLA by coordinating with the OEM. Vendor request SIDBI to remove the below lines from the clause “the Bank reserves the right to cancel the Purchase Order.	No Change
21	Warranty	On-site comprehensive warranty : The Warranty should be BACK-TO-BACK from OEM onsite and comprehensive in nature.	All the equipment will be provided by OEM Comprehensive Warranty. However for the Onsite warranty, Can vendor provide onsite engineer support instead of OEM on-site support?	Agreed.
22	Warranty	Further provided that the Bank may, during the currency of the warranty, shift the goods wholly or in part to other location(s) within the Country and in	All the implemented equipments are registered with OEM w.r.t to specific locations and hence any movement of the equipments needs to be also registered	Agreed.



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		such case the Supplier undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to the Bank.	with the OEM as well. We request SIDBI to provide us a written communication before moving any installed equipment.	
23	Termination	As per RFP	Vendor recommends the below language for Termination clause "Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Vendor for goods delivered and services rendered till the date of termination."	No Change.
23	Patent Rights	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the	Since vendor is just acting as a reseller of completed products of OEM, vendor request SIDBI to remove this clause or to modify the content of the clause which is mutually acceptable.	No Change.



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		<p>Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.</p>		
	SNR	<p>Clause not present in RFP. Vendor request SIDBI to consider adding this clause in the RFP</p>	<p>Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that vendor shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.</p>	<p>Agreed.</p>



Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
	LOL	Clause not present in RFP. Vendor request SIDBI to consider adding this clause in the RFP	The maximum aggregate liability of vendor, regardless of form of claim, shall not exceed the PO value. All indirect and consequential damages under this Agreement are excluded.	Not acceptable
	Risk and Title	Clause not present in RFP. Vendor request SIDBI to consider adding this clause in the RFP	The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer	Not acceptable

Table – A. Rack mountable Intel Servers [02 for Mumbai]
(If vendor opting to quote for Quad Core Intel Xeon processor in lieu of Dual Core Intel Xeon)

S.N.	Feature	Minimum Specifications required	Vendors Response
1	Make		
2	Model No.		
3	Form Factor	1U or 2U Rack Mountable with rack mounting kit	
4	CPU	Quad Core Intel Xeon E5630 @2.53 GHz or higher	
5	No. Of CPUs	01 (Single CPU), upgradeable to minimum 2 CPUs	
6	Cache Memory	12 MB L3 Cache or more	
7	System Bus	Intel QPI Link Speed 5.86 GT/s QPI	
8	RAM	16 GB DDR3-1333 MHz ECC Fully Buffered DIMMs (FBD) with Memory Interleaving and upgradeability upto 64 GB.	
9	Hard Disk Controllers	Serial Attached SCSI (SAS) Controller with High Speed Data Transfer and RAID 0,1 and 5 support.	
10	Hard Disk Drives	2 x 300 GB , hot swappable, 10K 2.5" SAS Hard Disk Drives, to be configured in RAID 0+1.	
11	Graphics	Graphic Card with 8 MB SDRAM or higher	

S.N.	Feature	Minimum Specifications required	Vendors Response
12	Ethernet Adapter	Dual Integrated Gigabit, multifunction Ethernet Adapter with Failover & Load Balancing or teaming Support	
13	External Ports	One Key Board, one Mouse, one High speed serial, minimum two USB 2.0, one remote management port, 01 SCSI (External)	
14	Fans & Power Supply	Redundant hot pluggable Fans and Power Supply	
15	System Management and Diagnostics	Integrated Management Processor to monitor Predictive Failure Analysis on HDD, Memory, Processor, Power supplies and Fans.	
16	DVD ROM Drive	8 X DVD ROM Drive or above	
17	OS Compatibility	All variants of Microsoft Windows Server 2003; All variants of Microsoft Windows Server 2008; Microsoft Windows Server 2008 Hyper-V; Red Hat Enterprise Linux; SUSE Linux Enterprise Server; Sun Solaris for x64/x86-based Systems; VMware ESX Server 3.0; Xen HyperVisor	
18	Certifications & other industry standard compliance	ACPI V2.0, PCI 2.2, IPMI 2.0, PXE Support, WOL Support	
19	Performance Benchmarks	Server should comply with SPEC CPU 2006, SPECjbb2005, SPECweb2005 and VMmark benchmarks. Vendors to submit benchmark published results for the make/ model of the server being quoted.	
20	Warranty	05 Years, 24 x 7, Onsite Comprehensive Warranty.	
21	Support	With 6 hours Call to Response (CTR) commitment.	

Table – B. Tower Model Intel Servers [09 Branch offices]

S.N.	Feature	Minimum Technical Specifications	Vendors Response
1	Make		
2	Model		
3	Form Factor	Tower Model	
4	CPU	Quad Core Intel Xeon E5620 @2.40 GHz or higher	
5	No. Of CPUs	01 (Single CPU)	
6	Cache Memory	12 MB L3 Cache or more	
7	System Bus	Intel QPI Link Speed 5.86 GT/s QPI	
8	RAM	8 GB DDR3-1333 MHz ECC Fully Buffered DIMMs (FBD) with Memory Interleaving and upgradeability upto 64 GB.	
9	Hard Disk Controllers	Serial Attached SCSI (SAS) Controller with Data Transfer Speed of 300MB/s or more on Full Duplex Mode & Integrated Hardware RAID 0,1,5 support.	
10	Hard Disk Drives	2 x 450GB , hot swappable, 10K 2.5" SAS Hard Disk Drives, to be configured in RAID 0,1	
11	Graphics	Graphic Card with 8MB SDRAM or higher	
12	Ethernet Adapter	01 Integrated Gigabit, dual port, multifunction Ethernet Adapter.	
13	External Ports	One Key Board, one Mouse, one High speed serial, minimum two USB 2.0, one remote management port.	
14	Power Supply	Redundant power supplies.	
15	Expansion slots	Min. 2 PCI-E slots.	
16	Monitor	15" or higher TFT monitor.	
17	Key board & Mouse	01 Standard Keyboard and 01 Optical Mouse	
18	DVD ROM Drive	8 X DVD ROM Drive or above	
19	Backup Device	Internal backup device with minimum 320GB native capacity or minimum 640GB with 2:1 compression capacity.	
20	Fans	Redundant Fans	
21	OS Compatibility	Microsoft Windows Server 2003 R2; Microsoft Windows Small Business Server 2003 R2; Microsoft Windows Server 2008; Microsoft Windows Server 2008 Hyper-V;	



S.N.	Feature	Minimum Technical Specifications	Vendors Response
		Red Hat Enterprise Linux; SUSE Linux Enterprise Server; Sun Solaris for x64/x86-based Systems; VMware ESX Server 3.0; Citrix XenServer	
22	Certifications & other industry standard compliance	ACPI V2.0, PCI 2.2, IPMI 2.0, PXE Support, WOL Support	
23	Performance Benchmarks	Server should comply with SPEC CPU 2006, SPECjbb2005, SPECweb2005 and VMmark benchmarks. Vendors to submit benchmark published results for the make/ model of the server being quoted.	
24	Warranty	05 Years, 24 x 7, Onsite Comprehensive Warranty.	
25	Support	With 6 hours Call to Response (CTR) commitment.	
