

September 16, 2021

CORRIGENDUM 1: PRE BID MEETING RESPONSE FOR THE E-TENDER
REF NO: - EXIM/RFP/2021-22/17

The pre-bid meeting for the E-Tender Notice No. EXIM/RFP/2021-22/17, “E-Tender for Supply, Installation, Testing, Commissioning and Maintenance of Database Activity Monitoring (DAM) Solution at Bank’s Mumbai and Bengaluru Location.” was conducted on September 06, 2021, at 3:30 PM. The bidders are advised to consider the following pre-bid response (Copy Enclosed at Page no. 2) before submission of their bids against the E-tender Notice Number: - EXIM/RFP/2021-22/17.

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Kiran Patil)
Asst. General Manager

ANNEXURE I**Common Pre-bid Queries Received from Vendors**

Sr No	Page No.	Clause	Query	EXIM Response
1	15	The solution should have comprehensive support for a period of 3 years from the date of acceptances.	Is it licenses support or services from bidder or both?	License as well as service support from bidder. Selected bidder has to deploy L2 resource having minimum 3 years of experience in the DAM solution.
2	23	Onsite Human Resource	Human Resource - resource support SoW - will be support be provided during the business day Monday - Friday or 24*7*365	Support is required during the business day i.e., Monday to Friday (9*5) and based on the urgency of the work.
3	23	The annual amount to be paid towards People deployment would be divided into 4 equal instalments, to be paid quarterly at the end of each quarter	Human Resource - Payment to be made quarterly in advance.	No change
4	15	Bidder to factor and propose both hardware-based solution and software-based solution	Do we also have to provide support for hardware?	Bidder has to supply hardware with premium support / Highest level support from OEM.
5	22	Overall cap for penalties including liquidated damages will be 10% of effected Product / Service line-item value. Thereafter, the contract may be cancelled, and amount paid, if	Query: - Contract value would be License + Hardware + Implementation + 3 yrs. support or what is the exact definition here, please clarify	Bidder Understanding is correct.

		any, will be recovered.		
6	22	The right to levy the penalty is in addition to and without prejudice to other rights / remedies available to the Bank such as termination of contract, invoking performance guarantee and recovery of amount paid etc.	OEM's follow an order non-cancellation policy due to which License and/or hardware fee's paid are not refunded to Bidder, need this clause to be re-worded accordingly	No Change in Clause
7	43	The Bidder should be Limited Company and should be in existence in India for the last 5 years (as on 31.03.2021).	Can you please include Private Limited companies also?	The Bidder should preferably be a Firm / Company / Public Sector undertaking / Govt. Company incorporated in India and should be in existence in India for the last 5 years (as on 31.03.2021). Copy of registration certificate to be enclosed.
8	43	BFSI/Govt Sector in India and out of 3, one deployment should be in public/private bank from April 01, 2018, onwards, with order values not less than 50 lakhs.	Can you reword the order value to "aggregate order value"? Since implementation & Support service contracts are separate.	The bidder should have executed supply and installation of proposed Solution to at least three BFSI sector companies in India / Govt. Organizations / PSU's / PSE's from April 01, 2018, onwards in Mumbai or Bangalore.
9	20	In case of any hardware problems, the Bidder should ensure that replacement devices are made available within 24 Hrs.	Minor Hardware problems can be attended by maintaining spares however for large value items, replacement has to be delivered by OEM which at times can take couple of days, given the fact there is a HA setup envisaged. Can the	Agree. The criteria will be updated in service level agreement (SLA) signed by the Bank and selected bidder.

			clause be relaxed to 48 hrs?	
10	20	Bidder to provide experienced and certified manpower at Bank premises as per RFP.	OEM does not have a certification for the product line chosen for building the proposed solution, what alternate certification can be submitted?	Bidder has to provide declaration from HR team stated that, deployed resource is having minimum 3 years of experience in proposed DAM solution.
11	15	Database Activity Monitoring & Security for Database Servers across Bank's data centres. Total CPU cores of around 160 across these database servers or 10 physical/20virtual nodes at each DC and DR location irrespective of cores count in Active-Active or Active-Passive mode.	Database Activity Monitoring & Security for Database Servers across Bank's data centres. Total CPU cores of around 160 across these database servers or 10 physical/20virtual nodes at each DC and DR location irrespective of cores count in Active-Active or Active-Passive mode.	If a separate license is required for a virtual instance, then bidder has to consider 20 licenses.
12	15	The EXIM Bank has the right to reduce or increase the scope of work. The Bank may give 3 months' notice period for termination of contract if service is not satisfactory to the Bank.	Request Bank to modify this Term as "Any change in scope of work will be on mutually agreed basis only" since there will be proportional change in commercials as well.	Agreed.
13	17	warranties	Request bank to consider this clause as "The successful bidder(s) should ensure that the equipment proposed in this RFP, should not be declared as reach End of Life (EOL) or End of Support (EOS) by the OEM within the 3	No change

			years contract period. If the deliverable(s) is declared reaches End of Life (EOL) or End of Support anytime during the contract period, the successful bidder shall forthwith replace the equipment at no additional cost to EXIM BANK." since OEM will announce/declare the End-of-Life/support notification date well in advance.	
14		Human resource cost for onsite support for 1 Year	Request bank to confirm the number of resources required in both the site (DC & DR).	1 L2 resource [minimum 3 years of experience in proposed DAM solution] at DC- Mumbai
15		Query	If we are supplying a software-based solution, we also need to factor the hardware to host the solution. Kindly confirm if our understanding is correct. And bank will not provide any hardware, OS, virtualisation licenses, storage etc.	Bidder understanding is correct. Bidder has to factor software + hardware [server + storage] + OS + Virtualization software if any required.
16		The proposed solution must support online retention of logs for a period of minimum 1 year and offline log retention for a period of 36 months i.e., solution should support logs storage and	The proposed solution must support online retention of logs for a period of minimum 3 months and offline log retention for a period of 36 months i.e., solution should support logs storage and restoration. Logs must be pushed to Secondary storage /	No change.

		restoration. Logs must be pushed to Secondary storage / Syslog server / SAN storage / Back-up server provided by BIDDER for archival purpose.	Syslog server / SAN storage / Back-up server provided by BIDDER for archival purpose.	
17		The EXIM Bank has the right to reduce or increase the scope of work. The Bank may give 3 months' notice period for termination of contract if service is not satisfactory to the Bank.	Request Bank to modify this Term as "Any change in scope of work will be on mutually agreed basis only" since there will be proportional change in commercials as well.	Any change in scope with respect to licenses will be decided on mutually agreed basis.
18		The selected Bidder will be required to provide a 10% value of the total cost of project as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months' period beyond the expiry of the contract period of 3 years.	Request bank to reduce the value of performance Bank Guarantee to 3% based on the circular No.F.9/4/2020-PPD dated 12th November,2020 issued by the Government of India, Ministry of Finance, Department of Expenditure Procurement Policy Division.	The selected Bidder will be required to provide a 3% value of the total cost of project as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months' period beyond the expiry of the contract period of 3 years.
19		The bidder should provide product training at EXIM BANK location (minimum 3 days for 10 EXIM BANK persons) the bidder shall submit the project details in MS	Please share the details as this will be in house training or Bidder to facilitate the same.	In house training on deployed product

		project (MPP based).		
20		The Bidder should offer a comprehensive data Protection across EXIM BANK offices situated in different locations.	This scope will be limited to DAM scope deployed in a DC and DR locations. Request Bank confirmation on this	The scope will be limited to DAM solution deployed in Bank's Primary DC at Mumbai and Disaster Recovery Site @ Bengaluru