

RFP to select Service Provider for Supply, Implementation & Maintenance of Centralized Log Management Solution (CLMS) for a period of 5 years
Bid no. GEM/2023/B/3529074 dated 06.06.2023
Bank Response to Additional Pre-Bid Queries

Sr No.	Page #	Point / Section #	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank Response
1	NA	Based on Pre-Bid Responses	Technical	Based on Pre-Bid Responses	<p>In reference to the above captioned tender, we understand once bank deploy Centralized log management Solution, bank would get approx. 500GB+ volumes of data logs per days.</p> <p>Considering the same we request bank to allow bidder to take this as a turnkey project providing CLMS solution along with necessary Storage and any other hardware.</p> <p>With this change, end-to-end ownership of supply, implementation, and support of complete set-up of CLMS will remain with bidder.</p> <p>Thus, bank will benefit as overall ownership will lie with bidder, for better performance and availability of CLMS.</p>	No changes
2	68	Infrastructure	Technical	The Vendor needs to size the infrastructure (hardware, Operating System, Database and other related software etc.) for the solution based on the volume and the growth indicated this annexure and propose the same as part of their technical bid submission in annexure of "sizing of infrastructure". Bank may provide/use existing IT infrastructure based on the sizing proposed by the vendor.	Bidder requests the Bank to include infrastructure as part of the overall solution to have a complete ownership of the proposed platform	No changes
3	NA	Based on Pre-Bid Responses	Technical	Based on Pre-Bid Responses	<p>I need clarity on the following points to design the solutions.</p> <p>Does monitoring need to be included in the solution? As per the query response point no 106 it has to be included in the scope but the client is having already operations bridge monitoring tool in place as per RFP pg no 5. It is not clear to include monitoring in the scope please clarify as it has a commercial impact. What is the expectation in terms of the High availability and DR? It is not clear from the response. As per clarification no 136 "The solution should have High Availability feature in both primary and secondary sites and the replication between Primary and Secondary site should be always need to be in sync." – The primary site and secondary site data can't be in sync as both sites have different devices also there is no clarity where the NDR devices need to be considered.</p> <p>We request you to provide clarification on the above-given points as it has a technical and commercial impact on the overall solution.</p>	<p>Yes, Monitoring is there as part of the solution.</p> <p>Solution should have high availability feature at each site along with the Standby feature at the alternate site. NDR devices to be monitored from both the primary and secondary sites.</p>