

**Annexure A**  
**Pre-bid queries response as part of Addendum 1**  
**Bank's clarification on Pre-bid Queries from Prospective Bidders for RFP: Request for Proposal for procurement of VMware licenses for 3 years, BID NO: GEM/2024/B/4683202**  
**Dated 24<sup>th</sup> February, 2024**

S. No	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Reply to the bidder query
1	Annexure 11	6. Vendor to advise and help in using the value added features coming complimentary with the Enterprise wide perpetual Virtualization software and Licenses for Server virtualizations.	This should change to "Vendor to advise and help in using the value added features coming complimentary with the Enterprise wide <b>subscription VMware</b> Virtualization software and Licenses for Server virtualizations.	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
2	Annexure 11	8. The Virtualization software and Licenses for the virtualizations to be enterprise wide perpetual level for all the modules offered for the Bank's Operations in India & International Territories, present & future subsidiaries and associates both domestic & international and present & future.	This should change to "8. The Virtualization software and Licenses for the virtualizations to be enterprise wide <b>subscription</b> level for all the modules offered for the Bank's Operations in India & International Territories, present & future subsidiaries and associates both domestic & international and present & future. "	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
3	Annexure 11 >> Specifications for VMware software and Licenses >> B Licensing	The license for the proposed software shall be perpetual in nature.	This should change to "The license for the proposed software shall be <b>subscription</b> in nature."	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
4	Annexure 11 >> Specifications for VMware software and Licenses >> E Cloud Management Platform	The proposed software usage licenses in the solution should be perpetual in nature based on per Core licensing scheme. (Details to be furnished by the bidder) without any restrictions on number of virtual machines and should NOT have any dependency on particular hardware make and model. All the Cloud management capabilities should be provided by a Single Software O	This should change to "The proposed software usage licenses in the solution should be <b>subscription</b> in nature based on per Core licensing scheme. (Details to be furnished by the bidder) without any restrictions on number of virtual machines and should NOT have any dependency on particular hardware make and model. All the Cloud management capabilities should be provided by a Single Software O"	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
5	19. PROPERTY RIGHTS	Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to	This should change to "Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive,	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.

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		grand exclusive, perpetual rights to use of the deliverables in favor of bank.	<b>subscription</b> rights to use of the deliverables in favor of bank. "	
6	Annexure 11	1. Bank will award the contract to the successful bidder and the bidder should Supply, implement (if required) as per the scope briefed in this RFP. A separate Purchase Order will be placed by the both Bank of Baroda and Bank sponsored RRBs as per their requirements.	RFP mentions only about supply of VMware Licenses. No additional implementation/services scope from OEM requested	bidder should supply and install as per scope briefed in this RFP.
7	VMware License	100% of yearly subscription cost payable in advance plus 100% of taxes at actuals. The required documents to be provided along with original invoice.	Subscription SKUs mentioned in the RFP are for three years upfront payment terms. There is no provision for yearly payment., Request you to change this to upfront 3 years payment terms.	No Change
8	Annexure 12 – Service Levels	Vendor will have to guarantee a minimum uptime of 99.90%, calculated on a monthly basis. Application availability will be 99.90% on 24x7x365. The penalty will be calculated as per the details given below .	RFP mention about procurment of VMware liceneses for on premise deployment. Service level is not applicable for this RFP.	No Change
9	3. SCOPE OF SERVICE	The Service Provider agrees to perform the services as part of the scope of this engagement including but not limited to as mentioned in Schedule I of this Agreement. Bank of Baroda reserves its right to change the scope of the services considering the size and variety of the requirements and the changing business & security conditions /environment with mutual consent.	RFP mentions only about supply of VMware Licenses. This section however mentions " The Service Provider agrees to perform the <b>services as part of the scope of this engagement including but not limited to as mentioned in Schedule I of this Agreement.</b> " Request clarification as Schedule I also not found in the RFP.	Schedule I is Project Scope
10	Annexure 11 – Project Details (Scope of Work)	Bank of Baroda and Bank sponsored RRBs both having requirements of VMware licenses for a period of 3 years as per details under	<b>Q</b> We understand, this is a requirement of supply of licences. There is no deployment / migration to be performed by the bidder Kindly confirm or clarify.	bidder should supply and install as per scope briefed in this RFP.
11	Annexure 11 – Project Details (Scope of Work)	6. Vendor to advise and help in using the value added features coming complimentary with the Enterprise	<b>Q</b> We request bank to elaborate the scope to be fulfilled by the bidder.	Vendor has to advise and help to Bank's service provider for utilising value

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		wide perpetual Virtualization software and Licenses for Server virtualizations.		added features available in license.
12	Annexure 11 – Project Details (Scope of Work)	9. The successful bidder shall support Bank team for resolving issues pertaining to virtualization software which might arise during migration of various Bank applications to virtualized environment	<b>Q</b> We understand, this is a requirement of supply of licences. There is no deployment / migration to be performed by the bidder. This clause relates to back-end support as covered under software support. Kindly confirm or clarify.	bidder should support bank team for resolving issue during installation of licenses .
13	Annexure 11 – Project Details (Scope of Work)	8. The Virtualization software and Licenses for the virtualizations to be enterprise wide <b>perpetual</b> level for all the modules offered for the Bank's Operations in India & International Territories, present & future subsidiaries and associates both domestic & international and present & future	Change Request We request bank to relax the term "Perpetual" here because the licences are "subscription based"	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
14	General Conditions	h) Vendor should ensure that products, updates, upgrades as having been <b>developed following secure coding practices</b> . The application architecture shall be tested to safeguard the confidentiality and integrity of data being stored, processed and transmitted	<b>Q</b> We understand, a declaration from OEM stating the software is free from malware shall suffice here.  Kindly confirm or clarify.	No change
15	Annexure 11 - Project Details (Scope of work) - 1	Bank will award the contract to the successful bidder and the bidder should Supply, implement (if required) as per the scope briefed in this RFP. A separate Purchase Order will be placed by the both Bank of Baroda and Bank sponsored RRBs as per their requirements	We understand the servers are already available and VMware solution is already implemented. What would be the scope of implementation (if any)	bidder should supply and install as per scope briefed in this RFP.
16	Annexure 11 - Project Details (Scope of work) - 7	Bidder and OEM (VMware) shall provide support related to the Virtualization software and Licenses during the contract period	What kind of support expected from Bidder	Bidder should support in raising support case and troubleshooting in co-ordination with OEM.

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17	Annexure 11 - Project Details (Scope of work) - 8	The Virtualization software and Licenses for the virtualizations to be enterprise wide perpetual level for all the modules offered for the Bank's Operations in India & International Territories, present & future subsidiaries and associates both domestic & international and present & future	Please change this to subscription based licenses.	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.
18	Annexure 11 - Project Details (Scope of work) - 9	The successful bidder shall support Bank team for resolving issues pertaining to virtualization software which might arise during migration of various Bank applications to virtualized environment	Please elaborate the migration scope	bidder should support bank team for resolving issue during installation of licenses .
19	Annexure 14 – Commercial Bid	Y1,Y2 and Y3 cost	The part numbers mentioned in the tender document are for 3 years subscription upfront cost. But in the commercials, bifurcation of costs for Y1,Y2 and Y3 is asked. OEM does not allow the same	No Change
20	Annexure 14 – Commercial Bid	Line item 1-VMware Cloud Foundation -3-Year (Part No. VCF-TD-TL-3P-C)	This part number is different from others and includes vSAN as a component as well. Please let us know the technical requirement	It is VMware Cloud foundation services and vSAN is required part for VMware Automation.
21	Annexure 14 – Commercial Bid	All Part numbers.	We are assuming that you are going for this purchase because of the impending renewal. We need to know the current versions of ESXi and vCenter running in your environment. The reason for the same is that the subscription based licensing has some minimum version requirements	It is for new purchase only, not for renewal.
22	1708689211.pdf	VMware License 100% of yearly subscription cost payable in advance plus 100% of taxes at actuals. The required documents to be provided along with original invoice. a) Subscription start documents in the name of the	As per VMware policy, subscription based licenses are not available. VMware will be able to provide 3 Year upfront SKU	No Change

		Bank duly signed by vendor and Bank's representative.		
23	The additional terms and conditions	The bidder should have supplied & successfully completed at least -2- no's of implementation for proposed virtualization in past 3 Years in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India. .	Request you to kindly consider VMware Vsphere Solutions PO	Required as per proposed virtualization
24	ATC - Payment terms	The payment will be released as follows: • VMware License 100% of yearly subscription cost payable in advance plus 100% of taxes at actuals. The required documents to be provided along with original invoice. a) Subscription start documents in the name of the Bank duly signed by vendor and Bank's representative. b) Entitlement certificate of subscription in name of the Bank with start and end date for the period duly stamped and signed by OEM and Bank Official.	should be 80% advance 20% implementation	No change
25	Eligibility Criteria	The bidder should have supplied & successfully completed at least -2- no's of implementation for proposed virtualization in past 3 Years in Commercial Banks / Financial Institutions / Government / PSU Organizations Valid documentary Proof (Purchase Order / Agreement copy / Client reference letter) (As VMware recently been	request to please consider 1 PO VMware Vsphere Solutions PO	Required as per proposed virtualization
26	payment terms	100% of yearly subscription cost payable in advance plus 100% of taxes at actuals. The required documents to be provided along with original invoice	Please amend this clause to 100% of three yearly subscription cost payable in advance plus 100% of taxes at actuals. The required documents to be provided along with original invoice	No change



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27	B (1)	The Bidder must have registered average annual turnover of Rs. 60 Crore or above (from Indian Operations only) during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies). Below clause is applicable for Micro & Small Enterprise (MSEs) or Start-ups (Valid documentary proof for MSE / Start-up to be submitted): The Bidder must have registered average annual turnover of Rs. 20 Crores or above (from Indian Operations only) during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies)	Exemption from submission of Financials for any 2 years instead of 3 years with an Average Annual Turnover of Rs.40 Crores instead of Rs.60 crores , for Micro, Small Enterprises (MSE) / Startups.	No change
28	B (2)	The Bidder must be net profit-making entity continuously for the last three years i.e., financial years – 2020-21, 2021-22 and 2022-23 OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years	Exemption from submission of Net Profit-making for any 2 years instead of 3 years for Micro, Small Enterprises (MSE) / Startups.	No change
29	C	The bidder should have supplied & successfully completed at least -2- no's of implementation for proposed virtualization in past 3 Years in Commercial Banks / Financial Institutions / Government / PSU Organizations / IT & ITES / Manufacturing / Large Corporates in India.	Request you to kindly consider exemption for MSME/ Startup as Yes in the tender so that experience criteria can be exempted.	No change
30	Point 8	The Virtualization software and Licenses for the virtualizations to be enterprise wide perpetual level for all the modules offered for the Bank's Operations in India & International Territories, present & future subsidiaries and associates both domestic & international and present & future	All VMware license moved to subscription based , & subscription model and there is no perpetual model available. Kindly confirm the same and how many years BOB wish to consider for the subscription, options available with 1, 3 & 5 years.	OK, Can be Changed from Perpetual to Subscription as VMware do not provide Perpetual license now.



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31	Point 9	The successful bidder shall support Bank team for resolving issues pertaining to virtualization software which might arise during migration of various Bank applications to virtualized environment.	Kindly share the detailed SOW, required from SI , existing applications, migration SOW etc	Vendor has to advise and help to Bank's service provider for utilising value added features available in license.
32	Point 4	The successful bidders / OEM (when required) has to provide telephonic (24x7X365) support for Virtualization software and Licenses (Incident based @ Mumbai / Hyderabad).	Kindly suggest the level of expertise required from bidder for this, and any SLA defined.	bidder has to support for incident troubleshooting in co-ordination with OEM as and when required 24*7*365
33	Annexure - 12	Vendor will have to guarantee a minimum uptime of 99.90%, calculated on a monthly basis. Application availability will be 99.90% on 24x7x365. The penalty will be calculated as per the details given below.	SLA will be back to Back from OEM	No change
34	Annexure -02, Point no. C.1	The bidder should have supplied & successfully completed at least -2- no's of implementation for proposed virtualization in past 3 Years in Commercial Banks / Financial Institutions / Government / PSU Organizations	OEM /Bidder	Please refer Addendum 1