

TECHNICAL CORRIGENDUM-1
WEBEL/EOT/COM/19-20/00093R (2nd Call) Dated 12-03-2020

RFP Page No.	Subject/Description	Query sought/Suggestions of the Bidder	REMARKS
25	Minimum 2 x 20-cores x86 processor, 2.50GHz, latest generation Intel Xeon Gold 6248 or higher	This is specific to OEM Intel and x86 based architecture. Request to also allow RISC architecture based server solution . All IBM RISC based latest generation server are SAP HANA certified/supported. Please refer to SAP "certified and supported HANA Hardware" https://www.sap.com/dmc/exp/2014-09-02-hana-hardware/enEN/power-systems.html . IBM server are far more stable than x86 based platform and provides higher up time as per third party report.	As per RFP
25	Intel C621 chipset or higher	It's allows only Intel based solution. Request not to mention any specific chipset	As per RFP
25	Memory / Slots 512 GB DDR4 2933MT/s / 24 DIMM slots	It will restrict other OEM. Please mention only 512GB DDR4 RAM	As per RFP
25	MS Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise Server, VMWare ESXi	MS Windows and VMWare are not mandatory for HANA implementation. Please mention SAP HANA supported Hypervisor and Operating system.	As per RFP
27	Minimum 2 x 20-cores x86 processor, 2.50GHz, latest generation Intel Xeon Gold 6248 or higher	This is specific to OEM Intel and x86 based architecture. Request to also allow RISC architecture based server solution . All IBM RISC based latest generation server are SAP HANA certified/supported. Please refer to SAP "certified and supported HANA Hardware" https://www.sap.com/dmc/exp/2014-09-02-hana-hardware/enEN/power-systems.html . IBM server are far more stable than x86 based platform and provides higher up time as per third party report.	As per RFP
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27	MS Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise Server, VMWare ESXi	MS Windows and VMWare are not mandatory for HANA implementation. Please mention SAP HANA supported Hypervisor and Operating system.	As per RFP
11	ALL ITEMS must be delivered and installed within 4 WEEKS from the date of issuance of LOI.	Request Customer to amend the clause as below: ALL ITEMS must be delivered within 6 weeks and installed within 2 WEEKS from the date of issuance of LOI.	Delivery of materials has to be commenced within 4 weeks. Installation would initiate after the deliver is complete. Any Force Majure conditions may be accepted based on written request.
11	As per the job mentioned in the tender document; In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the Vendor(s) for sum equivalent to 1.00% of the contract value for each week or part thereof, subject to a ceiling of 5.00% of the ontract value	Request Customer to amend the clause as below: In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the Vendor(s) for sum equivalent to 0.5% of the value of undelivered/uninstalled items for each week or part thereof, subject to a ceiling of 5.00% of the contract value	As per RFP
11	The bidder would be responsible for the up keep and maintenance of the infrastructure with a resolution time of 12 HRS.	Request customer to please clarify the resolution time period, as per the SLA (point no. 9 pg no. 11) it is 24 hrs.	Resolution time - 12 hours
31	2. Install and mount of RACK with all accessories for all the SAP servers and cabling with appropriate switches. Physical space along with power will be provided by SDC.	Request customer to please confirm whether bidder need to provide rack also for the server mounting. If yes, please share specifications	Rack Space would be provided

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31	12. Proper User Acceptance Test (UAT) of all the hardware devices 13. Proper Failover testing before go-live is needed for all the SAP applications	Request customer to release the UAT within 7 days after testing. Post that UAT will be deemed accepted	As per RFP
31	Install and Commission all the hardware including Servers, SAN, Routers and switches. SI will be responsible for complete integration. Support will be provided by SDC.	Please share the Integration scope for the Project. Need existing infra details and defined Integration scope.	Installation scope as per the tender. The required items which are not part of the BOQ of the tender would be provided for implementation.
		Please clarify whether Installation/Commissioning Certificate for servers has any dependency on SAP Installation and optimisation.	Could not be predicted currently.
11	Payment will be made on submission of bills along with the receipted Challan certificate from the END CUSTOMER. Payment will be released within 30 days after receiving payment from the end customer.	Request customer to release 70 % payment for Hardware on Delivery. Rest is to be received on Installation, commissioning & testing.	As per RFP.
9	The bidder shall pay an EMD of Rs. 600,000 through Net banking or through RTGS/NEFT through the https://wbtenders.gov.in /	EMD amount of Rs 600000 in the form of BG	The bidder shall pay an EMD of Rs. 600,000 through Net banking or through RTGS/NEFT through the https://wbtenders.gov.in //portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal. //For detail payment procedure & guideline on the same bidders are advised to follow the same order.

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25	Intel C621 chipset or higher	It's allows only Intel base solution. Request not to mention any specific chipset	As per RFP
25	512 GB DDR4 2933MT/s / 24 DIMM slots	It is OEM specific. Please mention only 512 GB DDR4 RAM.	As per RFP
27	MS Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise Server, VMWare ESXi	MS Windows and VMware are not mandatory for HANA Implementation . Please mention SAP HANA supported Hypervisor and operating system.	As per RFP
	Intel C621 chipset or higher	It's allows only Intel base solution. Request not to mention any specific chipset	As per RFP
	512 GB DDR4 2933MT/s / 24 DIMM slots	It is OEM specific. Please mention only 512 GB DDR4 RAM.	As per RFP
		Is there any requirement for HWCC test passing?	Refer Corrigendum
29	64 GB DRAM protected or more Cache Memory. Cache shall be completely dynamic for read and write operations with minimum 50% of cache should be available as write cache.	Kindly amend the clause as "64 GB DRAM protected or more Cache Memory/System Memory"	As per RFP.
29	No. Of Controllers:2 or more in redundant ACTIVE ACTIVE mode. Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning etc.	Kindly amend the clause as "2 or more in redundant ACTIVE ACTIVE mode. Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical or while asymmetrical fashion, supporting all the major functionalities like Thin Provisioning etc."	Kindly amend the clause as "2 or more in redundant ACTIVE ACTIVE mode. Controllers shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical or while asymmetrical fashion , supporting all the major functionalities like Thin Provisioning etc."

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30	Configure each partition be equipped with two redundant 10GB Ethernet adapter and two redundant 16Gbps connection for Fibre.	Please clarify as Ethernet and fibre port are already mentioned in server specifications. Detail on partitions to be provided.	Clause removed.
30	Storage Augmentation for NetApp at SDC: 25TB Enclosure cage with double controller Hard disk with 4 ports on each controller and required fibre cable for NetApp AFF A700.	Pls. expectation for the requirement.	Kindly treat this BOQ as cancelled. Place 0 value in the price bid
31	Install and Commission all the hardware including Servers, SAN, Routers and switches. SI will be responsible for complete integration. Support will be provided by SDC.	Pls. clarify Network switch / port availability for these new servers on the rack also There are no information about Router and Switches	Would be provided during installation
31	The selected vendor shall install and commission the infrastructure as per the architecture at proposed hosted/cloud location.	No architecture found on the tender document.	Would be shared after mutual discussion with the winning bidder
31	As depicted in the Sizing sheet with required Space after consultation with SAP team”	Sizing sheet not available in the RFP.	Attached As Per Annexure-1
31	Install and Configure Backup hardware and software	There are no detail information available for backup. Pls. clarify.	Would be shared after mutual discussion with the winning bidder
31	Install SAP web dispatcher and SAP router hardware/VM to be in DMZ zone	Do we need to install SAP web dispatcher? Pls. expectation.	Would be shared after mutual discussion with the winning bidder
31	Configure Backup retention policy as per SAP team requirement	Need detailed information about backup landscape.	Would be shared after mutual discussion with the winning bidder
31	Install and Configure Apache for 4 Number of Apache license is needed for SAP Document management system.”	Architecture document required in order to understand the landscape.	Would be shared after mutual discussion with the winning bidder

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25 & 27	Server OEM market position - One of the top three server vendors in India revenue market share in IDC	Please include "Top three SAP HANA Hardware Vendors according to Publish Gartner SAP HANA Deployment Report of 2019 will be considered for HANA Servers"	Revised as "Server OEM: One of the top three SAP HANA hardware vendors as per published Gartner's SAP HANA deployment report of 2019"
25 & 27	512 GB DDR4 2933MT/s / 24 DIMM slots	Please revise this to "576GB" for a balanced memory configuration.	As per RFP
25 & 27	Remote management	Please include also the clauses such as "Virtual encrypted media" for enhanced security.	Clause revised as "Remote Management: Encrypted Virtual Media, Virtual Folders, Remote File Share, Virtual Console"
25 & 27	Server Security	It's good that the tender mentions recent advances in server security, but we have observed that few key clauses are missing making the overall ask to be of very little use in efficacy. Request pls include also the clauses such as "Runtime Firmware verification" and "FIPS validation". This will ensure continuous security protection for the server post deployment and during running hours.	Revised as "Server Security: Silicon-based hardware root of trust, automatic secure BIOS recovery, cryptographically signed firmware update, protection against compromised firmware execution, automatic secure BIOS & OS recovery as well as runtime firmware verification"
29	Thin provisioning and optionally thin Re-claim (Zero page reclaim)	Please confirm if bidder needs to factor around 20% additional capacity if thin reclaim is not supported.	Yes
29	Thin provisioning and optionally thin Re-claim (Zero page reclaim)	Please confirm if bidder needs to factor around 20% additional capacity if thin reclaim is not supported.	Yes
25 & 27	-	Please include "Top three SAP HANA Hardware Vendors according to Publish Gartner SAP HANA Deployment Report of 2019 will be considered for HANA Servers"	Revised as "Server OEM: One of the top three SAP HANA hardware vendors as per published Gartner's SAP HANA deployment report of 2019"
25 & 27	512 GB DDR4 2933MT/s / 24 DIMM slots	Please revise this to "576GB" for a balanced memory configuration.	As per RFP

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25 & 27	Remote management	Please include also the clauses such as "Virtual encrypted media" for enhanced security.	Clause revised as "Remote Management: Encrypted Virtual Media, Virtual Folders, Remote File Share, Virtual Console"
25 & 27	Server Security	It's good that the tender mentions recent advances in server security, but we have observed that few key clauses are missing making the overall ask to be of very little use in efficacy. Request pls include also the clauses such as "Run-time Firmware verification" and "FIPS validation". This will ensure continuous security protection for the server post deployment and during running hours.	Revised as "Server Security: Silicon-based hardware root of trust, automatic secure BIOS recovery, cryptographically signed firmware update, protection against compromised firmware execution, automatic secure BIOS & OS recovery as well as runtime firmware verification"
4	System Integrator The bidder/ASP/OEM should be System Integrator with working experience of minimum 10 years in IT Industry.	Please clarify wheather the OEM or Bidder should have 10 years of experience.	The entity bidding for the project should carry the experience credibility
11	Delivery time period ALL ITEMS must be delivered and installed within 4 WEEKS from the date of issuance of LOI.	Delivery and installation time limit is inadequate, since the installation is to be carried out as per SAP consultant / SAP notes guide line. Atleast 2 months of installation time line post delivery of the equipments should be considered	Delivery of materials has to br commenced within 4 weeks. Installation would initiate after the deliver is complete. Any Force Majure conditions may be accepted based on written request.
11	Payment Terms Payment will be made on submission of bills along with the receipted Challan certificate from the END CUSTOMER. Payment will be released within 30 days after receiving payment from the end customer.	When the invoice can be submitted? After delivery of Equipments ? / after FAT?	Would be decided later

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31	The selected vendor shall install and commission the infrastructure as per the architecture at proposed hosted/cloud location.	Required the architecture details for this.	Would be shared
31	Creation of VM's and Configure all number of VM's installed with only the supported version of RHEL 6 and above, and as depicted in the Sizing sheet with required Space after consultation with SAP team.	Sizing sheet from SAP team is required to plan the installation effort	Attached As Per Annexure-1
31	Configure HA Cluster should be configured using RHEL by OS Team in accordance with SAP team, as per sizing sheet. In total there are two HANA production instances (BW/4 and S4) and 10 HA cluster for VM at SAP level (NON HANA). This activity should be done in consultation with SAP team. Configure RHEL Pacemaker clustering (Automatic Failover) for all the HA cluster required servers from the sizing, in consultation with SAP team	Need the sizing sheet to plan the installation effort.	Attached As Per Annexure-1
31	Install and Configure Backup hardware and software for taking OS level/ HANA DB/Sybase DB/Mysql DB level backups. If Backup agent is proposed, please configure the same for all databases running on HANADB, Sybase, MySQL DB. Standard practice of SDC to be followed	Need the existing Backup Hardware details and Backup Software license details and the details of backup agent information are required to be proposed.	Would be provided during installation
31	Proper Failover testing before go-live is needed for all the SAP applications	Need details of SAP application provisioned for implementation to plan the Testing effort.	Would be provided during installation

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32	Configure Backup retention policy as per SAP team requirement. Standard practice of SDC to be followed.	Need the Standard practice followed at SDC for Backup configuration and retention policy.	Would be provided during installation
32	System Integrator need to ensure that all deployment has been done as per SAP notes - The details of the OS relevant SAP notes/guidelines which are required for proper installation of SAP will be shared by SAP Implementation partner	Need the SAP notes/ guidelines to prepare the installation effort. since installation time is very limited.	Would be provided during installation
32	Tune the system as per SAP requirement and suggestions (This does not include SAP Application tuning)	Need the SAP requirements and suggestions to plan the installation effort	Would be provided during installation

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Annexure-1

Name of Server	Environment	Role	Instances	vCore	SAPS	RAM (GB) - Upgradeable in Future	Internal DISK (GB)+ SWAP +OS (Useable)	Storage in GB(Useable)- Upgradeable in Future	Data Base	Operating System	Cluster Deployment
Development Landscape											
SAP S4H 1909	DEV	ASCS+PAS	VM 1	4	4000	32	300	250	NA	Linux RedHat EL7	
SAP Fiori FES	DEV	DB+ASCS+PAS	VM 2	3	3000	24	300	500	SAP ASE 16.x	Linux RedHat EL7	
SAP Process Orchestration	DEV	DB+SCS+PAS	VM 3	2	2 Cores (Licensed based on Core)	32	300	600	SAP ASE 16.x	Linux RedHat EL7	
SAP Business Objects	DEV	DB+App	VM 4	3	3000	24	146	400	SAP ASE 16.x	Linux RedHat EL7	
Application for BW4HANA	DEV	ASCS+PAS	VM 5	3	3000	24	300	400	NA	Linux RedHat EL7	
Web Dispatcher	DEV	App	VM 6	2	2000	16	48	150	NA	Linux RedHat EL7	
Content Server	DEV	DB+APP	VM 7	2	2000	16	200	500	MaxDB 7.9 64 Bit	Linux RedHat EL7+Need Apache License	
Quality Landscape											
SAP S4H 1909	QA	ASCS+PAS	VM 8	6	6000	48	300	250	NA	Linux RedHat EL7	
SAP Fiori FES	QA	DB+ASCS+PAS	VM 9	6	6000	48	300	500	SAP ASE 16.x	Linux RedHat EL7	
SAP Process Orchestration	QA	DB+SCS+PAS	VM 10	2	2 Cores (Licensed based on Core)	32	300	600	SAP ASE 16.x	Linux RedHat EL7	
SAP Business Objects	QA	DB+App	VM 11	6	6000	48	146	400	SAP ASE 16.x	Linux RedHat EL7	
Application for BW4HANA	QA	ASCS+PAS	VM 12	4	4000	32	300	400	NA	Linux RedHat EL7	
Web Dispatcher	QA	App	VM 13	2	2000	16	48	150	NA	Linux RedHat EL7	
Content Server	QA	DB+APP	VM 14	2	2000	16	200	500	MaxDB 7.9 64 Bit	Linux RedHat EL7+Need Apache License	
Production Landscape											
SAP S4H 1909	Prod	CI+App	VM 15	4	4000	32	300	250	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
SAP S4H 1909	Prod Standby	CI+App Near DR	VM 16	4	4000	32	300	250	NA	Linux RedHat EL7	
SAP S4H 1909	Prod	PAS	VM 17	5	5000	40	300	250	NA	Linux RedHat EL7	
SAP S4H 1909	Prod	Additional App	VM 18	5	5000	40	300	250	NA	Linux RedHat EL7	
SAP S4H 1909	Prod	Additional App	VM 19	5	5000	40	300	250	NA	Linux RedHat EL7	
SAP Fiori FES	Prod	DB	VM 20	3	3000	24	300	600	SAP ASE 16.x	Linux RedHat EL7	ASCS/DB HA Cluster should be configured using RHEL by OS Team
SAP Fiori FES	Prod	ASCS	VM 21	3	3000	24	300	200	NA	Linux RedHat EL7	
SAP Fiori FES	Prod	PAS	VM 22	6	6000	48	300	200	NA	Linux RedHat EL7	
SAP Fiori FES	Prod	AAS	VM 23	6	6000	48	300	200	NA	Linux RedHat EL7	
SAP Process Orchestration	Prod	DB	VM 24	2	2 Cores (Licensed based on Core)	32	300	700	SAP ASE 16.x	Linux RedHat EL7	ASCS/DB HA Cluster should be configured using RHEL by OS Team
SAP Process Orchestration	Prod	PAS,SCS,AAS	VM 25	2	2 Cores (Licensed based on Core)	64	300	400	NA	Linux RedHat EL7	
SAP Business Objects	Prod	DB	VM 26	4	3500	28	150	300	SAP ASE 16.x	Linux RedHat EL7	
SAP Business Objects	Prod	DB	VM 27	4	3500	28	150	300	SAP ASE 16.x	Linux RedHat EL7	Db in HA RHEL Cluster
SAP Business Objects	Prod	Intelligence Tier	VM 28	6	6000	48	200	300	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
SAP Business Objects	Prod Failover	Intelligence Tier FO	VM 29	6	6000	48	200	300	NA	Linux RedHat EL7	
SAP Business Objects	Prod	Web Tier	VM 30	4	3500	28	200	300	NA	Linux RedHat EL7	
SAP Business Objects	Prod Failover	Web Tier FO	VM 31	4	3500	28	200	300	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
SAP Business Objects	Prod	Processing Tier	VM 32	5	5000	40	200	300	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
SAP Business Objects	Prod Failover	Processing Tier FO	VM 33	5	5000	40	200	300	NA	Linux RedHat EL7	
Solution Manager 7.2	Prod	DB+ASCS/SCS+PAS	VM 34	5	8000	64	146	500	SAP ASE 16.x	Linux RedHat EL7	
Web Dispatcher Prod	Prod	App	VM 35	2	2000	16	48	150	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
Web Dispatcher Prod- DR	Prod FO	App	VM 36	2	2000	16	48	150	NA	Linux RedHat EL7	
Application for BW4HANA	Prod	CI+App	VM 37	4	4000	32	300	250	NA	Linux RedHat EL7	
Application for BW4HANA	Prod Standby	CI+App Near DR	VM 38	4	4000	32	300	250	NA	Linux RedHat EL7	HA Cluster should be configured using RHEL by OS Team
Application for BW4HANA	Prod	PAS	VM 39	5	5000	40	300	250	NA	Linux RedHat EL7	
Application for BW4HANA	Prod	Additional App	VM 40	5	5000	40	300	250	NA	Linux RedHat EL7	
Content Server	Prod	DB+APP	VM 41	3	3000	24	300	1024	MaxDB 7.9 64 Bit	Linux RedHat EL7+Need Apache License	HA Cluster should be configured using RHEL by OS Team
Content Server	Prod FO	DB+APP	VM 42	3	3000	24	300	1024	MaxDB 7.9 64 Bit	Linux RedHat EL7+Need Apache License	
SAP Router	PRD	APP	VM 43	1	1000	4	60	100	NA	Linux RedHat EL7	
Additional Storage for Storing backup	PRD							5120			
Total					157000	1412		20618			