

Replies to Pre Bid Queries for GeM bid ref No: GEM/2026/B/7061408 dated 01/01/2026 for Selection of Service provider for providing Co-location services along with seating space, for establishing a new Near Disaster Recovery Center at Mumbai for Canara Bank.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	66	Annexure-2 Pre-Qualification Criteria point no.9	<p>The Bidder should have minimum experience of Three (03) years in providing any Data Center Colocation to any of the Scheduled Commercial Banks/ PSUs/BFSI in India as on 31/03/2025.</p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the Data Center services.</p>		<p>Please relax the clause to the following:</p> <p>The Bidder should have experience in providing any Data Center Colocation to any of the Scheduled Commercial Banks/ PSUs/BFSI/Statutory Body/Central Government Department/State Government Department/any other Private Organizations in India as on the date of publication of the RFP.</p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter.</p> <p>Justification:Data Center colocation services are infrastructure-driven and governed by standardized industry practices related to security, availability, redundancy, and SLAs, which remain consistent irrespective of whether services are delivered to Banks/PSUs/BFSI or reputed private sector organizations. Allowing Central Government, State Government Departments, private sector experience, supported by verifiable documentary evidence, will enhance competition without compromising risk, quality, or service standards, thereby ensuring optimal value for the Bank.</p>	Bidder to comply with RFP terms & conditions.
2	66	Annexure-2 Pre-Qualification Criteria point no.10	<p>The proposed Data Centre for the Bank's Near Disaster Recovery site must be minimum Tier-3/Rated 3 certified and located within the limits of Navi Mumbai Municipal Corporation.</p>		<p>The proposed Data Centre for the Bank's Near Disaster Recovery site must be minimum Tier-3/Rated 3 certified and located within the limits of Navi Mumbai Municipal Corporation or anywhere in India.</p> <p>Justification:Near DR effectiveness is governed by availability, redundancy, RPO/RTO, and network latency rather than municipal location. With high-speed connectivity, Tier-III data centres across India can meet required recovery and latency objectives. Restricting the site to a single municipal area limits competition, whereas allowing pan-India Tier-III facilities enhances resiliency against regional disasters while remaining compliant with banking and regulatory norms.</p>	Bidder to comply with RFP terms & conditions.



3	66	Annexure-2 Pre-Qualification Criteria point no.11	The bidder must have hosted or provided colocation services to at least one Scheduled Commercial Banks/ NBFC/ PSU / BFSI clients at any of their facilities in India.		<p>Please relax the clause to the following:</p> <p>The bidder must have hosted or provided colocation services to at least one Scheduled Commercial Banks/ NBFC/ PSU / BFSI clients/Central Government Departments/State Government Departments/Private Organizations at any of their facilities in India.</p> <p>Justification:Data Center colocation services are infrastructure-driven and governed by standardized industry practices related to security, availability, redundancy, and SLAs, which remain consistent irrespective of whether services are delivered to Banks/PSUs/BFSI or reputed private sector organizations.Allowing Central Government,State Government Departmnets,private sector experience, supported by verifiable documentary evidence, will enhance competition without compromising risk, quality, or service standards, thereby ensuring optimal value for the Bank.</p>	Bidder to comply with RFP terms & conditions.
4	67	Annexure-2 Pre-Qualification Criteria point no.12	<p>The following statutory approvals must be obtained by the Bidder as of the bid submission date for the proposed facility:</p> <ol style="list-style-type: none"> 1. FIRE NOC 2. Occupancy Certificate 3. Threat & Vulnerability Report 4. CEIG Certificate 5. Copy of License from Explosive Department to store Diesel 		<p>Please relax the clause to the following:</p> <p>At the time of bid submission, the bidder shall submit a valid Fire NOC for the proposed facility. Other statutory approvals, including Occupancy Certificate, CEIG Certificate, Explosive License for diesel storage, and Threat & Vulnerability Report, may be submitted during Go-Live / commissioning, supported by a self-declaration at bid stage.However for proposed data centre facilities that are currently under construction/new,the bidder shall submit all statutory approvals after completion of installation,inspection and commissioning.</p> <p>Justification:Fire NOC is the most critical statutory approval directly linked to life safety and operational readiness of a data centre. Other approvals such as Occupancy Certificate, CEIG, Explosive License for diesel storage, and Threat & Vulnerability Assessment are typically obtained in a phased manner based on final installation and commissioning. Mandating all approvals at the bid stage may exclude otherwise compliant, especially newly commissioned Tier-III facilities. Allowing their submission during Go-Live/commissioning, supported by a self-declaration at bid stage, ensure statutory compliance while</p>	Bidder to comply with RFP terms & conditions.



5	67	Annexure-2 Pre-Qualification Criteria point no.13	The Bidder should have the certifications/compliance document below. 1. ISO/IEC27001 2. ISO/IEC14001 3. ISO/IEC9001 4. ISO ISMS:BCMS 22301 5. SOC-1, 2 6. PCIDSS 7. LEED/IGBC	4. ISO ISMS:BCMS 22301 7. LEED/IGBC	1)We request that the removal of ISO ISMS:BCMS 22301. Since, in the industry there is provision of ISO 22301 for BCMS(Business Continuity Management System, whereas ISO/IEC 27001 is for Information Security Management System. 2)We respectfully request to remove LEED / IGBC certification from the mandatory compliance list. LEED/IGBC are building-level green certifications applicable mainly to owned infrastructure and not to IT service delivery. Since the RFP focuses on IT services, security, compliance, and operations—adequately covered through ISO, SOC, and PCI-DSS—mandating LEED/IGBC may unnecessarily restrict participation, particularly for bidders using leased, co-location, or cloud facilities where such certifications are not under their direct control.	Bidder to refer the Corrigendum-1.
6	107	Annexure-10 Technical Evaluation Criteria Point no.1	NBFC/Mutual Fund/ Commercial entity Client/ any other customer serviced by the Bidder anywhere in India: Single deployment of minimum 20 racks each or 400 sft		Please relax the clause to the following: NBFC/Mutual Fund/ Commercial entity Client/ any other customer serviced by the Bidder anywhere in India: Single deployment of minimum 1 racks each or 6 sft	Bidder to comply with RFP terms & conditions.
7	107	Annexure-10 Technical Evaluation Criteria Point no.2	Scheduled Commercial Banks serviced by the Bidder anywhere in India		Please relax the clause to the following: Scheduled Commercial Banks/any other customer serviced by the Bidder anywhere in India	Bidder to comply with RFP terms & conditions.



8	108	Annexure-10 Technical Evaluation Criteria Point no.5	Building Ownership: Owned / Leased/Sub-Leased by Bidder Owned/ Unexpired Lease > 35 years - 4 Marks Unexpired Lease 25-35 years - 3 Marks Unexpired Lease 12-25 years-2 Marks	Owned/ Unexpired Lease > 35 years - 4 Marks Unexpired Lease 25-35 years - 3 Marks Unexpired Lease 12-25 years-2 Marks	Please relax the clause to the following: Owned by Bidder - 4 Marks Leased / Sub-Leased with unexpired lease \geq 10 years- 3 Marks Leased / Sub-Leased with unexpired lease \geq 5 years- 2 Marks. Justification: Data center service continuity is primarily governed by infrastructure design, redundancy, certifications, and contractual SLAs rather than the age or long remaining tenure of the building lease. Recently owned or leased facilities with appropriate renewal clauses, statutory approvals, and Tier III-compliant architecture are equally capable of delivering uninterrupted services. Relaxing the tenure requirement ensures wider participation while maintaining operational and contractual assurance.	Bidder to comply with RFP terms & conditions.
9	109	Annexure-10 Technical Evaluation Criteria Point no.15	Facility uptime by the Bidder - Bidder to provide uptime of the proposed Data Centre facility for the last 2 years If proposed facility is new, then Bidder shall provide uptime of any of their other Data Centre facility preferably within Navi Mumbai or anywhere in India. 99.99% to 99.995 - 2 Marks Above 99.995% - 4 Marks	99.99% to 99.995 - 2 Marks Above 99.995% - 4 Marks	Please relax the clause to the following: 99.98% to 99.982 - 2 Marks Above 99.982% - 4 Marks Justification: Uptime Institute Tier III is a globally recognized standard defining concurrently maintainable infrastructure with 99.982% availability. Aligning the evaluation criteria with Tier III certification or equivalence ensures high resiliency, maintainability, and operational continuity. Since in the RFP it is already stated that we can propose tier-3 Data Centre facility, hence this criteria should also be aligned to Tier-3 standard Data Centre facility.	Bidder to comply with RFP terms & conditions.
10	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS (Server Hall/Cage Area Site should be ready with electrical cabling, Cooling systems, Fire & safety, LAN Cabling and other facilities like access control system Within 4 weeks from the date of acceptance of Purchase Order.	1. Project timelines - Phase 1 Early Access: Making the Server/Cage/Seating area ready and available for setting up the Bank's IT infrastructure in Server cage area. (Server Hall/Cage Area Site should be ready with electrical cabling, Cooling systems, Fire & safety, LAN Cabling and other facilities like access control system Within 4 weeks from the date of acceptance of Purchase Order.	Request Bank to change the delivery time lines to 6 to 8 weeks from the date of valid purchase order. Since this involves building the Cage & Data hall as per RFP specifications.	Bidder to refer the Corrigendum-1.



11	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	<p>1. Project timelines - Phase 2</p> <p>Site (Cage Area, Office Area) completely ready for Inspection and Acceptance testing as per this RFP. The site inspection may be conducted by Bank officials/appointed consultant for this purpose</p> <p>Within 6 weeks from the date of acceptance of Purchase Order.</p>	Request Bank to change the delivery time lines to 8 weeks as early access and 12 weeks RFS from the date of valid purchase order & approved Layout.	Bidder to refer the Corrigendum-1.
12	83	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	<p>E. Telecom Room / Meet Me Room</p> <p>7.All telecom and service provider links will terminate in the designated Meet Me Rooms. The Bidder shall extend links from other network providers within these Meet Me Rooms. Any extension of such links from the Bidder's Telecom Room/Meet Me Room to the Bank's server cage area shall be carried out by the Bidder at no additional cost for cross-connects (both fiber and copper) throughout the entire contract tenure.</p>	Banker should confirm the maximum number of cross connects required, both Copper and fiber Fiber should be SM or MM?	<p>Day 1 Indicative Requirement as below:</p> <p>Fiber - 48 Crossconnects Copper - 24 Crossconnects (SM & MM cable count will be provided to successful bidder)</p> <p>As mentioned in the RFP any cross-connect extension from the Meet-Me Room to the Bank's server cage area shall be performed by the Bidder at no additional cost throughout the contract period.</p>
13	86	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	<p>G.General</p> <p>19.The proposal submitted by the Bidder shall remain valid for a period of 180 days from the date of submission, including the layouts for the Cage Area and Office Space proposed to the Bank</p>	Request Bank to change the proposal valid period to 90 days from date of submission	Bidder to comply with RFP terms & conditions.



14	82	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	D.Seating Space 21. Permanent Storage Space : a.Storage Area of 100 Sft mentioned is minimum requirement of the Bank. The area as per the layout (Min 100 sft) by the Bidder will be considered and to be tabulated in the Commercial format for TCO. b.Storage space to be secured with access control and necessary Air conditioning and Fire Suppression system to be made available. Bank prefers to have the storage area adjacent to the seating space.	Request Bank to change the preference of the storage area from adjacent to the seating space to with in the DC building Campus.	Bidder to comply with RFP terms & conditions.
15	88	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	G.General 40. Bidder to conduct CFD analysis for the Bank's proposed Data Centre area post rack layout finalization and submit the reports to Bank.	As per the standard the CFD analysis will be done for the entire floor during the server hall designing. If Bank requires, CFD analysis to the Banks Proposed data center can be carried out with additional cost.	Bidder to comply with RFP terms & conditions.
16	77	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	A. Cage Area 14. The server cage entrance must support triple authentication, incorporating a proximity card, biometric verification, and PIN-based access control. Exit should be enabled via a proximity card reader. The server cage must have a dedicated entry point and a separate fire exit equipped with a push-bar mechanism and/or an emergency push button. Additionally, separate surveillance cameras should be installed at both the entrance and exit of the server cage.	To avoid the complexity in maintaining the PIN, Now a days as industry best practice Dual Factor authentication (Card + Biometric) based access control are used. Request bank to consider the same.	Bidder to comply with RFP terms & conditions.



17	81	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	C.Physical Racks ix.The proposed solution should be capable of managing the dual authentication for minimum 25 racks.	Request Bank to clarify, 1. dual factor authentication is required for racks within the cage or for each individual Rack. 2. Also advise the correct qty is it for 20 racks or 25 Racks. Since RFP ask is for 20 Racks.	1. Dual Factor authentication is required for all the racks deployed in the Cage area 2. Overall deployment is 20 racks within the cage and additional 5 racks will be deployed to host AI/GPU infrastructure. Bidder shall supply, install and manage the dual authentication for all the racks (racks supplied by bidder, OEM racks, and other racks supplied by Bank if any) for entire contract period
18	77	Annexure-8	Annexure-8 Scope of Work including Technical Specifications	Bidder to consider 5 racks for deployment of AI workloads/ GPU deployment within the proposed tower/building.	1. Bank to confirm whether this setup will be present within 20 racks cage setup only or is it to be provided in other cage setup. 2. Bank has to give clarity on the Power required for this Rack since GPU racks Density varies from 40 to 130 Kw. 3. We understand the Liquid colling & its Infra if required shall be payable additional. If the CDU, secondary piping, Rack with Manifold etc. is to be provisioned by Bidder	1. 5 racks with 40kW per rack for AI/GPU deployment is in addition to 20 racks. 2. Power Required for GPU racks is upto 40kW as defined in the RFP 3. Bidder to comply with RFP terms & conditions.
19	94	Annexure-9	Annexure-8 Scope of Work including Technical Specifications— Section A- Annexure-9 Technical Requirements	9. Bidder to provide 2 No's, 16 amps ATS/ STS with 16 No. IEC C-13 Sockets per STS	Bank to confirm the total single powered devices capacity that is going to get hosted.	Details will be shared with successful bidder
20	82	Annexure-8	Annexure-8 Scope of Work including Technical Specifications - E. Telecom Room / Meet Me Room	1. The facility should be carrier-neutral and network-neutral, with multiple, diverse Telco rooms/MMRs to accommodate various network and telecom service providers. Ideally, these should be located on the Bank's proposed Data Centre floor within the facility building.	MMR room will be present within same facility/building not necessarily on the same floor bank to confirm on this. The MMR shall be available within the 90 meters distance from the Banks Cage area.	Bidder to comply with RFP terms & conditions.



21	76	Annexure-8	Annexure-8 Scope of Work including Technical Specifications - 1. Detailed Requirement:	1. On Day 1, the Bank anticipates the need for a dedicated, contiguous, and clear space to accommodate 10 racks (including server racks, network racks, and OEM racks) with total consumed load of 120kW for hosting the Bank's NDR Site IT infrastructure within the server room area.	1. Bank to confirm on dimensions of OEM racks & U size. 2. Is this 10 Racks reservation with 120 kW reservation for 3 years? Pls confirm. 3. The Price bid has to incorporate the Charges for the reservation of the Rack spaced within the Cage.	1. Please consider 45U - 800mmx1200mm for OEM racks for preparing the draft layout and submit the response to the RFP. Actual OEM rack dimensions will be shared with successful bidder, the layouts will be finalised before implementation. 2. Bidder to comply with RFP terms & conditions. 3. Bidder to comply with RFP terms & conditions.
22	79	Annexure-8	Annexure-8 Scope of Work including Technical Specifications - 1. Detailed Requirement:	Bank in future may intend to host its communication racks (Network Racks) within the Cage Area where its major Network/ Telecom service providers terminate their links directly onto these racks. Bidder to confirm compliance to get the Network/ Telecom service providers' connectivity delivered directly into the Bank's cage area with no additional cost to the Bank during the entire contract period.	1. Bank to confirm whether this communication rack will be within 20 rack setup only or we need to provide an extra rack apart from from 20racks. 2. Basis clarity we can comply.	1. Even if communication racks are hosted within the cage area, the total quantity of racks will be 20.
23	NA	NA	GeM-Bidding-8783053.pdf EMD Detail EMD Amount 30000000		The EMD amount of ₹3 Crore for a 20-rack colocation requirement appears significantly higher compared to similar RFPs issued by other Government and PSU banks. We request that the EMD be revised to a more reasonable level. Based on prevailing industry norms, we recommend an EMD in the range of ₹5 lakh to ₹10 lakh	Bidder to comply with RFP terms & conditions.
24	13	SECTION B - INTRODUCTION	SECTION B - INTRODUCTION 5. Requirement Details 5.2. The initial term of contract will be for a period of 7 years from the date of site handover and acceptance given by the bank and additional 3 years as an optional period, if contracted by the Bank. However there will be initial Lock-in Period of 3 years from the date of site handover and acceptance given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between Bank and the vendor. If the services are found to be unsatisfactory, Bank reserves the right to discontinue the services.		Will the initial PO be for 3 years or 7 years? Please let us know the firm commitment from the client under this RFP. Is it for 7 years or 10 years (include 3 years Lock-in from handover of the space).	Initially PO will be issued for 7 years with 3 years Lockin period, exceptin case of mergers or acquisitions.



25	15	SECTION B - INTRODUCTION	SECTION B - INTRODUCTION 8. Scope of Work 8.2 Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Near Disaster Recovery Data Center. Any guidelines on changes/modifications/enhancements given by RBI/regulatory bodies with regard to Near Disaster Recovery Data Center will be added to the scope of work.		Changes to the scope of work shall be aligned with the services provided and shall be mutually agreed between the parties.	Clauses are self explanatory, Bidder to comply with RFP terms & conditions.
26	15	Sec. B: Introduction	SECTION B - INTRODUCTION 9. Technical Requirements The bidder shall comply with the Technical Requirements narrated in Annexure-9 and adhere to the guidelines issued by RBI and other Regulatory bodies related to Colocation Services of Near Disaster Recovery Data Center. The bidder should also maintain confidentiality of information shared with them during the tenure and post-tenure of the contract.		Request to kindly share the "guidelines issued by RBI and other Regulatory bodies related to Colocation Services of Near Disaster Recovery Data Center"	Bidder to check as per publicly available documents.
27	16	Sec. C: Deliverable And Service Level Agreements	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 1. Project Timelines: Phase-1: 4 Weeks Phase-2: 6 Weeks		Kindly revise the timelines as following Phase-1: 10 Weeks Phase-2: 18 Weeks	Bidder to refer the Corrigendum-1.
28	17	Sec. C: Deliverable And Service Level Agreements	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Security 2.1. The selected bidder has to use standard procedures like hardening, dedicated configuration for all the devices supporting Bank's infrastructure in order to comply security standards including cyber security. 2.2. The selected bidder will ensure the software delivered for all the devices supporting Bank's infrastructure is in conformity with security standards and is without any security vulnerability. 2.3. The Bank may conduct security audit in the proposed solution after complete implementation. 2.4. The selected bidder has to do necessary changes in the configuration directed by security team of the Bank after security audits like VAPT, Code Audit etc., without disturbing the production and existing backed up copies and at no additional cost to the Bank. 2.5. The selected bidder has to follow the industry best practices in configuration of Operating System and other Software. 2.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period. 2.7. The selected bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information. 2.8. The selected bidder is liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.		This section appears to be derived from Cloud Computing or Software Development RFPs, as the clauses do not align with the requirements of the Colocation business. We kindly request that this section be removed or fine-tuned to suit the RFP scope	All Applicable clauses should be adhered with.



29	19	Sec. C: Deliverable And Service Level Agreements	<p>4. Uptime</p> <p>4.1. The selected Bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.99% for the Data Centre as specified in Scope of Work (Annexure-8), during contract period, which shall be calculated on monthly basis.</p>		Kindly revise the uptime as 99.982% as per ASHRAE standards	Bidder to comply with RFP terms & conditions.
30	20	Sec. C: Deliverable And Service Level Agreements	<p>5. Response Time and Meantime to Restore [MTTR]</p> <p>5.1. Response Time and Meantime to Restore [MTTR] shall be as mentioned below:</p> <p>Typical Resolution Time</p> <p>I. Critical: Within 10 minutes</p> <p>II. Key Infrastructure: Within 30 minutes</p> <p>5.2. Response time mentioned in clause 5.1 will be from issue occurrence time.</p>		<p>We are assuming "Resolution Time" as "Response Time". Kindly confirm our understanding.</p> <p>In case 10min and 30 min are referring to Resolution Time, we kindly request to remove the resolution time since troubleshooting of the critical equipment always has a dependency on OEMs which may take more time. Since, uptime is already mentioned and is linked to penalties, resolution time may not be of much importance.</p> <p>All Critical Infrastructure has built in redundancies as per Rated 3 TIA 942 standard with an availability of 99.982 %. The RFP states in the table that the resolution time has to be within 10 minutes for critical and within 30 min for other Infrastructure. The resolution time will depend on the OEMs as well as the type of Fault. Requesting Bank to please correct the Table heading to read Response time, instead of the currently mentioned Resolution time.</p>	Bidder to comply with RFP terms & conditions.
31	20 to 24	Sec. C: Deliverable And Service Level Agreements	<p>6. Penalties/ Liquidated damages</p> <p>6.1. to 6.8</p>		Section 6 (from page 20 to 24) includes penalties and liquidated damages across numerous parameters. We request that these be rationalized and limited primarily to uptime related violations, as the remaining parameters are inherently linked to uptime performance.	Bidder to refer the Corrigendum-1.



32	20	Sec. C: Deliverable And Service Level Agreements	<p>6. Penalties/ Liquidated damages</p> <p>6.1. Penalties/Liquidated damages for delay in Delivery and Installation of the Data Centre would be as under:</p> <p>6.1.1. Penalties/ Liquidated damages for delay in implementation: If the Bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified as per Clause 1.3 'Project Timelines', the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of TCO subject to maximum deduction of 10% of the TCO or unperformed services for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p> <p>6.1.2. However, the total Penalty/LD to be recovered under above 'Clause 6.1.1' shall be restricted to 10% of the TCO (exclusive of Taxes).</p>		RFP allows termination + penalties + PBG invocation for the same event, which we request to amend. Where liquidated damages are levied, the same shall be Bank's sole remedy against the Bidder against such delays. Further, where LD is levied, for the same instant, no penalty shall be levied nor any termination. LD must generally operate as exclusive remedy for delay.	Bidder to refer the Corrigendum-1.
33	21	Sec. C: Deliverable And Service Level Agreements	<p>6. Penalties/ Liquidated damages</p> <p>6.2. Penalties/Liquidated damages for not maintaining uptime</p> <p>6.2.1. If the bidder fails to maintain the guaranteed Uptime during Contract period, the penalty for Uptime will be deducted as under:</p> <p>Above 99.99 % - No Penalty</p>		Kindly revise this to 99.982% as per ASHRAE guidelines and revise the ranges given in other rows accordingly in the table.	Bidder to comply with RFP terms & conditions.
34	22	Sec. C: Deliverable And Service Level Agreements	<p>6. Penalties/ Liquidated damages</p> <p>6.3. Additional Penalty clauses</p> <p>6.3.1. For non-compliance as detailed below during the contract period:</p> <p>Root Cause Analysis for any reported incident: To be shared within 1 Business Day</p> <p>Noncompliance of Scope Of work: To be complied with in 2 days of reporting</p> <p>Cross Connect Installation: 24 hours from the time of confirmation from Bank.</p>		Most often, bidder has an external dependency including OEMs to manage the incidents. Hence, request you to please delete this clause or allow bidders to submit the Preliminary RCA within 48 hrs of the incidents & Final RCA would take higher time. Request your concurrence / acceptance for this.	Bidder to refer the Corrigendum-1.
35	24	Sec. C: Deliverable And Service Level Agreements	<p>7. Fault Reporting, Trouble Ticketing, and Call Closure Procedure:</p> <p>7.5. Any call, which is not resolved within 10 minutes of reporting, must be informed to Bank.</p>		Kindly elaborate with an illustration	Bidder to comply with RFP terms & conditions.



36	24	Sec. C: Deliverable And Service Level Agreements	7. Fault Reporting, Trouble Ticketing, and Call Closure Procedure: 7.5. BIDDER shall attempt to resolve all Trouble tickets in accordance with the Resolution matrix mentioned in this RFP. The resolution could be to repair/replace or provide a workaround that does not hamper the normal productivity of the Bank.		Kindly elaborate "resolution could be to repair / replacement " with an illustration. Since troubleshooting of the critical equipment always has a dependency on OEMs, this may take more time. Accordingly we are assuming that "resolution could be to repair / replacement " does not apply to troubleshooting of the critical equipment. Kindly confirm.	Bidder to comply with RFP terms & conditions.
37	24	Sec. C: Deliverable And Service Level Agreements	8. Integration & Interfaces: 8.2. Bidder to ensure smooth physical migration with well coordination with all the parties involved for the relocation.		Are bidders expected to factor the Lift & Shift scope into this project? If so, kindly provide complete details, including the location of the existing infrastructure, current inventory, and any other relevant information	Bidder to refer the Corrigendum-1.
38	24	Sec. C: Deliverable And Service Level Agreements	10. Warranty & Annual Maintenance Contract (AMC): 10.1. All the equipment (including all Hardware items, network items, devices...etc.,) in the proposed Data Centre supporting the Bank infrastructure to be well maintained by the Bidder to ensure uninterrupted services to the Bank. Any AMC to be sought will be sole responsibility of the Bidder during the entire tenure of the Contract period with no additional cost to the Bank. 10.2. Such warranties and or AMC's copies/reports to be made available by the Bidder as and when required by the Bank. 10.3. All equipment in the proposed Data Centre facility shall be covered with valid warranty/ AMC with the respective OEMs or service providers until the contract period or until the replacement/upgradation by the Bidder. Bidder is completely responsible to maintain the warranties/ AMCs and shall provide any such information and reports to Bank on a need basis.		This is not applicable for Colo Service Provider. Request confirmation that this is not applicable	Bidder to comply with RFP terms & conditions.
39	25	Sec. C: Deliverable And Service Level Agreements	11. Scope involved during Contract period: 11.4. During the contract period, the bidder should ensure to apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. for the devices related to Data Center infra support as and when released by the bidder/OEM and inform the Bank. 11.5. If such software, license updates provided by the OEM, it should be provided and installed & configured by the selected bidder free of cost to the Bank during the contract period. 11.6. The support shall be given in person/email/tele/remote access. 11.7. Only licensed copies of software shall be supplied. Further, all software supplied shall be of latest version.		This section appears to be derived from Cloud Computing or Software Development RFPs, as the clauses do not align with the requirements of the Colocation business. We kindly request that this section be removed or fine-tuned to suit the RFP scope	Bidder to comply with RFP terms & conditions.



40	26	Sec. C: Deliverable And Service Level Agreements	12. Local support: 12.3. Root Cause Analysis shall be shared by the Bidder for all the reported incidents within 24 hours.		Most often, bidder has an external dependency including OEMs to manage the incidents. Hence, request you to please delete this clause or allow bidders to submit the Preliminary RCA within 48 hrs of the incidents & Final RCA would take higher time. Request your concurrence / acceptance for this.	Bidder to refer the Corrigendum-1.
41	26	Sec. C: Deliverable And Service Level Agreements	13. Defect Liability In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP terms.		This is not applicable for Colo Service Provider. Request confirmation that this is not applicable	Bidder to comply with RFP terms & conditions.
42	26	Sec. C: Deliverable And Service Level Agreements	15. Sub-contracting		It is the understanding for RFP's in India that the client refers to the subcontracting elements as being subcontracting of core Data Center Services. It is understood by the clients that most of the activities for running a data center are outsourced to third parties. For abundant clarity, however, we have stated this clarity as follows - We outsource various activities during construction and operation of our multi tenanted data centre business. Activities like physical build of data centre, housekeeping, security, operation etc are an outsourced activity. We also engage outsourced employees for providing various services and all these outsourced services will remain outsourced even for Canara Bank. We request confirmation that procurement of such services will not be construed as Subcontracting and no approval will be required for engaging or changing any of our vendors involved in such activity.	Bidder to comply with RFP terms & conditions.



43	26	Sec. C: Deliverable And Service Level Agreements	<p>15. Subcontracting</p> <p>15.2. Bidder must conduct proper Background Verification (BGV) for all the Outsourced/ Subcontract staff and such reports needs to be shared with the Bank as and when required. Complete responsibility of the outsourced/ Subcontract staff lies with the Bidder.</p> <p>15.3. Bidder to conduct Police Verification for all the Physical Security staff and share the reports to Bank as and when required. Deployment of the Physical Security staff shall be post clearance from Police Verification and necessary Background Verification only.</p>		<p>Please note we conduct stringent Background verification checks for all our regular employees through 3rd party vendor and For contract employees, the BGV is done by their employer through 3rd party vendor. Since, BGV & Police Verification reports contain employees' personal information and data, our privacy policy does not allow us to share them with any external parties including the customers. However, we can submit a Self-Declaration mentioning the details of BGV.</p>	<p>Clauses are self explanatory, Bidder to comply with RFP terms & conditions.</p>
44	27	Sec. C: Deliverable And Service Level Agreements	<p>16. Right to Audit</p> <p>16.1. The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p> <p>16.2. Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>16.3. The VENDOR shall, whenever required by the PURCHASER</p>		<p>We need to replace the Right to Audit clause as follows: In case the Bank desires to audit the Services contracted i.e for audits either for security considerations related to Service Provider's provision of Services, Or in the event client wishes to audit the services delivered pursuant to this contract, the Bank shall notify Service Provider with at least seven (7) days' prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between the Bank and Service Provider in writing based on contracted services scope. The commercials of such audit shall be paid by the Bank to service provider depending on the agreed scope. If there is any third-party auditor from Bank's side, then NDA should be signed between Bank & Third party.</p>	<p>Bidder to comply with RFP terms & conditions.</p>
45	29	Sec. D: Bid Process	<p>4. Bid System Offer</p> <p>4.2. Part B - Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per Annexure-13. The format for submission of Commercial bid is as per Appendix-B.</p>		<p>Request to kindly provide BOM in MS Excel format</p>	<p>Bidder to comply with RFP terms & conditions.</p>



46	32	Sec. D: Bid Process	<p>11. Assumptions/Presumptions/Modifications The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.</p>		<p>Considering the complexity and size of this RFP/Scope, agreeing with the entire RFP Content may not be possible by the time of bid submission date. Hence, we kindly request to allow the bidders to submit conditional bids by highlighting the difficulties/concerns/deviations/assumptions if any found in RFP documents (including all T&Cs and Technical requirements).</p>	Bidder to comply with RFP terms & conditions.
47	32	Sec. D: Bid Process	<p>12. Submission of Bids 12.1. The bidder has to submit their response in GeM portal before the bid end date & time mentioned in the GeM bid document. The physical documents (viz., EMD, Integrity Pact etc.,) should be submitted to the below mentioned officials before the bid end date & time at the Venue specified in the Bid Schedule.</p>		<p>Since this is an online bid submission, as a standard practice, please provide one week time to submit the originals(EMD, Integrity Pact etc.) from the date of submission of online bid.</p>	Bidder to comply with RFP terms & conditions.
48	40	Sec. F: Ownership & Awarding of Contract	<p>SECTION F - OWNERSHIP & AWARDING OF CONTRACT 10. Execution of Agreement 10.1 Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.</p>		<p>We request that you use our standard Colocation Services MSA template, as it has been specifically prepared to govern the services provided under this RFP.</p>	Bidder to comply with RFP terms & conditions.
49	41	Sec. F: Ownership & Awarding of Contract	<p>12. Order Cancellation/Termination of Contract 12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.</p>		<p>We request that this clause be removed, as termination without cause poses a significant risk to bidders, who are required to make substantial upfront investments to execute the project.</p> <p>Also kindly note that 12.1 is contradicting with "12.3. Bank shall serve the notice of termination to the Bidder post lock-in period of 3 years, at least 6 months prior, of Its intention to terminate services without assigning any reasons."</p> <p>Clause 12.1 says Bank will give 30 days notice for termination of contract without any notice. Clause 12.3 says "Bank shall serve the notice of termination to the Bidder post lock-in period of 3 years, at least 6 months prior". Request clarity if clause 12.3 is in vogue will clause 12.1 still apply?</p>	Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms & conditions.



50	41	Sec. F: Ownership & Awarding of Contract	<p>12. Order Cancellation/Termination of Contract</p> <p>12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.</p> <p>12.3. Bank shall serve the notice of termination to the Bidder post lock-in period of 3 years, at least 6 months prior, of its intention to terminate services without assigning any reasons.</p>		<p>Both 12.1 and 12.3 contradict with each other. We request that the Bank not be permitted to terminate the Agreement for convenience as this deal has upfront investments by us which shall get recovered by us over the entire period of contract. Bank shall not be entitled to terminate the Agreement or the project, for convenience.</p>	<p>Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms & conditions.</p>
51	41	Sec. F: Ownership & Awarding of Contract	<p>12. Order Cancellation/Termination of Contract</p> <p>12.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p>		<p>Request to kindly elaborate with an illustration</p>	<p>Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms & conditions.</p>
52	41	Sec. F: Ownership & Awarding of Contract	<p>12. Order Cancellation/Termination of Contract</p> <p>12.2. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>12.2.1. Delay in delivery beyond the specified period for delivery.</p> <p>12.2.2. Serious discrepancies noted in the items delivered.</p> <p>12.2.3. Breaches in the terms and conditions of the Order.</p> <p>12.2.4. Non submission of acceptance of order within 7 days of order.</p> <p>12.2.5. Excessive delay in execution of order placed by the Bank.</p> <p>12.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.</p> <p>12.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.</p> <p>12.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>12.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.</p> <p>12.2.10. If deductions on account of liquidated Damages exceeds more than 20% of the total contract price.</p>		<p>We request that the bidder be provided a notice of breach and provided a cure period of at least 30 days to enable bidder to rectify the breach.</p>	<p>Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms & conditions.</p>



53	42	Sec. F: Ownership & Awarding of Contract	<p>12. Order Cancellation/Termination of Contract 12. Exit Management Plan 12.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.</p>		<p>Incase the contract is cancelled the bidder to bear additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. When does this apply? We are of the opinion that if contract is cancelled for no fault of bidder why will this clause apply? Request clarity</p>	<p>Bidder to refer the Corrigendum-1. Bidder to comply with RFP terms & conditions.</p>
54	44	Sec. G: General Conditions	<p>4. Human Resource Requirement 4.1. The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service. 4.2. The selected bidder shall depute the required number of onsite resources with the requisite qualifications as per Annexure-8 for the full duration of the contract. 4.7. The selected bidder has to submit following KYC documents of resources engaged: 4.7.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only. 4.7.2. Address Proof (Local and Permanent) - Duly attested photocopy by candidate and bidder HR. 4.7.3. Aadhaar Card - Duly attested photocopy by candidate and bidder HR. 4.7.4. Background Police Verification report - Duly attested photocopy by candidate and bidder HR.</p>		<p>Request to kindly remove this requirement "4. Human Resource Requirement" as this format is not applicable for Colocation business. In colocation business, the service provider does not deploy manpower in customer's premises.</p> <p>The requirements mentioned under "4. Human Resource Requirement" are more suitable to the projects wherein manpower is required to be deployed at customer premises or to execute customer assigned tasks or so. Since, in colocation business line, there is no need of dedicated manpower assignment/deployment at customer premises, we are considering this as not applicable. Request to delete this and consider the same while finalizing the contract agreement.</p> <p>The KYC documents asked are highly confidential in nature and as per internal policies, they cannot be shared outside the organization. Kindly request to consider this and exempt us from this requirement. However, we can share a summary of the BGV report with masked personal details based on the need.</p>	<p>Bidder to comply with RFP terms & conditions.</p>



55	44	Sec. G: General Conditions	<p>4. Human Resource Requirement 4.7. The selected bidder has to submit following KYC documents of resources engaged: 4.7.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only. 4.7.2. Address Proof (Local and Permanent) - Duly attested photocopy by candidate and bidder HR. 4.7.3. Aadhaar Card - Duly attested photocopy by candidate and bidder HR. 4.7.4. Background Police Verification report - Duly attested photocopy by candidate and bidder HR.</p> <p>The selected bidder shall extend all of the outsourced Banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time, as per the provisions of Minimum Wages Act 1948.</p>		<p>The requirements mentioned in this clause are more suitable to the projects wherein manpower is required to be deployed at customer premises or to execute customer assigned tasks or so. Since, in colocation business line, there is no need of dedicated manpower assignment/deployment at customer premises, we are considering this as not applicable. Request to delete this and consider the same while finalizing the contract agreement.</p>	Bidder to comply with RFP terms & conditions.
56	45	Sec. G: General Conditions	<p>6. Inspection of Records Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including solution/service provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.</p>		<p>The term 'Accounts and Records' requires further clarification, as its current scope is not clearly defined. We are assuming that it refers solely to the data and documentation related to the project scope outlined in this RFP, and not to any other organizational records. Kindly confirm our understanding.</p>	Bidder to comply with RFP terms & conditions.
57	45	Sec. G: General Conditions	<p>SECTION G - GENERAL CONDITIONS 8. Assignment 8.1. The VENDOR/ SERVICE PROVIDER shall not assign to any one, in whole or in part, its obligations to perform under the Contract, except with the BANK's prior written consent. 8.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SERVICE PROVIDER under this Contract.</p>		<p>We request that the clause permit assignment / change of control as stated below due to the nature of the data center business.</p> <p>Change of Control (CoC) may not be triggered by and assignment provision must all for: i) transfer to an bidder's affiliate; (ii) an IPO or (iii) on a transfer to a financial sponsor where bidder remains the operator.</p>	Bidder to comply with RFP terms & conditions.
58	46	Sec. G: General Conditions	<p>11. Confidentiality and Non-Disclosure The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. <u>Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information.</u> The bidder shall furnish an undertaking as given in Annexure-11.</p>		<p>We request that the indemnity provision be deleted from this paragraph. Additionally, this provision should be made mutual and reciprocal, as the Bidder also shares confidential information with the other party.</p>	Bidder to comply with RFP terms & conditions.



59	48	Sec. G: General Conditions	<p>14. Business Continuity Plan</p> <p>14.1. The Service Provider/Vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.</p> <p>14.2. The Service Provider/Vendor/ Bidder shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.</p>		<p>We feel this clause is not applicable as this is a colo service. Request to make this clause not applicable for this RFP</p> <p>We request to delete the following line from the RFP as we have BCP for our own infra and will not do any joint testing.</p> <p>"The Bank may consider joint testing and recovery exercise with the Service provider/vendor."</p>	Bidder to comply with RFP terms & conditions.
60	48	Sec. G: General Conditions	<p>16. Adherence to Banks IS Security/Cyber Security Policies</p> <p>16.1. BIDDER/VENDOR/ SERVICE PROVIDER shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.</p> <p>16.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Bidder/vendor/Service Provider shall immediately report such incident to the Bank.</p>		<p>Since we are providing only colocation services, which includes physical space and Power as a service and does not have access to any of the customer's IT setup or data, thus, this clause is not applicable to the Data center service provider. Further, the Bidder shall be responsible for ensuring physical security of infrastructure. Any infiltration pertaining systems, applications, cyber security or anything not related to colocation shall not be under service provider scope.</p> <p>Hence, we request you to kindly remove this clause as this is more suitable for a managed hosting service provider or a cloud service provider.</p> <p>However, we hereby declare that we are PCI DSS and ISO 27001 certified organization, and we have all controls in place for our internal IT systems to handle and comply with industry Security Standards.</p>	Bidder to comply with RFP terms & conditions.
61	48	Sec. G: General Conditions	<p>15. Hiring of Bank Staff or Ex-Staff:</p> <p>16. Adherence to Banks IS Security/Cyber Security Policies</p>		<p>Not applicable to Colocation services provided under this RFP.</p>	Bidder to comply with RFP terms & conditions.



62	49	Sec. G: General Conditions	<p>18. Indemnity</p> <p>18.1- The BIDDER/ VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>18.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the BIDDER/ VENDOR/ SERVICE PROVIDER;</p> <p>18.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the BIDDER/ VENDOR/ SERVICE PROVIDER;</p> <p>18.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the BIDDER/ VENDOR/ SERVICE PROVIDER.</p>		We request this indemnity section be deleted as it is broad and not in line with colocation services.	Bidder to comply with RFP terms & conditions.
63	49	Sec. G: General Conditions	<p>18. Indemnity</p> <p>18.2 The BIDDER/ VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them.</p>		We will provide indemnity only for Third party breach of Intellectual Property Rights breach. Hence request you to replace the clause with follow: "The BIDDER/ VENDOR/ SERVICE PROVIDER shall indemnify the Bank against all third party claims resulting from infringement of any patent, trademarks, copyrights etc"	Bidder to comply with RFP terms & conditions.
64	49	Sec. G: General Conditions	<p>18. Indemnity</p> <p>18.4 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p>		Survival of this shall be limited to the term of the Agreement and not beyond that.	Bidder to comply with RFP terms & conditions.



65	49	Sec. G: General Conditions	<p>18. Indemnity Limitation of Liability 18.5. BIDDER/ VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.</p> <p>18.6. The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p>		<p>We request you to replace this as follow.</p> <p>"Notwithstanding anything to the contrary contained in this Agreement, the total aggregate liability of the Provider/Bidder shall be limited to fifty percent (50%) of the total Contract Value."</p> <p>For uncapped liabilities, we can further give:</p> <ul style="list-style-type: none"> - Intentional breach of confidentiality, or misappropriation of the other party's confidential information, if health/personal data is excluded from the confidentiality obligations. - Fraud - Indemnity for breach of third party's IPR" - Bodily injury and death 	Bidder to comply with RFP terms & conditions.
66	50	Sec. G: General Conditions	<p>20. General Conditions to Contract:</p> <p>20.1. The BIDDER/ VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.</p> <p>20.2. The BIDDER/ VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the Bank's and its customer's data and report same to the Bank, Vendor/Service Provider shall be liable to Bank for any event for security breach and leakage of data/information</p> <p>20.3. The BIDDER/ VENDOR/ SERVICE PROVIDER shall abide/ comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/ 2023-24/ 102 DoS.CO.CSITEG/ SEC.1/ 31.01.015/2023-24 dated 10/ 04/ 2023 and its future amendments and communications.</p>		<p>We request for the below changes:</p> <p>20.1 The BIDDER/ VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.</p> <p>20.2. We request you to delete this as NTT does not have visibility on any data. Neither we are processing or capturing any Client's data.</p> <p>20.3. NTT will abide with the Master direction to the extent applicable for the services provided under this RFP.</p> <p>Further we request to delete all the remaining clauses which will be discuss in the definitive agreement.</p>	Bidder to comply with RFP terms & conditions.



67	50, 55	Sec. G: General Conditions	<p>20. General Conditions to Contract: 20.2. The BIDDER/ VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the Bank's and its customer's data and report same to the Bank, Vendor/Service Provider shall be liable to Bank for any event for security breach and leakage of data/information</p> <p>31. Bidder Conformity 31.2. Bidder should ensure to adhere applicable regulatory guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the Bank's and its customer's data and report same to the Bank, Vendor will be liable to Bank for any event for security breach and leakage of data/information.</p>		<p>Since we are providing only colocation services, which includes physical space and Power as a service and does not have access to any of the customer's IT setup or data, thus, this clause is not applicable to the Data center service provider. Further, the Bidder shall be responsible for ensuring physical security of infrastructure. Any infiltration pertaining systems, applications, cyber security or anything not related to colocation shall not be under service provider scope.</p> <p>Hence, we request you to kindly remove this clause as this is more suitable for a managed hosting service provider or a cloud service provider.</p> <p>However, we hereby declare that we are PCI DSS and ISO 27001 certified organization, and we have all controls in place for our internal IT systems to handle and comply with industry Security Standards.</p>	Bidder to comply with RFP terms & conditions.
68	50, 55	Sec. G: General Conditions	<p>20. General Conditions to Contract: 20.3. The BIDDER/ VENDOR/ SERVICE PROVIDER shall abide/ comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/ 2023-24/ 102 DoS.CO.CSITEG/ SEC.1/ 31.01.015/2023-24 dated 10/ 04/ 2023 and its future amendments and communications.</p> <p>31. Bidder Conformity 31.1. Bidder should ensure that, it is complying with applicable guidelines issued by RBI on outsourcing of IT services vide master direction note no: RBI/2023_24/102DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.</p>		<p>The terms mentioned in https://www.rbi.org.in/Scripts/BS_ViewMasDirections.aspx?id=12486 are more relevant to Cloud Services and for CSPs. Since this RFP is intended to procure Colocation Services, we request you to kindly delete or kindly indicate the Chapter numbers and clause numbers applicable to Colocation Business segment.</p>	Bidder to comply with RFP terms & conditions.



69	51	Sec. G: General Conditions	<p>21. Force Majeure</p> <p>21.1. The selected bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.</p> <p>21.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder, resulting in such a situation.</p> <p>21.3. In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform/ render/ discharge other obligations as far as they can reasonably be attended/ fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.</p> <p>21.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder.</p>		<p>We request you replace the definition of Force Majeure as follows:</p> <p>"Force Majeure event/s" means such conditions including, but not limited to, (a) governmental actions, trade sanctions, blockades, embargoes, quarantines, or other imposed travel restrictions; (b) acts of God, lightning strikes, asteroids, meteorites, earthquakes and other seismic events, floods, droughts, storms, solar flares, tempests, mud slides, washaways, explosions, fires or any natural disasters; (c) epidemics and pandemics or a lesser spread of disease that causes interruption or delay (including any vector-borne disease); (d) acts of war, acts of public enemies, terrorism, riots, insurrections, civil commotions, disturbances or unrest, malicious damage, sabotage and revolution; (e) internet or telecommunication systems failures, equipment failures, electrical power failures, cyber warfare, cyber intrusion and cybercrime, cyber espionage, computer or cyber sabotage which are not covered in any SLA; (f) failures of third party systems, infrastructure, software and applications; (g) government lockdown orders or any law or any action taken by a government or public authority that restricts or prohibits performance of the party's obligations; or (h) in the event of any regulatory decision or government order requiring the Provider</p>	Bidder to comply with RFP terms & conditions.
70	55, 56, 57	Sec. G: General Conditions	<p>31. Bidder Conformity</p> <p>31.3. Bidder should ensure that, it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.</p> <p>32. Data Processing</p> <p>32.1. Vendor/Service Provider shall comply with the Data Processing Terms and Conditions as furnished in Annexure- I and any other data protection laws applicable to the Services, which shall form part and parcel of this agreement.</p> <p>32.2. Once the provisions of the Digital Data Protection Act, 2023 are notified, Vendor/service Provider shall be required to execute an addendum to this agreement that complies with the legal provisions envisaged under the Digital Data Protection Act, 2023 and rules framed thereunder.</p> <p>33. Protection of Data: 33.1 to 33.7</p>		<p>This RFP is intended to procure Colocation Services. In Colocation business, the service provider does not have access to client systems, applications, information or data. Hence, all the points mentioned are not applicable to the Colocation scope. Hence, request to please delete this.</p> <p>However, we hereby declare that we are PCI DSS and ISO 27001 certified organization, and we have all controls in place for our internal IT systems to handle and comply with industry Security Standards.</p>	Bidder to comply with RFP terms & conditions.



71	55	Sec. G: General Conditions	<p>30. Legal Disputes and Jurisdiction of the court 30.1 The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.</p>		This need to be mutual.	Bidder to comply with RFP terms & conditions.
72	55	Sec. G: General Conditions	<p>32. Data Processing 32.1. Vendor/Service Provider shall comply with the Data Processing Terms and Conditions as furnished in Annexure- 1 and any other data protection laws applicable to the Services, which shall form part and parcel of this agreement. 32.2. Once the provisions of the Digital Data Protection Act, 2023 are notified, Vendor/service Provider shall be required to execute an addendum to this agreement that complies with the legal provisions envisaged under the Digital Data Protection Act, 2023 and rules framed thereunder. 33. Protection of Data: along with Data Processing Terms and Conditions as Annexure 1</p>		We request deletion of these clauses, as the bidder does not have visibility into, access to, or process any client data under the scope of services. Accordingly, these clauses are not applicable to the bidder and should be removed from the RFP.	Bidder to comply with RFP terms & conditions.
73	62	Annexure-1	<p>Annexure-1 - Bid Covering Letter We accept all the Instructions, Terms and Conditions and Scope of Work of the subject RFP. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.</p>		Considering the complexity and size of this RFP/Scope, agreeing with the entire RFP Content may not be possible by the time of bid submission date. Hence, we kindly request to allow the bidders to submit conditional bids by highlighting the difficulties/concerns/deviations/assumptions if any found in RFP documents (including all T&Cs and Technical requirements).	Bidder to comply with RFP terms & conditions.



74	66	Annexure-2	<p>Annexure-2: Pre-Qualification Criteria</p> <p>9. The Bidder should have minimum experience of Three (03) years in providing any Data Center Colocation to any of the Scheduled Commercial Banks/ PSUs/BFSI in India as on 31/03/2025.</p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the Data Center services.</p> <p>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'.</p> <p>Any other document evidencing this criterion to the satisfaction and acceptance of the Bank.</p> <p>.....</p> <p>11. "The bidder must have hosted or provided colocation services to at least one Scheduled Commercial Banks/ NBFC/ PSU / BFSI clients at any of their facilities in India."</p> <p>Credential Letter/Copy of Purchase order copies/Sign-off report from Companies hosting sites at the Bidder's co-hosting facility, clearly mentioning that they have taken Data Centre co-hosting facility from the Bidder.</p>		<p>As per the NDA signed with most of our clients, especially the Banking and Hyperscaler customers, we are strictly bound to keep each and every information very confidential including their names. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory or completely masked PO to comply with this requirement.</p>	<p>Bidders to provide masked purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization, However the documents should evidence the required supporting info in providing the Data center colocation services to any Scheduled Commercial Banks/ PSUs/BFSI in India as on 31/03/2025.</p> <p>Eg: Client name, services availed (Nature of services and Capacity), Date of PO, Service Duration/ Contract Period etc.</p>
75	71	Annexure-4	<p>Annexure-4</p> <p>Bid Security Declaration (Should be submitted by eligible MSEs/Start-ups on Company's letter head with company seal and signature of the authorized person)</p>		<p>We are assuming that this is not applicable to Pvt. Ltd. companies. Kindly confirm.</p>	<p>Bidder to comply with RFP terms & conditions.</p>
76	73	Annexure-6	<p>Annexure-6</p> <p>List of Major Customers of the bidder in last 3 Years and references (Should be submitted on Company's letter head with company seal and signature of the authorized person)</p>		<p>As per the terms and conditions of NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, SOFs, PO Copies, Order values, dates of projects etc. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory or else the masked PO copies highlighting all confidential information</p>	<p>Bidder to comply with RFP terms & conditions.</p>



77	76	Annexure-8	<p>Annexure-8 Scope of Work including Technical Specifications</p> <p>2. Detailed Requirement:</p> <p>A. Cage Area</p> <p>2. Additionally, the Bank foresees reserving space for 10 racks (including server racks, OEM racks, and network racks) with a total average consumed load of 120kW for a period of 3 years from the initial handover date, along with the Right of First Refusal thereafter.</p> <p>7. If the Bank does not utilize the reserved space, the Bidder shall modify the cage to ensure that entry and exit are not obstructed. This modification shall be carried out by the Bidder with utmost care, without disrupting the existing live Data Centre, and at no additional cost to the Bank.</p>	<p>We understand that "4. A secure cage for 20 racks is to be constructed on Day 1."</p> <p>Are bidders, by their own cost, required to modify/reduce the cage area to accommodate 10 rack space if the Bank releases reserved space (i.e. does not bring in the additional 10 racks) at the time of exercising the Right of First Refusal?</p> <p>Kindly specify the timelines for ROFR. We prefer 15 to 30 days time window to confirmation on ROFR/release the reserved space.</p> <p>As this is an unforeseen situation that may or may not arise in the future, any modifications required at later stages will incur additional costs. We request your kind consideration of this matter</p>	<p>Clarification on ROFR - Bank shall confirm on exercising ROFR within 60 days from intimation by the Bidder.</p> <p>Rest other terms will be as per RFP.</p>
78	76	Annexure-8 Scope of Work including Technical Specifications	<p>Annexure-8 Scope of Work including Technical Specifications</p> <p>2. Detailed Requirement:</p> <p>A. Cage Area</p> <p>5. AI Workloads/ GPU Deployment - The proposed Data Centre facility should be capable of hosting the Bank's future AI and GPU workloads. Upon the Bank's request and with reasonable prior notice, the Bidder shall provision and implement new age cooling technologies within the facility/premises –including, without limitation, air cooled, direct contact liquid cooling and liquid immersion cooling—capable of supporting power densities of up to 40 kW per rack. The Bidder shall provide commercial based on air-cooled deployments, considering the high-density requirements. Commercials for liquid-cooled setups will be discussed and finalized on a case-by-case basis</p> <p>Bidder to consider 5 racks for deployment of AI workloads/ GPU deployment within the proposed tower/building.</p>	<p>Our data centers are equipped to host Air cooled, new age cooling technologies, direct contact liquid cooling and liquid immersion cooling as well. There is a considerable amount of modifications that will be required for Liquid Cooling setups. In any existing Live Running Air Cooled setup intercepting it to provide Liquid cooling is not recommended, as it will require modification of the Cold Aisles, providing capacities for additional Air cooling and Installation of Liquid Cooling supporting equipments. When the bank has a future requirement for using such Liquid cooling for their devices, this certainly can be discussed and the required arrangements can be looked into for implementation on a different floor / building .</p>	<p>Bidder to comply with RFP terms & conditions.</p>
79	78	Annexure-8	<p>Annexure-8 Scope of Work including Technical Specifications</p> <p>2. Detailed Requirement:</p> <p>A. Cage Area</p> <p>19. Bidder to provision floor PDUs with isolation transformer K13 to feed the hosted racks of the Bank.</p>	<p>The Data Hall is a shared colocation environment, and therefore the PDUs will also be shared with other customers. The Floor PDUs have isolation Transformers of k4 rating. We request your kind consideration of this.</p>	<p>Bidder to refer the Corrigendum-1.</p>



80	79	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 39. The Bidder shall permit the Bank to extend connectivity from network or telecom service providers' racks located in the Meet-Me Rooms via cross-connects (Copper CAT 6/6A and Fiber OM3/OM4). Any such cross-connect extension from the Meet-Me Room to the Bank's server cage area shall be performed by the Bidder at no additional cost throughout the contract period. All extensions will be routed through a patch panel rack in the Meet-Me Room.		We kindly request to state the estimated no of fiber and copper cross connects for the contract period. We also request bank to consider that any additional fiber or copper cross connects will be chargeable as per the mutually agreed commercials	Day 1 Indicative Requirement as below: Fiber - 48 Crossconnects Copper - 24 Crossconnects (SM & MM cable count will be provided to successful bidder) As mentioned in the RFP any cross-connect extension from the Meet-Me Room to the Bank's server cage area shall be performed by the Bidder at no additional cost throughout the contract period.
81	79	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 40. Bank in future may intend to host its communication racks (Network Racks) within the Cage Area where its major Network/ Telecom service providers terminate their links directly onto these racks. Bidder to confirm compliance to get the Network/ Telecom service providers' connectivity delivered directly into the Bank's cage area with no additional cost to the Bank during the entire contract period.		If ISP is getting in the Fibre directly to the cage area, in this case the fibre should be a NON jelly filled (should be a dry core or non-jelly filled) cable. We request your kind consideration of this matter.	Bidder to comply with RFP terms & conditions.
82	79	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 41. Within the Data Centre Cage area, the Bidder shall provide a minimum of two tiles (1200 mm) for the cold aisle, two tiles (1200 mm) for the hot aisle, and a 1200 mm periphery. The proposed layout of the space must be submitted for approval. If any additional space is required for AI/GPU workloads Bidder to accommodate the same.		As there is Cage requirement the Periphery of the Cage will have only a one tile, the cold Aisle will be minimum of 2 Tiles. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.



83	79	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 43. The Bidder shall provide UL-certified metal racks from reputed OEMs such as Rittal/Netrack/Vertiv/ Schneider equipped with CE-certified Rack PDUs and horizontal and vertical cable managers for structured cabling. Each rack must include redundant power strips and proper earthing. Racks should be designed to accommodate an additional pair of RPDU's wherever specified in this RFP. The supply and installation of racks and RPDU's will be the sole responsibility of the Bidder. Any replacement of faulty rack components, including RPDU's, shall be carried out by the Bidder at no additional cost to the Bank throughout the contract period.		Any accessories required for installing the additional Rack PDU/Intelligent Rack PDU's asked by the bank will incur additional Supply and Installation costs. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
84	79	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 44. The Bidder shall provide access to the Bank's team, auditors, and regulatory officials authorized by the Bank to visit and inspect the NDR site during the contract period upon request. Access logs, trails, and CCTV footage of entries and exits must be made available to such personnel when requested. The Bank's team, auditors, or regulatory officials may also require access to verify the functioning and monitoring of CCTV systems, alarms, and BMS devices such as FSS, FAS, VESDA, WLD, UPS, DG sets etc., as well as server room parameters including temperature, humidity, and power failure alerts. Such access shall be facilitated by the Bidder		We request to have a concurrence on the below facts. 1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customer. 2. In case the customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, customer shall notify us with at least seven (7) days' prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the customer depending on the agreed scope. 3. If there is any third-party auditor from customer's side, then NDA should be signed between the customer & Third party Auditor. 4. Due to confidentiality reasons, we will not be able to share the hardcopies/softcopies of our policies or procedures with the customers before or after onboarding. However, we will be able to show the same only post onboarding the customers in our DC premises during our DC visit or a scheduled customer audit subject to mutually signing of NDA.	Irrelevant query to the referred clause.
85	80	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: B. Structured Cabling Requirement (Optional) iv. Maintenance of the structured cabling will have to be carried out by the Bidder during the entire tenure of the contract with no additional cost to the Bank.		The Bidder will repair or restore any cabling-related connectivity issues reported during the warranty term at no cost to the Bank. Requests for additional cabling or alterations to the connections between source and destination racks will be chargeable, with costs covering both materials and labor.	Bidder to comply with RFP terms & conditions.



86	81	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: D. Seating Space 9. Bidder to provision 4 pairs of OM3/OM4 Multimode Fiber Cable via available ducts to establish connectivity between the seating area wall mounted network rack to the proposed Server Hall with no additional cost to the Bank		Provisioning of requested fiber connectivity will incur the separate cost for cabling material and labor	Bidder to comply with RFP terms & conditions.
87	80	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: A. Cage Area 47. Bidder should provide one Intercom facility between the server room to the seating area & one Landline Telephone connection with Telephone instruments in the cage area meant for Bank's authorized personal use with no additional cost to the Bank.		Bank is required to procure Telephone lines (PRI or PSTN) directly from the Telecom Service Provider. Analog telephone instruments and associated line connections must likewise be obtained directly from the provider. We request your kind consideration of this matter.	Bidder to refer the Corrigendum-1.
88	80	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: B. Structured Cabling Requirement (Optional) i. The Bidder shall be asked to carry out internal structured cabling using Copper (CAT 6/CAT 6A) and Fiber (OM3/OM4) with adequate redundancy wherever applicable, within server racks, network racks, and the server area, and extend cabling to the telco room if required.		Works required to be carried out as per those requirements will attract additional charges. We request your kind consideration of this matter.	Bidder to comply with RFP terms & conditions.
89	81	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: D. Seating Space 3. Bidder to provide 6 Analog Telephone Instruments to the Bank with no additional cost to the Bank. Provision of Intercom cabling to the Bank will be complete responsibility of the Bidder. 4. Apart from Intercom cabling specified above, Bank requires 1 Land Line connectivity to be provided by the Bidder enabling unlimited local calls (Pan India) with no additional cost to the Bank. Supporting infrastructure (Cable laying/ extension from Telecom Service Provider Mux Point upto Seating Space and cable laying from seating space upto cage are) will be carried out by Bidder with no additional cost.		Bank is required to procure Telephone lines (PRI or PSTN) directly from the Telecom Service Provider. Analog telephone instruments and associated line connections must likewise be obtained directly from the provider. We request your kind consideration of this matter. Supporting infrastructure (Cable laying/ extension from Telecom Service Provider Mux Point up to Seating Space and cable laying from seating space up to cage area) expected to be carried out by Bidder will be with additional cost. We request your kind consideration of this matter.	Bidder to refer the Corrigendum-1.



90	82	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: E. Telecom Room / Meet Me Room		Access to the MMR/Telco room is limited to authorized technicians for cabling activities. As all customer circuits are handed off in the MMR by the service provider, the room is a high-security, critical facility. While we acknowledge the requirement to support future cabling additions, we would like to clarify that any such additions beyond the initial scope will be subject to additional charges. These will be quoted based on the applicable rates at the time of implementation	Bidder to comply with RFP terms & conditions.
91	82	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: E. Telecom Room / Meet Me Room 2. The Bidder shall support and permit the Bank's appointed Network/Telecom service providers to terminate the provided links without imposing any additional cost on the Bank.		All cross connect extensions from MMR to cage space will be done by the bidder and will be with additional charges based of the type media of link extension (Fiber or copper). We request your kind consideration of this matter.	Bidder to comply with RFP terms & conditions.
92	83	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: E. Telecom Room / Meet Me Room 5. The Bidder shall provide two dedicated 50 mm GI conduits (round pipes) or metal ducts along two diverse paths from the proposed cage area to the Meet-Me Room, preferably located on the same floor as the Bank's cage area. The distance from any rack within the Bank's cage area to the Meet-Me Room must not exceed 90 meters.		Kindly delete this requirement as this has to be mutually discussed and agreed post award of the contract.	Bidder to comply with RFP terms & conditions.
93	83	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: E. Telecom Room / Meet Me Room 6. If the required Network or Telecom service providers are unavailable, the Bidder must arrange and coordinate their commissioning during the initial Data Centre setup at no additional cost to the Bank		ISP needs to pay agreed service charges for hosting the device in MMR. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
94	83	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: E. Telecom Room / Meet Me Room 7. All telecom and service provider links will terminate in the designated Meet Me Rooms. The Bidder shall extend links from other network providers within these Meet Me Rooms. Any extension of such links from the Bidder's Telecom Room/Meet Me Room to the Bank's server cage area shall be carried out by the Bidder at no additional cost for cross-connects (both fiber and copper) throughout the entire contract tenure.		Cross connect charges will be applicable OTC and MRC. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.



95	84	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: F. BMS (Building Management Systems) 14. The temperature in the server hall should be maintained at 22 +/- 2 degree C and shall be measured above the raised floor surface on front of the Rack. The humidity at the Data Centre should be maintained at 50 % +/- 5% RH and shall be measured above the raised floor surface on front of the rack.		Temperature: range of 24 +/- 2 deg C is maintained in the Data halls and As per ASHRAE-TC9.9 Humidity 30% to 70% RH is maintained.	Bidder to refer the Corrigendum-1.
96	84	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: F. BMS (Building Management Systems) 16. Calibration of the Temperature and Humidity sensors will be conducted at least twice in a year by the Bidder and such reports will be submitted to the Bank as and when needed during the tenure of the Contract.		Calibration is done once in a year and Sharing of the reports is subject to approvals. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
97	84	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: F. BMS (Building Management Systems) 20. CCTV surveillance should be implemented to cover all rack rows, building entrances and exits, as well as other critical areas where the Bank's components are located. All activities must be continuously recorded, and the archival footage should be retained for a minimum of 90 days during the contract period. The Bidder shall provide these logs to the Bank on external hard disks or tapes at no additional cost.		All common areas of the data center are monitored by CCTV cameras. If the bank requires a dedicated CCTV monitoring for the banks Cage and its server rows , an additional dedicated CCTV system can be provided at an additional One time Cost and Monthly recurring cost requesting the bank to please consider.	Bidder to comply with RFP terms & conditions.
98	86	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 21. Environmental audit, Power Quality Audit, Energy Audit should be done once a year and reports to be made available to the Bank. 22. Sharing of all reports, documents etc as and when required by the Bank to be complied by the Bidder and at no additional cost to the Bank.		Sharing of the reports is subject to approvals. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.



99	86	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 23. The Bidder shall ensure comprehensive BGV for all outsourced and subcontracted personnel. A sample report needs to be submitted in the RFP response. Verification reports must be provided to the Bank upon request. The Bidder assumes full responsibility for the conduct and compliance of all outsourced and subcontracted staff. 24. The Bidder shall ensure that Police Verification is conducted for all Physical Security personnel and submit the verification reports to the Bank as and when required. Deployment of Physical Security staff will only take place after successful Police Verification and completion of all necessary background checks.		Kindly note that we conduct Background verification checks for all our regular employees through a 3rd party vendor. For contract employees, the BGV is done by their employer through their 3rd party vendor. Since BGV & Police Verification reports contain employees' personal information and data, our privacy policy does not allow us to share them with any external parties including the customers. However, we confirm that if the customer wants to verify the BGV status, we can show a Summary of BGV masking all personal details of the employees post completion of onboarding process. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
100	87	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 29. The air quality at the co-hosting site must comply with severity level G1 (mild) as defined in ISA-71.04. The Bidder shall provide an Air Quality Report along with an undertaking on their official letterhead, explicitly confirming that the air quality at the Data Centre co-hosting site meets severity level G1 (mild) in accordance with ISA-71.04.		Request to kindly allow the bidders to submit Air Quality reports in due course of time for Under Construction/New DC facilities. Request to include NAAQS & NIOSH standards also in this clause and allow the bidders to submit the reports as per NAAQS & NIOSH standards along with a self declaration mentioning severity level.	Bidder to refer the Corrigendum-1.
101	87	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 38. Monthly reports to be submitted by Bidder which includes (Indicative but not Exhaustive) Health Reports, Power Utilization, Access Control logs, Fire Drill (if conducted in that month), Data Centre Uptime, Incident Reports etc. Reporting structure and any additional reports required will be communicated by the Bank to the successful BIDDER.		This has to be decided as per mutually agreed and contracted scope since reporting sharing and intervals are subject approvals. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
102	88	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 45. Bidder has to arrange access permission, enrol biometrics and issue access cards to Bank staff or Bank appointed vendor's / system integrator within 2 hrs of intimation by the Bank		Access will be provided on priority post intimation via ServiceNow tickets/ Email post receiving intimation from Authorized person as per security process. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.



103	88	Annexure-8	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 54. Visitorial Rights: The Service provider should provide Visitorial rights for Bank auditors, external auditors engaged by Bank, RBI audit/inspection officials, ISO auditors etc. Bank cannot provide any minimum time frame to inform the vendor. The vendor will undertake compliance of audit observations as applicable. Bank may conduct surprise visits after roll out.		We request to have a concurrence on the below facts. 1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customer. 2. In case the customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, customer shall notify us with at least seven (7) days' prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the customer depending on the agreed scope. 3. If there is any third-party auditor from customer's side, then NDA should be signed between the customer & Third party Auditor. 4. Due to confidentiality reasons, we will not be able to share the hardcopies/softcopies of our policies or procedures with the customers before or after onboarding. However, we will be able to show the same only post onboarding the customers in our DC premises during our DC visit or a scheduled customer audit subject to mutually signing of NDA.	Irrelevant query to the referred clause.
104	88	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 56. The Bidder shall conduct site survey to commission the solution without any extra cost to the bank (if required). Bidder shall mitigate various audit points, Compliance points at no cost to the Bank within one week as and when any advisory released/suggested by competent authority/organization/Bank at any point of time during the validity of the contract period (as applicable).		This will be subject to feasibility and to be mutually agreed at the time of request. Additional cost to be mutually decided when both the parties come across such situation.	Bidder to comply with RFP terms & conditions.
105	89	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 58. Bidder agrees that the rate for expansion shall not exceed the current rates agreed in the price schedule.		Expansion is not guaranteed as it is subject to availability of space and power. The rates may vary as per prevailing market values. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
106	89	Annexure-8 Scope of Work including Technical Specifications	Annexure-8 Scope of Work including Technical Specifications 2. Detailed Requirement: G. General 66. Observations or any recommendations from OEM's time to time will have to be implemented by the Bidder and such reports shall be shared with the Bank.		Reports can be only shown which is subject to approvals	Bidder to comply with RFP terms & conditions.



107	90	Annexure-8 Scope of Work including Technical Specifications	<p>Annexure-8 Scope of Work including Technical Specifications</p> <p>2. Detailed Requirement:</p> <p>G. General</p> <p>76. Certificates and reports included but not limited to as specified below should be available readily and submitted to the Bank as and when the same is obtained/renewed. These certificates and reports should also be shown and submitted periodically or as and when requested by Bank:</p> <p>a. MIDC Allotment letter/Land Transfer deed/Land ownership deed/Other Ownership documents.</p> <p>b. Occupancy certificate and building completion certificate (If Facility under construction, Construction commencement certificate and sanctioned plan to be submitted)</p> <p>c. Environmental clearance certificate</p> <p>d. Pollution Control Board Certificate for DG sets. (at least once every year)</p> <p>e. Power Sanction certificate from MSEDC/L/MSETCL/Tata Power/Adani Power</p> <p>f. Power Tariff bills for the entire facility</p> <p>g. Detailed report on all minor and major issues on critical infrastructure in past 365 days</p> <p>h. Any notices related to the Real estate, infrastructure or its operations received from municipal authorities or governing bodies.</p> <p>i. Capacity Management assessment report</p> <p>j. Copy of Licence from Evolving Department to store the diesel</p>		<p>Sharing of the reports is subject to approvals. We request your kind consideration of this matter so request bank to change the clause to</p> <p>"76. Certificates and reports included but not limited to as specified below should be available or shown to the Bank during bank scheduled audit of colocation services."</p>	Bidder to comply with RFP terms & conditions.
108	93	Annexure-9	Annexure-9 Technical Requirements		<p>We request you to review the content provided in Annexure-8 and Annexure-9, as both appear to be mostly identical. Since the RFP requires bidders to submit a signed copy of Annexure-8, it seems that Annexure-9 duplicates the most of the information. We therefore request that Annexure-9 be removed and the non-identical points be merged in Annexure-8.</p>	Bidder to comply with RFP terms & conditions.
109	93	Annexure-9	Annexure-9 Technical Requirements		<p>A lot of information, declarations, documents, Policies etc. being asked to be submitted in Annexure-9. For under construction/New DC Facilities, kindly allow the bidders to submit them in due course of time.</p> <p>Kindly note that bidders can share some and some are strictly confidential in nature. Hence, allow the bidders to submit non-confidential information at the time bid submission and rest will be mutually discussed/agreed post award of contract basis the confidentiality.</p>	Bidder to comply with RFP terms & conditions.
110	94	Annexure-9	<p>Annexure-9 Technical Requirements</p> <p>Section A:</p> <p>7. Minimum 99.99% Uptime is required for the DC Critical and Environmental Infrastructure on monthly basis.</p>		<p>Request to revise this as 99.982% as per ASHRAE Guidelines</p>	Bidder to comply with RFP terms & conditions.



111	95	Annexure-9	Annexure-9 Technical Requirements Section A: 13. Audit reports of people accessing the facility should be available as and when required by Bank.		Kindly revise as "Audit reports of people accessing the Bank's Cage area should be available as and when required by Bank."	Bidder to comply with RFP terms & conditions.
112	95	Annexure-9	Annexure-9 Technical Requirements Section A: 16. Bidder must conduct proper Background Verification (BGV) for all the Outsourced/ Subcontract staff, and such reports needs to be shared with the Bank as and when required. Complete responsibility of the outsourced/ Subcontract staff lies with the Bidder		Kindly note that we conduct Background verification checks for all our regular employees through a 3rd party vendor. For contract employees, the BGV is done by their employer through their 3rd party vendor. Since BGV & Police Verification reports contain employees' personal information and data, our privacy policy does not allow us to share them with any external parties including the customers. However, we confirm that if the customer wants to verify the BGV status, we can show a Summary of BGV masking all personal details of the employees post completion of onboarding process. We request your kind consideration of this matter	Bidder to comply with RFP terms & conditions.
113	95	Annexure-9	Annexure-9 Technical Requirements Section A: 17. Bidder to provide information on all the Sub-Contracting activities at the Proposed facility to the Bank and list out the Subcontractors		We kindly request the deletion of this clause, as it is not feasible to provide detailed information on all subcontracting activities required to operate a complex data center facility	Bidder to comply with RFP terms & conditions.
114	95	Annexure-9	Annexure-9 Technical Requirements Section A: 18. Bidder to conduct Police Verification for all the Physical Security staff and share the reports to Bank as and when required. Deployment of the Physical Security staff shall be post clearance from Police Verification and necessary Background Verification only.		Kindly note that we conduct Background verification checks for all our regular employees through a 3rd party vendor. For contract employees, the BGV is done by their employer through their 3rd party vendor. Since BGV & Police Verification reports contain employees' personal information and data, our privacy policy does not allow us to share them with any external parties including the customers. However, we confirm that if the customer wants to verify the BGV status, we can show a Summary of BGV masking all personal details of the employees post completion of onboarding process. We request your kind consideration of this matter	Clauses are self explanatory, Bidder to comply with RFP terms & conditions.



115	96	Annexure-9	<p>Annexure-9 Technical Requirements Section A: 19. Bidder shall allow Internal, External auditors appointed by Bank, RBI audit/inspection officials, ISO auditors etc. to audit the infrastructure and systems at the Data centre 24x7 as per Bank/RBI guidelines. Bank cannot provide any minimum time frame to inform the Bidder. Bidder will undertake compliance of audit observations as applicable. Bank may conduct surprise visits after roll out. During the Audit, any information/reports sought by the Auditor to be provided in the agreed timeframe.</p>		<p>We request to have a concurrence on the below facts. 1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customer. 2. In case the customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, customer shall notify us with at least seven (7) days' prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the customer depending on the agreed scope. 3. If there is any third-party auditor from customer's side, then NDA should be signed between the customer & Third party Auditor. 4. Due to confidentiality reasons, we will not be able to share the hardcopies/softcopies of our policies or procedures with the customers before or after onboarding. However, we will be able to show the same only post onboarding the customers in our DC premises during our DC visit or a scheduled customer audit subject to mutually signing of NDA.</p>	Bidder to comply with RFP terms & conditions.
116	96	Annexure-9	<p>Annexure-9 Technical Requirements Section A: 23. Bidder to submit Incident management policy 24. BCP Procedure Document to be made available to the Bank by the successful Bidder 25. Does your firm have an existing ESG policy in place? If Yes, please provide a copy of the policy. If there is no current policy, please describe your plan or explain the Rationale.</p>		<p>Due to confidentiality reasons, we will not be able to share the hardcopies/softcopies of our policies or procedures with the customers before or after onboarding. However, we will be able to show the same only post onboarding the customers in our DC premises during our DC visit or a scheduled customer audit subject to mutually signing of NDA.</p>	Bidder to comply with RFP terms & conditions.
117	97	Annexure-9	<p>Annexure-9 Technical Requirements Section A: 26 to 31 on ESG requirements</p>		<p>Kindly allow us to present the information at the global level, as ESG policy governance is managed centrally by our global organization and is uniformly applicable across all regions</p>	Bidder to comply with RFP terms & conditions.
118	97	Annexure-9	<p>Annexure-9 Technical Requirements Section A: 32. Air Quality in Co-hosting site should be of severity level G1 (mild) as per ISA-71.04. Bidder to submit Air Quality Report along with an undertaking on a Bidder's letterhead, clearly mentioning that Air Quality in Data Centre Co-hosting site has severity level G1 (mild) as per ISA-71.04</p>		<p>Request to kindly allow the bidders to submit Air Quality reports in due course of time for Under Construction/New DC facilities. Request to include NAAQS & NIOSH standards also in this clause and allow the bidders to submit the reports as per NAAQS & NIOSH standards along with a self declaration mentioning severity level.</p>	Bidder to refer the Corrigendum-1.



119	99	Annexure-9	Annexure-9 Technical Requirements Section A: 44. The Data Centre should have a load-bearing capacity of a minimum 1500 Kg/ Sq. mtr. Bidder to submit Design Basic Report(DBR) Bidder to submit DBR		DBR is a strictly confidential document. Due to confidentiality reasons, we will not be able to share the same with the customers before or after onboarding. However, we will be able to show relevant pages of DBR only post onboarding the customers in our DC premises during our DC visit or a scheduled customer audit subject to mutually signing of NDA.	Bidder to comply with RFP terms & conditions.
120	102	Annexure-9	Annexure-9 Technical Requirements Section A: 79. The temperature in the server hall should be maintained at 22 +/- 2deg C and shall be measured above the raised floor surface on front of the Rack 80. The humidity at the Data Centre should be maintained at 50 % +/- 5% RHs and shall be measured above the raised floor surface on front of the Rack		Temperature: 24 +/- 2 deg C is maintained in the Data Halls As per ASHRAE-TC9.9 Humidity 30% to 70% RH	Bidder to refer the Corrigendum-1.
121	107	Annexure-10	Annexure-10 Technical Evaluation Criteria 1. NBFC/Mutual Fund/ Commercial entity Client/ any other customer serviced by the Bidder anywhere in India		Kindly elaborate "Commercial entity Client". Which businesses/segments/industries are considered under this category?	The term "Commercial Entity Client" generally refers to any organization or business that operates for profit and engages in commercial activities rather than being a government body, non-profit, or individual consumer
122	113	Annexure-12	Annexure-12 Undertaking of Authenticity We hereby undertake that all the license/software's/middleware/API used in this Product under the above like Servers, Switches, Hard Disk, Monitors, Memory etc., shall be original new components /parts /assembly /software only from respective OEMs/OSDs/OSOs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used. We also undertake that in respect of Licensed Operating System/Application Software/any other Software if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g., Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software etc.) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System). We confirm that the OS and software is free from bugs, malware, covert channels in code etc.		This section appears to be derived from Cloud Computing or Software Development RFPs, as the clauses do not align with the requirements of the Colocation business. We kindly request that this section be removed or fine-tuned to suit the RFP scope	Bidder to comply with RFP terms & conditions.



123	114	Annexure-13	Annexure-13 Bill of Material Table - A to Table - N		Request to kindly provide entire Annexure-13 in a restricted MS Excel format to avoid any human error while copy-pasting the content into an excel file.	Bidder to comply with RFP terms & conditions.
124	144	Annexure-14	Annexure-14 Undertaking Letter b. We also confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.		We kindly request the deletion of this clause, as it presents a significant level of risk for the bidders	Bidder to comply with RFP terms & conditions.
125	144	Annexure-14	Annexure-14 Undertaking Letter f. We hereby confirm that, if we become successful bidder, we will submit Due-Diligence Report from any RBI Accredited/ SEBI registered Credit rating agencies in India as per Annexure-19. Of the RFP.		Request to kindly elaborate the need of this requirement and also the Annexure-19 is about UNDERTAKING FOR NOT BEING NPA.	It is part of Due Diligence process as prescribed by regulatory. Bidder to comply with RFP terms & conditions.
126	145	Annexure-15	Annexure-15 Escalation Matrix		Request to kindly allow the bidders to Escalation Matrix in due course of time for Under Construction/New DC facilities.	Bidder to comply with RFP terms & conditions.
127	146	Annexure-16	Annexure-16 Manufacturer Authorization Form		Request to kindly elaborate - on which components of Annexure-13 the Colocation Service Provider has to take MAF.	To be provided if applicable.
128	147	Annexure-17	Annexure-17 Compliance Statement		Considering the complexity and size of this RFP/Scope, agreeing with the entire RFP Content may not be possible by the time of bid submission date. Hence, we kindly request to allow the bidders to submit conditional bids by highlighting the difficulties/concerns/deviations/assumptions if any found in RFP documents (including all T&Cs and Technical requirements).	Bidder to comply with RFP terms & conditions.
129	150	Annexure-20	Annexure-20 [DUE DILIGENCE REPORT]		Looking at questions asked in Annexure-20, it appear to be an evaluation/due-diligence exercise form to be filled by the buyer. We are unable to understand the role of the bidder here. Kindly clarify on actions to be taken by the bidder during bid submission.	Applicable to successful bidder.
130	152	Annexure-21	Annexure-21 Format for submission of Software Bill of Material (SBOM)		Kindly clarify the specific actions expected from a Colocation Service Provider against "Annexure-21 Format for submission of Software Bill of Material (SBOM)" when proposing only colocation services. FYI.. Page 158 asks to submit "23) Format for submission of Software Bill of Material (SBOM) as per Annexure-21."	Applicable data to be provided.



131	155	Annexure-22	Annexure-22 Format for submission of Cryptography Bill of Material (CBOM)		Kindly clarify the specific actions expected from a Colocation Service Provider against "Annexure-21 Format for submission of Software Bill of Material (SBOM)" when proposing only colocation services. FYI.. Page 159 asks to submit "24) Format for submission of Cryptography Bill of Material (CBOM) as per Annexure-22."	Applicable data to be provided.
132	112	Annexure-11	Annexure-11 Non-Disclosure Agreement		Since location of data center and other documentation is confidential to the bidder, we request that this NDA be mutual in nature, protecting both parties confidential information.	Bidder to comply with RFP terms & conditions.
133	171	Appendix-F	Appendix-F Pre Contract Integrity Pact 8. FALL CLAUSE The BIDDERELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDERELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDERELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.		We request to delete this False clause from the Integrity Pact. We understand the importance of competitive quote and we would like to confirm that we don't indulge in anti-competitive policies including predatory pricing. The price given is dependent on several factors and change in any of these factors are likely to impact prices. Some of the key elements that impact pricing are payment terms, contractual risks, dependency on OEMs, pricing of OEMs, volume of supply, location of delivery, third party and partner ecosystem, dollar fluctuations. The Fall Clause accepted by NTT, takes into account the various factors that determine price, and the Fall Clause shall be applicable only as long as such factors remains same.	Bidder to comply with RFP terms & conditions.
134	174	Appendix-G	Appendix-G DRAFT CONTRACT AGREEMENT		We request that you use our standard Colocation Services MSA template, as it has been specifically prepared to govern the services provided under this RFP.	Bidder to comply with RFP terms & conditions.
135	NA	NA	NA		We request you to kindly provide minimum three weeks time to prepare RFP Response/Proposals after releasing the Pre-Bid Clarifications. Accordingly, please extend the submission date.	Bidder to comply with RFP terms & conditions.



136	13	5	Requirement Details	<p>5.2 The initial term of contract will be for a period of 7 years from the date of site handover and acceptance given by the bank and additional 3 years as an optional period, if contracted by the Bank. However there will be initial Lock-in Period of 3 years from the date of site handover and acceptance given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between Bank and the vendor. If the services are found to be unsatisfactory, Bank reserves the right to discontinue the services.</p>	<p>Requesting customer to kindly accept below clause</p> <p>1) We hereby propose that no lock-in-period shall be applicable to Vendor for the Services under this Agreement.</p> <p>2) Additions to be made:- Vendor's Right to Terminate: Without prejudice to any other rights or remedies available under law or contract, the Vendor shall have the right to terminate this Agreement, in whole or in part, by giving written notice to the Bank, upon the occurrence of any of the following events:</p> <p>(a) Material breach by the Bank of any terms and conditions of the RFP and/or this Agreement, which breach is not cured within fifteen (15) days from receipt of written notice from the Vendor specifying such breach; or</p> <p>(b) Failure or default by the Bank in payment of undisputed fees or charges payable to the Vendor, which default continues beyond fifteen (15) days from receipt of written notice of such default.</p> <p>Termination under this Clause shall be without prejudice to the Vendor's right to recover outstanding dues, damages, or any other amounts payable up to</p>	Bidder to comply with RFP terms & conditions.
137	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/ Liquidated damages for delay in implementation	<p>Bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified as per Clause 1.3 'Project Timelines', the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of TCO subject to maximum deduction of 10% of the TCO or unperformed services for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p>	<p>Requesting customer to ammend the clause of Penalties/ Liquidated damages for delay in implementation as per below since the penatly asked in the clause is against TCO.</p> <p>Bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified as per Clause 1.3 'Project Timelines', the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of ARC subject to maximum deduction of 10% of the ARC or unperformed services for each week or part thereof of delay, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p>	Bidder to comply with RFP terms & conditions.
138	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Response Time and Meantime to Restore [MTTR]	Response Time and Meantime to Restore [MTTR]	Requesting to the customer please rectify the table heading as "Response time", as in the RFP table it is mentioned as "Typical Resolution Time"	Bidder to comply with RFP terms & conditions.



141	41	Order Cancellation/Termination of Contract	12		<p>Requesting customer to kindly accept the below clause.</p> <p>1) 12.1.The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 90 days' prior written notice subject to the payment of its outstanding dues.</p> <p>12.2.The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order after providing 30 days prior written notice at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 12.2.1. Delay in delivery beyond the specified period for delivery. 12.2.2. Serious discrepancies noted in the items delivered. 12.2.3. Breaches in the terms and conditions of the Order. 12.2.4. Non submission of acceptance of order within 7 days of order. 12.2.5. Excessive delay in execution of order placed by the Bank. 12.2.6. The Vendor/Service Provider commits a</p>	Bidder to comply with RFP terms & conditions.
142	43	SECTION G - GENERAL CONDITIONS	Roles & Responsibility during Project Implementation	<p>2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during contract period shall be provided by the selected Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.</p> <p>2.2. The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected Bidder or their sub-Bidders.</p> <p>2.3. In case of any damage of Bank's property during execution of the work is attributable to the Bidder, Bidder has to replace the damaged property at his own cost. 2.4. The selected Bidder has to resubmit the Undertaking of Authenticity for the proposed Product as per Annexure-12 along with invoice.</p>	<p>Requesting to the customer please provide the clarification on this particular clause as migration is not a part of the RFP.</p>	Bidder to comply with RFP terms & conditions.



143	67	Annexure-2	Pre-Qualification Criteria	<p>The Bidder should have the certifications/compliance document below.</p> <p>1. ISO/IEC27001 2. ISO/IEC14001 3. ISO/IEC9001 4. ISO ISMS:BCMS 22301 5. SOC-1, 2 6. PCIDSS 7. LEED/IGBC</p>	<p>We kindly request the customer to amend the clause as per below so that qualified and competitive bidders can also participate in this prestigious tender. We @IMDC are globally renowned data center service providers and having presence in more than 20+ countries across the globe. We are serving 1300+ customers including the 5 largest hyperscalers. In India we have 5+ active world class data centers serving our customers. We are very keen to participate in this RFP.</p> <p>The Bidder should have the certifications/compliance document below. The bidder must have any six certification out of seven.</p> <p>1. ISO/IEC27001 2. ISO/IEC14001 3. ISO/IEC9001 4. ISO ISMS:BCMS 22301 5. SOC-1, 2 6. PCIDSS 7. LEED/IGBC</p>	Bidder to refer the Corrigendum-1.
144	67	Annexure-2	Pre-Qualification Criteria	<p>The Bidder should have the certifications/compliance document below.</p> <p>1. ISO/IEC27001 2. ISO/IEC14001 3. ISO/IEC9001 4. ISO ISMS:BCMS 22301 5. SOC-1, 2 6. PCIDSS 7. LEED/IGBC</p>	<p>Requesting customer we have a multiple data center operating in India & we follow the compliance guided by the IGBC / LEED, hence we request you to please allow us to submit the self declaration of the rating of our proposed DC based on the outcome of our evaluation as per the guidelines of IGBC / LEED.</p>	Bidder to refer the Corrigendum-1.



145	67	Annexure-2	Pre-Qualification Criteria	The proposed Data Centre facility should be powered through an onpremises dedicated GIS substation, connected to a 220 kV high-tension line, with a sanctioned power capacity of minimum 50 MVA	<p>With reference to the power requirements specified in the RFP, we understand that the proposed IT load for the NDR setup is approximately 240 kW, including reservation.</p> <p>As per the Scope of Work outlined in the RFP, we confirm our capability to provide 10 to 15 times the Bank's current power requirement through our existing power setup by dedicated utility power via express feeders.</p> <p>In view of the above, we respectfully request the Bank to kindly review and consider amending the RFP clause that mandates the provision of a 220 kV high-tension line with 50 MVA sanctioned power.</p> <p>We request your kind consideration of the above and look forward to your clarification. and look forward to your clarification.</p>	Bidder to refer the Corrigendum-1.
146	75	Annexure-8 Scope of Work including Technical Specifications	Scope of Work including Technical Specifications	<p>Supply of New Racks from Bidder</p> <p>Bidder to provide combination of Indian and IEC type sockets as per the requirement during finalization stage at no additional cost to the Bank.</p>	<p>Please note that using a combination of Indian and IEC sockets in the rack PDUs may result in insufficient total socket availability. We request that only IEC sockets be considered to meet the required quantity.</p>	Bidder to comply with RFP terms & conditions.
147	49	Indemnity	18	18.5 BIDDER/ VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>We hereby propose to modify the clause as provided below:-</p> <p>Notwithstanding anything contained in the Contract, the RFP, the Purchase Order, or any other document executed between the Bank and the Bidder, the aggregate liability of the Bidder, whether arising under contract, tort (including negligence), liquidated damages, indemnity, or otherwise, and irrespective of the nature or cause of such liability, shall in no event exceed an amount equal to the total contract value payable for a period of twelve (12) months under the Contract</p>	Bidder to comply with RFP terms & conditions.



148	49	Indemnity	18	18.6 The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	We hereby propose to modify the existing clause as provided below:- The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.	Bidder to comply with RFP terms & conditions.
149	81	Annexure-8 Scope of Work including Technical Specification	Physical Racks	ix. The proposed solution should be capable of managing the dual authentication for minimum 25 racks.	Requesting to the customer please confirm the exact requirement of the cage it is for 20 or 25 racks	Bidder shall supply, install and manage the dual authentication for all the racks (racks supplied by bidder, OEM racks, and other racks supplied by Bank if any)
150	84	Annexure-8 Scope of Work including Technical Specification	Point No. 9	Critical alarms and alerts—such as temperature, humidity, UPS, electrical systems, VESDA, and WLD—are shared with the bank via SMS and email.	Requesting to the customer please ammend the clause as Critical alarms and alerts—such as temperature, humidity, UPS, electrical systems, VESDA, and WLD—are shared with the bank via email.	Bidder to comply with RFP terms & conditions.
151	84	Annexure-8 Scope of Work including Technical Specification	Point No. 20	CCTV surveillance should be implemented to cover all rack rows, building entrances and exits, as well as other critical areas where the Bank's components are located. All activities must be continuously recorded, and the archival footage should be retained for a minimum of 90 days during the contract period. The Bidder shall provide these logs to the Bank on external hard disks or tapes at no additional cost	We request the Bank to kindly confirm whether the external HDD required for copying or transferring CCTV data shall be provided by the Bank	Hard disk will be provided by the Bank
152	87	Annexure-8 Scope of Work including Technical Specification	Point No. 26	Mantrap shall be provisioned by the Bidder at the proposed Data Centre facility with biometric authentication to avoid tail gating and its access reports to be provided to the Bank as and when requested by the Bank.	Please note that access reports can be provided for the dedicated cage allocated to the Bank only. Access reports for the mantrap cannot be provided, as it is a common area used by other customers to access the data hall.	Bidder to comply with RFP terms & conditions.



153	87	Annexure-8 Scope of Work including Technical Specification	Point No. 30	The Bidder shall arrange mock drills as and when required or requested by the Bank, at regular intervals, in accordance with industry standard practices. These drills shall include functionality testing of the Fire Alarm System. The Bidder must conduct mock drill testing of the detectors without releasing the fire suppression gas. In the event of gas release, the Bidder shall be responsible for refilling the same.	Please note that we have a standard mock drill process conducted annually at the data center, and the report of the drill is shared with the customer/Bank. We request the Bank to kindly amend the clause accordingly.	Bidder to comply with RFP terms & conditions.
154	88	Annexure-8 Scope of Work including Technical Specification	Point No. 43	Proposed Data Centre facility to have dry Pantry/ Cafeteria with Coffee/Tea Vending Machines to be accessible to Bank's Staff, Vendors, Partners 24x7x365 days at no additional cost to the Bank	We requesting to the customer to consider the provision of dry pantry / cafeteria to be provided to adjutant building where we have office setup with all required facility.	Bidder to comply with RFP terms & conditions.
155	88	Annexure-8 Scope of Work including Technical Specification	Point No. 50	Bidder to allow affixing of Banners/Stickers (Bank Logo, Banners, Rack Diagram, Do's & Don'ts etc.) of different dimensions in Workstation area or Data Centre area as and when requested by Bank.	We requesting to the customer please note that affixing of Banners / stickers (Bank Logo, Banners, Rack Diagram, Do's & Don'ts etc.) will be allowed in the Bank subscribed work station area only	Bidder to comply with RFP terms & conditions.
156	88	Annexure-8 Scope of Work including Technical Specification	Technical Specification Point No. 54	Visitorial Rights: The Service provider should provide Visitorial rights for Bank auditors, external auditors engaged by Bank, RBI audit/inspection officials, ISO auditors etc. Bank cannot provide any minimum time frame to inform the vendor. The vendor will undertake compliance of audit observations as applicable. Bank may conduct surprise visits after roll out.	We request the Bank to kindly note that, as per data center compliance, any visit to the data center requires advance email notification to the bidder.	Bidder to comply with RFP terms & conditions.
157	88	Annexure-8 Scope of Work including Technical Specification	Technical Specification Point No. 56	The Bidder shall conduct site survey to commission the solution without any extra cost to the bank (if required). Bidder shall mitigate various audit points, Compliance points at no cost to the Bank within one week as and when any advisory released/suggested by competent authority/organization/Bank at any point of time during the validity of the contract period (as applicable).	We request to the Bank to read this clause as The Bidder shall conduct site survey to commission the solution without any extra cost to the bank (if required). Bidder shall mitigate various audit points, Compliance points at no cost to the Bank within 2-3 weeks as and when any advisory released/suggested by competent authority/organization/Bank at any point of time during the validity of the contract period (as applicable).	Bidder to comply with RFP terms & conditions.



158	95	Annexure-9 Technical Requirements	Section A: Sub Point 14	Bidder should have online portal which can be accessed by the Bank any time to check Access logs, Trouble tickets, SLA monitoring, Gate Pass etc.	Requesting to the customer please ammend the clause as Bidder should have online portal / offline reporting system which can be accessed by the Bank any time to check Access logs, Trouble tickets, SLA monitoring, Gate Pass etc.	Bidder to comply with RFP terms & conditions.
159	95	Annexure-9 Technical Requirements	Section A: Sub Point 47	Bidder to accommodate vehicle parking (2 nos. of 2-Wheeler & 2 nos. of 4-Wheeler) in the proposed facility for the Bank staff/vendors/visitors etc. at no additional cost to the Bank as and when required.	We request the Bank to kindly consider providing vehicle parking facilities in the adjacent building campus	Bidder to comply with RFP terms & conditions.
160	103	Annexure-9 Technical Requirements	Section A: Sub Point 88	Proposed Data Centre to have 4 hours Fire Resistant walls for Exteriors and 2 Hour Fire Resistant for Interior walls	Requesting to the customer please ammend the clause as Proposed Data Centre to have 2 hours Fire Resistant walls for Exteriors and 2 Hour Fire Resistant for Interior walls	Bidder to comply with RFP terms & conditions.
161	103	Annexure-9 Technical Requirements	Section A: Sub Point 91	The proposed facility should include systems to manage and track inbound and outbound material movement (e.g., Barcode or RFID etc.)	Requesting to the customer please consider Barcode or RFID as an optional requirement	Bidder to refer the Corrigendum-1.
162	104	Annexure-9 Technical Requirements	Section A: Sub Point 101	All the Building Management system (BMS) activities are to be controlled centrally in a room specifically to be used for BMS activities and by experienced personnel. The Bidder should manage the BMS activities on a 24*7 basis.	Requesting to the customer please ammend the clause as All the Building Management system (BMS) activities are to be controlled / monitored centrally in a room specifically to be used for BMS activities and by experienced personnel. The Bidder should manage the BMS activities on a 24*7 basis.	Bidder to refer the Corrigendum-1.
163	107	Annexure-10 Technical Evaluation Criteria	Parameters Sub Point 6	Floor Load Bearing Capacity >1800 kg/sqm - 3 Marks >1600 to 1800kg/sqm - 2 Marks 1500 - 1600 kg/sqm - 1 Mark	Requesting to the customer please ammend the clause as below Floor Load Bearing Capacity >1800 kg/sqm - 3 Marks >1500 to 1800kg/sqm - 2 Marks	Bidder to comply with RFP terms & conditions.
164	107	Annexure-10 Technical Evaluation Criteria	Parameters Sub Point 12	DX Unit Redundancy for Server Hall N+1 and Above - 1 Marks	Please note that the CRAC unit & DX unit can not be installed in the same data hall. Requesting to the customer please remove the sub point no. 12 & adjust the marks in the sub point 11 as follows. CRAC Unit / DX Unit Redundancy for Server Hall >= N+2 - 3 Marks N+1 - 2 Mark	Bidder to comply with RFP terms & conditions.
165	152-154	Annexure-21 Format for submission of Software Bill of Material (SBOM)	Annexure-21 Format for submission of Software Bill of Material (SBOM)	Annexure-21 Format for submission of Software Bill of Material (SBOM)	Requesting to the customer to check the annexure as it is not belonging to the co-hosting service provider. Kindly remove or keep as optional for a submission	Applicable data to be provided.



166	155-157	Annexure-22 Format for submission of Cryptography Bill of Material (CBOM)	Annexure-22 Format for submission of Cryptography Bill of Material (CBOM)	Annexure-22 Format for submission of Cryptography Bill of Material (CBOM)	Requesting to the customer to check the annexure as it is not belonging to the co-hosting service provider. Kindly remove or keep as optional for a submission	Applicable data to be provided.
167	As per GEM bid document 2	EMD	EMD Details	EMD - 30000000 in form of DD	We request customer to kindly ammend the value of EMD from 3 Cr to 50 Lakhs as in the recent govt. tenders of such requirement the EMD varies from 30 to 50 Lakhs. Kindly accept this request.	Bidder to comply with RFP terms & conditions.
168	126	Table - F Structured Cabling Cost (Optional Cost)	30-41	Single Mode Fibre patch Chord uniboot OM4 (LCLC)	Requesting customer to be informed that OM4 (Optical Multimode 4) cables are only available in Multi Mode, So can Bidder provide OS2 (Optical Single-mode Cat 2) cables instead of OM4 (Optical Multimode 4)?	Bidder to refer the Corrigendum-1.
169	83	Annexure-8	The Bidder shall provide a separate CCTV surveillance system with a dedicated NVR, ensuring complete coverage of the entire seating area and storage space without any blind spots. Monitoring of the seating space area will be carried out by the Bank and bidder to make the provision of it by arranging required infra and Bidder shall have no access to the same Bidder will not monitor the office space area.		Requesting customer to kindly confirm if monitoring of storage area is under scope of bank as RFP clause only covers monitoring of office space.	Bidder shall supply and install separate surveillance systems for monitoring Bank's seating and Permanent Storage area. Monitoring of seating and Permanent storage space will be carried out by the Bank. Bidder shall be responsible for maintaining the required licenses and AMC's for the entire tenure of the contract. Temporary storage area will be monitored by Bidder.
170	104	Annexure-9 Technical Requirements	CCTV monitoring for surveillance of the server hall area to be provisioned with dedicated NVR's. The CCTV surveillance should cover Bank's Server caged area and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at-least 90 days throughout the contract period and should be made available to the Bank for review 24*7 and submitted to the Bank monthly and whenever requested for byway of hard copy or soft copy or both. CCTV monitoring and recording of common access and entrance must also be logged and monitored. Bidder to manage supply, installation & maintenance of surveillance system during the tenure of the contract.		We kindly request the customer to provide clarity on whether we can provision the cameras on servers, as we have a server-based CCTV surveillance system. As per the requirement, monthly CCTV backups will be provided to the bank, and we also maintain a 90-day retention period for our cameras. Therefore, we seek clarification on the 90-day archival requirement and its applicable duration.	Bidder to comply with RFP terms & conditions.



171	2	1. Schedule of Requirements	1.h	1.h	Are the OEM racks part of the overall 20 number of racks?	Yes
172	2	1. Schedule of Requirements	1.h	1.h	Should we consider 800 mm x 1200 mm x 45U racks for OEM racks now? Without understanding the width of the racks cage design cannot be made with correct cage area.	Please consider 45U - 800mmx1200mm for OEM racks for preparing the draft layout and submit the response to the RFP. Actual OEM rack dimensions will be shared with successful bidder, the layouts will be finalised before implementation.
173	2	1. Schedule of Requirements	1.h	1.h	What will be the quantity of OEM racks?	OEM racks count will be provided to the successful bidder
174	3	Section 2 Detailed req	2A.8	2A.8	While this clause mentions high power racks reaching 15k-18kw, can the bidder consider that the overall power in the cage will not go over 120kw in the day 1 scenario and 240kw including the ROFR scenario	Yes
175	3	. Detailed Requirement:	2.A.13	2.A.13	Is the power requirement of N+N non-negotiable? Can N+1 UPS backup with STS changeover from main block to redundant be acceptable?	Bidder to refer the Corrigendum-1.
176	5	Detailed Requirement:	2.A.41	2.A.41	The RFP states hot aisle distance as 1200 mm. Our standard data hall design is with 900 mm which is sufficient to cater cooling and efficient operation of data center. But the bidder will ensure proper cooling and CFD reports can be shared. Will this work for the bank Will 900 mm hot aisle containment be acceptable?	Bidder to comply with RFP terms & conditions.
177	11	Detailed Requirement	2.F.24	2.F.24	The Bidder must monitor power consumption for each rack to ensure it remains within safe operating limits. - Branch circuit monitoring is available as standard and this can be viewed by the bank on a portal. Would this be sufficient or is there any requirement of a specific metered/smart PDU?	Bidder to comply with RFP terms & conditions.
178	2	Schedule of requirem	1.h	1.h	Bidder to provide combination of Indian and IEC type sockets as per the requirement during finalization stage at no additional cost to the Bank - This can be accommodated if a standard non - metered, customisable PDU is opted	Please refer the rack PDU specifications mentioned in the RFP.



179	4	Detailed Requirement	2.A.19	2.A.19	Bidder to provision floor PDUs with isolation transformer K13 to feed the hosted racks of the Bank. - we have overhead busduct power distribution along with EFU. Harmonics are mitigated at UPS level.	Bidder to refer the Corrigendum-1.
180	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Project Timelines		1.3 The bidder should adhere to the project schedule as stipulated in the below table. Failure to do so would render the bidder liable for Liquidated Damages as stated in this RFP, unless Bank grants an extension to the bidder in writing for completion of the activities beyond the timelines as mentioned below. It is completely at the discretion of Bank to grant such an extension. The project timelines from the date of acceptance of the Purchase Order are as under: Sl. No. Phase No. Activity Project Timelines (in Weeks) 1. Phase-1 Early Access: Making the Server/Cage/Seating area ready and available for setting up the Bank's IT Infrastructure in Server cage area. (Server Hall/Cage Area Site should be ready with electrical cabling, Cooling systems, Fire & safety, LAN Cabling and other facilities like access control system Within 4 weeks from the date of acceptance of Purchase Order. 2. Phase-2 Site (Cage Area, Office Area) completely ready for inspection and Acceptance testing	Request bank to revise the clause and increase the timeline mentioned as below : 1. Phase 1 - Early Access - Delivery to be Within 8 weeks from the date of acceptance of Purchase Order. 2. Phase 2 - Site Readiness - Delivery to be Within 10 weeks from the date of acceptance of Purchase Order.	Bidder to refer the Corrigendum-1.



181	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms	<p>4. Power Charges: The power charges will be paid based on the actual consumption on quarterly basis in arrears as per rate quoted as part of the commercial Bid.</p> <p>The meter reading to be taken in presence of bank official and Reading noted should be duly acknowledged by bank official.</p>	<p>We request clarification and modification of the power billing clause.</p> <p>As per the RFP, power charges are proposed to be billed on a quarterly arrears basis. We request that power (energy) charges be billed in monthly arrears, aligned with monthly energy consumption and utility billing cycles.</p> <p>Capacity / contracted power charges may continue to be billed on a quarterly arrears basis, as specified in the RFP.</p> <p>Hence, request modification as below: 4. Power Charges: The power charges will be paid based on the actual consumption on monthly basis in arrears as per rate quoted as part of the commercial Bid.</p> <p>The meter reading to be taken in presence of bank official and Reading noted should be duly acknowledged by bank official.</p>	Bidder to comply with RFP terms & conditions.
182	67	Annexure-2 Pre-Qualification Criteria	<p>The Bidder should have the certifications/compliance document below.</p> <ol style="list-style-type: none"> 1.ISO/IEC27001 2.ISO/IEC14001 3.ISO/IEC9001 4.ISO ISMS:BCMS 22301 5.SOC-1, 2 6.PCIDSS LEED/IGBC 	Request Bank to remove point no. 4: ISO ISMS: BCMS 22301 from the pre-qualification criteria, as it is primarily applicable to organizations responsible for end-to-end business service delivery. In a colocation model, customers retain responsibility for their own IT and business continuity. Our proposed facility is TIA-942 Rated 3 certified, ensuring redundancy and high availability at the infrastructure level, and we maintain a documented Business Continuity Plan (BCP) to ensure continuity of our operations and service delivery.	Bidder to refer the Corrigendum-1.
183	75	Annexure-8	c. Total consumed Power: 240 kW (120kW across 10 racks + 120kW across 10 racks for reservation space)	Request your confirmation whether 240 kW is Maximum power (equipment nameplate value) or actual consumption of the devices	240kW is the actual consumption
184	76	Annexure-8	5. AI Workloads/ GPU Deployment - The proposed Data Centre facility should be capable of hosting the Bank's future AI and GPU workloads. Upon the Bank's request and with reasonable prior notice, the Bidder shall provision and implement new age cooling technologies within the facility/premises –including, without limitation, air cooled, direct contact liquid cooling and liquid immersion cooling –capable of supporting power densities of up to 40 kW per rack.	<ol style="list-style-type: none"> 1. Kindly specify the deployment timeline for 5 racks with 40 kW capacity provisioned per rack. Please also clarify whether this will form part of the 20 racks currently being provisioned. 2. The power capacity needs to be provisioned in advance, as the same capacity may not be available on the required floor/tower at a later stage. Hence, we request that this requirement be included in the current scope. 	Bidder to refer the Corrigendum-1.



185	79	Annexure-8		<p>32.Type 3 Surge Protection Device (SPD) should be installed at the UPS input & output, reports to be shared to the Bank as and when required.</p>	<p>Type 2 surge protection devices installed at UPS and distribution panel levels provide adequate protection against internal and residual surges. Type 3 SPDs, being point-of-use supplementary devices, are not mandatory and are therefore not required in the proposed data center design.</p> <p>Request Bank to amend the clause to: Type 2 Surge Protection Device (SPD) should be installed at the UPS input & output, reports to be shared to the Bank as and when required.</p>	Bidder to refer the Corrigendum-1.
186	80	Annexure-8		<p>ix. The proposed solution should be capable of managing the dual authentication for minimum 25 racks.</p>	<p>Please clarify the number of racks to be provisioned. The requirement mentions 20 racks (10 live + 10 reserved), however 25 racks have been indicated for the dual authentication solution. Kindly confirm the correct quantity.</p>	Bidder to refer the Corrigendum-1.
187	81	Annexure-8		<p>D. Seating Space 4. Apart from Intercom cabling specified above, Bank requires 1 Land Line connectivity to be provided by the Bidder enabling unlimited local calls (Pan India) with no additional cost to the Bank. Supporting infrastructure (Cable laying/ extension from Telecom Service Provider Mux Point upto Seating Space and cable laying from seating space upto cage are) will be carried out by Bidder with no additional cost.</p>	<p>Mobile phone devices are permitted for authorized users within the data center, and therefore a dedicated landline connection at the seating space is not required. We request the Bank to kindly consider removing this clause.</p> <p>However, if a landline connection is mandatory, the Bidder can assist in assessing the feasibility of providing the telephone line and facilitate the connection in the Bank's name for ease of billing. Any charges levied by the Telecom Service Provider shall be borne by the Bank.</p> <p>Kindly clarify</p>	Bidder to refer the Corrigendum-1.



188	84	Annexure-8		14. The temperature in the server hall should be maintained at 22 +/- 2 degree C and shall be measured above the raised floor surface on front of the Rack. The humidity at the Data Centre should be maintained at 50 % +/- 5% RH and shall be measured above the raised floor surface on front of the rack.	We request that the Bank align the temperature and humidity requirements with the ASHRAE TC 9.9 Class A1 recommended operating guidelines for data centers. Accordingly, instead of maintaining a fixed setpoint of 22 °C ± 2 °C and 50% ± 5% RH, we propose adhering to the ASHRAE-recommended environmental ranges for efficient and reliable operations.	Bidder to refer the Corrigendum-1.
189	93	Annexure-9 Technical Requirements		1. Schedule Fitout to be completed as per timelines mentioned in 'Project Timelines' of point 1 of Section C.	Kindly consider to extend phase 1 timeline to 8 weeks and phase 2 timelines to 10 weeks as mentioned in query sought for SECTION C above	Bidder to refer the Corrigendum-1.
190	98	Annexure-9 Technical Requirements		36. Bidder to confirm the certifications below: a. LEED/ IGBC b. ISO 22301 c. ISO 9001 d. ISO 14001 e. ISO 27001 f. PCI DSS g. SOC 1, SOC 2 If the Proposed facility is new, then Bidder to provide self-declaration of submitting all the certifications within 6-9 months from the date of acceptance of the PO and, Bidder to provide all these certifications of any of their other facility preferably within Navi Mumbai or anywhere in India Failing of such submission, Bank will have right to terminate the contract and invoke the Performance Bank Guarantee(s) submitted by the selected bidder. Over and above the invocation of Performance Bank Guarantee(s), 10% of the total cost of the project will be levied as liquidated damages.	Request Bank to remove point no. b. ISO 22301 from the technical requirements, as it is primarily applicable to organizations responsible for end-to-end business service delivery. In a colocation model, customers retain responsibility for their own IT and business continuity. Our proposed facility is TIA-942 Rated 3 certified, ensuring redundancy and high availability at the infrastructure level, and we maintain a documented Business Continuity Plan (BCP) to ensure continuity of our operations and service delivery.	Bidder to refer the Corrigendum-1.
191	100	Annexure-9 Technical Requirements		47. Bidder to accommodate vehicle parking (2 nos. of 2-Wheeler & 2 nos. of 4-Wheeler) in the proposed facility for the Bank staff/vendors/visitors etc. at no additional cost to the Bank as and when required.	We request removal of this clause, as parking at the facility is provided on a first-come, first-served basis due to security considerations. Dedicated car or two-wheeler parking cannot be allocated; the same policy applies uniformly to all customers and employees.	Bidder to refer the Corrigendum-1.



192	101	Annexure-9 Technical Requirements		70. Type 3 Surge Protection Device should be installed at the UPS input & output, reports to be shared to the Bank as and when required.	Type 2 surge protection devices installed at UPS and distribution panel levels provide adequate protection against internal and residual surges. Type 3 SPDs, being point-of-use supplementary devices, are not mandatory and are therefore not required in the proposed data center design. Request Bank to amend the clause to: 70. Type 2 Surge Protection Device should be installed at the UPS input & output, reports to be shared to the Bank as and when required.	Bidder to refer the Corrigendum-1.
193	102	Annexure-9 Technical Requirements		79. The temperature in the server hall should be maintained at 22 +/- 2deg C and shall be measured above the raised floor surface on front of the Rack	We request that the Bank align the temperature requirements with the ASHRAE TC 9.9 Class A1 recommended operating guidelines for data centers. Accordingly, instead of maintaining a fixed setpoint of 22 °C ± 2 °C, we propose adhering to the ASHRAE-recommended environmental ranges for efficient and reliable operations.	Bidder to refer the Corrigendum-1.
194	102	Annexure-9 Technical Requirements		80. The humidity at the Data Centre should be maintained at 50 % +/- 5% RHs and shall be measured above the raised floor surface on front of the Rack	We request that the Bank align the humidity requirements with the ASHRAE TC 9.9 Class A1 recommended operating guidelines for data centers. Accordingly, instead of maintaining a fixed setpoint of 50% ± 5% RH, we propose adhering to the ASHRAE-recommended environmental ranges for efficient and reliable operations.	Bidder to refer the Corrigendum-1.



195	104	Annexure-9 Technical Requirements	98. Bidder should extend the links terminated by the Network/ Telecom service providers in the Meet Me Room up to the bank's cage area via fibre/copper media (cross-connect) with no additional cost	We request the Bank to clarify the number of fibre and copper cross-connects required from the Meet-Me Room to the Bank's cage, including media type and termination points. The requirement depends on feasibility, redundancy (A/B paths), and network design, and clarification is required to avoid assumptions and ensure accurate sizing and commercial impact evaluation.	Day 1 Indicative Requirement as below: Fiber - 48 Crossconnects Copper - 24 Crossconnects (SM & MM cable count will be provided to successful bidder) As mentioned in the RFP any cross-connect extension from the Meet-Me Room to the Bank's server cage area shall be performed by the Bidder at no additional cost throughout the contract period.
196	107	Annexure-10 Technical Evaluation Criteria	4. Bidder to provide the below Certifications with validity for the proposed site: a. TVRA Certification b. ISO 14001 c. ISO 27001 d. ISO 9001 e. ISO 22301 f. SOC -1 & SOC 2 g. PCIDSS	Request Bank to remove point no. e: ISO 22301 from the scoring parameter, as it is primarily applicable to organizations responsible for end-to-end business service delivery. In a colocation model, customers retain responsibility for their own IT and business continuity. Our proposed facility is TIA-942 Rated 3 certified, ensuring redundancy and high availability at the infrastructure level, and we maintain a documented Business Continuity Plan (BCP) to ensure continuity of our operations and service delivery.	Bidder to refer the Corrigendum-1.
197	109	Annexure-10 Technical Evaluation Criteria	15. Facility uptime by the Bidder - Bidder to provide uptime of the proposed Data Centre facility for the last 2 years If proposed facility is new, then Bidder shall provide uptime of any of their other Data Centre facility preferably within Navi Mumbai or anywhere in India 99.99% to 99.995 - 2 Marks Above 99.995% - 4 Marks	As per TIA -942 rated 3 Standards , uptime is to be maintained at 99.982%, however we agree to maintain an uptime of 99.99% Request Bank to amend the clause to : 99.99% and above 4 marks below 99.99% - 2 marks	Bidder to comply with RFP terms & conditions.



198	66	Annexure-2 Pre-Qualification Criteria	9. The Bidder should have minimum experience of Three (03) years in providing any Data Center Colocation to any of the Scheduled Commercial Banks/ PSUs/BFSI in India as on 31/03/2025.	The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the Data Center services. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number and duly marking a copy to 'dittenders@canarabank.com'. Any other document evidencing this criterion to the satisfaction and acceptance of the Bank.	Please consider granting a relaxation in the PQ as follows: "The Bidder should have a minimum experience of Three (03) years in <u>maintaining and operating Data Centres</u> for any Scheduled Commercial Banks / PSUs / BFSI in India as on 31/03/2025."	Bidder to comply with RFP terms & conditions.
199	67	Annexure-2 Pre-Qualification Criteria	14. The Bidder / Bidder's Parent company must be the owner of the proposed Data Centre provided to the Bank or in the case of leased/sub-leased premises, the unexpired lease period must be available for at least another 12 years from RFP response due date	Undertaking to be provided to the effect that the premises are owned by the Bidder with other details. In case of Lease, copy of Self Attested Lease Agreement is to be submitted	We request your kind consideration for a relaxation of the RFP clause to allow participation by a bidder who is an authorized entity of the building owner. Undertaking letter will be provided.	Bidder to comply with RFP terms & conditions.

Place: Bengaluru
Date: 19-01-2026


Deputy General Manager

