

Replies to Pre bid Queries for the GeM Bid ref No: GEM/2025/B/6673476 dated 11/09/2025 for Selection of Consultant for end-to-end assistance in Selection of Co-Location Service Provider for relocation of Data Centre and Near Data Centre at Bengaluru and Establishment of New Near Disaster Recovery Centre at Mumbai

Sl. No	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	16	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Documents, Standard Operating Procedures and Manuals	4.2. Provide comprehensive documentation of the application including but not limited to, the application architecture, description of the interfaces, the data model, database table structure, data flow diagrams, complete description of the data elements (metadata), user manual for all stakeholders (marketing team, operations teams) with step-by-step process and workflow with screenshots and any such requirements of the bank..	Request to kindly delete this clause, as this seems not applicable to this RFP.	Bidder to refer Corrigendum-1.
2	33	SECTION G - GENERAL CONDITIONS	4. Human Resource Requirement	4.6.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and bidder HR. 4.6.3. Aadhaar Card - Duly attested photocopy by candidate and bidder HR. 4.6.4. Passport - Duly attested photocopy by candidate and bidder HR.	Request to accept Bonafide certificate of the core project team issued by Company.	Bidder to comply with RFP terms and conditions.
3	33	SECTION G - GENERAL CONDITIONS	4. Human Resource Requirement	4.6.5. Background Police Verification report - Duly attested photocopy by candidate and bidder HR.	Background verification is conducted by our company's appointed third party agency. Request to change the clause as: 4.6.5. Background Verification confirmation by Bidder HR.	Bidder to comply with RFP terms and conditions.
4	39	SECTION G - GENERAL CONDITIONS	13. Service Levels:	13.3. The service provider shall wherever applicable be obligated to establish and maintain suitable back-to-back contractual arrangements with the Original Equipment Manufacturers (OEMs) to ensure that all services, warranties, and obligations stipulated in this Agreement are fully supported and enforceable by the OEMs. These arrangements shall include, but are not limited to, the OEMs' commitment to provide necessary resources, technical support, replacement parts, and any other services required to fulfill the terms of this Agreement. The Service Provider must provide evidence of such arrangements upon request and shall ensure that these agreements are in place for the duration of this contract to guarantee seamless service delivery and compliance with all contractual obligations.	Request to kindly delete this clause, not applicable to this RFP	Bidder to comply with RFP terms and conditions.
5	52	Annexure 2	Pre-Qualification Criteria	1.The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Request to kindly delete this clause, not applicable to this RFP as we are not an OEM and OSD/OSO.	Bidder to comply with RFP terms and conditions.
6	54	Annexure 3	Pre-Qualification Criteria	7.The bidder should have an average annual turnover of Rs.15 lakhs during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations in which Bidder should have average turnover of Rs 7 Lakhs from consultancy business for Datacenter colocation services. This must be the individual company turnover and not of any group of companies.	CBRE India Data Center Consultancy business operates under CBRE South Asia Pvt Ltd. We will furnish Audited financial statement copies of CBRE South Asia Pvt Ltd for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with a self declaration letter stating revenue from the Data Center consultancy services in India.	Bidder to comply with RFP terms and conditions.
7	62	Annexure 9	Scope of Work	8. Assist the bank in assessment of optimal Bandwidth and latency of current replication between DC and NDC in Bangalore.	Kindly Elaborate the scope	With respect to distance between DC to NDC and DR to NDR, to study in depth on bandwidth requirement and latency between the sites, Bank may engage with its OEMs/ISPs to study the current and proposed setup & provide suitable suggestion for designing our NDR and NDC landscape.It is expected the Bidder shall provide suggestions for meeting the above. Details of Bank OEMs/ISPs will be provided to successful Bidder.



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8	62	Annexure 9	Scope of Work	9. Assist the bank in assessing the optimal Bandwidth and latency of replication between DRC and proposed new NDR site in Mumbai.	Kindly Elaborate the scope	With respect to distance between DC to NDC and DR to NDR, to study in depth on bandwidth requirement and latency between the sites, Bank may engage with its OEMs/ISPs to study the current and proposed setup & provide suitable suggestion for designing our NDR and NDC landscape. It is expected the Bidder shall provide suggestions for meeting the above. Details of Bank OEMs/ISPs will be provided to successful Bidder.
9	62	Annexure 9	Scope of Work	10. Assist the bank in assessing the optimal Bandwidth and latency for replication between 'DC at Bengaluru & proposed NDR at Mumbai' and 'DRC, Mumbai & proposed NDC site'.	Kindly Elaborate the scope	With respect to distance between DC to NDC and DR to NDR, to study in depth on bandwidth requirement and latency between the sites, Bank may engage with its OEMs/ISPs to study the current and proposed setup & provide suitable suggestion for designing our NDR and NDC landscape. It is expected the Bidder shall provide suggestions for meeting the above. Details of Bank OEMs/ISPs will be provided to successful Bidder.
10	63	Annexure 9	Scope of Work	17. To find the most competitive Data Centre Co-location facility with the feature and benefits to keep business running, consistently and securely considering price, scalability, uptime reliability, location and other following factors but not limited to: x. Collaboration Systems	Kindly Elaborate the scope	Clause is self explanatory. Bidder to comply RFP Terms & Conditions
11	63	Annexure 9	Scope of Work	17. To find the most competitive Data Centre Co-location facility with the feature and benefits to keep business running, consistently and securely considering price, scalability, uptime reliability, location and other following factors but not limited to: xi. Workforce mobility	Kindly Elaborate the scope	Clause is self explanatory. Bidder to comply RFP Terms & Conditions
12	64	Annexure 9	Scope of Work	20. Evaluate Business Continuity plan and systems & infrastructure optimization.	Please confirm Scope	Clause is self explanatory. Bidder to comply RFP Terms & Conditions
13	64	Annexure 9	Scope of Work	21. Assist the Bank to get Financial Tax benefits.	Kindly Elaborate the scope	Bidder shall assist in effective planning to get proper applicable financial tax benefits for the commercials involved in this project, such as but not limited to Government Initiative for Green Energy, the benefits shall be passed on to the Bank in terms of power usage in the proposed colocation Data Centre. It is expected Bidder shall assist and advise the Bank to get those benefits.
14	65	Annexure 9	Scope of Work	35. Assist in on Boarding of vendor/Service Provider & Shifting from current location to New Data Centre Location.	Kindly Elaborate the scope Our interpretation of the clause is the Bank requires assistance in onboarding of Data Center Operator who will also carry out the physical shifting activities.	Bidder to refer corrigendum-1
15	65	Annexure 9	Scope of Work	36. Assist the Bank for selection of technical migration partner for proposed shifting.	Kindly Elaborate the scope Our expertise in Data center consultancy services is primarily in Data center physical infrastructure. We have limited experience in assisting selection of such technical migration partner (IT/Application migration)	It is expected that the Bidder shall suggest/feedback on selection of DC Migration Partners.
16	65	Annexure 9	Scope of Work	40. Assist the Bank for any other legal formalities.	Please note, we are not a law firm who can provide assistance in legal formalities. We shall coordinate and facilitate discussions between Bank's Legal Counsel and other parties involved.	Upon selection of Colocation service Provider, Bidder shall assist/guide in other legal formalities between Bank and colocation service provider



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17	66	Annexure 9	Scope of Work	47. Assist Bank in developing a tool for integration of various deliverables like cage access report, BMS report, power report etc.,	Kindly Elaborate the scope	Bidder to refer corrigendum-1
18	66	Annexure 9	Scope of Work	52. Bidder should be able to arrange third party auditor report on proposed datacenter facilities identified under Project 1 and 2 through RFP .Audit report/certificate should contain confirmation on deliverables defined in RFPs for all three sites i.e NDR at Mumbai and DC and NDC at Bengaluru.	Kindly Elaborate the Scope. For a third party audit report, Bank will need to appoint an independent auditor directly. As a consultant, we shall furnish a detailed delivery report capturing the fulfillment of the deliverables by the Data center operator as per the RFP.	Bidder to refer corrigendum-1
19	68	Annexure 10	Technical Evaluation Criteria	1. Industry Experience: The bidder should have experience in providing consultancy services for Building of Data Center or shifting of Data Center in at least one Scheduled commercial Bank/BFSI/Central Govt Organisations in India during last three financial years.	Request to maintain uniformity of last 5 years across all evaluation criteria	Bidder to refer corrigendum-1
20	68	Annexure 10	Technical Evaluation Criteria	2. The bidder should have prior experience in performing below consultancy services in India in any of the three areas(including item no i given below) in last 3 years: i Datacenter infrastructure, Data Centre services and colocation finalization". ii Datacenter Shifting. iii BCP Planning. iv Datacentre Strategy Formulation.	Request to maintain uniformity of last 5 years across all evaluation criteria	Bidder to refer corrigendum-1
21	70	Annexure 10	Technical Evaluation Criteria	6. Professionals in company should have minimum two of the following certifications: ITSM/ PMP or equivalent BCP related certifications. ATS/ATD from uptime Institute or CDCP.	Request to change this clause as below: Professionals in company should have either of the following certifications: ITSM/ PMP or equivalent BCP related certifications. ATS/ATD from uptime Institute or CDCP.	Bidder to refer corrigendum-1
22	62	Annexure-9	Scope of Work	6. Assist in assessing business volumes and elements that need to be supported & advise Bank on future requirement of Space/Power for DC, NDC and NDR Site.	What is the current rack count, power consumption (kW), and floor space (sq.ft.) at the existing Bengaluru DC and NDC? Without baseline metrics, accurate capacity planning for the new colocation facilities cannot be performed. Please provide: (a) Current rack utilization at DC/NDC Bengaluru, (b) Peak power draw per rack, (c) Cooling requirements (BTU/hr), (d) Network bandwidth utilization, and (e) Projected 5-year growth rates for each parameter.	Details will be shared with Successful Bidder
23	62	Annexure-9	Scope of Work	7. Based on the assessment, assist the Bank to develop a detailed plan outlining the specific colocation solution, including rack space, power, cooling, and network requirements. Solution to include seating space with vehicle parking space and pantry facilities for the onsite resources.	What are the specific power density requirements per rack for the new facilities? Industry standard for banking institutions ranges from 5-15kW per rack. Please clarify: (a) Average and peak power requirements per rack, (b) Redundancy requirements (N+1, 2N), (c) UPS backup duration requirements, (d) Generator backup specifications, and (e) Power quality standards (voltage regulation, harmonics).	Details will be shared with Successful Bidder



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24	63	Annexure-9	Scope of Work	17. To find the most competitive Data Centre Co-location facility with the feature and benefits to keep business running, consistently and securely considering price, scalability, uptime reliability, location and other following factors but not limited to: i. Data Centre Security & perimeter control	What are the specific physical security requirements beyond the listed factors? Please provide detailed specifications for: (a) Biometric access control levels required, (b) Mantrap/vestibule requirements, (c) CCTV retention and monitoring specifications, (d) Security guard presence (24/7 armed/unarmed), (e) Perimeter intrusion detection systems, and (f) Compliance with specific security standards (SOC 2 Type II, PCI DSS Level 1).	Details will be shared with Successful Bidder
25	62	Annexure-9	Scope of Work	8. Assist the bank in assessment of optimal Bandwidth and latency of current replication between DC and NDC in Bangalore. 9. Assist the bank in assessing the optimal Bandwidth and latency of replication between DRC and proposed new NDR site in Mumbai. 10. Assist the bank in assessing the optimal Bandwidth and latency for replication between 'DC at Bengaluru & proposed NDR at Mumbai' and 'DRC, Mumbai & proposed NDC site'.	What are the current bandwidth specifications and latency requirements between existing DC-NDC Bengaluru and DC-DRC Mumbai connections? Please provide: (a) Current bandwidth utilization and peak requirements, (b) Maximum acceptable latency for synchronous replication, (c) Existing network topology and redundancy paths, (d) RPO/RTO requirements that drive connectivity specifications, and (e) Network service provider requirements or preferences.	Details will be shared with Successful Bidder
26	62	Annexure-9	Scope of Work	11. Assist the bank in arranging a space in data centre colocation for temporary period to assess the latency wherein the hardware will be arranged by bank for the testing.	What are the specific requirements for temporary colocation space arrangement for latency testing? Please clarify: (a) Duration of temporary space requirement, (b) Minimum rack space and power requirements for testing, (c) Network connectivity requirements for testing, (d) Who bears the cost of temporary space arrangement, and (e) Geographic proximity requirements to proposed final locations.	Details will be shared with Successful Bidder
27	46	SECTION H- PURCHASE PREFERENCE	General Query		Please confirm that since no goods being procured or supplied - hence this does not apply to current bid	Section H is applicable to procurement of goods as well as services. Since the current bid is of Consultancy service, Section-H is applicable.
28	69	Annexure-10	Technical Evaluation Criteria	5. Successful live datacentre shifting planning ,consultation and project management with number of network links and network devices	As a Strategic Advisory Consultant, JLL will provide Migration Planning and Advisory Consultation which better aligns with our role.	Bidder to comply with RFP terms and conditions.
29	65	Annexure-9	Scope of Work	32. Assist the Bank during actual shifting of devices from existing Data Centre to New Data Centre in a planned manner. The scope also includes giving assistance/suggestions in creation of Parallel Network Setup at the new Data Centre and prepare a Road Map for the same.	JLL role will be advisory oversight and guidance to maintain clear boundaries between strategic consultation and operational execution.	Bidder to comply with RFP terms and conditions.
30	65	Annexure-9	Scope of Work	33. Gather Document, Build & develop a delivery plan / timelines for all work stream from finalising of Data enter Service Provider till final shifting with discussion with all stake holders.	JLL role will be limited to consultant responsibilities, i.e., "strategic planning and advisory oversight" rather than detailed execution planning for physical migration activities.	Bidder to comply with RFP terms and conditions.



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31	12	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	<p>1.3.1 Project 1 : For Setting up of new NDR at Mumbai:-</p> <table border="1"> <thead> <tr> <th>Phase</th> <th>Activity Details</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Phase 1</td> <td>Finalize the scope of work and prepare the SOW for the project.</td> <td>10 days from start of Phase 1</td> </tr> <tr> <td>Phase 2</td> <td>Finalize the vendor selection process and award the contract.</td> <td>10 days from start of Phase 2</td> </tr> <tr> <td>Phase 3</td> <td>Finalize the hardware and software procurement process.</td> <td>10 days from start of Phase 3</td> </tr> <tr> <td>Phase 4</td> <td>Finalize the installation and testing process.</td> <td>10 days from start of Phase 4</td> </tr> <tr> <td>Phase 5</td> <td>Finalize the documentation and handover process.</td> <td>10 days from start of Phase 5</td> </tr> </tbody> </table> <p>*bank will plan testing/ DR DRILL within 90 days from completion of Phase 4, however Bank has discretion to waive 'phase 5' at later stage under Project 1. In case of such waiver ,Phase 4 will be considered as end of Project 1.</p> <p>1.3.2. Project 2: For Selection of Co-Location Service Provider for relocation of Data Centre & Near Datacenter from Current location to New/selected Datacenter Location/ co-location at Bengaluru: -</p> <table border="1"> <thead> <tr> <th>Phase</th> <th>Activity Details</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Phase 1</td> <td>Finalize the scope of work and prepare the SOW for the project.</td> <td>10 days from start of Phase 1</td> </tr> <tr> <td>Phase 2</td> <td>Finalize the vendor selection process and award the contract.</td> <td>10 days from start of Phase 2</td> </tr> <tr> <td>Phase 3</td> <td>Finalize the hardware and software procurement process.</td> <td>10 days from start of Phase 3</td> </tr> <tr> <td>Phase 4</td> <td>Finalize the installation and testing process.</td> <td>10 days from start of Phase 4</td> </tr> <tr> <td>Phase 5</td> <td>Finalize the documentation and handover process.</td> <td>10 days from start of Phase 5</td> </tr> </tbody> </table> <p>of Phase 4, however Bank has discretion to waive 'phase 5' at later stage under Project 2 .In case of such waiver ,Phase 4 will be considered as end of Project 2 .</p> <p>Note: The timelines (both start date and the end date for each phase except the starting date of Phase-1) as mentioned is tentative and may vary as per the requirement of the Bank, which can be finalized on mutual discussion and vendor has to take concurrence from the Bank.</p>	Phase	Activity Details	Timeline	Phase 1	Finalize the scope of work and prepare the SOW for the project.	10 days from start of Phase 1	Phase 2	Finalize the vendor selection process and award the contract.	10 days from start of Phase 2	Phase 3	Finalize the hardware and software procurement process.	10 days from start of Phase 3	Phase 4	Finalize the installation and testing process.	10 days from start of Phase 4	Phase 5	Finalize the documentation and handover process.	10 days from start of Phase 5	Phase	Activity Details	Timeline	Phase 1	Finalize the scope of work and prepare the SOW for the project.	10 days from start of Phase 1	Phase 2	Finalize the vendor selection process and award the contract.	10 days from start of Phase 2	Phase 3	Finalize the hardware and software procurement process.	10 days from start of Phase 3	Phase 4	Finalize the installation and testing process.	10 days from start of Phase 4	Phase 5	Finalize the documentation and handover process.	10 days from start of Phase 5	<p>The clause states bank reserves right to eliminate Phase 5 and redistribute 10% payment to Phase 4. This creates commercial uncertainty for consultants. Please clarify: (a) Under what specific conditions might Phase 5 be waived? (b) Will the decision be communicated during contract signing or can it be decided mid-project? (c) If Phase 5 involves DR testing which is critical for validation, what alternative validation mechanisms will be acceptable? (d) Will there be any compensation for resources allocated to Phase 5 activities if waived mid-project?</p>	Bidder to comply with RFP terms and conditions.
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32	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties / Liquidated Damages	3.1.5 (Penalty / Liquidated Damage for non-performance)	What is the specific LD structure for delays in project milestones? Please provide: (a) LD percentage per week of delay for each phase, (b) Maximum LD cap (percentage of contract value), (c) Whether LD is calculated per project or overall contract, (d) Force majeure exclusions, and (e) Delay attribution methodology for interdependent phases.	(a), (b), (c), (d) Bidder to refer Clause 3.1.1., 3.1.10 of Section C, Deliverable and Service Level Agreements. (d) Bidder to refer Clause 21 of Section G, General Conditions.																																				
33	31	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.2.10. If deductions on account of liquidated Damages exceeds more than 20% of the total contract price.	Liquidated Damage clause page no 31 and page no 89 are contradicting.Mentioned 20 % in page 31 and 10% in page 89	Bidder to refer Corrigendum-1																																				
34	19	SECTION D - BID PROCESS	5. Preparation of Bids	<p>5.1.7. The Technical cum Eligibility should be complete in all respects and contain all information sought for as per Appendix-A. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. The Part A - Technical cum Eligibility Proposal should be complete and should cover all products and services. Technical cum Eligibility without masked Bill of Materials will be liable for rejection.</p> <p>5.1.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:</p> <p>5.1.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).</p> <p>5.1.8.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.</p>	Please clarify: The masked bill of materials which needs to be attached with Technical cum Eligibility Submission - will be a blank Annexure-15.	Masked Bill of Material must be attached in Technical Offer and should not contain any price information																																				



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35	11	SECTION B - INTRODUCTION	7.Scope of Work	7.2. Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of Consultancy Services in the process of on-boarding of consultant for end-to-end assistance in Selection of Co-Location Service Provider for relocation of Data Centre and Near Data Centre at Bengaluru and Establishment of New Near Disaster Recovery Centre at Mumbai. 7.3. During the course of the project, there might be related areas which Bank would like the selected Bidder/Consultant to undertake which may not have envisaged earlier.	What is the process for handling scope changes or additional requirements that may arise during project execution? Please clarify: (a) Approval authority for scope changes, (b) Commercial adjustment mechanism, (c) Timeline impact assessment process, and (d) Documentation requirements for change requests. Bidder request that any change, variation, omission or addition in the scope of work should be mutually agreed between the parties in writing.	Details will be shared with Successful Bidder
36	41	SECTION G - GENERAL CONDITIONS	19. Indemnity	19.3. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.	Please specify whether the cost of the project refers to Consultant RFP Fee or the total cost of the colocation project	The cost of the project refers to Consultant RFP TCO
37	12	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	General Query	The contract period mentions 1 Year 6 Months, but project-specific timelines are not clearly defined. Please provide: (a) Detailed timeline for each project phase, (b) Interdependencies between Mumbai NDR and Bengaluru DC/NDC projects, (c) Critical path activities and milestones, (d) Downtime windows acceptable for migration activities, and (e) Buffer time for regulatory approvals and bank internal processes.	Details will be shared with Successful Bidder
38	66	Annexure-9	Scope of Work	45.To study the three proposed project scope & objectives and assist the Bank in identifying the dependencies and finalizing the sequence of execution of the three projects within overall timelines	The scope mentions identifying dependencies between three projects, but only two projects are clearly defined in Annexure-15 Table A. Please clarify: (a) What is the third project referenced? (b) Are there dependencies between Mumbai NDR establishment and Bengaluru DC/NDC relocation that require sequential execution? (c) Can both projects run in parallel or must NDR be operational before DC migration? (d) How should the consultant handle timeline conflicts between projects?	Bidder to refer corrigendum-1
39	66	Annexure-9	Scope of Work	51. Overseeing the physical relocation of servers and equipment to the new colocation site in coordination with System Integrator, hardware/software vendor and migration partner, if any, for seamless migration.	The scope requires overseeing physical relocation with multiple stakeholders. Please clarify consultant's authority and responsibilities: (a) Will the consultant have project management authority over system integrators and migration partners? (b) What is the bank's expectation for consultant involvement during actual cutover activities? (c) Are 24/7 on-site resources required during migration phases? (d) What escalation matrix should be followed for migration-related decisions requiring immediate bank approval?	Details will be shared with Successful Bidder
40	66	Annexure-9 Scope of Work	Miscellaneous:	<ul style="list-style-type: none"> □ The consultant shall design exhaustive migration plan, road map containing phase wise timelines. □ The consultant shall ensure strict timelines are adhered to as defined in the road map. □ The consultant shall present the project status against milestones on weekly basis to the Bank team and to the Top management as and when called for. 	Please clarify the reporting and governance structure: (a) Frequency and format of weekly status reports, (b) Stakeholders for regular project updates, (c) Escalation matrix for top management presentations, (d) Dashboard requirements for real-time project tracking, and (e) Documentation handover requirements at project completion.	Details will be shared with Successful Bidder
41	64	Annexure-9	Scope of Work	19. Identification of Medium to Large Cage Space or single user Data Centre Co-Location Space with Moderate to High Power and High-Density requirements i.e Infrastructure Discovery & planning to be done.	Please elaborate on High power and High Density Requirements	Details will be shared with Successful Bidder



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42	66	Annexure-9 Scope of Work	□ Miscellaneous:	<ul style="list-style-type: none"> □ The consultant shall design exhaustive migration plan, road map containing phase wise timelines. □ The consultant shall ensure strict timelines are adhered to as defined in the road map. □ The consultant shall present the project status against milestones on weekly basis to the Bank team and to the Top management as and when called for. 	Please provide clarity between these point and scope of work serial number 36	The clause is self explanatory. Bidder to comply with RFP terms and conditions
43	62	Annexure-9	Scope of Work	1. Review specific Data Center power, cooling and special security audit requirements such as PCI DSS, ISO 27001, SOC, IS 1893:1984 Seismic, LEED, ISO 9000-V R6.2/R5.7(QMS Certificate), ISO 22301, TIA 942 etc.	The scope mentions multiple compliance standards but lacks clarity on mandatory vs. preferred certifications. For banking DC facilities, please clarify: (a) Which certifications are mandatory for colocation providers (ISO 27001, PCI DSS, SOC 2)? (b) What is the minimum acceptable tier rating for DC facilities (Uptime Institute Tier III/IV)? (c) Are there specific RBI guidelines for data center selection that must be incorporated? (d) What audit and reporting requirements will the selected colocation providers need to meet?	Details will be shared with Successful Bidder
44	66	Annexure-9	Scope of Work	48. Assist Bank in identifying dedicated gender segregated bunker rooms within or near the Data Centre or proposed NDR site for critical staff during emergencies (pandemics, lockdowns, natural disasters) with beds, sanitation, showers, and hygiene facilities. Bunker rooms to be equipped with independent backup power, HVAC, and internet access to function during extended outages.	The requirement for gender-segregated bunker rooms with independent infrastructure is unique. Please clarify: (a) What is the minimum capacity requirement for these bunker facilities? (b) Are these facilities required at all three locations (Mumbai NDR, Bengaluru DC, Bengaluru NDC)? (c) What are the specific infrastructure requirements (power backup duration, HVAC specifications, internet bandwidth)? (d) Do these facilities need to meet any specific regulatory or safety standards? (e) Should costs for these facilities be included in the colocation RFP requirements?	Details will be shared with Successful Bidder
45	66	Annexure-9	Scope of Work	52. Bidder should be able to arrange third party auditor report on proposed datacenter facilities identified under Project 1 and 2 through RFP .Audit report/certificate should contain confirmation on deliverables defined in RFPs for all three sites i.e NDR at Mumbai and DC and NDC at Bengaluru	The scope requires arranging third-party auditor reports for all three sites. Please clarify: (a) What qualifications must the third-party auditor possess (RBI empaneled, ISO certifications)? (b) What is the expected scope and depth of the audit (infrastructure, processes, compliance)? (c) Who bears the cost of third-party audits - consultant, bank, or colocation provider? (d) What is the timeline for completing these audits within the project schedule? (e) Are there specific audit frameworks to be followed (COBIT, NIST, RBI guidelines)?	Bidder to refer corrigendum-1
46	64	Annexure-9	Scope of Work	22. Evaluate the impact of potential natural disasters, terrorist threats and power grids.	Please provide specific guidelines for risk evaluation: (a) Risk assessment frameworks to be used (quantitative/qualitative), (b) Specific natural disaster scenarios to be evaluated for Mumbai and Bengaluru, (c) Cyber security risk assessment requirements, (d) Business impact analysis depth and methodology, and (e) Risk mitigation strategy documentation requirements.	Details will be shared with Successful Bidder



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47	69	Annexure-9	Scope of Work	18. Should provide best practices, guidelines, specification requirement, design, drawing, layouts for the following key areas but not limited to: i. Architectural/Structural ii. Electrical including provision of backup source iii. Data Centre logical & Physical Security iv. Telecommunications v. Building infrastructure vi. Data Centre Infrastructure	Please elaborate on what has to be covered under Logical security	Bidder to comply with RFP terms and Conditions
48	26	SECTION E - SELECTION OF BIDDER	5. Intimation to Qualified/Successful Bidders/Consultants:	The names of qualified bidders at each stage would be announced on the GeM portal. Commercial Bids of only technical qualified bidders shall be opened. Based on marks obtained by the bidder at each stage i.e., Technical and Commercial, the Techno-commercial evaluation will be as per GeM terms and conditions. Final list of the bidders (H1, H2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.	Please clarify we have to adhere to RFP terms and condition or GeM portal terms and condition	Bidder to comply with RFP terms and Conditions
49	69	Annexure-10	Technical Evaluation Criteria	3. Bidder should have provided consultancy services for procurement of racks space for scheduled commercial Bank in India under single colocation during past 5 years.	The evaluation awards maximum points for 2 projects of 200+ racks each, but doesn't specify the type of colocation experience. Please clarify: (a) Must the experience be specifically in banking/financial services colocation projects? (b) Are hybrid cloud or private cloud implementations acceptable, or must it be traditional colocation? (c) Should the experience include disaster recovery or business continuity implementations? (d) What documentation is required to validate rack counts (signed contracts, completion certificates, client references)?	Bidder to refer corrigendum-1.
50	75	Annexure-10	Technical Evaluation Criteria	7. Presentation: Presentation representing proposed implementation plan about the detailed approach/ methodology to be adopted for delivering the project milestones and other program deliverables. It should also cover bidder's past experience & citations. (Maximum duration for presentation - 45 minutes)	The presentation scoring (30 marks) lacks detailed evaluation criteria for objectivity. Please provide: (a) Specific weightage for each presentation topic in Table P-1, (b) Evaluation parameters for "Quality of references" and "Success of Case studies", (c) Technical depth expected for latency calculation methodologies, (d) Required level of detail for futuristic datacenter technology discussion, and (e) Presentation format requirements (slides, duration, number of presenters).	Bidder to refer corrigendum-1.
51	74	Annexure-10	Technical Evaluation Criteria	4. Successfully planned, consulted and managed a live datacentre migration project with minimum number of racks involved, ensuring seamless execution. 5. Successful live datacentre shifting planning, consultation and project management with number of network links and network devices.	The evaluation criteria for network links and devices seems limited for large banking environments. Please clarify: (a) What constitutes a "network link" (physical connections, logical VLANs, WAN circuits)? (b) Should experience include core banking system migrations or just infrastructure? (c) Are SD-WAN and cloud connectivity migrations acceptable? (d) What validation documentation is required for network device counts? (e) Should the experience include 24/7 financial services operations with zero-tolerance downtime requirements?	Bidder to refer corrigendum-1.



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52	73	Annexure-10	Technical Evaluation Criteria	1. Industry Experience: The bidder should have experience in providing consultancy services for Building of Data Center or shifting of Data Center in at least one Scheduled commercial Bank/BFSI/Central Govt Organisations in India during last three financial years.	For the industry experience requirement, please clarify: (a) What constitutes "Building of Data Center" - does this include colocation selection or only greenfield construction? (b) Are consultancy services for data center modernization or cloud migration acceptable? (c) What is the minimum project value or complexity required for qualifying experience? (d) Should experience letters specify the exact nature of consultancy services provided?	Bidder to refer corrigendum-1.
53	75	Annexure-10	Technical Evaluation Criteria	6. Professionals in company should have minimum two of the following certifications: ITSM/ PMP or equivalent BCP related certifications. ATS/ATD from uptime Institute or CDCP.	Please clarify the certification requirements: (a) Are the listed certifications (ITSM/PMP, ATS/ATD, CDCP) exhaustive or can equivalent certifications be considered? (b) What is the validity period requirement for these certifications? (c) Should personnel be dedicated to this project or can shared resources be considered? (d) Are there any specific experience requirements for certified personnel beyond the certifications?	Bidder to refer corrigendum-1.
54	62	Annexure-9	Scope of Work	3. Assist the Bank to visit the referenced clients having similar line of business (public/private Banks/Financial Institutions etc) for getting feedback.	As we have NDA we will be able to provide only necessary information related to the project	Bidder to comply with RFP terms and conditions
55	33	SECTION G - GENERAL CONDITIONS	2. Roles & Responsibility during Project Implementation	2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required 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.	This is over and above the scope and internal capability of JLL. We suggest that the cost should be borne by the Bank.	Bidder to comply with RFP terms and conditions
56	33	SECTION G - GENERAL CONDITIONS	2. Roles & Responsibility during Project Implementation	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.	JLL is agreeable to pay damages for all actual and proven damages solely attributable to JLL.	Bidder to comply with RFP terms and conditions
57	34	SECTION G - GENERAL CONDITIONS	8. Assignment	8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected bidder under this RFP.	We request for prior intimation in the case of assignment of this contract by the Bank.	Bidder to comply with RFP terms and conditions
58	36	SECTION G - GENERAL CONDITIONS	11. Confidentiality and Non-Disclosure	11.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.	We request clarification on what type of sensitive personal data will be disclosed by the Bank to JLL. Further, if the sensitive personal data belongs to employees / clients, we request confirmation if such employees / clients have given express consent to the Bank to share such personal sensitive data with JLL. If not, we request you to either seek consent or refrain from sharing the same with JLL.	Bidder to comply with RFP terms and conditions
59	36	SECTION G - GENERAL CONDITIONS	11. Confidentiality and Non-Disclosure	11.7. These confidentiality obligations shall survive the termination of this Contract and the Vendor/ Service Provider shall be bound by the said obligations.	We request for the survival obligation to be capped to a period of 1 year post termination or expiry of the services contract, whichever is earlier.	Bidder to comply with RFP terms and conditions
60	38	SECTION G - GENERAL CONDITIONS	13. Service Levels:	13.1. During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/GeM Bid/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/GeM Bid/PO shall be imposed on the Vendor/Service provider.	Instead of liquidated damages, we propose claiming actual damages if there is a loss or damage suffered by the Bank on account of non-maintenance of service levels by JLL.	Bidder to comply with RFP terms and conditions



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61	39	SECTION G - GENERAL CONDITIONS	15. Hiring of Bank Staff or Ex-Staff:	The BIDDER/VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the Bidder/VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	Owing to the size a scale of JLL's operations, this is practically not possible to track. Further, the clause is very open-ended. We believe that there should be no restriction concerning employees of the Bank (current or retired) who approach or apply to JLL on their own accord.	Bidder to comply with RFP terms and conditions
62	40	SECTION G - GENERAL CONDITIONS	17. Protection of Data:	17.3. Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement. Vendor/Service Provider 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.	We are currently compliant with the GDPR since the DPDPA has not been enforced as on date.	Bidder to comply with RFP terms and conditions
63	41	SECTION G - GENERAL CONDITIONS	19. Indemnity	19.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	This needs to be capped at 1 year pursuant to termination or expiry of the contract.	Bidder to comply with RFP terms and conditions
64	41	SECTION G - GENERAL CONDITIONS	19. Indemnity	19.2.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct 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 restricted to actual claims.	All exclusions to liability cap are acceptable except for exclusion of confidentiality obligations. We can propose a higher cap for confidentiality but need it to be a part of the liability cap.	Bidder to comply with RFP terms and conditions
65	41	SECTION G - GENERAL CONDITIONS	19. Indemnity	19.3. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.	We request clarification on what constitutes total cost of contract and request our liability to be capped to total fee payable for JLL under the contract.	The cost of the project refers to Consultant RFP TCO
66	44	SECTION G - GENERAL CONDITIONS	22. Responsibilities of the Bidder	22.6. The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services. 22.7. The selected bidder should also abide by the provisions of Digital Data Protection Bill.	Statute / Regulation in 22.6 is not applicable and 22.7 is not enforced as on date.	Bidder to comply with RFP terms and conditions
67	45	SECTION G - GENERAL CONDITIONS	30. Bidder Conformity	30.3. 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.	We are currently compliant with the GDPR since the DPDPA has not been enforced as on date.	Bidder to comply with RFP terms and conditions
68	87	Appendix-F DRAFT CONTRACT AGREEMENT	3. TERM OF THE CONTRACT	The contract shall be valid for the full duration till completion of all contractual obligations by the Vendor/Service Provider and PURCHASER for the current orders or further orders to be released to Vendor/ Service Provider as per the terms and conditions in this contract or till the expiry of the contract whichever is later.	We request for clarification on the duration or expiration date of the contract.	Bidder to refer Clause-1 Project Timelines of Section C- Deliverable and Service Level Agreements.
69	88	Appendix-F DRAFT CONTRACT AGREEMENT	7. ASSIGNMENT	7.2. 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.	We request for prior intimation in the case of assignment of this contract by the Bank.	Bidder to comply with RFP terms and conditions
70	88	Appendix-F DRAFT CONTRACT AGREEMENT	9. SERVICE LEVELS	9.1. During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/GeM Bid/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/GeM Bid/PO shall be imposed on the Vendor/Service provider.	Instead of liquidated damages, we propose claiming actual damages if there is a loss or damage suffered by the Bank on account of non-maintenance of service levels by JLL.	Bidder to comply with RFP terms and conditions
71	93	Appendix-F DRAFT CONTRACT AGREEMENT	14. INDEMNITY	14. INDEMNITY	We request for all indemnity obligations to be restricted to direct third party claims only.	Bidder to comply with RFP terms and conditions



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72	93	Appendix-F DRAFT CONTRACT AGREEMENT	14. INDEMNITY	14.3.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.	This needs to be capped at 1 year pursuant to termination or expiry of the contract.	Bidder to comply with RFP terms and conditions
73	93	Appendix-F DRAFT CONTRACT AGREEMENT	14. INDEMNITY	14.3.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct 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.	All exclusions to liability cap are acceptable except for exclusion of confidentiality obligations. We can propose a higher cap for confidentiality but need it to be a part of the liability cap.	Bidder to comply with RFP terms and conditions
74	93	Appendix-F DRAFT CONTRACT AGREEMENT	14. INDEMNITY	14.4.VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.	We request clarification on what constitutes total cost of contract and request our liability to be capped to total fee payable for JLL under the contract.	Bidder to comply with RFP terms and conditions
75	95	Appendix-F DRAFT CONTRACT AGREEMENT	18. CONFIDENTIALITY AND NON-DISCLOSURE	18.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.	We request clarification on what type of sensitive personal data will be disclosed by the Bank to JLL. Further, if the sensitive personal data belongs to employees / clients, we request confirmation if such employees / clients have given express consent to the Bank to share such personal sensitive data with JLL. If not, we request you to either seek consent or refrain from sharing the same with JLL.	Bidder to comply with RFP terms and conditions
76	96	Appendix-F DRAFT CONTRACT AGREEMENT	18. CONFIDENTIALITY AND NON-DISCLOSURE	These confidentiality obligations shall survive the termination of this Contract and the Vendor/ Service Provider shall be bound by the said obligations.	We request for the survival obligation to be capped to a period of 1 year post termination or expiry of the services contract, whichever is earlier.	Bidder to comply with RFP terms and conditions
77	97	Appendix-F DRAFT CONTRACT AGREEMENT	21. HIRING OF BANK STAFF OR EX-STAFF	The VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.	Owing to the size a scale of JLL's operations, this is practically not possible to track. Further, the clause is very open-ended. We believe that there should be no restriction concerning employees of the Bank (current or retired) who approach or apply to JLL on their own accord.	Bidder to comply with RFP terms and conditions
78	16	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/ Liquidated Damages	3.1.5. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty/ Liquidated Damage for non-performance.	This clause is very arbitrary. We request prior notice and an opportunity to cure the breach.	Bidder to comply with RFP terms and conditions
79	16	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Documents, Standard Operating Procedures and Manuals	4.1. All related documents, manuals, Standard Operating Procedures (SOPs), best practice documents and information furnished by the Bidder shall become the property of the Bank.	We request clarification regarding the type of documents / manuals/ SOPs that are being referred to in this clause.	Bidder to comply with RFP terms and conditions



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80				General Query	It is clarified that JLL is not authorized in law to provide any services to the Client on matters such as insurance, financial, legal, tax and similar areas of expertise ("Regulated Activities"). Therefore, the Client shall be under singular obligation to conduct the said Regulated Activities and other allied documentation through its own independent third-party consultants without reference to JLL. JLL, at the specific request of Client may facilitate conduct of the same under Client's overall supervision and control. Having regard to the same, JLL is absolved by the Client from any responsibilities and or liabilities on this count, which shall be solely a matter between the Client and such third-party consultants, as the case may be, in relation to such Regulated Activities.	Bidder to comply with RFP terms and conditions
81	15	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	2.2. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The Invoice and installation report should contain the product serial number of the items supplied.	At what stage canara bank will need these details? Considering we would be opting for the service as a whole via colocation on not individually placing an order of items, would we still require product serial number details. Kindly clarify.	Bidder to refer Corrigendum-1
82	29	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	7. Project Execution	The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate two Project Managers for the both locations at Bengaluru & Mumbai, immediately on acceptance of the order, who shall be the single point of contact. However, for escalation purpose, details of other persons shall also be given. The project managers nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.	Would the bank consider relevant past experiences of the deputed Project Manager or only experiences part of the current bidder firm.	Deputed Project Manager should have relevant past experiences in similar type of projects, irrespective of the current firm.
83	59	Annexure 6	Details of Proposed Team	Brief Details of the implementation of subject RFP and the Organization where assignment was undertaken	Should the bidder furnish details only related to DC requirements or could furnish other service line related experiences as well.	Bidder furnish details only related to DC requirements.
84	60	Annexure 7	Annexure 7	List of Major Customers of the Bidder in Last 3 Years and References in subject RFP in Banks/ Financial Institutions.	Should the bidder give only documents for DC requirement related to BFSI or projects from other business lines as well	Bidder to refer Corrigendum-1
85	15	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Penalties/ Liquidated Damages	General Query	Will Bank allow a grace period before penalties apply, especially for delays caused by Bank/vendor dependencies?	Bidder to comply RFP Terms & Conditions
86	48	SECTION H- PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India):	3.1. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.	Bank to kindly clarify whether the consultancy services being provided by bidder shall be construed as a local content.	Bidder to refer Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 for calculation of percentage of local content.
87	48	SECTION H- PURCHASE PREFERENCE	3. Procurement through Local Suppliers (Make in India):	3.2. "Class-I Local Supplier" means a supplier or service provider whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.	how the local content of the consultancy services provided by the bidder shall be calculated?	Bidder to refer Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 for calculation of percentage of local content.



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88	62	Annexure 9	Scope of Work	3. Assist the Bank to visit the referenced clients having similar line of business (public/private Banks/Financial Institutions etc) for getting feedback.	Does Canara bank want a meeting with specific representatives or want to visit the serviced facility. Also, will the bank provide an authorization letter for the meeting?	Bank want to visit the services facility to ensure better visibility of the site. Bank will not provide any authorization letter for the meeting.
89	63	Annexure 9	Scope of Work	16. Assist the Bank in realizing project goals and objectives by interfacing between various application system providers/vendors/service providers and the Bank & in turn assist Bank during actual shifting of devices from existing locations to the New respective locations.	Clarify on what the bank is referring with respect to the <u>interfacing between various application system providers</u> . Being a colocation model, the services would be obtained as a whole from Operator and not individually from specific vendors. Also, colocation providers only support on infra and not on the application per-say, hence would like to understand more.	Upon selection of Colocation Provider, for migration from the existing to new colocation, the Bidder shall assist/guide Bank for coordinating among various application service providers of the Bank & provide industry wide Best practices followed for shifting of Datacenters.
90	63	Annexure 9	Scope of Work	17. To find the most competitive Data Centre Co-location facility with the feature and benefits to keep business running, consistently and securely considering price, scalability, uptime reliability, location and other following factors but not limited to:	Is the bank looking to collocate in an operator facility or a separate BTS with Colo operator. If the Bank is looking for BTS then will the bank need an end to end solution with respect to land acquisition, PMC, etc.	Bank is looking to collocate in an Operator Facility.
91	64	Annexure 9	Scope of Work	21. Assist the Bank to get Financial Tax benefits	Please elaborate what kind of tax benefits ?	Bidder shall assist in effective planning to get proper applicable financial tax benefits for the commercials involved in this project, such as but not limited to Government Initiative for Green Energy, the benefits shall be passed on to the Bank in terms of power usage in the proposed colocation Data Centre. It is expected Bidder shall assist and advise the Bank to get those benefits.
92	64	Annexure 9	Scope of Work	22. Evaluate the impact of potential natural disasters, terrorist threats and power grids.	Bank to clarify the context of terrorist attack. Whether it requires details of past instances in the location/city or any other information and how detail a report or data is the bank expecting on this front.	Bidder to comply RFP Terms & Conditions
93	65	Annexure 9	Scope of Work	39. Assist in Agreement execution, Signing Integrity pack, BG & PBG Submission by vendor.	Kindly clarify on what does PBG, and Integrity Pack refers to and what is expected by the bidder in this context.	Upon selection of Colocation service Provider, Bidder shall assist/guide in drafting and finalising the agreement, agreement execution, Signing Integrity pack, BG & PBG Submission by vendor
94	65	Annexure 9	Scope of Work	40. Assist the Bank for any other legal formalities	Please elaborate on what entails with respect to legal formalities. Would require more insights on the scope under this obligation from the bidder.	Upon selection of Colocation service Provider, Bidder shall assist/guide in other legal formalities between Bank and colocation service provider
95	65	Annexure 9	Scope of Work	42. Assist Bank in defining the evaluation methodology in line with CVC and regulatory requirements and industry trends	What does CVC stand for ? Is it Central Vigilance Commission. Also, elaborate on the specific demand and scope on this front from the bidder.	CVC stands for Central Vigilance Commission. The evaluation methodology should be in compliance with the CVC guidelines.
96	66	Annexure 9	Scope of Work	47. Assist Bank in developing a tool for integration of various deliverables like cage access report, BMS report, power report etc.,	Is the bank expecting some form of a mechanism for reporting the deliverables as part of the projects or is this something post implementation. Kindly clarify.	Bidder to refer corrigendum-1



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97	66	Annexure 9	Scope of Work	52. Bidder should be able to arrange third party auditor report on proposed datacenter facilities identified under Project 1 and 2 through RFP .Audit report/certificate should contain confirmation on deliverables defined in RFPs for all three sites i.e NDR at Mumbai and DC and NDC at Bengaluru.	If the bidder is to engage an external third part audit agency, would the bank be giving a list of agencies for us to obtain the report, or could the bidder engage with anyone of their choice. Also, at which stage of the project cycle would this report be required to submit. Also, do we need to select and mention the agency details at the start of the project or if the bidder could do it prior to the relevant deliverable has to be submitted.	Bidder to refer corrigendum-1

Date : 25-09-2025
Place: Bangalore


Deputy General Manager
Sui

