

Sl. No.	Page no.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A - BID SCHEDULE & ABBREVIATIONS	9: Last Date, Time and Venue for Submission of Bids	26/07/2022, Tuesday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing-HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.	Request to revise the submission date to 12th August, 2022.	Bidder to refer Amendment-1.
2	8	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Project Timelines	4.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:	Request bank to revise the timelines as follows: 1) Study, analysis & documentation of the present scenario & finalizing the Plan of Action - within 2 months from acceptance of PO. 2) Selection of Datacenter Vendor by RFP - within 5 months from acceptance of PO. Implementation of Projects/Sub-Projects & 3) Shifting of Disaster recovery Center from Current location to New/selected Datacenter Location/co-location. within 8 months from acceptance of PO.	Bidder to refer Amendment-1 for amended Project Timelines.
3	8	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Project Timelines	4.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:	Study analysis of current environment will be within 2 months of receiving relevant documents from bank and/or incumbent DC operator	Bidder to refer Amendment-1 for amended Project Timelines.
4	8	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	4. Project Timelines	4.2. Bidder should meet the deadlines as mentioned below for the completion of the Scope of Work of the RFP:	Is physical lift & shift of the equipment in the scope of the consultant or is the consultant only expected to project manage and overlook the lift & Shift ?	The selected IT Consultant is expected to manage project, coordinate and overlook the lift & shift till the completion of the projects.
5	8	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	5. Penalties/Liquidated Damages	5.1. The Bank will impose liquidated damages of Rs.10,000/- (Rupees Ten Thousand only) plus GST per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 4.2.	Please revise to: In case the Bidder is solely responsible, the Bank will impose liquidated damages of Rs.10,000/- (Rupees Ten Thousand only) plus GST per week or part thereof, for delay in not adhering to the time schedules for commitments under each activity under Clause 4.2. This shall be the Bank's sole & exclusive remedy for any delay under the contract.	Bidder to comply with RFP terms
6	9	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	5. Penalties/Liquidated Damages	5.4. 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.	"As deemed reasonable" makes it an unlimited liability for the consultant, request to reconsider and add "upto the consultant's final fee mutually agreed between both parties"	Bidder to comply with RFP terms
7	9	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	5. Penalties/Liquidated Damages	5.8. All the above LDs are independent of each other and are applicable separately and concurrently.	All the above LDs are in lieu of other remedies	Bidder to comply with RFP terms



8	10	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	8. Subcontracting	The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank. The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws	Bank to confirm procedure to on board a sub contractor.	Bidder to comply with RFP terms
9	10	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	8. Subcontracting	The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected bidder under the contract without the prior written consent of the Bank. The selected bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws	Is there any specific format for requesting bank's written consent to be submitted alongwith the RFP response?	No. Bidder to comply with RFP terms
10	10	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	9. Right to audit	Right to audit	Bank to confirm to what parameters are covered under this section for consulting services.	Bidder to comply with RFP terms
11	10	B - DELIVERABLES & SERVICE LEVEL AGREEMENTS	9. Right to audit	Right to audit (9.1 to 9.4)	As there is no Hardware/Product involved from the Consultant side, does this clause stand valid to the nature of services expected from the Consultant? Further Clarification requested	The clause stands valid wherever applicable. Bidder to comply with RFP terms



12	14	C. BID PROCESS	5. Preparation of Bids	5.2. Part A-Technical Proposal: 5.2.5. The Technical Proposal 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 Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.	Because ours is a Service we don not have any Bill of materials, we have signed Fee letters from the Data centre operators, please allow us to submit the masked copy of the same	Bidder to comply with RFP terms
13	21	D. SELECTION OF BIDDER	3. Evaluation of Bids	3.4. Bidders Presentation /Site Visits / Product Demonstration/POC: 3.4.1. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for service delivery walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.	a) In the current case, we understand that the bidder presentation will be on the Approach and the Solution proposed, please elaborate on the expectations for this presentation b) Clause mentions 'at their own installations/principals/ R&D labs', does this mean the consultants have to arrange and host the presentation at their head office ?	a. Bidder to refer Technical Evaluation Criteria. Bidder to comply with RFP terms. b. Yes, whenever required. Bidder to comply with RFP terms.
14	22	D. SELECTION OF BIDDER	5. Intimation to Qualified/Successful Bidders:	The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Technical Proposal and Part B-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (H1, H2 etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.	May we request for an email notification for the same?	Bidder to comply with RFP terms
15	24	E. OWNERSHIP &AWARDING OF CONTRACT	3. Project Ownership	3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.	May we request for an acceptatble format for the ownership letter ?	Bidder to comply with RFP terms
16	25	E. OWNERSHIP &AWARDING OF CONTRACT	3. Project Ownership	3.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.	As there is no Hardware/Product involved from the Consultant side, does this clause stand valid to the nature of services expected from the Consultant? Further Clarification requested	The clause stands valid wherever applicable. Bidder to comply with RFP terms.

17	25	E. OWNERSHIP &AWARDING OF CONTRACT	5. Award of Contract	5.1. The bidder who is H1 will be referred as the selected bidder and Bank will notify the name of the selected bidder/s by displaying in the Notice Board of the Bank.	May we request for an email notification for the same?	Bidder to comply with RFP terms
18	27	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.1. 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:	Please revise to: 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 reasonably incurred by the Bank in lieu of liquidated damages in terms of the contract, in the event of one or more of the following conditions, provided a cure period of 30 days is allowed to the bidder:	Bidder to comply with RFP terms
19	27	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:	Please revise to: The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure reasonably incurred by the Bank on the following circumstances:	Bidder to comply with RFP terms
20	28	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances: 13.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.	Please revise to: The selected bidder commits a breach of any of the terms and conditions of the bid, provided a cure period of 30 days is allowed to the bidder.	Bidder to comply with RFP terms
21	28	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances: 13.2.6. The progress made by the selected bidder is found to be unsatisfactory.	Request to delete this clause	Bidder to comply with RFP terms
22	28	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances: 13.2.9. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.	Request to delete this clause	Bidder to comply with RFP terms
23	28	E. OWNERSHIP &AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.4. In case the selected bidder fails to conduct	Request to delete this clause as it is covered under Section B Deliverables & Service Level Agreements, 'Clause 5, Page no 8 of penalties & liquidated damages.	Bidder to comply with RFP terms

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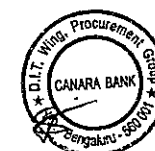
24	28	E. OWNERSHIP & AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party 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.	Request to delete this clause as it is broadly covered in Clauses 13.1 to 13.4.	Bidder to comply with RFP terms
25	28	E. OWNERSHIP & AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	Please revise to: The Bank reserves the right to recover any undisputed dues payable by the selected bidder under this contract from any amount outstanding to the credit of the selected bidder under this contract, including the pending bills and security deposit, if any, under this contract.	Bidder to comply with RFP terms
26	29	F. GENERAL CONDITIONS	2. Roles & Responsibility during Project Implementation	2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.	The scope of the consultant does not include supply of any equipment, is AMC relevant for this RFP please reconsider this clause	The selected IT consultant should provide all services for completing the scope of work as per RFP. Bidder to comply with RFP terms
27	29	F. GENERAL CONDITIONS	3. Responsibilities of the Selected Bidder	3.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during warranty and AMC period.	The scope of the consultant does not include supply of any equipment, is AMC relevant for this RFP please reconsider this clause	The RFP clause is modified as under: "3.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period."
28	31	F. GENERAL CONDITIONS	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 Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.	May we seek further clarity on the relevance of this inspection ?	Bidder to comply with RFP terms

29	31	F - GENERAL CONDITIONS	8. Assignment	8.1. The selected bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.	Bank to confirm procedure to on board a sub contractor and obligations if any	Bidder to comply with RFP terms
30	31	F. GENERAL CONDITIONS	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	The scope of the consultant does not include supply of any equipment, is Insurance relevant for this RFP please reconsider this clause	The clause stands valid wherever applicable.
31	31	F - GENERAL CONDITIONS	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	We are not supplying any hardware for this assignment. Our scope is limited to consultancy services, Please check and confirm the relevance of this clause.	The clause stands valid wherever applicable.
32	31	F - GENERAL CONDITIONS	11. Guarantees	The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	We are not supplying any hardware for this assignment. Our scope is limited to consultancy services, Please check and confirm the relevance of this clause.	The clause stands valid wherever applicable.



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33	32	F. GENERAL CONDITIONS	11. Guarantees	The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	The scope of the consultant does not include supply of any equipment, is this relevant for this RFP please reconsider this clause	The clause stands valid wherever applicable.
34	32	F. GENERAL CONDITIONS	12. Intellectual Property Rights	12.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.	These clauses makes it an unlimited liability for the consultant, request to reconsider and add "upto the consultant's final fee mutually agreed between both parties"	Bidder to comply with RFP terms
35	33	F. GENERAL CONDITIONS	13. Confidentiality and Non-Disclosure	13.1 The selected 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. The selected 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. The selected bidder shall furnish an undertaking as given in Annexure-4.	These clauses makes it an unlimited liability for the consultant, request to reconsider and add "upto the consultant's final fee mutually agreed between both parties"	Bidder to comply with RFP terms
36	33	F - GENERAL CONDITIONS	14. Indemnity	Indemnity	Request to rewrite as Indemnity & Limitation of Liability	Bidder to comply with RFP terms



37	33	F - GENERAL CONDITIONS	14. Indemnity	14.1. The bidder 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:	Request to revise to: The bidder 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 reasonable 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 the extent directly resulting from:	Bidder to comply with RFP terms
38	33	F - GENERAL CONDITIONS	14. Indemnity	14.1. The bidder 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: 14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;	Request to revise to: The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder attributable to gross negligence or wilful of the bidder;	Bidder to comply with RFP terms
39	33	F. GENERAL CONDITIONS	14. Indemnity	Indemnity (14.1 & 14.2)	<ul style="list-style-type: none"> •Indemnity is un-capped. This creates an un-limited liability for consultant •Indemnity is too generic and wide. It should be specific to actual and proven expenses, damages, losses and any other expenses that Bank may incur. •Before invoking of Indemnity there should be cure period provided to consultant by Bank. •Unclear as to how contents of Clause 14.1.2 are applicable to consultant - what is that Bank is calling upon JLL to adhere to. •Unclear as to how contents of Clause 14.2 would apply to consultant. •Clause 14.2.1 - the term is perpetual in nature. This should be restricted to max term of 1 (one) year post termination of contract. •Unclear as to how contents of Clause 14.2.2 would apply to consultant. Moreover the liability is unlimited (this is a high risk for consultant). 	Bidder to comply with RFP terms

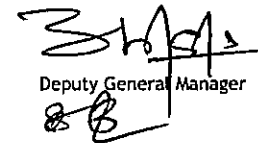
40	34	F - GENERAL CONDITIONS	14. Indemnity	Limitation of liability requested to be added as section 14.3	Request an inclusion as Clause 14.3 - Bidder shall not be liable to the Bank for any special, indirect, incidental, consequential, punitive or exemplary damages in connection with this Agreement, including, but not limited to, lost profits and, in no event shall Consultant's liability to the Bank exceed the fees paid to Consultant in connection with this Agreement for the relevant transaction.	Bidder to comply with RFP terms
41	34	F - GENERAL CONDITIONS	14. Indemnity	Limitation of liability requested to be added as section 14.4	Request an inclusion as Clause 14.4 - The role of the Consultant is limited to the general coordination and liaison expressly contemplated by this Agreement. The Services shall not include any legal, architectural, engineering or other technical review all of which together with the decision whether or not to make any commitments or to select or proceed with any particular transaction or property are reserved solely by the Bank. The Consultant does not in any way represent or warrant the title, usage, approvals, clearances, quality, workmanship or any other legal, architectural, engineering or other technical specification of the premises to be leased/acquired and does not undertake to perform any investigations or searches related to the same.	Bidder to comply with RFP terms
42	37	F. GENERAL CONDITIONS	23. Resolution of Disputes	All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.	The same should include a verbiage "(as amended till date)" should be added after the words Arbitration and Conciliation Act 1996, extracts reproduced herein: In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996 (as amended till date).	Bidder to comply with RFP terms

43	40	Annexure-1	Bid Covering Letter	We also confirm that, we will not sub contract part or complete assignment Consultancy to any other agency or individual .	Bank to allow sub contracting with prior consent as stated in the Section B Deliverables & Service Level Agreements, Clause 8, Page No. 10. Procedure to on board a sub contractor (if any) to be confirmed by Bank.	Bidder to comply with RFP terms
44	41	Annexure-2	Scope of Work	Sl. No. 2 Should provide best practices, guidelines, specification requirement, design, drawing, layouts for the following key areas but not limited to: 2.3. Data Center logical & Physical Security	Please elaborate on what exactly has to be covered under Logical security	Logical Security Means software/system driven safeguards related to Building Management System, Access controls, etc.
45	42	Annexure-2	Scope of Work	Sl. No.5 Evaluate the cost of electrical power at our current Disaster Recovery Center and compare it to other states and various colocation service providers.	Bank to confirm if the cost comparison to be done with other states apart from Maharashtra, as we are looking to host the DR Center in Mumbai.	Bidder to comply with RFP terms
46	42	Annexure-2	Scope of Work	Sl. No.5 Evaluate the cost of electrical power at our current Disaster Recovery Center and compare it to other states and various colocation service providers.	Prices can only be reviewed and hence request to change "evaluate" to "review"	Bidder to comply with RFP terms
47	42	Annexure-2	Scope of Work	Sl. No.6 Evaluate Business Continuity plan and systems & infrastructure optimization	Kindly confirm the scope of work and deliverables.	Vendor to ensure "BCP, capacity management, infra readiness & optimal usage of Infrastructure" for participating datacenter is available
48	42	Annexure-2	Scope of Work	Sl. No.6 Evaluate Business Continuity plan and systems & infrastructure optimization	What all is covered under systems?	Vendor to ensure "BCP, capacity management, infra readiness & optimal usage of Infrastructure" for participating datacenter is available
49	42	Annexure-2	Scope of Work	Sl. No.7 Assist the Bank for any other legal formalities.	Is Bank looking for an SEZ or STPI benefits? What is the level of service expected?	The SEZ or STPI benefits can be submitted to Bank (if available in proposed location)
50	42	Annexure-2	Scope of Work	Sl. No.7 Assist the Bank for any other legal formalities.	Please revise to: Assist the Bank legal counsel for any other legal formalities .	Bidder to comply with RFP terms
51	42	Annexure-2	Scope of Work	Sl. No.8 Evaluate the impact of potential natural disasters, terrorist threats and power grids.	Please confirm the scope of work. Bidder can collect & submit the Threat & Vulnerability Risk Assessments (TVRA) done by DC operators.	Bidder can collect & submit the Threat & Vulnerability Risk Assessments (TVRA) , evaluate with standard datacenter design practices
52	42	Annexure-2	Scope of Work	Sl. No.9 Define Systems design and specification requirements and solicit colocation pricing proposals.	Please share clarification on system design	System(BMS ,VESDA, Firesuppression systems, etc) deployed by datacenter & also Design of colocation like hot-cold aisle, flow of AC, height of floor etc, evaluate with standard datacenter design practices & ensure best pricing. and pricing charged are as per standard

53	42	Annexure-2	Scope of Work	SI. No.9 Define Systems design and specification requirements and solicit colocation pricing proposals.	Please define system design	System(BMS ,VESDA,Firesuppression systems, etc) deployed by datacenter & also Design of colocation like hot-cold aisle,flow of AC,height of floor etc, evaluate with standard datacenter design practices & ensure best pricing. and pricing charged are as per standard
54	42	Annexure-2	Scope of Work	SI. No.13 Assist the Bank for Data Centre Outsourcing of Managed Services for Colocation space	Please define what all is expected under Managed services	Details will be shared with selected bidder.
55	42	Annexure-2	Scope of Work	SI. No.15 Entire Project/Program Management of relocation of Datacenter including relocation planning and coordination during implementation phase.	For relocation, we will co-ordinate with the bank's appointed migration partner. Requesting Bank to provide the following details for ascertaining the complete scope: Number of Racks/ Space required for hosting Power requirement Expansion Requirement	Details will be shared with selected bidder.
56	42	Annexure-2	Scope of Work	SI. No.15 Entire Project/Program Management of relocation of Datacenter including relocation planning and coordination during implementation phase.	Kindly define scope of work for re-location of Data Center. We presume this is limited to co-ordination between migration partner & DC operator readiness for re-location.	Bidder to comply with RFP terms
57	42	Annexure-2	Scope of Work	SI. No.19 Study the current Datacentre Service Provider and Current state of DRC infrastructure and Services and its capacity and advice the Bank on selection of Datacentre Service Provider.	Please elaborate scope of work.	Study current Infra at current DRC location and study with standard and suggest Bank during selection of datacenter
58	42	Annexure-2	Scope of Work	SI. No.15 Entire Project/Program Management of relocation of Datacenter including relocation planning and coordination during implementation phase.	Please define if the SOW expects consultant to overlook and manage the migration or physically lift and shift the DC themselves ?	Vendor is expected to manage project and overlook the lift & Shift.
59	42	Annexure-2	Scope of Work	SI. No.20 Assist the Bank in realizing project goals and objectives by interfacing between various application system providers/vendors/service providers and the Bank.	Please elaborate expected service under this point	Consultant to interface with all stakeholders for smooth shifting of all applications/services/interfaces/devices from existing location to new Data centre co-location
60	42	Annexure-2	Scope of Work	SI. No.21 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.	Please elaborate the level of assistancerequired in this point.	Bidder to comply with RFP terms

61	42	Annexure-2	Scope of Work	Sl. No.23 Define the evaluation methodology in line with CVC and regulatory requirements and industry trends.	Please elaborate on the CVC and regulatory requirements.	Consultant to study CVC and other regulator guidelines and ensure Bank is following all procedures as per guidelines
62	43	Annexure-2	Scope of Work	Sl. No.33 Assist in Co-existence, KT & Handholding of Bank Staff for shifting from current Service Provider to new Service Provider at various stages of Project implementation.	What does KT stand for?	Knowledge Transfer
63	45	Annexure 3(A)	Bidder's Capabilities, Past Experiences & Team Profile	Note: Documentary/Certification proofs are to be enclosed to substantiate the claims made.	Because majority of our clients are BFSI, their projects are ultra confidential hence they don't encourage any certifications or testimonials. May we request you to submit few of following documents as the documentary evidence a) JLL fe letter : Captures client name, scope and quantum of service provided b) Signed RFP responses from DC operators : Capture Client name, quatum, RFP details etc as submission to JLL c) Client Emails: Referring to the service JLL provded and their experience throughout the colocation project	Bidder to comply with RFP terms
64	49	Annexure-4	Non-Disclosure Agreement	Non-Disclosure Agreement	Please advise if the same is required to be executed on an Non-Judicial Stamp Paper or Letter Head would suffice the requirement (as is indicated in the RFP).	Letter Head only
65	62	Appendix -G	Pre Contract Integrity Pact	To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank	Please specify the value of the stamp paper to be presented	Minimum Rs.200/-

Date: 18/07/2022
Place: Bangalore


Deputy General Manager

