

Sr. No	Section/Annexure	Pg. No./Tab	Point No.	Original Clause/ Details Mentioned as per RFP	Query/Changes Requested	ACAB Response
1	9.8 Proposed Team Profile: B. Proposed Team Structure	72		Technical Lead - Infrastructure • MBA/ MCA/ MSc/ Engineering Graduate	Request the honorable Tendering authority to kindly consider Science Graduate also along with the other qualifications - • MBA/ MCA/ MSc/ Engineering Graduate /Science Graduate	Please refer corrigendum.
2	3. Detailed Scope of Work: bb. Security Management	24	i, ii	i. Bidder must ensure that the ongoing operations adheres to ACAB's security policy. Bidder is expected to monitor and report any deviation from ACAB's policies for the complete operations solution. ii. ACAB's policies are in line with global standards like ISO 27001. Audits will be conducted by ACAB (or by auditors and / or Consultants empanelled by ACAB for the purpose.) Any findings unearthed during these audits will have to be fixed by Bidder. Bidder is required to ensure anti-virus scans and updates for the in-scope infrastructure. Bidder is required to ensure anti-virus & Host IPS license renewal and maintenance of the same in client nodes & servers. Bidder to ensure that all the nodes are updated regularly, and 95% nodes are updated within 7 days of release of the patch/update by OEM. Bidder is required to send its representatives to the branch if required at no extra cost to Bank for rectifying any endpoint anti-virus and Host IPS issue.	Security audit may highlight many issues, which needs perhaps Hardware purchase, or certain activities which are outside the scope of this RFP. Request the honorable Tendering authority to kindly examine & consider the changes which needs to be fixed by the Bidder are within the scope of this Tender & Bidder.	In case of any procurement required of hardware/solution based on audit report, same will be procured by Bank if any workaround solution with existing implemented solution is not feasible.
3	General				We believe the electrical fixtures and cabling from the UPS to the Rack locations at the DC are approximately a decade old. Similarly, the cabling from the AC mains to DG Panel and from DG Panel to UPS/Electrical Panel locations are also quite old. We request the Tendering authority to consider overhauling these electrical fixtures and the cabling along with the PDU's inside the Racks. The Scope of work for this supply & installation activity may be put in the bidder's responsibility urging bidders to carry out a feasibility survey prior to bidding.	Maintenance of electrical infrastructure and LAN of DC and PMO comes under the scope of work of bidder as stated in section 3.k.viii of the RFP. Replacement of any component or overhauling (if required) should be done by Bidder during the contract tenure.
4	6.1 Eligibility Criteria: Experience and Service Capability	33	9	The bidder should have exposure in banks/BFSI/PSU providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in at least two (2) banks /BFSI/PSU in India for last 7 years	We request you to amend the clause as; The bidder should have exposure in banks/BFSI/PSU providing on-site support by the onsite resources for managing end to end IT infrastructure at the DC and DRC in at least two (2) banks/BFSI/PSU in India for last 7 years	RFP requirement stands.
5	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	35	1	The bidder should have exposure in banks providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in: • Two (2) banks/BFSI/PSU in India in last 7 years (7 marks) • More than two & upto 5 banks/BFSI/PSU in India in last 7 years (10 marks) • More than 5 banks/BFSI/PSU and in addition atleast 1 no. DCCB/STCB bank in India in last 7 years. (12 marks) • More than 5 banks/BFSI/PSU and in addition atleast 3 no. DCCB/STCB bank in India in last 7 years. (15 marks)	We request you to amend the clause as; The bidder should have exposure in banks providing on-site support by the onsite resources for managing end to end IT infrastructure at the DC and DRC in: • Two (2) banks/BFSI/PSU in India in last 7 years (7 marks) • More than two & upto 5 banks/BFSI/PSU in India in last 7 years (10 marks) • More than 5 banks/BFSI/PSU and in addition atleast 1 no. DCCB/STCB bank in India in last 7 years. (12 marks) • More than 5 banks/BFSI/PSU and in addition atleast 3 no. DCCB/STCB bank in India in last 7 years. (15 marks)	RFP requirement stands.
6	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	36	3	Bidder to deploy similar profiles for the Bank. The bidder should note that non-compliance may lead to disqualification.	As per our understanding, If in case the bidder receives the Purchase order, the CVs of the resources with the similar profiles, provided at the time of the bid submission may not be the same resources that will be deployed at the time of execution of the Purchase order. Please confirm that our understanding is right.	The resources deployed at the time of project execution may not be same. However, the deployed resources should have similar skillsets, experience, certifications, etc. as that of the resources, details of which were provided during bid submission. Too much deviation may lead to disqualification.
7	2.4 Present Inventory Details	9		The bidder will have to support, configure & manage all these hardware/solutions and any additional hardware/ solution procured by Bank during the contract tenure. The AMC/ATS for these hardware/solutions will be procured by Bank separately and bidder needs to coordinate with Bank's appointed AMC/ATS vendor for L3 issue resolution and follow-up till closure.	For the maintenance services to the computer hardware, please Provide Make and model of each and every hardware which is require Maintenance ?	Inventory details will be shared with the successful bidder.
8					Kindly share the warranty period and end of support devices details of each and every hardware which is require Comprehensive Maintenance ?	Details will be shared with the successful bidder.
9	3. Detailed Scope of Work	12		Upgradation/Replacement of required components, AMC & maintenance of in-house DC at ACAB HO.	Could you specify which components require immediate upgradation or replacement, and outline any particular standards for the upgraded components?	Required details provided under section 2.5 Data Center, Guwahati Environmental Components of the RFP.
10	3. Detailed Scope of Work	12			What are the expected service levels or response times for AMC and maintenance tasks?	Details have been provided in Section 9.1 Service Level Agreement of the RFP.
11	3. Detailed Scope of Work	12		Maintenance of DR presently co-hosted at STT Global Data Center at Kolkata. The rent of DR will be paid by Bank directly & Bidder only needs to maintain the H/w & coordinate with Colo provider.	Are there specific maintenance protocols or access policies at the STT Global Data Center that need to be followed?	Details will be shared with the successful bidder.
12	3. Detailed Scope of Work	12			Will the Bank provide scheduled maintenance windows or periods of limited access to the DR site?	As per the Scope of work, Bidder should deploy two onsite L2 resources at DR as part of Facility Management Service.

13	3. Detailed Scope of Work	12		Configuration & maintenance of existing & new devices procured by Bank during contract tenure.	Are there specific configuration standards, compliance requirements, or best practices that should be followed for these components?	It should be as per Bank's IT policies.
14	3. Detailed Scope of Work	12		Bidder will have to coordinate with link providers from DC, DR & branch end for configuration/resolution of any issues.	Will the Bank provide us with access to network monitoring tools or logs to assist with connectivity issue resolution?	Bidder can get access to network monitoring tool or logs only after due approval from Bank. It will be bidder's responsibility to coordinate with link providers to resolve any issue.
15	3. Detailed Scope of Work	12		Bidder will have to coordinate with the application team if needed.	Could you specify which applications are supported by the application team, and the anticipated volume or types of requests expected for coordination?	CBS and allied applications.
16	3. Detailed Scope of Work	12			Are there defined response and resolution expectations for coordinating application support with the team?	Details have been provided in Section 9.1 Service Level Agreement of the RFP.
17	3. Detailed Scope of Work	13		6. Maintenance Support of all branch hardware including PCs, UPS, Printers, etc., at branches, Zonal office & Head office Configuration & Support for all branch hardware.	Can you provide an inventory of the hardware currently in use across branches, the Zonal office, and the Head office for effective planning?	Inventory details will be shared with the successful bidder.
18	3. Detailed Scope of Work	13			Are there specific configuration standards or protocols for each hardware type (PCs, UPS, printers, etc.) that we should adhere to during setup and support?	The configuration standards or protocols for each hardware type should be compatible with existing OS and applications.
19	3. Detailed Scope of Work	13		7. Maintenance including replacement of ACs of Project Management Office, Passage, and UPS room To be provided during contract period.	Could you specify the current AC models and any preferred brands or types for replacements?	The make and capacity of the existing ACs have been provided. For replacement, bidder can propose equivalent or higher versions as per industry standard.
20	3. Detailed Scope of Work	13			Are there particular performance standards or energy efficiency requirements for the ACs to be replaced?	Please refer corrigendum.
21	3. Detailed Scope of Work	13		b. Bidder will be required to provide the following services during the contract period of 5 years: i. Hardware Management	Could you specify any existing hardware inventory that will require ongoing management and whether there are specific vendor or brand preferences for replacements/upgrades?	Details have been provided in Section 2.4 & 2.5 of the RFP.
22	3. Detailed Scope of Work	13		b. Bidder will be required to provide the following services during the contract period of 5 years: ii. System Administration	What are the primary systems in use (servers, OS, applications) that will require ongoing system administration? Are there particular configuration standards we need to follow?	Details have been provided in Section 2.4 of the RFP. The configuration standards should be as per the Bank's IT policies.
23	3. Detailed Scope of Work	13		b. Bidder will be required to provide the following services during the contract period of 5 years: v. IT Services	Could you provide a detailed list of IT services to be covered under this agreement, including any specific performance or security standards?	Bidder to provide the list of services as detailed in the Scope of work of the RFP.
24	3. Detailed Scope of Work	13		b. Bidder will be required to provide the following services during the contract period of 5 years: ix. Active Directory, Antivirus, HIPS Configuration and Management	Are there any specific antivirus or HIPS solutions in use, and are there particular configuration requirements for Active Directory?	Kaspersky Endpoint Solution. Details of the configuration requirements of Active Directory will be shared with successful bidder.
25	3. Detailed Scope of Work	13		b. Bidder will be required to provide the following services during the contract period of 5 years: xii. Infrastructure Software Maintenance	What specific infrastructure software (e.g., hypervisors, operating systems) requires maintenance, and are there any associated compliance or patching requirements?	It includes OS, Virtualization software, EMS, BMS, etc. The details of the make and model of the software will be shared with the successful bidder. Patch management is bidder's responsibility and is a manual activity. Bank will share login for patch download if applicable.