Sr. No	Section/Annexure	Pg. No./Tab	Point No.	Original Clause/ Details Mentioned as per RFP	Query/Changes Requested	ACAB Response
1	4.8 EMD	26		The Bidder is required to submit EMD of INR 10,00,000 (Rupees Ten Lacs only) in form of Demand Draft along with this bid.	Request the honorable Tendering authority to kindly consider Bank Guarantee from scheduled Banks also as EMD	RFP requirement stands
2	6.1 Eligibility Criteria - Experience and Service Capability	31	8	The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks in India in last 3 years	Request the honorable tendering authority to kindly consider the below changes: The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks in India in last 7 years	Please refer Corrigendum
3	6.1 Eligibility Criteria - Experience and Service Capability	31, 32	9	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 at least two (2) banks in India for last 3 years	Request the honorable tendering authority to kindly consider the below changes: 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 at least two (2) banks in India for last 7 years	Please refer Corrigendum
4	6.4.3 Technical Bid Evaluation Criteria	33	1	➢ The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in: Two (2) banks in India in last 3 years (7 marks) More than two & upto 5 banks in India in last three years (10 marks) More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. (12 marks) More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. (15 marks) ➢ 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 in India in last 3 years (7 marks) More than two & upto 5 banks in India in last three years (10 marks) More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. (12 marks) More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. (15 marks)	Request the honorable tendering authority to kindly consider the below changes: ➢ The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in: Two (2) banks in India in last 7 years (7 marks) More than two & upto 5 banks in India in last Seven years (10 marks) More than 5 banks and including atleast 1 no. DCCB/STCB bank in India in last Seven years. (12 marks) More than 5 banks and including atleast 3 no. DCCB/STCB bank in India in last Seven years. (15 marks) ➢ 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 in India in last 7 years (7 marks) More than two & upto 5 banks in India in last Seven years (10 marks) More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last Seven years. (12 marks) More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last Seven years. (15 marks)	Please refer Corrigendum
5	6.4.3 Technical Bid Evaluation Criteria	33, 34	2	➢ Bidder's Financial Stability (Maximum marks 10): The bidder should have a minimum annual turnover of INR 100 Cr for each of the last 3 years (2021-2022, 2022-2023 and 2023- 2024) exclusively from their Indian operations 100 to 200 Crores (7 marks) More than 200 Crores (10 marks)	Request the honorable tendering authority to kindly consider the below changes: ➢ Bidder's Financial Stability (Maximum marks 10): The bidder should have a minimum annual turnover of INR 100 Cr for each of the last 3 years (2021-2022, 2022-2023 and 2023- 2024) exclusively from their Indian operations 100 to 200 Crores (7 marks) **200 to 400 Crores (10 marks)** **More than 400 Crores (20 marks)**	RFP requirement stands
6	6.4.3 Technical Bid Evaluation Criteria	34	3	➢ Experience of the Technical Lead- Infrastructure (10 marks) Should have more than 10 years, less than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network & security) in at least one bank in India (7 marks) Should have more than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network & security) in at least one bank in India (10 marks) ➢ Experience of the L2 Support for IT Compute & Storage management (10 marks) Both resources should have at least 3 years of relevant experience as L2 Support for IT Compute & storage Management (Server, Storage, Database, Backup Management) in any bank in India (7 marks) Should have more than 5 years as L2 Support for IT Compute & storage Management (Server, Storage, Backup Management) in any bank in India (10 marks) ➢ Experience of the L2 Support for Network and Security (10 marks) Both resources should have at least 3 years of relevant experience as L2 Support for Network & Security Management in any bank in India (7 marks) Should have more than 5 years of relevant experience with experience as L2 Support for Network & Security Management in any bank in India (10 marks)	Request the honorable tendering authority to kindly consider the below changes: ➢ Experience of the Technical Lead- Infrastructure (10 marks) Should have more than 10 years, less than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network & security) in at least one bank in India (7 marks) Should have more than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network & security) in at least one bank in India (10 marks) ➢ Experience of the L2 Support for IT Compute & Storage management **(5 marks)** Both resources should have at least 3 years of relevant experience as L2 Support for IT Compute & storage Management (Server, Storage, Database, Backup Management) in any bank in India **(3 marks)** Should have more than 5 years as L2 Support for IT Compute & storage Management (Server, Storage, Backup Management) in any bank in India **(5 marks)** ➢ Experience of the L2 Support for Network and Security **(5 marks)** Both resources should have at least 3 years of relevant experience as L2 Support for Network & Security Management in any bank in India **(3 marks)** Should have more than 5 years of relevant experience with experience as L2 Support for Network & Security Management in any bank in India **(5 marks)**	RFP requirement stands

#	Clause	Page	Point	RFP Clause	Query	Response
7	9.8. B Proposed Team Structure	71		MBA/ MCA/ MSc/ Engineering Graduate Good Communication (written/Oral) Prior experience of maintaining essential IT infrastructure, including operating systems, security tools, applications. Prior experience in designing, deploying & managing enterprise-level hardware and software systems that support the organization's operations. Prior experience of working with Virtualization solutions like VMware, RHV,etc. Prior Experience as team Leader for Banking infrastructure support Should have worked in a similar banking project as Technical Lead for at least 2 years Technical certifications like CISSP or CISA or CISM	Request the honorable tendering authority to kindly consider the below changes: The following changes requested were there in the RFP REF NO. : ACAB/HO/IT/CBS/SI Renewal RFP/891 dated 1st December 2017. MBA/ Engineering Graduate / Science Graduate. Good Communication (written/Oral). Prior Experience as team Leader for Banking infrastructure support. Should have worked in a similar banking project as Technical Lead for at least 2 years. Also to highlight that CISSP or CISA or CISM certifications are required mainly for Cyber Security professionals and are not at all pertinent for the IT Infrastructure maintenance professionals. In addition to this, your previous RFP for IT Infrastructure refresh has already got Cyber Security component like SIEM, which will be managed from Bidders MSOC setup, where CISSP or CISA or CISM professionals are deployed. Lastly On-Premise deployement of CISSP or CISA or CISM professionals with 2 years of experience will enhance your FMS budget by manifold.	Please refer Corrigendum
8	5. Payment Terms	30	a	a. Hardware/Solution Cost i. 60% of the delivered hardware cost would be payable on delivery. ii. 30% of the hardware cost would be payable on post installation. iii. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank	Request the honorable Tendering authority to kindly consider the changes requested: a. Hardware/Solution Cost i. **70%** of the delivered hardware cost would be payable on delivery. ii.**20%** of the hardware cost would be payable on post installation. iii.10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank	RFP requirement stands
9	1.5 The Schedule of Dates	7		The successful bidder has to submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure of the project as per Annexure 9.9	As per the Project Timelines mentioned in the RFP, all the proposed solutions need be deployed at DC within 2 (two) months of release of PO by the bank, which includes mainly the CAPEX part. Post that the Service part continues. Thus requesting the honorable Tendering authority to kindly consider Performance Bank Guarantee on a Yearly Reducing Balance for the entire duration of the Project.	Please refer Corrigendum
10	2.5 Data Center, Guwahati Environmental Components	11		DC BMS System, DC PAC & Emmerson UPS, AC PMO & UPS Room &	Respective OEM's of the mentioned items has already declared End of support after 31st of December 2024 and had given official communications indicating their withdrawl of Support services for the installed components post Dec 2024. Thus requesting the honorable tendering authority to kindly remove these components from the AMC services and provide the bidders with the revised specifications for new procurement.	Please refer Corrigendum
11	3. Detailed Scope of Work	23	aa	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.
12	2.5 Data Center, Guwahati Environmental Components	11	6, 7, 8	DC 30 KVA, PMO UPS 10 KVA, PAC	The items such as DC UPS of 2 Nos. 30kVA (Model: Emerson 7400M), PMO UPS of 2 Nos. 10kVA (Model: Emerson S410D), DC PAC of 2 Nos. 6.5 TR (Model: PEX 125 FA ICOM) - all of the aforesaid equipment is obsolete and out of support. We recommend upgrading them with superior models as per details given below supported by relevant product brochures / technical details: 1. UPS 30kVA: Model Hipulse U 2. UPS 10kVA: Model ITA - 2 3. PAC 7.0TR: Model PDX PX025	Please refer Corrigendum
13	2.5 Data Center, Guwahati Environmental Components	11	11	DC Generator	It seems from the RFP that the DC is presently being supported by a single DG set of 100kVA, considering the criticality of the DC, we recommend incorporating another DG set of same capacity for redundancy purpose with suitable Sync. / AMF Panel	Any decision pertaining to this point to be taken later and subsequently informed
14	2.4 Present Inventory Details	8		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.	We understand that AMC/ATS of items mentioned in pg 9 & pg 10 will be bank`s responsibility and bidder`s scope is to provide L1/L2 support and escalation to vendor if not resolved	Understanding is correct
15	2.5 Data Center, Guwahati Environmental Components	10		Bidder will have to provide AMC/ATS,support and manage all the solutions and replace whichever required during the tenure of the contract.	This is conflicting as scope of AMC/ATS has been mentioned as bank's responsibility.	Please refer corrigendum and read the RFP.
16	2.5 Data Center, Guwahati Environmental Components	10		All electrical equipment at DC should be maintained by the bidder	1. Inventory details of such items are required 2. There is no skill factored under the resource table who will maintain all electrical equipments at DC 3. Whether Govt. License holder Electrician needs to be deputed. 4. How the consumables & components cost shall be re-imbursed [which is based on incidental occurance] in the process of rectification of electrical faults.	1. Inventory details to be shared with successful bidder. 2. Bidder to provide the required resources as & when required. 3. All electrical work to be done by Govt. license holder electrician. 4. The consumables shall be reimbursed on actuals after verification by Bank

#	Section	Page		RFP Clause / Description	Query	Response
17	2.5 Data Center, Guwahati Environmental Components	11		List of DC equipments (e.g BMS system, access control, CCTV, UPS, DG etc.)	1. Do we need to consider listed items under AMC scope? 2. In case, such items to be considered in AMC, what are the exceptions to be factored [fuel for DG set, consumables/ plastic components or any other components considered as consumables.	1. Yes or in case of replacement/upgrade required bidder to supply, implement & maintain the components. 2. Other than fuel, everything will come under AMC scope
18	3. Detailed Scope of Work	11		Upgrade/Replace of required components, AMC & maintenance of in-house DC at ACAB HO	If AMC is bank`s resposiblity,what AMC support is expected from bidder?	Bidder is required to provide AMC/ATS support of all the items mentioned in the table under section 2.5. In case of replacement/upgrade required bidder to supply, implement & maintain the components.
19	3. Detailed Scope of Work			AMC of hardware will be separately taken by ACAB.		
20	3. Detailed Scope of Work	12		Maintenance including replacement of ACs of Project Management Office,Passage and UPS room….AMC to be provided by Bidder.	1. We need details (make,model, date of purchase etc.) of the equipments for which AMC is required 2. Air conditioners use refrigerants, which are gases or liquids that help cool a room by changing state..Does maintenance of AC includes replacement of such gas/ liquid, filters etc. which is part of AC maintenance. Or it shall be procured by the bank as & when required.	1. Inventory details to be shared with successful bidder. 2. Maintenance of AC including replacement of gas, liquid, filters, etc. will fall under the scope of the bidder since it will be a comprehensive AMC.
21	3. Detailed Scope of Work	12		b. Bidder will be required to provide the following services during the contract period of 5 years:	Detailed scope of hardware management is required	L1 & L2 support and vendor coordination in case of major issue. Please refer RFP.
22	3. Detailed Scope of Work	13		Site Engineer (Posted in RO)	Please share details (address, approx user base) of those Regional Offices	There are six zonal offices and all 67 branches are under the zonal offices. The site engineers will be deployed in the zonal offices. All other details will be shared with selected vendor.
23	3. Detailed Scope of Work	13		Interoperability - Open architecture solutions such as XML, LDAP and SOA etc	Scope to be elaborated. What architecture solution is to be delivered ?	These are principles mentioned
24	3. Detailed Scope of Work	13		Bidder should ensure implementation of proposed products as per the scope of work.	As per our understanding there is no product supply is in scope ; in that case which proposed product implementation is being referred ? Even in case of product/ technology being procured by the bank, the availability of expertise to support implementation of such items. Proprietory product/ technology can be supported with adequate training/ guidance from the bank/ OEM. However, customised product/ solution/ technology shall need implementation from the corresponding vendor.	Please refer corrigendum
25	3. Detailed Scope of Work	13		Bidder should maintain the DR facility, which is located at STT Global Data Center, Kolkata	As per our understanding, this to be done with 2 resources factored for the DR location (Kolkata)	Understanding is correct
26	3. Detailed Scope of Work	13		Bidder must submit complete technical architecture during implementation and half-yearly basis post implementation which covers proposed solutions. The Technical Architecture should specify - i.Data Architecture ii.Infrastructure (Hardware/Security/Network)	We understand that there is no implementation in scope that requires, technical and data architecture.	Bidder to understand the existing architecture and prepare & submit revised architecture on periodic basis in case any major change.
27	3. Detailed Scope of Work	14		Bidder is also required to propose the required bandwidth at branch/offices, DC & DR for running the private WAN network of the Bank	We understand that successful bidder will have the required details (current utilization, current TPS etc.) and then propose Bank accordingly.	Understanding is correct
28	3. Detailed Scope of Work	14		Bidder should suggest in regular intervals if up gradation/down-gradation is required in the existing/new data links of ACAB including but not limited to the WAN links, DC-DR replication links, Internet link etc. Bidder should co-ordinate with the service providers on behalf of ACAB for up gradation/ commissioning/ maintenance/integration of all ACAB data links provided & managed by the bidder. Bidder is also supposed to suggest any bandwidth Upgradation/ downgradation requirement for DC-DR replication links to maintain RPO & RTO.	We understand that required tools are available with Bank. Please mention if bidder has to facotr tools for bandwidth monitoring and capacity forecasting?	Monitoring tool is available as part of EMS.
29	3. Detailed Scope of Work	14		The bidder should ensure the required SLA are being monitored & maintained for the Data Centre.	We understand that required tool for ticketing, alert and event monitoring are available with the bank	Please refer RFP. Bank is having EMS.
30	3. Detailed Scope of Work	14		Bidder to ensure that all the devices & solution are under AMC during the entire contract period	We understand that all AMCs will be done by Bank and bidder`s responsibility is to verify all in-scope assets are under AMC and notify Bank accordingly	Bidder is required to provide AMC/ATS support of all the items mentioned in the table under section 2.5. Additionally it is bidder's responsibility to ensure all in scope assets are under AMC and notify bank accordingly.
31	3. Detailed Scope of Work	14		In case additional hardware/solutions are implemented by Bank during the contract period the same must be supported by the bidder without any extra commercials	Any additional hardware/solutions should be limited to the resource`s skill mention in table on pg 13. Even in case of product/ technology being procured by the bank, the availability of expertise to support implementation of such items. Proprietory product/ technology can be supported with adequate training/ guidance from the bank/ OEM. However, customised product/ solution/ technology shall need implementation from the corresponding vendor.	RFP requirement stands. In case of new hardware/solution training will be arranged by Bank. However, the bidder should have in-house training of resource for extensibly used IT components in DC such as server, storage, network & security solutions.

#	Section	Page	Clause / Requirement	Query	Response
32	3. Detailed Scope of Work	15	Bidder is required to configure, manage & maintain new additional hardware if procured by bidder for the entire contract period.	Any additional hardware/solutions should be limited to the resource`s skill mention in table on pg 13. Even in case of product/ technology being procured by the bank, the availability of expertise to support implementation of such items. Proprietary product/ technology can be supported with adequate training/ guidance from the bank/ OEM. However, customised product/ solution/ technology shall need implementation from the corresponding vendor.	RFP requirement stands. In case of new hardware/solution training will be arranged by Bank. However, the bidder should have in-house training of resource for extensibly used IT components in DC such as server, storage, network & security solutions.
33	3. Detailed Scope of Work	15	Bidder is required to provide application management services for new proposed infrastructure applications which are being supplied by bidder.	As per our understanding, there is no infrastructure application supply is in scope. Kindly clarify this scope	Application such as BMS software part of bidder's scope.
34	3. Detailed Scope of Work	15	n. Application Management Services for application procured from bidder	To deliver all scope mentioned under this point requires many tools. We understand that required tools for patching, infra and application, monitoring, event co-relation, log monitoring , backup tool, ITSM tool etc. are avilable with the bank.	The list of available tools/solutions are mentioned in RFP.
35	3. Detailed Scope of Work	16	o. Domain Services : Database Management	DBA resource and count is not mentioned in the resource list	Core Banking application DBA will be part of CBS application provider's scope.
36	3. Detailed Scope of Work	16	Backup and Restore Management Services :Bidder shall be responsible for taking centralized backups from DC and DR for all the servers hosted at DC & DR.	Is backup tool available with bank which is capable to deliver this scope?	Please refer RFP.
37	3. Detailed Scope of Work	17	Hardware support: 1)Hardware installation and configuration 2)Hardware environment support 3)Hardware preventative maintenance 4)Hardware refresh	There is no hardware engineer mentioned under the resource table. Please mention which role is to be used for hardware support	L2 - Compute & Storage Management at DC, L2 - Infrastructure Management at DR
38	3. Detailed Scope of Work	17	System vulnerability management	We understand that the VA/PT tool will be provided by bank	Bank or its vendor
39	3. Detailed Scope of Work	18	Operating system security event logging	We understand that required tool is available with the bank	Bank or its vendor
40	3. Detailed Scope of Work	18	Performance and capacity management	We understand that required tool is available with the bank	Bank or its vendor
41	3. Detailed Scope of Work	18	Scheduling and monitoring	We understand that required tool is available with the bank	May be with tool or manually based on error
42	3. Detailed Scope of Work	18	Failover management : Provides for the automated recovery of the critical workload on the server environments in the event of an outage of primary server and / or a disaster. Bidder is required to prepare documentation of a written recovery plan for the server environments for auto failover.	We understand that such auto failover mechanism is already configured, running and tested on the in-scope systems of this tender	Manually if not supported by available tool.
43	3. Detailed Scope of Work	18	End to end Network monitoring	We understand that required tool is available with the bank	Part of EMS.
44	3. Detailed Scope of Work	20	viii. The Backup window should be 2 hours and restoration window should not be more than 4 hours.	This can not be committed until we know the current backup volume, time taken for backup and restoration, future data growth trend, purging interval, retention policies , entire backup infrasturcture and environment etc.	Bank understands that same is dependent on hardware & backup volume and bidder to ensure that the process is being followed properly and work is done by bidder resources.
45	3. Detailed Scope of Work	20	Asset and Configuration management	We understand that required tool is available with the bank	To be done manually through established process.
46	3. Detailed Scope of Work	20	Change Management and Release Management	We understand that required tool is available with the bank	To be done manually through established process.
47	3. Detailed Scope of Work	20	Patch Management	We understand that required tool is available with the bank	To be done manually through established process.
48	3. Detailed Scope of Work	20	Software License Management	We understand that required tool is available with the bank	To be done manually through established process.
49	3. Detailed Scope of Work	24	All proposed solution(DC renovation & Branch chemical earthing) should be deployed at DC and branches within 2 (two) months of release of PO by the Bank.	We need to know what DC renovation scope is expected from the bidder. Whether Civil, Electrical, furnishing & furnitures & interiors are all considered as part of renovation requirement. Estimation/ scope of such work needs to be defined.	Please refer RFP
50	3. Detailed Scope of Work	24	Transition should be completed within 2 months of release of PO by the Bank	1. We understand that for these 2 months, billing against deployed resources can be done. 2. Pre-state defects & open cases prior issue of the PO shall be serviced through additional payout & not to be included in SLA computation. 3.Further, during transition period, expect that even if SLA is calculated, no penalty clause shall be applicable.	Billing will commence once all resources are deployed by successful bidder. The entire DC Guwahati environment to be managed by bidder and bidder may do site visit before bid submission with prior permission from Bank.
51	6.1 Eligibility Criteria	31	Experience and Service Capability: The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks in India in last 3 years.	Would request to add PSU and Govt. Organizations as part of credentials	Please refer Corrigendum
52	6.1 Eligibility Criteria	31	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 at least two (2) banks in India for last 3 years	Would request to add PSU and Govt. Organizations as part of credentials	Please refer Corrigendum
53	6.1 Eligibility Criteria	31	The Bidder should have at least 5 IT Security professionals who are direct employees of the Bidder with certification of CISA or CISSP or CISM.	Would request to limit to 3 instead of 5	RFP requirement stands
54	2.5 Data Center, Guwahati Environmental Components	10, 11	DC BMS System (Honeywell), DC Access Control, DC CCTV	The items such as EBI 410.2 software, XLS-200 fire alarm panel and CCTV (DVR), Honeywell Access control are obsolete and is under support till 31-12-2024 (Specific to Apex bank only). We recommend to upgrade the existing items to EBI - 700, fire alarm to XLS - 3000 and CCTV (DVR) to NVR/ Maxpro solutions.	Please refer Corrigendum
55	6.1 Eligibility Criteria	31	The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks in India in last 3 years.	Requesting to modify this clause as below: The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks /PSU/BFSI/Govt. organization in India in last 7 years.	Please refer Corrigendum
56	6.1 Eligibility Criteria	31	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 at least two (2) banks in India for last 3 years	Requesting to modify this clause as below: The bidder should have exposure in banks/PSU/BFSI/Govt. 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 / PSU/BFSI/Govt. in India for last 7 years	Please refer Corrigendum

57	6.1 Eligibility Criteria	32			The Bidder should have at least 5 IT Security professionals who are direct employees of the Bidder with certification of CISA or CISSP or CISM.	Requesting to modify this clause as below: The Bidder should have at least 5 Server, Storage and Network & IT Security professionals who are direct employees of the Bidder Preferably with certification of CISA or CISSP or CISM or equvalent.	RFP requirement stands
58	6.4.3 Technical Bid Evaluation Criteria	33	1		The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in: Two (2) banks in India in last 3 years (7 marks) More than two & upto 5 banks in India in last three years (10 marks) More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. (12 marks) More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. (15 marks) ➤ 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 in India in last 3 years (7 marks) More than two & upto 5 banks in India in last three years (10 marks) More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. (12 marks) More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. (15 marks)	Requesting to modify this clause as below: The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in: Two (2) banks / PSU/BFSI/Govt in India in last 7 years (7 marks) More than two & upto 5 banks / PSU/BFSI/Govt in India in last 7 years (10 marks) More than 5 banks / PSU/BFSI/Govt in India in last three years. (15 marks) ➤ The bidder should have exposure in banks / PSU/BFSI/Govt 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 / PSU/BFSI/Govt in India in last 7 years (7 marks) More than two & upto 5 banks / PSU/BFSI/Govt in India in last 7 years (10 marks) More than 5 banks// PSU/BFSI/Govt in India in last 7 years. (15 marks)	Please refer Corrigendum
59	2.4 Present Inventory Details	8			The list of below hardware/solutions are presently in use and some of these are being replaced with new technologies/components. The new components will be supplied and implemented by Bank's finalized vendor as part of separate RFP process. The bidder shortlisted as part of this RFP will be responsible for support, configuration, management & maintenance of these components for the tenure of the project (5 years post taking handover). 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.	We understood that we have to provide only skill support and vendor coordination for these hardware/solutions, kindly confirm.	Understanding is correct. Only exception is the "DC environment" where bidder needs to supply, implement and Maintain(AMC/ATS) the hardware/solution too for DC Environment.
60	2.5 Data Center, Guwahati Environmental Components	10			The environmental components of the Data Centre, Guwahati are listed below which needs to be maintained by the bidder as part of Data Centre maintenance. Bidder will have to provide AMC/ATS, support and manage all the solutions and replace whichever required during the tenure of the contract.	Whether all these devices are currently having valid OEM B2B support? Any devices are announced EOSL by OEM? Kindly confirm the list of solutions which are to be replaced during the tenure of the contract.	Please refer corrigendum
61	3. Detailed Scope of Work	11	a. 3		3. DC & DR Network & security solutions Configuration & maintenance of existing & new equipment/solution procured by Bank during contract tenure including but not limited to PIM, DLP, SIEM Collector, SDWAN etc. AMC of hardware will be separately taken by ACAB.	Assume the license / subscription of PIM, DLP, SIEM Collector, SDWAN etc. shall be taken care by ACAB, kindly confirm.	Understanding is correct
62	3. Detailed Scope of Work	11	a. 4		4. Connectivity at DC, DR & Branch Bidder will have to coordinate with link providers from DC, DR & branch end for configuration/resolution of any issues.	Assume the link charges shall be taken care by ACAB, kindly confirm.	Understanding is correct
63	3. Detailed Scope of Work	12	a. 7		7. Maintenance including replacement of ACs of Project Management Office, Passage and UPS room To be provided during contract period. AMC to be provided by Bidder.	Assume the activity limited in DC only, kindly confirm.	Activity is limited to DC, Project Management Office, Passage and UPS room. The entire DC Guwhati environment covering the stated areas.
64	3. Detailed Scope of Work	14	i. i		i. WAN & NOC Management i. The bidder will be required to liaise, monitor & manage all the WAN networks including the replication (CBS DB replication will be maintained by CBS application provider) & internet links of the Bank at DC & DR as proposed by the bidder. Bidder is also required to propose the required bandwidth at branches/offices, DC & DR for running the private WAN network of the Bank. Bank will accordingly provision the links directly or through a separate RFP process. The Bank's 67 branches have BSNL-BBoVPN as primary, Airtel 4G as 1st backup link. Proposed SD-WAN solution will also be under maintenance of bidder along with any new links/hardware implemented during the project tenure.	Kindly confirm the bandwidth required by application provider for replication and connectivity. Any NMS tool is currently available at bank?	Please refer RFP carefully as EMS is implemneted. Links are already established and bidder to liase with bandwidth providers for fault rectification, updgradation/ Termination, link shifting and new link implementation.
65	3. Detailed Scope of Work	14	k. iii		k. Bidder is required to perform the following activities to maintain the existing ACAB Data Center (DC) environment & PMO office situated in Guwahati. iii. Bidder is also required to provision storage space to store 3 months of CCTV footage of Data Center and provision additional hardware if required.	What will be the approximate data size of 3 month's CCTV footage? Any storage is available currently for storing data? Or we have to supply a new storage?	Bidder needs to provision storage space to store 3 months of CCTV footage of data. If required bidder have to provide new hardware for storing data.
66	3. Detailed Scope of Work	15	k. vii		vii. Bidder is required to conduct periodical maintenance activities like pest control, rodent control, cleaning etc. of the DC & PMO.	Whether bank shall provide any additional amounts for these periodical maintenance activities?	No additional amount to be provided for these periodical maintenance activities and it should be part of proposed commercial for the contract tenure.
67	3. Detailed Scope of Work	15	k. ix		ix. Bidder is required to properly earth the UPS in all the branches. There should be separate earthing for Electrical and Network equipment. The bidder shall also repair the existing power earth(s), if any, and make sure that the existing earth is working properly. Maintaining the earthing of the UPSs will be the sole responsibilities of the bidder.	Whether bank shall arrange any materials for maintaining the earthing?	Bank shall not arrange any materials for maintaining the earthing. It will be the responsibility of the bidder and should be part of proposed commercial for the contract tenure.
68	3. Detailed Scope of Work	15	k. xi		xi. Bidder is required to provide the OEM Service support documents on yearly basis.	What are the devices are required OEM B2B support as mandatory?	Yes

69	3. Detailed Scope of Work	15	m	m. This activity will cover the migration from ipv4 to ipv6 for the entire infrastructure of the Data Center, Disaster Recovery Center covering all the equipment and connectivity links. Bidder to ensure that the branches are able to access the DC & DR application & infrastructure through existing Ipv4 addressing scheme. Bidder will be responsible for ipv6 compliance for the entire infrastructure of the Data Center, Disaster Recovery Center covering all the equipment and connectivity links.	Kindly confirm that all the existing devices are IPV6 compatible or not.	All devices are IPv6 compatible. If any device is not compatible same cant be migrated to IPv6.
70	3. Detailed Scope of Work	15	n	n. Application Management Services for application procured from bidder: - i. Bidder is required to provide application management services as per the defined scope and the corresponding SLAs. ii. Bidder is required to provide application management services for new proposed infrastructure applications which are being supplied by bidder. iii. Bidder should be able to synchronize Application Management with IT infrastructure management. Deliverables for Application support should include:	Assume that the bank shall arrange necessary support from Applivation vendors to do this activity, kindly confirm.	Understanding is correct
71	3. Detailed Scope of Work	16	p	p. Database management The scope of the database management services includes all data and database management activities on the production, non-production and disaster recovery environment that will be included as part of this service. The expected database management services can be further defined by the following high level service requirements:	Kindly share the details of databases available at bank.	Details to be shared with successful bidder. Its majorly Oracle & Ms SQL.
72	3. Detailed Scope of Work	23	ab	ab. Patch Management	Assume the bank shall arrange the necessary patches, kindly confirm. Any tool is available now for this?	Patch management is bidder's responsibility and manual activity. Bank will share login for patch download if applicable.
73	3. Detailed Scope of Work	24	af	af. Project Timelines i. The Bidder is required to adhere to the project timelines mentioned below: a) On boarding of Resources - The Project & Team leads should be mobilized and on-boarded within 2 (two) weeks from the release of PO by the Bank.	It's required minimum 30 days to deploy the resources, kindly amend the term.	RFP requirement stands
74	9.1 Service Level Agreement	62	7. i	i. Service Level Default Service Level will be measured on a monthly basis. The Bidder's performance to Service Levels will be assessed against Service Level requirements for each criteria mentioned in the Domain Services, Cross Functional Services and Management, Reporting and governance measurement table of the Service Level Agreement.	Kindly confirm the upper cap of penalty for SLA defaults	Total Penalty cap is maximum 10% of contract value.
75	General				Any training to be provided	No training required to be provided
76	General				Assume the Helpdesk ticketing ITSM tool shall be arranged by ACAB, Kindly confirm.	Already EMS is implemented, please refer RFP carefully.