

Pre-bid queries response

Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025

(Bid Number: GEM/2025/B/6706469)

S.N o.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Response
1	RFP Pg 71	Appendix G	Certificate of Local Content	Appendix G is mentioned as 'Not Applicable'. Please confirm whether it is not required to be certified by the Statutory Auditor or if submission on the bidder's letterhead is sufficient	Please be guided by the RFP
2	58	II ROLE AND SKILL SETS AND GENERAL STAFFING GUIDELINES (i) GENERAL STAFFING GUIDELINES	5. Professionals have to work in 24x7x365 kind of environment (except specifically mentioned) and should be ready to work in shifts. The team should be adequate to ensure the unhindered 24x7x365 operations and support. Each shift team should have one team lead/shift in charge.	While the Bank has mandated 24x7x365 support, the “Indicative Summary of Onsite Resources” does not specify the shift distribution of L1, L2, and L3 resources. The document provides only the total headcount under each technology area (e.g., Cloud Technology shows 2 L2 and 2 L3 resources), without detailing how these should be deployed across shifts. We request the Bank to kindly clarify: - Whether the indicated resource numbers are per shift or total headcount. - If total headcount, how the Bank expects these resources (particularly L2 and L3) to be deployed across shifts. -Whether shift-wise deployment flexibility can	Wherever given no in a particular skillset is not suitable to run 24x7 shift, same will be discussed and planned with L1 bidder.

				be left to the bidder, provided overall 24x7 coverage and SLA adherence is ensured	
3	62	(d) MINIMUM QUALIFICATIONS FOR ONSITE TEAM (Manage Services for 5 Years)	Education Qualification: L1 - Bachelor's degree in IT/Computers L2 Resource- BE/B. Tech or MCA or Any Other Equivalent Degree in IT	We request the Bank to kindly relax the educational qualification criteria and also consider the following as eligible qualifications: - 4 years Diploma in IT/Computer Science, - B.Sc. in Mathematics/Science, or - Graduate in any discipline with valid OEM certifications (e.g., Red Hat, VMware, Microsoft, Oracle, etc.), subject to increased relevant experience as follows: L2 Resource: Minimum 4 years L3 Resource: Minimum 6 years	No change, RFP requirement

4	47	Appendix-B/Bidder's Eligibility Criteria/Sl.No.5	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s)/BFSI/PSU organizations in India for minimum Two years for each of the two references during the last 3 years as on bid submission date.	Please refer Corrigendum -1 published in GeM portal.
5	48	Appendix-B/Bidder's Eligibility Criteria/Sl.No.9	The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.	We request the Bank to delete this clause, as no OEM products are being quoted under this RFP.	No change, RFP requirement

6	50	Technical Evaluation Matrix	Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single site. If >1000 servers per client : 25 Marks If >500 and <=1000 servers per client : 20 Marks If >=250 and <=500 servers per client : 15 Marks If <250 servers per client : 0 Marks	Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single client. If >1000 Virtual Instants per client : 25 Marks If >500 and <=1000 Virtual Instants per client : 20 Marks If >=250 and <=500 Virtual Instants per client : 15 Marks If <250 Virtual Instants per client : 0 Marks	Please refer Corrigendum -1 published in GeM portal.
7	50	Technical Evaluation Matrix	Application Infrastructure Support for Applications in Public/Private Sector Bank(s) in India ; If >2 Banks 25 Marks If 2 Banks 20 Marks If <2 Banks 0 Marks	Application Infrastructure Support for Applications in Public/Private Sector Bank/BFSI/PSU (s) in India ; If >2 Clients : 25 Marks If 2 Clients : 20 Marks If <2 Clients : 0 Marks	Please refer Corrigendum -1 published in GeM portal.
8	50	Technical Evaluation Matrix	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector Bank(s) in India	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector BankBFSI/PSU (s) in India	Please refer Corrigendum -1 published in GeM portal.

9	51	Technical Evaluation Matrix/Note/i.	For every service area and required functional specifications, bidder has to attach supporting documents like PO/SLA/Project Closure Report from the client during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	For every service area and required functional specifications, bidder has to attach supporting documents like PO/SLA/Project Closure Report from the client during the last 3 years as on bid submission date.	Please refer Corrigendum -1 published in GeM portal.
10	51	Technical Evaluation Matrix/Note/ii.	Bidder should score minimum 80% to be eligible to participate in Reverse Auction.	Bidder should score minimum 70% to be eligible to participate in Reverse Auction.	No change, RFP requirement
11	27	31	“LIMITATION OF LIABILITY: The maximum aggregate liability of Service Provider in respect of any claims, losses, costs or damages shall not exceed the total Project Cost.”	Suggest adding “direct” before claims; Change liability cap to fees received in 12 months preceding claim.	Standard Clause, No change in RFP

12	30	36 (iii)	“Service Provider shall indemnify and keep fully indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising from any claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party, arising from Services or use of the technology/software/products in India or abroad.”	Suggest modifications: (i) Delete “demand” (limit to enforceable claims); (ii) Delete “abroad” (restrict jurisdiction to India); (iii) Add “direct” before claims (limit to proximate losses).	Standard Clause, No change in RFP
13	31	37	“LIQUIDATED DAMAGES: For any delay by the Service Provider in performance, the Bank may deduct 0.5% of the total project cost per week of delay, subject to a maximum of 5%. Beyond this cap, the Bank reserves the right to terminate the Agreement.”	Kindly reduce the cap on damages to 1%.	Standard Clause, No change in RFP

14	31	38 (i)	“Bidder shall not have a conflict of interest (the ‘Conflict of Interest’) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as genuine estimated loss and damage likely to be suffered by the Bank, not by way of penalty, without prejudice to other remedies.”	requesting for termination only instead of forfeiture.	Standard Clause, No change in RFP
15	36	40 (i)	“The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part.”	we propose 90 days termination notice.	Standard Clause, No change in RFP

16	36	40 (i)	“Prior to providing a written notice of termination to Service Provider under sub-clause (i), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach. If unrectified, Bank may initiate termination.”	we propose 90 days termination notice.	No change, RFP requirement
17	36	40 (ii)	“In the event the Bank terminates the Contract in whole or in part for breaches attributable to Service Provider, the Bank may procure similar services on such terms as it deems appropriate. Service Provider shall be liable for any increase in cost for such services (subject to limitation of liability), and shall continue performance of the non-terminated portion.”	request deletion of liability for replacement costs.	Standard Clause, No change in RFP

18	37	40 (vi)	“If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.”	Suggest reducing penalty % or negotiating a cap.	Standard Clause, No change in RFP
19	38	43	“TERMINATION FOR CONVENIENCE: The Bank may terminate the Agreement, in whole or in part, without assigning any reason, by giving a notice period of 30 days to the Service Provider.”	To be made mutual termination right.	Standard Clause, No change in RFP
20	50	Technical Evaluation Matrix	Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single site. If >1000 servers per client = 25 Marks If >500 and <=1000 servers	Requesting Bank to cosinder this change in the marking scheme, Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single site. If >1000 servers per client = 25 Marks If >500 and <=1000 servers per client = 20	Please refer Corrigendum -1 published in GeM portal.

			per client = 20 Marks If >=250 and <=500 servers per client = 15 Marks If <250 servers per client = 0 Marks	Marks If >=250 and <=500 servers per client = 15 Marks If <250 servers per client = 10 Marks	
21	50	Technical Evaluation Matrix	Number of onsite support personnel resource at a single site If >75 resources = 25 Marks If >=50 and <=75 resources = 20 Marks If <50 resources = 0 Marks	Number of onsite support personnel resource at a single site If >75 resources = 25 Marks If >=50 and <=75 resources = 20 Marks If <50 resources = 10 Marks	Please refer Corrigendum -1 published in GeM portal.
22	66	II (ii)(g)	“PAYMENT SCHEDULE: Bill amount will be paid quarterly in arrears as per billing schedule, 30 days from the date of receipt of Invoice and will be calculated on actual on- site/VPN deployment of 98 resources for the quarter.”	Request change to monthly payments instead of quarterly.	No change, RFP requirement
23	102	Appendix J SLA (u)	“LIMITATION OF LIABILITY: The maximum aggregate liability of Service Provider in	Suggest adding “direct” before claims; Change liability cap to fees received in 12 months preceding claim.	Standard Clause, No

			respect of any claims, losses, costs or damages shall not exceed the total Project Cost.”		change in RFP
24	107	(b) Application Infra Support Services:	*Administration and support broadly cover installation, configuration and maintenance, performance tuning, monitoring, backup, troubleshooting and fixing issues of hardware equipment / operating environments / databases / servers /underlying platforms including coordination with OEMs for fixing issues to ensure 99.95% system uptime	Kindly confirm, if 99.5% uptime will be handled by the 1) Bank 2) OEM of the application 3) bidder	Please refer Corrigendum -1 published in GeM portal.
25	121	12. APPLICATIONS INFRA SUPPORT SERVICES	Analyzing the Production issues and sharing the RCA in the Bank’s desired format.	Kindly clarify what does bank mean by sharing the RCA in the Bank’s desired format Is this related to only login issues which is in the scope?	Related to each incident as per SOW
26	121	12. APPLICATIONS INFRA SUPPORT SERVICES	Customizations support for APIs	Kindly clarify what does bank mean by customization support for APIs. Will bidder have to create new APIs.?	Only Management and support, No new API creation is

					required by the bidder
27	121	12. APPLICATIONS INFRA SUPPORT SERVICES	Manage incidents	Kindly clarify what does bank mean by Manage incident.	Please be guided by the RFP
28	186	Appendix N (1.4)	“In case any preceding misconduct on part of official(s) is reported by the BIDDER and found correct, the BUYER may initiate disciplinary proceedings or any other action as deemed fit, including criminal proceedings, and debar such persons. Enquiry will not stall contract proceedings.”	Suggest deletion of word “criminal”, replace with “appropriate legal action.”	Standard Clause, No change in RFP
29	189	Appendix N (5.1)(iv)	“To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any	Request for deletion of interest recovery, since there is no interest liability on EMD.	Standard Clause, No change in RFP

			outstanding payment is due to the BIDDER from the BUYER in connection with any other contract, such outstanding could also be utilized to recover the aforesaid sum and interest.”		
30	191	Appendix N (10)	“Other Legal Actions: The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with provisions of extant law relating to civil or criminal proceedings.”	Suggest deleting “criminal”; replace with: “without prejudice to remedies available under applicable law.”	Standard Clause, No change in RFP
31		General		Kindly confirm if the Bank will provide the SOP ?	All SOP/Policy will be discussed suitably with L1 bidder
32		General		Kindly confirm if, 1) Will bidder have to do the migration? Or	Please refer detailed scope of work in Annexure-A

				2) Bidder will have to manage the already migrated application?	
33		General		Can the bidder propose the Service Level Objective (SLO)? We propose Service Level Objective (SLO) to be of 6 months. 2 month of Shadow, 2 months of Joint, 2 months of assisted.	will be discussed with L1 bidder
34		General		What will be the timeline for each phase of the Service Level Objective (SLO)?	will be discussed with L1 bidder
35		General		Do the Bank have dedicated team for the Application Maintenance and Support (AMS)? If yes, how do we collaborate with the team? Will we get the SLA from them?	Yes. Collaboration with all Stakeholders will be discussed with L1 bidder
36		General		Please clarify, if bug fixes, new feature development and customization are not part of the scope for the Application Infra Support.	Please be guided by the RFP's scope of work

37	56		Finacle Suite of Application Infra	Please clarify Finacle application management is limited to application stop & start or patch given by OEM.	Please refer detailed scope of work in Annexure-A
38	54			Existing ITSM details & Automation tool used if any	will be discussed with L1 bidder
39	91			Please share existing partner details and what will be duration period of KT & migration	will be discussed with L1 bidder
40	60			Total Resource count of 98 is fixed or can be reduce or added if SLA's are met	Please be guided by the RFP
41	47	Appendix-B Bidder's Eligibility Criteria	5. Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	We request you consider below modification. 5. Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Infra Platform support in managed services/Any other non Finacle enterprise Application Infra Support Services in at least two Public/Private Sector Bank(s)/ Government /PSU Organizations in India or Global organization for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.

42	47	Appendix-B Bidder's Eligibility Criteria	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required)	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects in India/ Global (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required)	Please refer Corrigendum -1 published in GeM portal.
43	51	Appendix-C Technical Evaluation Matrix	Application Infrastructure Support for Applications in Public/Private Sector Bank(s) in India	Application Infrastructure Support for Applications in Public/Private Sector Bank(s)/ Government /PSU Organization in India or Global organization	Please refer Corrigendum -1 published in GeM portal.
44	51	Technical Evaluation Matrix	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector Bank(s) in India	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector Bank(s))/ Government /PSU Organization in India or Global organization	Please refer Corrigendum -1 published in GeM portal.
45	51	Appendix-C Technical Evaluation Matrix	Note -: ii) Bidder should score minimum 80% to be eligible to participate in Reverse Auction.	We request to consider the minimum 70% to be eligible to participate in Reverse Auction.	no change, RFP requirement

46		Appendix-C Technical Evaluation Matrix Support Services for captive / On- premises IT infrastructure including Servers, devices, appliances etc. at a single site.	If >1000 servers per client - 25 Marks If >500 and <=1000 servers per client - 20 Marks If >=250 and <=500 servers per client - 15 Marks If <250 servers per client - 0 Marks	If >500 servers per client - 25 Marks If >300 and <=500 servers per client - 20 Marks If >=100 and <=300 servers per client - 15 Marks If <100 servers per client - 0 Marks	Please refer Corrigendum -1 published in GeM portal.
47	7	18 : EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION	iv) The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.	We request to consider QCBS (70:30) mechanism to identify the Final Bidder after considering both Technical and Commercial score. We	No change, RFP requirement
48	8	29. SUBCONTRACTI NG:	As per the scope of this RFP, sub-contracting is not permitted	We request to consider sub-contracting/sub- contractors for specific skills/Technologies and allow bidders to submit a competitive Bid.	Standard clause, no change in RFP
49	2	1. Schedule of Events	Last date and time for Bid submission - Up to 14:00 Hours on 04-10-2025	Requesting you at least 3 weeks of extension from the last day of submission which is cur rently 4th Oct 2025	No change
50	9	ix Uptime	Minimum uptime required is expected as 99.99%	We request to consider Minimum uptime required is expected as 99%	No change, RFP requirement

51	66	(g) PAYMENT SCHEDULE	Bill amount will be paid quarterly in arrears as per billing schedule, 30 days from the date of receipt of Invoice and will be calculated on actual onsite/ VPN deployment of 98 resources for the quarter.	We request to consider Monthly in arrears payment to Bidder for 98 resources	No change, RFP requirement
52	131	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Section : Penalty for Non Performance SLA	Less than 99.99% up-to 99.97% Application Uptime during support period to be calculated on quarterly basis Rs. 5,00,000 per instance; Less than 99.97% up-to 99.96% Application Uptime during support period to be calculated on quarterly basis. Rs. 10,00,000 per instance; Less than 99.96% Application Uptime during support period to be calculated on quarterly basis. Rs. 20,00,000 per instance;	We would request bank to kindly amend this clause as Less than 99.99% up-to 99.97% Application Uptime during support period to be calculated on quarterly basis Rs. 1,00,000 per instance; Less than 99.97% up-to 99.96% Application Uptime during support period to be calculated on quarterly basis. Rs. 2,50,000 per instance; Less than 99.96% Application Uptime during support period to be calculated on quarterly basis. Rs.5,00,000 per instance;	No change, RFP requirement

53	25	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Section : Services Point No V	All product updates, upgrades & patches shall be provided by Service Provider free of cost during Contact period.	Any Major upgrades that requires architectural changes and OEM involvement will be discussed and agreed with Bank on a Project basis. However, updates and patches will be applied free of costs	Standard Clause, No change in RFP
54	24	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Section : Services Point No II	Service Provider shall provide and implement patches/ upgrades/ updates for hardware/software/ operating System / middleware etc as and when released by them/ OEM or as per requirements of the Bank. Service Provider should bring to notice of the Bank all releases/version changes.	Request you to kindly make the change as " Service Provider shall provide and implement patches/ upgrades / updates for hardware/ software / operating System / middleware etc as and when released by them/ OEM or as per requirements of the Bank. Service Provider should bring to notice of the Bank all releases/ version changes. Any Upgrades to the hardware, Bank will procure the same as part of Change request.	Standard Clause, No change in RFP
55	25	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Section : Services Point No IV	Service Provider shall provide maintenance support for hardware/ software/ operating system/ middleware over the entire period of Contract.	Our understanding is that the AMC of hardware is in Bank's scope AND out of scope of this RFP. Request maintenance of hardware to be removed as this is not scope of bidder	Standard Clause, No change in RFP

56	25	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Section : Services Point No VI	During the support period, Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product or specified hardware/software and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the product or specified hardware/software a reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring ability as per the requirements of the Bank, fine tuning, system	Service provider is not supplying any hardware, bidder's AMC/ATS is part of this contract. The service provider's responsibility is only FMS services and coordinate with hardware vendor for any hardware replacement. Request you to kindly clarify and modify the clause accordingly	Standard Clause, No change in RFP
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			monitoring, log maintenance, etc.		
57	175	Service Integration	Enhanced Support during Go Live of any new environment, interface, third-party integration, Annual closing, BCP exercise etc	We understand that " Enhanced support means co-ordination and taking up issues with respective stakeholders during Go Live of any new environment, interface, third-party integration, Annual closing, BCP exercise etc. Please confirm our understanding.	Please be guided by the RFP

58	175	Support for monitoring service alerts	I. Proactive Production/Pre-Prod/Non-Prod monitoring, real time support and responding to alerts generated by monitoring tool(s) provided by the Bank for all the in-scope applications by taking proactive remedial action with proper approval and laid down process. ii. Changes in services related scripts at app level as per application monitoring service recommendations. iii. Coordinating with all support team e.g. WAS and/or DB team to make changes at WAS level as per Application monitoring service recommendations.	Our understanding is that Bank has monitoring, reporting tool in place and bidder will leverage the same during the support services. Bidder need not deploy any new tool for the same. Please confirm	Please be guided by the RFP
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59	59	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; General Staffing Guidelines; Point No 12	As soon as Bank adopts a newer version of an existing technology or a new technology altogether Bank expects the existing professionals working in the project to get certified or suitably equipped themselves on the same, else, the vendor should arrange for the additional such resources with proper qualifications/certifications.	Any new Technology support will be on a change request basis as it is not possible for any technical resources to gather knowledge of any new technology, in a short amount of timeframe, that is completely different.	please be guided by the RFP
60	170	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Annexure J Broad deliverables; Point No 5	Vendor is required to manage necessary support arrangement with the concerned OEMs in order to provide the necessary support on priority basis to meet the SLA requirements. The vendor will be provided necessary credentials for raising product specific tech support issues with OEMs.	As per our understanding of the required FMS services as pe the RFP there is no requirement for OEM engagement as there is no requirement for AMC/ATS services. Our understand that the Bank would have the necessary support engemnets with OEMs in place- please confirm.	Vendor is required to leverage the existing arrangments
61	171	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Annexure J	Installation of current/future upgrades of hardware/software	Bidder responsibility will be only maintenance/reinstallation of existing hardware/software in case of any issues. Any new Installation/upgrade of Hardware is out of scope of bidder. Any upgrade of Software	Please be guided by the RFP

		Infrastructure Management Services; Point No ii.		will be on a change request basis. Please confirm	
62	171	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/2025; Annexure J Storage Management Services; Point No v.	Installation, Administration, Configuration of various storage devices like SAN switches, media libraries etc.	Bidder responsibility will be only maintenance/reinstallation/administration/configuration of existing storage devices like SAN Switches, media libraries etc in scenarios of any issues. Any new Installation/upgrade of Hardware is out of scope of bidder. Any upgrade of Software will be on a change request basis. Please confirm	Please be guided by the RFP
63	136	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/2025; Additional Penalty Clause	If the vendor fails to provide sufficient experienced staff as mentioned in the scope of work, Bank may impose a penalty @10% of the amount payable quarterly.	Request you to modify the clause as "If the vendor fails to provide sufficient experienced staff as mentioned in the scope of work, Bank may impose a penalty @10% of the amount payable quarterly for that particular unavailable resource. "	No change, RFP requirement
64	171	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/2025; (A) INFRASTRUCTUR	vi. Network/Patch Link termination vii. Network cabling in a structured way as and when required.	This is not in scope of bidder. Request you to remove this	No change, RFP requirement

		E MANAGEMENT SERVICES; Network Management			
65	172	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; (A) INFRASTRUCTUR E MANAGEMENT SERVICES; Network Management;	viii. Migration from IPV4 to IPV6	We request that this be changed to “bidder's will support to bank team during Migration from IPV4 to IPV6 for in scope devices	No change, RFP requirement
66	172	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; (A) INFRASTRUCTUR E MANAGEMENT SERVICES; Datacentre operations;	v. Installation/Movement of equipment within/to and from datacentres	We request that should be deleted as movement of equipment is not within Bidder's scope.	standard Clause, No change in RFP

67	89	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; 5.2 Additional Representation and Warranties by Service Provider	5.2.6 Service Provider warrants that at the time of delivery the software deployed/ upgraded as a part of this Agreement is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications done). Software deployed/ upgraded as a part of this Agreement shall remain free from OWASP Top 10 vulnerabilities (latest) during the term of this Agreement.	The service provider is not supplying any software, this is a managed services RFP and hence this clause is not applicable. Request you to remove the clause. The bidder's responsibility is to coordinate with OEM in case of any issues	standard Clause, No change in RFP
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68	142	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; ANNEXURE-F Transition & Knowledge Transfer Plan 9. Transfer of Software Licenses	Wherein State Bank of India is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver, or otherwise certify in writing that it has delivered, to the Bank a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to: (a) Source Code (with source tree) and associated documentation; (b) application architecture documentation and diagrams; (c) release documentation for functional, technical and interface specifications; (d) a plan with allocated resources to handover code and design to new development and	This is a Managed Services Contract and bidder is not sizing & supplying any hardware/software. Request you to remove the Transfer of Software licenses section mentioned; Since we aren't managing any application/development/customisation, we would not have any source code, application architecture etc. Request to remove this clause	Standard Clause, No change in RFP
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			test teams (this should include architectural design and code 'walk-through'); (e) Source Code and supporting documentation for testing framework tool and performance tool; (f) test director database; (g) test results for the latest full runs of the testing framework tool and performance tool on each environment;		
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69	50	Technical Evaluation Matrix	If >1000 physical servers per client 25 Marks If >500 and <=1000 physical servers per client 20 Marks If >=250 and <=500 physical servers per client 15 Marks If <250 physical servers per client 0 Marks	Please confirm if we can provide a reference for virtual servers as well, physical/virtual servers.	Please refer Corrigendum -1 published in GeM portal.
70	91	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Liquidated damages	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5 % of total Project cost for delay of each week or part thereof maximum up to	The Bidder requests deletion of this clause, as it understands that no project work is included within the scope of this bid. Accordingly, the clause is redundant for this RFP. Hence, the Bidder requests its deletion. If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5 % of total Project cost for delay of each week or part thereof maximum up to 5 % of total Project cost. Once the maximum deduction is	Standard Clause, No change in RFP

			5 % of total Project cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	reached, the Bank may consider termination of the Agreement.	
71	55	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Annexure E; Scope of Work and Payment Schedule	Implementing and updating software to protect information, By having the roadmap stamped by product OEM. Also by ensuring availability of OEM R&D for all such critical activities	We would request bank to remove this clause since this is a managed services RFP and AMC/ATS is not a part of the contract.	Standard Clause, No change in RFP
72	61	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Infra Server Sizing	Actual VM server count may go up by 20% during the currency of the agreement and vendor has to support them without any additional resource cost to the bank	We would request this clause to be amended to "Actual VM server count may go up by 5% during the currency of the agreement and vendor has to support them without any additional resource cost to the bank".	No change, RFP requirement

73	63	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Additional Certifications required for Resources	1. VMware Certified Professional / Advanced professional in Cloud. AND 2. Certified Kubernetes Administrator (CKA)	We would request to kindly amend the clause to 1. Should be VMware Certified Professional / Advanced professional in Cloud. AND/OR 2.Certified Kubernetes Administrator (CKA)	No change, RFP requirement
74	64	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Additional Certifications required for Resources	1. Certification in 3PAR administration, HP Data Protector AND 2. Certification in Brocade Director Class Administration AND 3. ESKM (encryption technology) management/administration AND 4. Experienced in Replication technologies (Storage based, VM based)	We would request to kindly amend the clause to 1. Certification in 3PAR administration, HP Data Protector AND/OR 2. Certification in Brocade Director Class Administration AND/OR 3. ESKM (encryption technology) management/administration AND/OR 4. Experienced in Replication technologies (Storage based, VM based)	No change, RFP requirement

75	107	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Application Infra Support services	Installations, configurations, deployment, Migration, upgradation of environment (includes Web, App, DB, Middleware, Load Balancer, etc.),firmware, versions, patching, backup, all security and regulatory compliance, audits and DR-site management and maintaining various environment like Production(DC, DR, Near Site) , Pre-Production, SIT, UAT and Development environments in primary, secondary, near sites for business continuity, are the major attributes included in the scope.	This RFP is a managed services RFP, and since AMC/ATS is not part of the contract/RFP, we would request bank to remove upgradation, migration of environment/hardware.	No change, RFP requirement
76	172	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; (A) INFRASTRUCTUR E MANAGEMENT SERVICES;	ii. Cabling and labelling of equipment	We request to remove cabling, since the same is not within bidder's scope.	Standard Clause, No change in RFP

		Datacentre operations;			
77	125	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Section :Maintenance & upgrades; Point No 6.1	Service provider shall maintain and upgrade the software/ hardware during the contract period so that the software/ hardware shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement. Service Provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the software/ hardware.	Request you to kindly remove upgrade of hardware/software since this RFP does not include AMC/ATS as part of its construct	Standard Clause, No change in RFP
78	131	Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025; Annexure E; Penalty for Non Performance of SLA	Application and Hardware Uptime	We would request Bank to remove hardware uptime clause since the hardware AMC contract is between Bank and OEM.	no change, RFP requirement

79	132	Ref: SBI/GITC/ITFO/2 025-2026/1387 dated:08/09/202 5; Annexure E; Penalty for Non Performance of SLA; Point No 7 (Non Availability of Staff)	Rs.1,00,000 per person per week or part thereof for resources as mentioned in this Agreement	We would request the bank to kindly amend the penalty to Rs. 25,000 per person per week or part thereof for resources as mentioned in this Agreement	No change, RFP requirement
80	71	Appendix G- Certificate of Local Content	Certificate of Local Content	We would like to confirm whether throughout this RFP and even during Bid evaluation, there is no want/requirement of "Local Content Certificate". Please correct our understating for healthy participation.	Standard Clause, No change in RFP
81	47	Appendix B- Bidder's Eligibility Criteria	Document to be submitted under Point 5 Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	We would request to kindly modify clause as below: Copy of the order and / or Certificate of completion from customer of the work. The Bidder should also furnish user acceptance report.	Please refer Corrigendum -1 published in GeM portal.

82	36	40.TERMINATI ON FOR DEFAULT:	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	Bidder request for Below term : - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	Standard Clause, No change in RFP
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83	36-37	40.TERMINATI ON FOR DEFAULT:	vi. In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring	<i>Bidder understand that Bank already has other remedy in the form of PBG, withholding of payment, etc to protect its interest. Bidder request for below deletion/modification of this clause :</i> <i>vi. In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment</i>	Standard clause, no change in RFP
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		smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee	<i>shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee</i>	
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84	66 and 85	Appendix-E - Scope of Work and Payment Schedule 3.4.1	(g) PAYMENT SCHEDULE a. Bill amount will be paid quarterly in arrears as per billing schedule, 30 days from the date of receipt of Invoice and will be calculated on actual on site/VPN deployment of 98 resources for the quarter. b. For first quarter, payment will be made based on actual resources on boarded as per Resource onboarding schedule given in Appendix-E 3.4.1 The Bank will pay properly submitted valid invoices within reasonable period but not exceeding 30 (thirty) days after its receipt thereof. All payments shall be made in Indian Rupees.	Bidder request for below terms : - Ongoing Support Charges/manpower Resource Cost - Quarterly in Advance - SBI shall make payment of the undisputed amount within 30 days of the date of the invoice - Bidder request for Bidder's right to suspend the service in case of non payment of overdue amount for more than 30 days	No change, RFP requirement
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85	24	24.BANK GUARANTEE:	24. BANK GUARANTEE: - 2. ii. The Bank Guarantee is required to protect the interest of the Bank against delay in supply/installation and/or the risk of non-performance of Service Provider in respect of successful implementation of the project; or performance of the material or services sold; or breach of any terms and conditions of the Agreement, which may warrant invoking of Bank Guarantee	Bidder request for below terms : - Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	no change in RFP
86	31	37.LIQUIDATED DAMAGES:	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is	The Bidder requests deletion of this clause, as it understands that no project work is included within the scope of this bid. Accordingly, the clause is redundant for this RFP. Hence, the Bidder requests its deletion.	Standard clause, no change in RFP

			agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement		
87	67-68	Appendix-F - Indicative Price Bid	Appendix-F - Indicative Price Bid.....	Bidder request bank to provide placeholder to quote unit rates for all the resources separately for 5 years in appendix F indicative commercial bid	Please refer Appendix-F
88	136	ANNEXURE-E - PENALTIES	Overall Quarterly Penalties are capped to 10 % of the total quarterly invoice to be submitted as per RFP. Base invoice amount to calculate the penalty percentage will be original amount as per RFP and subsequent price breakup.	Bidder request for below terms : - Maximum cumulative aggregate value of all types of penalties/ Additional Penalties/Liquidated Damages under this agreement shall not exceed 10% of quarterly invoice value.	No change, RFP requirement

89	page 90 of the Service Level Agreement:	(g) General Indemnity	<u>Clause (g) of the Service Level Agreement:</u> Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.	<u>The Bidder requests below mentioned minor modifications</u> Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.	Standard Clause, No change in RFP
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90	Page 27 of the RFP and Page 102 of the Service Level Agreement	Clause 31.i, and Clause 20.a- Limitation of Liability	<u>31 of RFP and 20.a of Service Level Agreement-</u> The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost	<u>The Bidder requests below mentioned minor modifications</u> The maximum aggregate liability <u>(including indemnities)</u> of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement,Excluding any shall not exceed the total Project Cost	Standard Clause, No change in RFP
91	Page 27 of the RFP and Page 102 of the Service Level Agreement	Clause 31.iii.d, and Clause 20.iv- Limitation of Liability	<u>Clause 31.iii.d, and Clause 20.iv of Service Level Agreement-</u> The limitations set forth herein shall not apply with respect to Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	<u>The Bidder requests below mentioned minor modifications</u> The limitations set forth herein shall not apply with respect to Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the <u>Bank Service Provider and arising solely due to Gross Negligence of the Service Provider,</u> provided such guidelines were brought to the notice of Service Provider.	Standard Clause, No change in RFP

92	Page 185	Appendix N, Pre Contract Integrity Pact, clause 6	The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	<u>The Bidder requests below mentioned minor modifications</u> The BIDDER undertakes that <u>under similar buying conditions</u>, it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded	Standard clause, no change in RFP
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93	Page 30 of the RFP and Page 92 of the Service Level Agreement	Clause 36 and Clause 12 - Intellectual Property Rights	No IP clauses given in the RFP	Bidder requests to add the below language under clause 36 and Clause 12 for the protection of Pre-existing IP of Service Provider and Third Party IP. <u>(a) All pre-existing “Intellectual Property Rights” or “IP” (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing “Intellectual Property Rights” shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights. (hereinafter referred to as “Pre-Existing IP”)</u> <u>(b) Any third-party IP(s) or product(s) will be provided in accordance with respective third party’s terms and conditions.</u>	Standard Clause, No change in RFP
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94	Page 36 of the RFP	Clause 40 - Termination for default	<u>Clause 40 (i)</u> - The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part: (a) If the Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank; (b) If the Service Provider fails to perform any other obligation(s) under the RFP/Agreement; (c) Violations of any terms and conditions stipulated in the RFP; (d) On happening of any termination event mentioned in the RFP/Agreement. Prior to providing a written notice of termination to Service Provider under	<u>The Bidder requests below mentioned minor modifications</u> The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part: (a) If the Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank; (b) If the Service Provider fails to perform any other obligation(s) under the RFP/Agreement; (c) Violations of any terms and conditions stipulated in the RFP; (d) On happening of any termination event mentioned in the RFP/Agreement. Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to (c) (d), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause	Standard Clause, No change in RFP
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			abovementioned sub-clause (i) (a) to (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause		
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95	Page 136 of the Service Level Agreement	Additional Penalty Clause	<u>Additional Penalty Clause</u> • If any penalty is imposed by any Indian or foreign regulatory authority for leakage /theft of data due to negligence/ deliberate involvement of any vendor resource, full penalty will be borne by Vendor (Exclusive of the maximum penalty applicable). 	<u>Bidder requests the below mentioned minor modifications:</u> • If any penalty is <u>damages are</u> imposed by any Indian or foreign regulatory authority for leakage /theft of data <u>which arises solely</u> due to Gross Negligence/ deliberate involvement <u>Wilful Misconduct</u> of any vendor resource, full penalty <u>damages</u> will be borne by Vendor (<u>such damages/claims will be</u> exclusive of the maximum penalty applicable). 	Standard Clause, No change in RFP
96	196 of the Service Level Agreement	Appendix P - Data Processing Agreement	Please refer RFP	The bidder requests the deletion of the Data Processing Agreement (DPA) annexure in its entirety. This is because the proposed solution does not involve any processing, storage, or transmission of customer data. As such, no security measures/controls will be maintained on the bidder's end. The scope of services is limited to infrastructure and deployment, with no access to personal or sensitive information. Therefore, the DPA provisions are not applicable to this engagement.	Standard clause, no change in RFP

97	47	Appendix-B Bidder's Eligibility Criteria	5. Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	We request you consider below modification. 5. Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Infra Platform support in managed services/Any other non Finacle enterprise Application Infra Support Services in at least two Public/Private Sector Bank(s)/ Government /PSU Organizations in India or Global organization for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.
98	47	Appendix-B Bidder's Eligibility Criteria	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required)	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects in India/ Global (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required)	Please refer Corrigendum -1 published in GeM portal.
99	51	Appendix-C Technical Evaluation Matrix	Application Infrastructure Support for Applications in Public/Private Sector Bank(s) in India	Application Infrastructure Support for Applications in Public/Private Sector Bank(s)/ Government /PSU Organization in India or Global organization	Please refer Corrigendum -1 published in GeM portal.

100	51	Technical Evaluation Matrix	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector Bank(s) in India	Experience in Hardware Infrastructure support services and Application Infra Support in at least two Public/Private Sector Bank(s))/ Government /PSU Organization in India or Global organization	Please refer Corrigendum -1 published in GeM portal.
101	51	Appendix-C Technical Evaluation Matrix	Note -: ii) Bidder should score minimum 80% to be eligible to participate in Reverse Auction.	We request to consider the minimum 70% to be eligible to participate in Reverse Auction.	no change, RFP requirement
102		Appendix-C Technical Evaluation Matrix Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single site.	If >1000 servers per client - 25 Marks If >500 and <=1000 servers per client - 20 Marks If >=250 and <=500 servers per client - 15 Marks If <250 servers per client - 0 Marks	If >500 servers per client - 25 Marks If >300 and <=500 servers per client - 20 Marks If >=100 and <=300 servers per client - 15 Marks If <100 servers per client - 0 Marks	Please refer Corrigendum -1 published in GeM portal.
103	7	18 : EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION	iv) The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.	We request to consider QCBS (70:30) mechanism to identify the Final Bidder after considering both Technical and Commercial score. We	No change, RFP requirement

104	8	29. SUBCONTRACTING:	As per the scope of this RFP, sub-contracting is not permitted	We request to consider sub-contracting/sub-contractors for specific skills/Technologies and allow bidders to submit a competitive Bid.	no change in RFP
105	2	1. Schedule of Events	Last date and time for Bid submission - Up to 14:00 Hours on 04-10-2025	Requesting you at least 3 weeks of extension from the last day of submission which is currently 4th Oct 2025	no change in RFP
106	9	ix Uptime	Minimum uptime required is expected as 99.99%	We request to consider Minimum uptime required is expected as 99%	No change, RFP requirement
107	66	(g) PAYMENT SCHEDULE	Bill amount will be paid quarterly in arrears as per billing schedule, 30 days from the date of receipt of Invoice and will be calculated on actual onsite/VPN deployment of 98 resources for the quarter.	We request to consider Monthly in arrears payment to Bidder for 98 resources	No change, RFP requirement
108	56	Appendix-E, I	(A) Current Infrastructure Environment	Cloud Technology	Please be guided by the RFP. Further details will be shared with the L1 bidder.
109	56	Appendix-E, I	(A) Current Infrastructure Environment	Operating System	Please be guided by the RFP. Further

					details will be shared with the L1 bidder.
110	56	Appendix-E, I	(A) Current Infrastructure Environment	Operating System	Please be guided by the RFP. Further details will be shared with the L1 bidder.
111	56	Appendix-E, I	(A) Current Infrastructure Environment	Database	Please be guided by the RFP. Further details will be shared with the L1 bidder.
112	56	Appendix-E, I	(A) Current Infrastructure Environment	Middleware	Please be guided by the RFP. Further details will be shared with the L1 bidder.

113	56	Appendix-E, I	(A) Current Infrastructure Environment	Backup	Please be guided by the RFP. Further details will be shared with the L1 bidder.
114	56	Appendix-E, I	(A) Current Infrastructure Environment	Storage	Please be guided by the RFP. Further details will be shared with the L1 bidder.
115	56	Appendix-E, I	(A) Current Infrastructure Environment	Network	Please be guided by the RFP. Further details will be shared with the L1 bidder.
116	56	Appendix-E, I	(A) Current Infrastructure Environment	Network	Please be guided by the RFP. Further details will be

					shared with the L1 bidder.
117	56	Appendix-E, I	(A) Current Infrastructure Environment	Network	Please be guided by the RFP. Further details will be shared with the L1 bidder.
118	57	Appendix-E, I	(A) Current Infrastructure Environment	Replication	Please be guided by the RFP. Further details will be shared with the L1 bidder.
119	58	Appendix-E, I	(i) GENERAL STAFFING GUIDELINES, 5	Each shift team should have one team lead/shift in charge	Support arrangement in each shift will be discussed with L1 bidder
120	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(a) INDICATIVE SUMMARY OF ONSITE TEAM, 3 B	Cloud & OS Management Team	Please be guided by the RFP.

					Further details will be shared with the L1 bidder.
121	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(a) INDICATIVE SUMMARY OF ONSITE TEAM, 1 / 3	Database Team - Database New technologies + Golden Gate	Please be guided by the RFP. Further details will be shared with the L1 bidder.
122	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(b) INFRA SERVER SIZING	Post platform migration tentative VM server count: 5,500	Please be guided by the RFP. Further details will be shared with the L1 bidder.
123	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(d) MINIMUM QUALIFICATIONS FOR ONSITE TEAM	Educational Qualification	Please be guided by the RFP
124	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(d) MINIMUM QUALIFICATIONS FOR ONSITE TEAM	Educational Qualification	Please be guided by the RFP

125	58	Appendix-E (II) ROLE AND SKILL SETS OF TEAM)	(e) ADDITIONAL CERTIFICATIONS REQUIRED FOR RESOURCES	CERTIFICATION	Please be guided by the RFP
126	107	ANNEXURE-A	1. (a) Hardware Infrastructure Support Services	99.99% uptime of underlying infrastructure hosted at various DATA Centers	Please be guided by the RFP
127	108	ANNEXURE-A	2. MANAGING CLOUD STACK (VIRTUALIZATION/CLOUD/K 8S)	Implement monitoring tools	Details will be shared with the L1 bidder
128	109	ANNEXURE-A	2. MANAGING CLOUD STACK (VIRTUALIZATION/CLOUD/K 8S), 32	Manage and coordinate patching cycles and maintenance activities	Details will be shared with the L1 bidder
129	110	ANNEXURE-A	2. MANAGING CLOUD STACK (VIRTUALIZATION/CLOUD/K 8S), 27	Integration of CI/CD, Soc and all other security and management tools.	Details will be shared with the L1 bidder
130	112	ANNEXURE-A	4. DATABASE MANAGEMENT,	Monitoring	Details will be shared with the L1 bidder
131	120	ANNEXURE-A	11. DR Management	Managing RTO/RPO	Details will be shared with the L1 bidder
132	122	ANNEXURE-A	14. Managing Help Desk	Ticketing, ITSM, Help Desk	Details will be shared

					with the L1 bidder
133	122	ANNEXURE-A	14. Managing Help Desk	Ticketing, ITSM, Help Desk	Please be guided by the RFP
134	122	ANNEXURE-A	15. MIS Report Generation		Details will be shared with the L1 bidder
135	132	ANNEXURE-E	PENALTIES, 7	Non-availability of staff	No change, RFP requirement
136	132	ANNEXURE-E	PENALTIES, 7	Non-availability of staff	No change, RFP requirement
137	133	ANNEXURE-E	SEVERITY AND PENALTY MATRIX TABLE FOR "HARDWARE INFRASTRUCTURE SUPPORT SERVICES"	Response Time	No change, RFP requirement
138	134	ANNEXURE-E	SEVERITY AND PENALTY MATRIX TABLE FOR "HARDWARE INFRASTRUCTURE SUPPORT SERVICES"	Response Time	Please be guided by the RFP
139	137	ANNEXURE-E	Billing Process	Vendor has to manage resources in surplus to meet minimum strength for each shift as per SLA	Please be guided by the RFP

140	47	Appendix-B	Bidder's Eligibility Criteria, 5	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.
141	133	ANNEXURE-E	PENALTIES	RESOURCE ONBOARDING	No change, RFP requirement
142	47	5	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	We request use the word Finacle or Any other banking application for the Clause as supporting App Infa will anyway be sufficient to cater to underlying requirement.	Please refer Corrigendum -1 published in GeM portal.
143	49	1	Hardware Infrastructure Support Services	We request detailed Infra inventory which will be under support	will be discussed with L1 bidder

144	49	2	Application Infra support services	We requesting more details about the nature of the application and their assoicated infra	will be discussed with L1 bidder
145	56	A	Cloud Technology	What all cloud services are is in Use, is it a multi cloud environment? Public/private cloud?	Details will be shared with the L1 bidder
146	56	A	Operating System	No of instances across technologies (LINUX, UNIX, AIX, WINDOWS, SOLARIS	Details will be shared with the L1 bidder
147	56	A	Network	No of Network related devices under scope	Details will be shared with the L1 bidder
148	47	Appendix B - Eligibility	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023,	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least one Bank(s) in India and core banking application (any) infra support services for atleast two banks in India for a minimum 2 Financial Years for each of the bank during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.

			FY2023-2024 and FY 2024-2025.		
149	47	Bidder's Eligibility Criteria Sr. No. 5	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Kindly amend the clause as : Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector / Co-operative Bank(s) in India for minimum 2 Financial Years during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.
150	50-51	Technical Evaluation Matrix Note ii.	Bidder should score minimum 80% to be eligible to participate in Reverse Auction.	Can the Bank clarify if there's flexibility in the 80% threshold for vendors who demonstrate strong capabilities in other areas?	No change, RFP requirement

151	57	Annexure A	Database (Oracle, MS SQL& Sql Server) Database New technologies (Ex-PostgreSQL, NoSQL DB(MongoDB, Redis),Vector Database, Object Stores, Distributed SQL, In-Memory Databases etc.) Golden Gate	What flavor & versions of Databases need to support e.g. Oracle, MSSQL, MySQL, MongoDB, etc. (details require individual versions count, versions,size of the database and patcheset details along with the underlying OS and storage details) . Also need enviournment details count wise (UAT,DEV,PROD,DR) .	Details will be shared with the L1 bidder
152	113	Annexure A		What are the tools use for DB Monitoring? . Is alert converting into a auto ticket ?	Details will be shared with the L1 bidder
153	114	Annexure A		How many of DB's among the list have their DR available.	Details will be shared with the L1 bidder
154	111	Annexure A	Ensure high availability and optimal performance of cloud infrastructure and services/ensuring high availability during maintenance windows	How many of DB's among the list are having high availability.	Details will be shared with the L1 bidder
155	119	8	Storage and Backup, Replication Management	What is current backup strategy and backup mechanism use for Database	Details will be shared with the L1 bidder

156	114	Annexure A		Count of Incident and Service Request per month w.r.t database also share the tickets dump if their details can be shared.	Details will be shared with the L1 bidder
157	114	Annexure A		What is current backup strategy and backup mechanism use for Database	Details will be shared with the L1 bidder
158		Annexure A		Count of Incident and Service Request per month w.r.t database also share the tickets dump if their details can be shared	Details will be shared with the L1 bidder
159		Annexure A		What percentage of task are assigned without tickets on mail or phone.	Details will be shared with the L1 bidder
160	109, 111, 114, 124, 179	Annexure A		What are the Automation currently available . Please provide the lists.	Details will be shared with the L1 bidder
161		Annexure A		What is the YoY growth expected in next 5 year in each database flavours	Details will be shared with the L1 bidder
162	114	Annexure A		Need Individual versions count of Middleware Application server for all flavors need to be managed e.g. Weblogic, Websphere, Jboss, IIS etc.Also need environment details count	Details will be shared with the L1 bidder

				wise (UAT,DEV,PROD,DR) . Need Cloud and On-primse Middleware inventory.	
163	114	Annexure A		What are the tools use for the Middleware Monitoring?	Details will be shared with the L1 bidder
164	114	Annexure A		How many of Middleware Application server's among the managed list have their DR available.	Details will be shared with the L1 bidder
165	114	Annexure A		How many of Middleware among the managed list are having high availability.	Details will be shared with the L1 bidder
166	114	Annexure A		Count of Incident and Service Request per month w.r.t Middleware.also share the tickects dump if their details can be shared	Not sharable.
167	114	Annexure A		What is the YoY growth expected in next 5 year in each Middleware flavours	will be discussed with L1 bidder
168	112	Annexure A		Please provide the complete volumetric of the system ie. Windows / Linux / Unix / Hypervisor Servers count with flavors & versions with environment bifurcation & Physical / virtual details	Details will be shared with the L1 bidder

169	180	Annexure A		Please provide Storage/NAS make/models with usable capacity and count	Details will be shared with the L1 bidder
170	55	Appendix E		Please provide Backup technologies with front end data protection capacity, no. of backup client servers	Details will be shared with the L1 bidder
171	183	Annexure A		Please share the name of BCP tools in place .	Details will be shared with the L1 bidder
172	55	Appendix E		Please provide Monitoring tool info	Details will be shared with the L1 bidder
173	55	Appendix E		Please provide Ticketing tool info	Details will be shared with the L1 bidder
174				Please provide Service model - onsite/offshore/hybrid	Details will be shared with the L1 bidder
175				Please provide technology wise YoY growth expectation	Details will be shared with the L1 bidder

176				Please provide High level ticket info / ticket dump of last 6 months / 1 year	Details will be shared with the L1 bidder
177				Please provide info on current automation in place in managing the infra	Details will be shared with the L1 bidder
178				Please provide OS details such OS version, count, Prod/Non-Prod bifurcation	Details will be shared with the L1 bidder
179				What is the current patch level of the servers?	Details will be shared with the L1 bidder
180				What are the current patching tools in place?	Details will be shared with the L1 bidder
181				Please specify any challenges you are facing in patching?	Details will be shared with the L1 bidder
182				What is the frequency of patching currently followed for various OS technologies?	Details will be shared with the L1 bidder

183				How many SAN Switches, please provide make, model, qty details.	Details will be shared with the L1 bidder
184				How many SAN Storage, please provide storage usable and consumed capacity.	Details will be shared with the L1 bidder
185				How many NAS storage, please provide usable and consumed capacity.	Details will be shared with the L1 bidder
186				How many backup media server, provide back software name and version details.	Details will be shared with the L1 bidder
187				for backup, Can you please share what is the raw capacity and what is the used capacity size for each location with type of back-up being used at each location ?	Details will be shared with the L1 bidder
188				How many backup target like disk backup storage and Tape devices, please make and model.	Details will be shared with the L1 bidder
189				How the data replication between DC and DR (Host based on database or storage based). OR please provide details in case using any other third party solutions	Details will be shared with the L1 bidder

190				What is the RPO/RTO, What is the Bandwidth between DC and DR.	Details will be shared with the L1 bidder
191				Total storage, Can you please share what is the raw capacity and what is the used capacity size for each location with type of storage being used at each location ?	Details will be shared with the L1 bidder
192				Please share the name of Hyperviser being used and qty of Exsi server.	Details will be shared with the L1 bidder
193				Please share the complete details of VMWare technology being used	Details will be shared with the L1 bidder
194				Please share the DR Drill frequency	Details will be shared with the L1 bidder
195				Please share the volumetric of Cloud instances	Details will be shared with the L1 bidder
196				What is the make and model of NSX, Network, Hardware LB, Software LB, WAF, SAN Switch, N/W switches, routers etc.? Please share the count of the same	Details will be shared with the L1 bidder

197	34	Holiday Listing (Temporary Debarment - suspension)	Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months.	Holiday listing clause to be removed	Standard Clause, No change in RFP
198	36	TERMINATION FOR DEFAULT:	Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreemen	Cure period should be increased to 90 days	Standard clause, no change in RFP

			required by the Bank or New Service Provider		
200	39	TAXES AND DUTIES:	Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.	Any taxes or tax rate change should be on customer	Standard Clause, No change in RFP

201			Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank				Standard clause, no change in RFP
	90	GENERAL INDEMNITY		All liabilities or Indemnification in contract should be capped to contract value			

202			The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the		Standard Clause, No change in RFP
	190	Fall Clause	BIDDER to the BUYER, if the	Request bank for deletion of this clause	

			contract has already been concluded		
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203			To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding could also be utilized to recover the aforesaid sum and interest. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled		Standard clause, no change in RFP
	189	Sanctions for Violations		Request bank for deletion of this clause	

			to deduct the amount so payable		
204	91	TRANSITION REQUIREMENT	During the transition phase, the existing Service Provider shall render all reasonable assistances to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of Services, provided where transition services are required by the Bank	Any additional cost (other than from scope of work) during contract should be chargeable based on mutual agreement	no change in RFP
205	36	TERMINATION FOR DEFAULT:	Bidder have right to terminate	Both parties should have termination rights	Standard clause, no

					change in RFP
206	131	Annexure E	Multiple penalty clauses with no super capping	All penalties in contract should be capped to 10% of quarterly payout	No change, RFP requirement
207	47	Appendix-B	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two scheduled commercial banks in India for minimum 2 Financial Years for each of the two Banks during the last 7 years i.e. FY 2018-19, FY 2019-2020, FY 2020-2021, FY 2021-2022, FY 2022-2023, FY2023-2024 and FY 2024-2025.	Please refer Corrigendum -1 published in GeM portal.
208	47	Appendix-B	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two scheduled commercial banks in India.	Please refer Corrigendum -1 published in GeM portal.

			2023, FY2023-2024 and FY 2024-2025.		
209	47	Appendix-B	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	Bidder should specifically confirm on their letter head in this regard as per Appendix-M	Please be guided by the RFP
210	48		Eligibility criteria mentioned at SI No 3 to 5 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:	Give relaxation for MSME bidders in Eligibility criteria mentioned at SI No 3 to 5 in table	No change