



GeM Bid Number: GEM/2025/B/6934553 dated November 26, 2025

RFP Reference No.: HO/ITD/DOC/2025/00330

Request for Proposal (RFP) for Colocation of Banks DC Site & Services

The replies to the pre-bid queries received are placed herewith.

Response to Pre-bid queries - GeM Bid Number: GEM/2025/B/6934553 and RFP Reference No.: HO/ITD/DOC/2025/00330 - Request for Proposal (RFP) for Colocation of Bank's DC Site & Services.

Bidder-1

S.no	Page no.	Clause no.	Clause	Query	Bank Response
1	70	PART A - Bank's DC Site Co-location : Recurring charges : Colocation charges	Co-location charges for DC Rack*. [42U Rack (600/800mm X 1200mm). Each Rack should be 7 KVA rated, bundled Power with N +N active critical power source with 32 Amps (3phase) and should meet data center standards.]**	As per the RFP, reference commercial tabular in recurring charges, only 4 nos. rack space is mentioned however the requirement is for 4+2 racks in a cage. Hence request bank to incorporate one more line item for 2 nos. of rack reservation space in recurring charges table, to allow vendors to quote it separately.	Please refer corrigendum
2	9	5.2. Server Room Area Point no. 14	(vi)The cage area should be sufficient enough to host the number of racks along with sufficient free space for opening of front and rear rack doors for installation/replacement/trouble shooting of hardware and movement of service personnel.	We request bank to confirm which type of Cage is required like Mesh type or Opaque type, to accordingly consider the design and quote appropriately.	Bidder may decide the type of cage to be provided to the Bank (i.e., either mesh or opaque)
3	10	5.2. Server Room Area Point no. 14	(xv) The vendor shall provide one time LAN cabling from the Network rack to the Server Racks as per the network designed finalized with the Bank's network team at no additional cost to the Bank. Vendor to use CAT6A/OM4 cables of any top three OEM. All patch-panels/LIUs will be fully populated with CAT6A/Multimode/Single mode Fibre cords as per requirement/space provisioned to NHB. Vendor to provision passive components on site for immediate replacement /maintenance/connectivity etc.	We request bank to share the Rack to rack architecture details for structured cabling to accordingly prepare solution and submit our best quote for the supply, deliverable and commissioning of cable work.	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.
4	10	5.2. Server Room Area Point no. 14	(xix) If required by Bank, vendor should be able to provide the CCTV feed of the proposed cage for up to last 90 days	We maintain records for 3 months. After this period, the bank shall provide the required storage devices to archive the CCTV feed.	Bidder to provide CCTV data to Bank on any media (external hard disk/USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
5	11	5.5. Communication Area Point no. 4	iv. The bidder should provide space and power (with redundant and UPS) for MUX and/or Network Equipment at communication area / meet me room (MMR) to extend bandwidth connectivity to the Bank.	We request bank to confirm whether DC provider need to arrange Rack space or U Space in MMR as well for Bank, and do we need to quote for same as well ?	If the ISP provider of the Bank is not available at bidder site, then bidder should provide the required U Space, power for terminating the ISP equipments like MUX, Router etc. in MMR. If any charges, you need to consider in the commercial. No separate charges will be paid by the Bank.
6	10, 11	5.3. Racks and Cabling Point 1	The vendor has to provide structured passive cabling (inter-rack cabling) at the proposed site to enable seamless interconnectivity between server, storage, and network racks with proper labelling / marking as per Bank requirement. Any future cabling additions shall be supported by the vendor without additional cost to Bank.	As per RFP, structured cabling to be considered for day1 requirement of 4 racks, howeverWe request Bank to share the Cable scheme for Rack to rack architecture details for appropriately be able to arrive at the BOQ for passive elements and submit the best quote.	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.
7	11	5.3. Racks and Cabling Point 3	The cabling between the racks should be enabled with horizontal and vertical cable managers by vendor from day1. Vendors may visit Bank's present DC site to assess its requirements, if required	As per RFP, structured cabling to be considered for day1 requirement of 4 racks, howeverWe request Bank to share the Cable scheme for Rack to rack architecture details for appropriately be able to arrive at the BOQ for passive elements and submit the best quote.	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.
8	14	5.8. Miscellaneous: Point no 5	ix. Bidder to provide CCTV data to Bank on a read only CD/private cloud through proper channel, only on request from Bank's authorized personnel	We maintain records for 3 months. After this period, the bank shall provide the required storage devices to archive the CCTV feed.	Bidder to provide CCTV data to Bank on any media (external hard disk/USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
9	15	5.8. Miscellaneous: Point no 12	xii. The vendor shall provide network connectivity from the seating space provided by the vendor to the Bank's server caged area. For each seat the vendor shall provide redundant network points (2 points). The seats will be facilitated with Desktop/System to monitor hosted infrastructure for carrying out administration remotely (Minimum i7/16GB RAM/512 SSD or equivalent/higher). The restricted internet facility will also be made available on the BCP Seats' systems.	Please confirm, does desktop/system be in DC Vendor scope or Bank will bring? If in DC Vendor scope, request bank to confirm the desire make, and Monitor Size to quote appropriately.	Desktop/System (Minimum i7/16GB RAM/512 SSD or equivalent/higher) should be considered in the scope of the bidder. Monitor size should be minimum 23 inches

10	10	5.2. Server Room Area Point no. 12,13	(xii) The vendor should provide adequate power points in the Server cage area allocated to the Bank. The Bank will pay only for rated power as per bill of material. (xiii) The vendor shall provide power connectors / sockets. The vendor shall include such cost of provisioning the power sockets in their commercial of Indicative Commercial bid details.	We request bank to confirm the Power required per rack and type of Sockets required to connect with IT devices and Also the Input industrial socket ? Is it Indian 3 pin type or IEC 60309, IEC C13/C14 ,C19/20 type ? Please clarify to accordingly arrange the same and submit the quote appropriately	Power required per rack is already mentioned in the RFP. IEC C13/C14, C19/20 type sockets are required in the rack
11	62	Minimum Eligibility Criteria	Bidder should have a Minimum average annual turnover of ₹8.5 crore in the last 3 financial years (2022-23, 2023-24 and 2024-25).	We request the bank to revise this clause. Since the bank's requirement is for colocation, we request the turnover to be a minimum of Rs. 500 Crores in each of the last three years, FY 2022-23, 2023-24, and 2024-25. As the bank is a prestigious government financial institution serving a large population of India, considering the criticality and volume of transactions, it is suggested to have a partner with strong financial stability and background for better-quality selection criteria.	Please be guided as per RFP
12	71	One time charges	One time charges:	We request bank to incorporate one more line item in BOQ to allow service providers to quote OTC Charges for Seating space to meet & setup the RFP requirement of: Desk, Chair, table, cabinet, UPS sockets, Power sockets, Lan connectivity, Etc.	Seating Space Charges should include all the Desk, Chair, table, cabinet, UPS sockets, Power sockets, Lan connectivity, telephone, Desktop PC, etc. in the Commercial Bid Format (Annexure-IX). Please refer RFP clause 5.10, vi to xvii.
13	71	One time charges	Lift and Shift Charges (inclusive of insurance) from existing Bank DC Site to proposed Colocation.	Please confirm the total asset value to quote for insurance in the proposal.	Please refer corrigendum
14	71	One time charges	8 Hands and Eye Support (24x7) till Go-live and sign-off.	Please clarify what is the scope of work to be considered in this Hands and eye support	Technical support for efficient completion of the tasks that require physical intervention.
15	71	3. OPTIONAL FUTURE CHARGES for Price Discovery	Table 5	Please clarify is there is any specific Make/Brand to arrive the rate card for the future charges.	Please be guided as per RFP
16	71	Cage & OPTIONAL FUTURE CHARGES for Price Discovery	Table 5 : Structured cabling and Sqft. space	Rack to rack cabling and SQFT for future space cannot be arrived at the rate card since the caging requirement will be subjected to Floor plan and the space availability which will be worked out on case to case requirement, and interrack cabling is subjected to cable scheme connected to rack-rack hence we request bank to delete these line item from Rate card for future charges .	Please be guided as per RFP
17	26	8.12. Earnest Money Deposit (EMD)	All the Bids must be accompanied by a refundable interest free security deposit of ₹4,50,000/- (Rupees Four Lakh Fifty Thousand Only), by way of an e-payment (NEFT/RTGS) only in favour of National Housing Bank.	Is there an option to submit a Bank Guarantee (BG) for the EMD instead of making an online payment	EMD to be submitted by way of an e-payment (NEFT/RTGS) only in favour of National Housing Bank.
Bidder-2					
		S. No.	Relevant Clause of the RFP	Query	Bank Response
		1	Annexure -V: Minimum Eligibility Criteria Sr. No. 5 The proposed Data Centre for Bank's Data Center Site should be at least Tier-3/Rated 3 certified and should be located within Delhi/NCR only and Bidder should have at least 3 years of experience (as on bid submission date) in providing Data Centre Co-location services in India.	We request you to amend the clause as; The proposed Data Centre for Bank's Data Center Site should be Meity empaneled, at least Tier-3/Rated 3 certified and should be located within Delhi/NCR/North India only and Bidder should have at least 3 years of experience (as on bid submission date) in providing Data Centre Co-location services in India. We request you to consider Meity empanelled data centers to ensure 1. Compliance with Government of India regulations and security requirements 2. Enhanced data security and confidentiality controls 3. Assurance of audited and certified cloud infrastructure 4. Reduced compliance risks for the organization	No change in clause, please be guided as per RFP
Bidder-3					
		Sr.No	Relavant clause of the RFP	Query	Bank Response
		1	Bank envisages requirement of a dedicated clear rack space to host 04 Racks of 42U to host Bank's DC IT infrastructure in the server room area. In addition, Bank envisages an addition of more racks in the future. However, should there be requirement of additional space in the future, other than the space for existing racks the vendor should be able to provide the same on the prorated per square feet cost within the same facility, contiguous to the existing rack spaces In case vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with the bank.	Requesting to the customer please confirm the ROFR racks dimensions (WxD) & also confirm the power requirement of each rack.	Rack dimensions may be (WxD) 600/800 mm x 1200 mm. For power requirement, please be guided as per RFP.
		2	The requirement of Caged area for housing number of racks for Bank's DC are as follows:	Requesting to the customer please confirm the scalable rack rack dimensions & also confirm the power requirement of each rack.	Scalable rack dimentions may be (WxD) 600/800 mm x 1200 mm. Please refer corrigendum.
		3	Pg 72 3. OPTIONAL FUTURE CHARGES for Price Discovery 2. Inter-rack cabling charges as per Table 4 (per rack)	Charges can be fixed only if the BoQ and SoW for the initial 4 racks and any future requirments is same. In case of deviation of BoQ or SoW, commercials may differ	Please be guided as per RFP
		4	The vendor in their technical bid shall provide the proposed caged area layout for DC, clearly showing the placement of the racks along with indicative positioning of the BMS equipment like CCTV cameras, Fire/ smoke detectors, access control system, rodent repellent, monitoring consoles and their services etc.	Requesting to the customer please elaborate the requirement of monitoring console and their services in the layout.	Please be guided as per RFP
		5	All the Building Management system (BMS) activities should be controlled centrally in a room specifically to be used for BMS activities. The bidder should manage the BMS activities on a 24*7 basis.	Requesting to the customer please considered the below clause as "All the Building Management system (BMS) activities should be monitored centrally in a room specifically to be used for BMS activities. The bidder should manage the BMS activities on a 24*7 basis.	The clause is self explanatory
		6	Data Centre should host a network operations center (NOC) fitted with toughened or higher strength glass, to CCTV cameras monitoring every aisle and doorway.	Requesting to the customer please consider the below clause as, "Data Centre should host a network operations center (NOC), with CCTV cameras monitoring every aisle and doorway access control system"	Please be guided as per RFP
		7	Bidder to provide CCTV data to Bank on a read only CD/private cloud through proper channel, only on request from Bank's authorized personnel.	Requesting to the customer please considered that the bidder can provide CCTV data to Bank on external hard disk.	Bidder to provide CCTV data to Bank on any media (external hard disk/USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
		8	The vendor in their response should indicate the total sanctioned power, existing connected load, power reserved / committed to other clients and the power that is readily available for offer to the Bank. The average power utilization for last three months should be provided.	Requesting to the customer please note that the proposed NCR site is newly constructed, so we request a relaxation against this clause.	Please be guided as per RFP
		9	The vendor shall provide access control system for controlling access to the seating area which will be centrally monitored by vendor through their BMS system. The vendor shall provide the cards to the Bank's authorized onsite resources. This access control system should be managed & monitored by the vendor through their BMS system.	Requesting to the customer please note that the required seating space by the Bank will be provided in a shared area & not dedicated space.	Please be guided as per RFP
		10	NFPA 70 & 75	Requesting the Bank, Please note that, as NFPA 70 & 75 are not directly equivalent to Indian standards, Kindly allow bidder to submit Fire NOC from Governing Authorities for the proposed Data Center Facility.	Please refer corrigendum
		11	The data Centre should have load bearing capacity of more than 1500Kg / Sq. m.	Requesting to the customer please consider the caluse as The data Centre should have load bearing capacity of minimum 1500Kg / Sq. m. as mentioned in the 2. ONE TIME CHARGES table of the RFP page number 71 point number 2 & on page number 116 in the Annexure XIX: Technical Specifications point number 3	Please be guided as per RFP
		12	Page 14 - Scope of Work - 5.9. Network Links The vendor has to assure that the termination of these links and other major ISPs is feasible at the proposed site.	In case a specific operator is not present in the proposed DC, we will allow telecom operators to setup their devices at no extra cost to the bank.	Accepted

	13	The humidity at the data centre should be maintained at 50 % +/- 5% RH.	Requesting to the customer please consider the clause as "The humidity at the data centre should be maintained at 50 % +/- 10% RH".	Please be guided as per RFP
	14	The vendor shall provide network connectivity from the seating space provided by the vendor to the Bank's server caged area. For each seat the vendor shall provide redundant network points (2 points). The seats will be facilitated with Desktop/System to monitor hosted infrastructure for carrying out administration remotely (Minimum 17/16GB RAM/512 SSD or equivalent/higher). The restricted internet facility will also be made available on the BCP Seats' systems.	Requesting to the customer please confirm the windows license required for the desktop for e.g. (Win 11, Pro/Home) & also confirm the required quantity of the desktop.	The desktop should be provided with Windows 11 Pro and the monitor size should be minimum 23 inches. The quantity of desktop is as per the number of Seating asked in the RFP.
	15	The seating area should be provided with comfort air conditioning. The vendor shall provide Tables, chairs, drawers with locking facility, telephone extensions for communication between Server cage area and the seating area.	Requesting to the customer please confirm the required quantity of the telephone.	The quantity of telephone is as per the number of Seating asked in the RFP.
	16	3.11 Limitation of Liability:- The Vendor's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____times of the total contract value. The Vendor's liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the Vendor shall be actual and unlimited. Under no circumstances, NHB shall be liable to the Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages. Under no circumstances, the Vendor shall be liable to NHB for any indirect and remote damages, save and except the claims related to IPR infringement and breach of confidentiality obligations pertaining to the constituents of NHB.	The below modifications as highlighted in bold are hereby proposed:- 3.11 Limitation of Liability: Notwithstanding anything specified under this RFP , The Vendor's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____times of the total contract value. The Vendor's liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the Vendor shall be actual and unlimited. Under no circumstances, either party NHB shall be liable to the other Party/Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages. Under no circumstances, the Vendor shall be liable to NHB for any indirect and remote damages, save and except the claims related to IPR infringement and breach of confidentiality obligations pertaining to the constituents of NHB.	Please be guided as per RFP
	17	5.18 :- Quality Control and Audit	We hereby propose the below clause to be inserted in the RFP. Any audit to be conducted by the Bank, its authorized representatives, or its internal or external auditors shall be subject to prior reasonable written notice of 15 days. Such audit shall be limited strictly to the scope of services provided under the Contract. All costs incurred in connection with such audit shall be borne by the Bank	Please be guided as per RFP
	18	2.6- Force Majeure:- Upon the occurrence of such cause and upon its termination, the Party alleging that it has been rendered unable as aforesaid thereby, shall notify the other Party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving notice to the other Party within 72 hours of the ending of the cause respectively. If the deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, NHB shall have the option of canceling this Contract in whole or part at its discretion without any liability on its part.	We hereby propose to insert the below language:- Any termination by NHB shall be effective upon the receipt of the outstanding dues of the Vendor.	Please be guided as per RFP
	19	2.8:- Termination:-	We hereby propose to add the following:- Vendor shall have the right to terminate the contract upon providing 30 days prior written notice to the Bank, in case if the Bank fails to make the payment of its outstanding dues within the prescribed period.	Please be guided as per RFP
	20	11.7.2:- Uptime Availability	We hereby propose that the penalty shall be reduced and shall be in accordance with the % mentioned in our DCCA. However the same is subject to the business approval.	Please be guided as per RFP
	21	BOQ, Table 4 One time Charges, SR no 6, Lift and Shift Charges	Kindly confirm the Postal Address and Pincode of the Banks existing Setup.	National Housing Bank, Core 5A, 3rd floor, India Habitat Center, Lodi Road, New Delhi - 110003
	22	The entire facility should have power supply from the transformer as the primary source and automatic switchover to DG set as a secondary source. Backup generators should be capable of providing power continuously for at least 48 hours and even during refilling period of fuel tanks. The capacity of each set of diesel generators should be sufficient enough to take care of entire power load of vendor Data Center. vendor should ensure uninterrupted supply of diesel to the DG with adequate storage facility.	Requesting to the customer please consider that "Backup generators should be capable of providing power continuously for at least 24 hours and even during refilling period of fuel tanks." as in Annexure 9.4.2. Technical Specification Score in points number 24 the clause is mentioned as "Generators should be capable of providing power for 24 hours and continuously even during refilling."	Please refer corrigendum
	23	The Bank may in future require additional space at the collocated Data Centre site. The vendor agrees that in the event the Bank wants additional space for expansion, the same will be provided to the bank within the same DC site /floor or building. The rate per square feet would be mutually agreed at the time of such expansion. However, the vendor agrees that the rate for expansion shall not exceed the current rates agreed. Bank cannot provide any time frame to inform vendor about taking up additional space.	We request to the that the Bank to add the clause will provide a minimum binding written notice of not less than six (06) calendar months for any expansion requirement.	Please be guided as per RFP
	24	Bank envisages requirement of a dedicated clear rack space to host 04 Racks of 42U to host Bank's DC IT infrastructure in the server room area. In addition, Bank envisages an addition of more racks in the future. However, should there be requirement of additional space in the future, other than the space for existing racks the vendor should be able to provide the same on the prorated per square feet cost within the same facility, contiguous to the existing rack spaces In case vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with the bank.	Requesting to the Bank confirms a maximum 25% capacity limit for the expansion commitment, beyond which the DC operator is not contractually obligated. This space would be held as a Right of First Refusal (ROFR)	Please be guided as per RFP
	25	The Bank may in future require additional space at the collocated Data Centre site. The vendor agrees that in the event the Bank wants additional space for expansion, the same will be provided to the bank within the same DC site /floor or building. The rate per square feet would be mutually agreed at the time of such expansion. However, the vendor agrees that the rate for expansion shall not exceed the current rates agreed. Bank cannot provide any time frame to inform vendor about taking up additional space.	Requesting to the Bank please read this clause as "The Bank may in future require additional space at the collocated Data Centre site. The vendor agrees that in the event the Bank wants additional space for expansion, the same will be provided to the bank within the same DC site /floor or building/ campus . The rate per square feet would be mutually agreed at the time of such expansion. However, the vendor agrees that the rate for expansion shall not exceed the current rates agreed. Bank cannot provide any time frame to inform vendor about taking up additional space."	Please be guided as per RFP

	26	Page 11 - 5.3. Racks and Cabling	Based on the current DC assesment we understand that the following cabling is required, please confirm 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.
	27	Page 11 - 5.3. Racks and Cabling	No. of ports on the Copper panel	24 ports copper with the required accessories
	28	Page 11 - 5.3. Racks and Cabling	No. of cores for fiber connectivity between racks	24 ports fiber with the required accessories
	29	Page 11 - 5.3. Racks and Cabling	The quantity of copper or fiber cables provisioned for a Network-to-Server rack connection is identical to that provisioned for a Network-to-Network connection	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.
	30	Page 11 - 5.3. Racks and Cabling	Fiber type is OM4 or OS2	Fiber type OM4 may be considered
	31	Page 11 - 5.3. Racks and Cabling	Panel Placement (Rear or Front)	As per data center standards
	32	Page 11 - 5.3. Racks and Cabling	The cable manager only in the network racks & will be placed on the same side as the panels	As per data center standards
	33	There should be CCTV monitoring for surveillance of building entrance, exits and other critical areas where Bank's components are placed. Activities to be recorded and the archival should be kept for at least 90 days (3 months).	Requesting Customer to clarify on CCTV footage archival requirements. As the clause mentioned archival to be kept for atleast 90 days. Does it mean that we need to archive CCTIV footage of NHB areas for every 90days.	Please be guided as per RFP
	34	If required by Bank, vendor should be able to provide the CCTIV feed of the proposed cage for up to last 90 days.	IMDC CCTIV retention is of 90 days ; Hence we can provided CCTIV feed of proposed cage for last 90 days from the date of request made by Customer. Requesting customer to clarify if the aforesaid arrangement suffice the requirements.	Bidder to provide CCTIV data to Bank on any media (external hard disk /USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
Bidder-4				
S.No	Relevant Clause of the RFP	Query/Clarification	Justification	Bank Response
1	Single phase and three phase power should be made available to support Bank's equipment in the caged area. (Point (xiv)- Section 5.2 - Pg 9)	Kindly Clarify if the request is of three phase or single phase power requirement and kindly share the specifications of power whips/Sockets & the no. of racks with single & three phase power provision.		Please refer corrigendum
2	The vendor has to provide structured passive cabling (inter-rack cabling) at the proposed site to enable seamless interconnectivity between server, storage, and network racks with proper labelling / marking as per Bank requirement. Any future cabling additions shall be supported by the vendor without additional cost to Bank. (Point (i)- Section 5.3 - Pg 10)	Additional Internal inter rack cabling shall be as per the agreed rates. (Annexure -IX: Commercial Bid Format -> PART A - Bank's DC Site Co-location -> OPTIONAL FUTURE CHARGES for Price Discovery (Table - 5)		Point (i)- Section 5.3 - Pg 10 is for the 4 active racks from day 1. OPTIONAL FUTURE CHARGES for Price Discovery (Table - 5) is for the reserved racks(01)/future racks if any.
3	The vendor has to take all necessary shifting permissions from respective authorities. No additional cost whatsoever would be paid for the same (Point (iv)- Section 5.7 - Pg 12)	The lift-and-shift of Standard Operating Procedures (SOPs) and associated permissions shall be provisioned and supervised by the Customer, as all required approvals are within the scope of the current site.		Permissions related to the our present Data Center at our Head Office, New Delhi will be taken by the Bank.

4	<p>The Bank may in future require additional space at the collocated Data Centre site. The vendor agrees that in the event the Bank wants additional space for expansion, the same will be provided to the bank within the same DC site / floor or building. The rate per square feet would be mutually agreed at the time of such expansion. However, the vendor agrees that the rate for expansion shall not exceed the current rates agreed. Bank cannot provide any time frame to inform vendor about taking up additional space. (Point (iv)-Section 5.8 - Pg 13)</p>	<p>Can you kindly provision the timeline of such expansion and also intimate us prior for easier planning and integration. Also request if the Customer is to come back after a long time the additional space provisioning might be shifted to a different floor.</p>		<p>Please be guided as per RFP</p>
5	<p>The vendor should provide Auto Transfer Switch (ATS) for single power input systems, if applicable. (Point (iv)-Section 5.10 - Pg 14)</p>	<p>The RFP Mentions both STS and ATS can you kindly confirm which racks the STS and ATS are to be provisioned also can you share the ATS and STS Configurations/Specifications & preferred Makes/Model.</p>		<p>Please refer corrigendum</p>
6	<p>The vendor shall provide network connectivity from the seating space provided by the vendor to the Bank's server caged area. (Point (xii)- Section 5.10 - Pg 15)</p>	<p>Is the Network connectivity going through a private Cable (Fiber) or general LAN access is sufficient for the aforementioned requirement.</p>		<p>LAN access to NHB environment is sufficient for the aforementioned requirement</p>
7	<p>All such costs should be included as the cost for seating space (Point (xiii)-Section 5.10 - Pg 15)</p>	<p>Kindly confirm if the Cabling for Seating Space is to be from a server rack as that shall increase the provisioned cost of Office.</p>		<p>Cabling for Seating Space should be from a server rack</p>
8	<p>The vendor shall provide a separate space to accommodate Bank's Fire vault cabinet in the seating area. The dimension of the cabinet is 2.5' width x 2.5' length x Height- 3.5'. This will be in addition to the space requirement. (Point (xv)- Section 5.10 - Pg 15)</p>	<p>Please do confirm if the Fire Vault is to be placed in a Office Area as typically secure Fire Vaults are placed in Storage areas. The Cabinet Dimensions are provided in different units. Kindly request you to confirm if the dimensions are in feet or inches.</p>		<p>Please refer corrigendum</p>
9	<p>Availability of 3 phase, 4 wire power system in sever hall / cage area. ((Point (42)- Section 9.4.2 - Pg 44)</p>	<p>Kindly Confirm the 4 Wire Power System. Is it 2 Wires from A Lineup & 2 Wires from B Lineup for each rack. Is the understanding correct.</p>		<p>Please be guided as per RFP.</p>
10	<p>Co-location charges for DC Rack*, [42U Rack (600/800mm X 1200mm). Each Rack should be 7 KVA rated, bundled Power with N+N active critical power source with 32 Amps (3phase) and should meet data center standards.] (Point (1.a)-section 1 - Part A - Annexure - IX - Pg 70)</p>	<p>Kindly Confirm if 6 racks are to be considered or 4 Racks inside the cage as the costing does not consider 6 racks and the cage might not be extendable post installation.</p>		<p>Please refer corrigendum</p>
11	<p>Cross Connect charges (Copper) (2 for ILL, 2 for MPLS/SDWAN, 1 for SOCISP, 1 for project ISP) (Point (5)-Section 2 - Part A - Annexure - IX - Pg 71)</p>	<p>Copper Ethernet cables (like Cat5e/ Cat6) have a maximum recommended length of 100 meters for proper signal quality. Fiber optics, however, support much longer distances and higher bandwidth with significantly less signal loss. Can we proceed with fiber cabling for the same.</p>		<p>Please be guided as per RFP. The cross connect may vary upon the ISP feasibility</p>
12	<p>Hands and Eye Support (24x7) till Go-live and sign-off (Point (8)- Section 2 - Part A - Annexure - IX - Pg 71)</p>	<p>Kindly confirm the number of Tickets so that the Hands and Eye Support can be coordinated on request basis.</p>		<p>Please be guided as per RFP.</p>
13	<p>CCTV remote access to be provided to the Bank at its HO. (Point (7)- Section 2 Part A - Annexure - IX - Pg 71)</p>	<p>Kindly clarify the method proposed for enabling remote CCTV access. Extending access through the bank's network may create an unrestricted connection path, which poses potential security risks. In the event remote access is required at the Bank's Head Office, the monitoring responsibility would rest with the bank, as the system would no longer remain fully integrated with the Data Center BMS.</p>		<p>The Bidder shall provide secure remote access to CCTV surveillance cameras installed in the Bank's server hall / caged area, entry/exit points, and seating areas, to the Bank at its Head Office (HO). CCTV footage access shall be read-only for the Bank.</p>
14	<p>List of Items at DC Site. (Appendix I)</p>	<p>Given Table contains the rack elevation with devices placed in each rack however for interrack cabling cost estimation we would require an understanding of the entire network architecture. The No. of cable runs, type of cables & how they are interconnected between the racks.</p>	<p>Required for cost estimation</p>	<p>Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.</p>

15	Annexure -V: Minimum Eligibility Criteria: The Bidder should have the below mentioned certifications / compliance document with latest versions. A) ISO/IEC 27001 B) UPTIME/TIA 942 certificate C) ISO/IEC 14001 D) ISO/IEC 9001 E) ISO ISMS: BCMS 22301 F) Threat & Vulnerability Report G) Occupancy Certificate H) FIRE NOC I) SOC-1, 2 J) PCIDSS	Request NHB to remove ISO ISMS: BCMS 22301 from the given list	ISO 22301 (BCMS) is not a mandatory certification for the proposed Tier-3 data center facility because the Tier-3 standard itself already defines expected availability, redundancy, and fault-tolerance for infrastructure performance. While ISO 22301 enhances organizational resilience and business continuity planning, it is not directly tied to the core technical design, redundancy, or operational requirements of data center infrastructure as defined under Rated/ Tier standards. Many certified Tier-3 facilities operate without ISO 22301, as the certification is considered an organizational process maturity framework rather than a baseline requirement for colocation infrastructure.	Please refer corrigendum
16	Annexure -V: Minimum Eligibility Criteria: The Bidder should have the below mentioned certifications / compliance document with latest versions. A) ISO/IEC 27001 B) UPTIME/TIA 942 certificate C) ISO/IEC 14001 D) ISO/IEC 9001 E) ISO ISMS: BCMS 22301 F) Threat & Vulnerability Report G) Occupancy Certificate H) FIRE NOC I) SOC-1, 2 J) PCIDSS	Request NHB to amend the clause as under: The Bidder should have any 8 (Eight) of the below mentioned certifications / compliance document with latest versions. A) ISO/IEC 27001 B) UPTIME/TIA 942 certificate C) ISO/IEC 14001 D) ISO/IEC 9001 E) ISO ISMS: BCMS 22301 F) Threat & Vulnerability Report G) Occupancy Certificate H) FIRE NOC I) SOC-1, 2 J) PCIDSS	ISO 22301 (BCMS) is not a mandatory certification for the proposed Tier-3 data center facility because the Tier-3 standard itself already defines expected availability, redundancy, and fault-tolerance for infrastructure performance. While ISO 22301 enhances organizational resilience and business continuity planning, it is not directly tied to the core technical design, redundancy, or operational requirements of data center infrastructure as defined under Rated/ Tier standards. Many certified Tier-3 facilities operate without ISO 22301, as the certification is considered an organizational process maturity framework rather than a baseline requirement for colocation infrastructure.	Please refer corrigendum
Bidder-5				
	Sr. No	Relevant Clause of the RFP	Query	Bank Response
	1	Masked Commercial Bid	Please let us know, the masked commercial bid needs to be submitted online in technical bid.?	Please be guided as per RFP.
	2	Performance Bank Guarantee (PBG) - The successful Bidder will be required to provide performance bank guarantee/PBG of value amounting to 5% of the total cost of contract value, in the form of bank guarantee from a scheduled commercial bank	Request you to please consider PBG of value amounting to 3 % of the total contract value.	Please be guided as per RFP.
	3	Bidders Past Experience: The bidder must have provided co-hosting space comprising at least 4 Rack space area (per client), at the Colocation DC Sites in India, to the organizations / companies/ BFSIs having head offices in India.	Please amend the clause as - The bidder must have provided co-hosting space comprising at least 4 Rack space area (per client), at the Colocation DC Sites or any other Sites in India, to the organizations / companies/ BFSIs having head offices in India.	Please refer corrigendum
	4	Technical Specification Score: 8.c TIA 942 compliance (1 Mark)	Please consider Uptime compliance as well and clause may be read as TIA 942/ Uptime compliance (1 Mark)	Please refer corrigendum
	5	8. G Compliance with ASHRAE Standards minimum 90.4 of Energy Efficiency	Please consider self certificate for ASHRAE Standards.	Self certificate may be considered
	6	The proposed Data Centre for Bank's Data Center Site should be at least Tier-3/Rated 3 certified and should be located within Delhi/NCR only and Bidder should have at least 3 years of experience (as on bid submission date) in providing Data Centre Co-location services in India.	Please amend the clause as -The proposed Data Centre for Bank's Data Center Site should be at least Tier-3/Rated 3 certified and should be located within Delhi/NCR only and Bidder should have at least 2 years of experience (as on bid submission date) in providing Data Centre Co-location services in India.	Please be guided as per RFP.
	7	Total Cost of Ownership (TCO) for 5-year period of Contract = X+Y+Z. Whereas Z is for OPTIONAL FUTURE CHARGES for Price Discovery	We request you to kindly exclude Z (<i>Optional Future Charges for Price Discovery</i>) from the TCO calculation. These Items are not part of the actual requirement, and the Bank is only performing a price discovery for the respective items.	Please be guided as per RFP.
	8	Clause 5.8 (vii) Miscellaneous: Visitorial Rights: The vendor should provide Visitorial rights for NHB Auditors, external auditors engaged by Bank, RBI audit /inspection officials, ISO auditors etc. Bank cannot provide any minimum time frame to inform the vendor. The vendor will undertake compliance of audit observations as applicable.	Please give us Prior advance notice needs to be provided before such audit (If applicable).	Please be guided as per RFP.
	9	Clause 6 (iv) Deliverables: The Bank will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.	Please clarify if the phrase "within specified time-limits" includes the cure period of some days to remedy the delay. If not, then kindly include the same in the final definitive Contract between the Bank and the Bidder.	Please be guided as per RFP.
	10	Clause 6 (v) Deliverables: The Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in Special Terms and Conditions.	All the penalties should be claimed separately rather than deducting/ setting off/ adjusting from any payment invoice raised by Bank. Please consider this request for correction through the contractual documents (RFP/ Agreement/ contractual PO).	Please be guided as per RFP.
	11	Clause 7.3 Period of Contract: The Bank reserves the right to terminate the contract, in part or full, by giving 60 days' prior written notice, without assigning any reason, and without any financial obligation or liability AND Clause 2.8 (g) of Service Level Agreement: "If NHB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract."	In the event of termination for Convenience, how to recover the residual contract value or the cost which could have incurred or accrued to the Bidder. Please find below the suggestive clause: In case if Bank terminates the contract for convenience pre-maturely before expiry of the contract, Bank shall pay to the Service Provider as following: i) Residual contract value; ii) Cost of any dedicated equipment / Hardware / Software, etc, expenses incurred or occurred for delivery of the contracted scopes.	Please be guided as per RFP.
	12	Clause 7.4 Period of Contract: In case of breach of contract, non-compliance with service levels, or failure to meet deliverables, the Bank reserves the right to terminate the contract with 30 days' notice, after providing the vendor with a chance to represent or rectify the deficiencies	Please specify the timeline for the cure period in order to represent or rectify the deficiencies.	Please be guided as per RFP.

	13	<p>Clause 8.9 Right to Alter location/ Quantities:</p> <p>NHB reserves the right to alter the proposed location/s specified in the RFP. NHB also reserves the right to add/delete one or more location/s from the list specified in this RFP, from time to time.</p>	<p>In case of change of Bank's location, cost may likely to be increased depending upon the new place distance, resource availability, delivery timelines schedule etc.. These variable factors may be cost extensive to the Successful Bidder and may cause substantial delay in delivery schedule.</p> <p>Bank to address abovementioned concerns by factoring cost implications associated with the change of locations.</p>	Please be guided as per RFP.
	14	<p>Clause 3.10 of Service Level Agreement:</p> <p>The Vendor shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Vendor or its personnel; and/or (ii) any negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are deployed by the Vendor against NHB; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statutes/ various labour laws by the Vendor to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and /or NDA, which pertains to confidential information of third parties/ constituents of NHB and claims against such breach have been raised by such third parties/ constituents.</p>	Requesting to make the clause mutual for both the Parties.	Please be guided as per RFP.
	15	<p>Clause 3.19 (Right to Access):</p> <p>All records (including data, books, information, logs, alerts etc.) of the Vendor relating to any matters covered by the RFP shall be made available to NHB including its authorized personnel at any time, as often as NHB deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.</p>	Please note that blanket right for all records (including data, books, information, logs, alerts etc.) and entries cannot be shared as its a internal information of the successful bidder, however we can demonstrate the same as and when required.	Please be guided as per RFP.
	16	<p>Clause 3.20 (Audit):</p> <p>The Vendor shall allow and grant NHB, its authorized personnel, its auditors (internal and external) and/or the Reserve Bank of India/ other regulatory & statutory authorities, and their authorized personnel, unrestricted right to inspect and/ or audit its books and accounts, to provide copies of any audit or review reports and findings made on the Vendor, directly related to the Services.</p>	Please note that blanket right for audit cannot be given as its a internal information of the successful bidder, however we can demonstrate the same as and when required.	Please be guided as per RFP.
	17	<p>Clause 6.0 Undertakings (iv):</p> <p>That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/ or any advice/service rendered in the views of NHB is found to be grossly faulty/ negligent/ deficient and/ or any deviant conduct by the Vendor and as a consequence of it, NHB can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the Vendor by NHB under this Agreement and appropriate/adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.</p>	<p>Please explain what does the term "Improper Discharge" includes as the same is subjective.</p> <p>Also, please note that withholding of payment shall be done for those services which are falling under the given conditions to be improper. Payment of other services which have been accrued prior to the termination shall not get affected and shall be made timely.</p>	Please be guided as per RFP.
	18	<p>Suggestive additional clauses governing the Contract when awarded (Indicative, however exact clause readings shall be as per the MSA template available with CSP):</p> <ol style="list-style-type: none"> 1. Provision regarding the Service commencement 3. Severability 4. Waiver 5. Data Purging and related Provisions 6. Service down grading and its commercial impacting provisions 	<p>The RFP document is silent on contract governing terms and conditions.</p> <p>Note: Hence, indicative clauses are outlined for reference and the detailed provisions are available in the MSA with Bank which maybe shared with NHB to support for a better articulation of agreement between the Parties post award of the contract.</p>	No addition of new clause, Please be guided as per RFP.
	19	(v) The requirement of Caged area for housing number of racks for Bank's DC	Please let us know the dimensions of 2 X future scalable Rack, if 600mmX1200mm or 800mmX1200mm?	Future scalable rack dimentions may be (WxD) 600/800 mm x 1200 mm.
	20	(xvi) vendor in their technical bid shall provide the proposed Server caged area layout clearly showing the placement of the racks in the server caged area along with indicative positioning of the BMS equipment like CCTV cameras, Fire/ smoke detectors, access control system, rodent repellent etc.	Please let us know if you need these 4 Network and Server Racks in Metallic Caged or Opaque Caged Area.	Bidder may decide the type of cage to be provided to the Bank (i.e., either mesh or opaque)
	21	(xvi) vendor in their technical bid shall provide the proposed Server caged area layout clearly showing the placement of the racks in the server caged area along with indicative positioning of the BMS equipment like CCTV cameras, Fire/ smoke detectors, access control system, rodent repellent etc.	If Server and Network Racks are to be provisioned in same line or facing each other. If possible, kindly provide the Caged Layout with future 2 X Racks as well.	The bidder to provide the proposed caged area layout as per RFP.
	22	(xvi) vendor in their technical bid shall provide the proposed Server caged area layout clearly showing the placement of the racks in the server caged area along with indicative positioning of the BMS equipment like CCTV cameras, Fire/ smoke detectors, access control system, rodent repellent etc.	Please let us know how much space is required for movement of material from front, left/right side and back side of the racks, if any specific requirement?	The Bidder shall clearly specify and provide the minimum clearances required for safe operation, maintenance, and movement of material around the racks, in accordance with applicable standards and OEM recommendations.
	23	(xix) If required by Bank, vendor should be able to provide the CCTV feed of the proposed cage for up to last 90 days.	Bank will have to provide their media to share the 90 day's CCTV footage along with the responsibility of courier and other incurring charges, if any. Kindly confirm.	Bidder to provide CCTV data to Bank on any media (external hard disk/USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
Bidder-6				
	S.No	Relevant clause of RFP	Query	Bank Response

		1	The bidder must have provided co-hosting space comprising at least 4 Rack space area (per client), at the Colocation DC Sites in India, to the organizations / companies/ BFSIs having head offices in India. Marks for submitted project credentials will be allotted as below:	The bidder must have provided co-hosting space comprising at least 4 Rack space area, at the Colocation DC Sites in India, to the organizations / companies/ BFSIs having head offices in India. Marks for submitted project credentials will be allotted as below:	Please be guided as per RFP	
		a	Five Projects with at least one under BFSI Category	Three Projects (15 Marks)		
		b	Eight Projects with at least two under BFSI Category	Five Projects with at least one under BFSI Category (20 Marks)		
		c	More than Eight projects with at least three under BFSI Category	More than Five projects with at least two under BFSI Category (25 Marks)		
Bidder-7						
		S. No.	Relevant Clause of the RFP	Query	Bank Response	
		1	Commercial bid Format : Caging Charges to accommodate 6 (Six) number of 42U Network/ Server Rack space [4 active and 2 for future expansion].	The commercial bid format recurring charges shows only 4 rack space, Please confirm the ramp up plan for additional 2 racks space, as reservation charges will be applicable.	Please refer corrigendum	
		2	Commercial bid Format : Inter-rack structured cabling charges	Please share complete scope for inter rack cabling / network diagram	Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.	
		3	Commercial Bid Format : Lift and Shift Charges (inclusive of insurance) from existing Bank DC Site to proposed Colocation.	Please share existing DC infra details / devices list for understanding on lift and shift scope of work	The tentative list of DC infra for lift and shift is given as Appendix-I in the RFP. The complete DC infra details / devices list will be shared with the successful bidder. Declared Value of Assets for insurance is Rs 100 Lakhs.	
		4	RFP Document : 5.2. Server Room Area However, should there be requirement of additional space in the future, other than the space for existing racks the vendor should be able to provide the same on the prorated per square feet cost within the same facility, contiguous to the existing rack spaces in case vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with the bank.	Please confirm our understanding the future expansion will be for 2 racks only. The space reservations will be for 2 rack space 600x1200mm	Please refer corrigendum for the reservation of 1 rack space. The Right of First Refusal (ROFR) is for other than the caged area.	
		5	RFP Document : 5.2. Server Room Area (xiv) Single phase and three phase power should be made available to support Bank's equipment in the caged area.	As the rated power capacity each rack is 7KVA, 1 phase power circuits shall be provisioned for Day 1 4 racks. Please confirm.	Please refer corrigendum	
		6	RFP Document : 5.8. Miscellaneous: iii. Storage/godown facility (40 Sq. ft.) shall be provided to NHB authorized personnel to meet the time gap between supply and installation/storage purposes	Please confirm our understanding : As Storage area is not included in Commercials bid, Temporary storage area is required for storage of material, only during deployment stage.	Yes understanding is correct	
		7	RFP Document : 5.8. Miscellaneous: v. Staging Area: The vendor should provide secured staging area for unpacking and installation of equipment, at no extra cost to the Bank.	Please confirm our understanding the staging and temporary storage area is only one requirement.	A staging area is a short-term, operational workspace used during installation, upgrade, or de-installation activities. A storage area is meant for temporary or medium-term holding of equipment when there is a time gap between delivery and installation.	
		8	RFP Document : 5.10. Power iv. The vendor should provide Auto Transfer Switch (ATS) for single power input systems, if applicable.	Please confirm the required quantity of STS	Please refer corrigendum	
		9	RFP Document : 5.17. Responsibility of NHB iii. Make access to the existing DC Site for Lift and Shift available. Provide details of contact with the person at the location/office who would be coordinating during co-location / project management etc.	Please confirm if we can do the survey before proposing commercials. Or Please share devices details to be migrated from existing DC to proposed DC.	Prospective bidder may visit the existing DC site for the solution design.	
Bidder-8						
		S No.	Page No.	Relevant Clause of the RFP	Query (05.12.2025)	
		1	8	5. Scope of Work ii. Bidder may assess the existing infrastructure by visiting the Bank's DC Site , if required and accordingly submit the proposal.	Kindly guide on the procedure to be followed by the bidders to visit the present DC site of the Bank.	The bidder may send the request to the Bank for the DC site visit to assess the existing infrastructure of the Bank.
		2	9	5. Scope of Work 5.2. Server Room Area (ii) Bank envisages requirement of a dedicated clear rack space to host 04 Racks of 42U to host Bank's DC IT infrastructure in the server room area. In addition, Bank envisages an addition of more racks in the future. However, should there be requirement of additional space in the future , other than the space for existing racks the vendor should be able to provide the same on the prorated per square feet cost within the same facility, contiguous to the existing rack spaces In case vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with the bank.	1. Kindly indicate an approximate space and Power required for additional racks in future and also provide an indicative ramp up plan to assess the ROFR 2. Expansion is subject to availability of space, Power and will be at the prevailing rates at the time of request from the Bank	Please refer corrigendum for the reservation of 1 rack space. The Right of First Refusal (ROFR) is for other than the caged area.
		3	9	5. Scope of Work 5.2. Server Room Area (iv) The Minimum dimensions of network and server racks should be as follows: Server Racks: 42 U or above - 2 No. s: 600 W x 1200 D mm Racks with one pair of PDUs Network Racks: 42 U or above - 2 No. s: 800 W x 1200 D mm Racks with one pair of PDUs	Rack dimensions for the reserved racks have not been provided. We require these details to accurately plan the caged area.	Reserved / future scalable rack dimensions may be (WxD) 600/800 mm x 1200 mm.

4	9	<p>5. Scope of Work 5.2. Server Room Area (v) The requirement of Caged area for housing number of racks for Bank's DC are as follows: No of Racks Initial (Day-1) Scalable - 2</p>	<p>1. The RFP specifies a caged area for 6 racks, with 4 racks active and 2 reserved for scalability. However, there is no mention of timelines for reserving these 2 racks, and currently, there is no provision to charge separately for reserved racks. Kindly let us know if you would pay for reserving two rack space inside the cage from day1? Since there is no line item available in the Price Bid to capture the costs for reserving space, we need full clarity on this.</p> <p>2. Rack dimensions for the reserved racks have not been provided. We require these details to accurately plan the caged area.</p>	Please refer corrigendum
5	10	<p>5. Scope of Work 5.2. Server Room Area (x) Cold air should be pumped under the floor and enter through vents to ensure that the temperature is as per ASHRAE guidelines/in the range of 22 +/-2 degrees</p>	Request bank to consider temperature range as 24+/-2 degC & 30% to 70% RH as per ASHRAE guidelines.	Please be guided as per RFP
6	10	<p>5. Scope of Work 5.2. Server Room Area (xii) The vendor should provide adequate power points in the Server cage area allocated to the Bank. The Bank will pay only for rated power as per bill of material.</p>	<p>The RFP only mentions the rated load; we need the actual consumed IT load per rack.</p> <p>We prefer to bill on the basis of consumed power i.e. actual consumed IT load per rack. Request to consider this and make necessary amendments in the RFP.</p>	Please be guided as per RFP
7	10	<p>5. Scope of Work 5.2. Server Room Area (xiv) Single phase and three phase power should be made available to support Bank's equipment in the caged area.</p>	How many Racks need the 3 Phase power provisioning. Please specify so that the required 3 Phase Circuits can be provisioned.	Please refer corrigendum
8	10	<p>5. Scope of Work 5.2. Server Room Area (xv) The vendor shall provide one time LAN cabling from the Network rack to the Server Racks as per the network designed finalized with the Bank's network team at no additional cost to the Bank. Vendor to use CAT6A/OM4 cables of any top three OEM. All patch-panels/LIUs will be fully populated with CAT6A/Multimode/Single mode Fibre cords as per requirement/ space provisioned to NHB. Vendor to provision passive components on site for immediate replacement/maintenance/connectivity etc.</p>	A one-time cost will be charged to the Bank towards material and labor required for implementing the LAN cabling design as specified by the Bank's network team	<p>Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below:</p> <ol style="list-style-type: none"> 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. <p>24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.</p>
9	10	<p>5. Scope of Work 5.2. Server Room Area (xix) If required by Bank, vendor should be able to provide the CCTV feed of the proposed cage for up to last 90 days.</p>	We do not monitor inside the Customers Server Cages. Common Areas are monitored on CCTV and its footage can be shared upon request.If the Bank requires a dedicated CCTV arrangement within the cage same can be provided at an additional MRC and NRC cost.	Bidder to provide CCTV data to Bank on any media (external hard disk/USB drive/private cloud) in read-only mode through proper channel, on request from Bank's authorized personnel. Bank will provide the media if required.
10	10	<p>5. Scope of Work 5.3. Racks and Cabling i. The vendor has to provide structured passive cabling (inter-rack cabling) at the proposed site to enable seamless interconnectivity between server, storage, and network racks with proper labelling / marking as per Bank requirement. Any future cabling additions shall be supported by the vendor without additional cost to Bank.</p>	While we acknowledge the requirement to support future cabling additions, we would like to clarify that any such additions beyond the initial scope will be subject to additional charges. These will be quoted based on the applicable rates at the time of implementation. Request to kindly amend the clause accordingly.	Please be guided as per RFP
11	11	<p>5. Scope of Work 5.3. Racks and Cabling ii. The vendor shall provide cabling with patch panel / LIU between the Network rack and Server Racks as per the network design finalized with Bank's network team. LAN cabling should support 10/100G speed from the first day. Service provider must use LAN cable, patch cords and patch panels of premium quality only.</p>	We understand from this clause that the Bank will provide the bidder with the details of the Source and Destination racks required for inter-rack cabling at a later stage. We would appreciate receiving these details in advance so that we can prepare the Bill of Materials (BOM) accordingly and avoid any potential delays in execution.	<p>Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below:</p> <ol style="list-style-type: none"> 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. <p>24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.</p>
12	11	<p>5. Scope of Work 5.5. Communication Area iii. The link extension from the DC service provider's communication room till the server cage area will be done by the DC service provider.</p>	The Cross Connects requested will be provided at an additional cost. Please let us know how many will be required by the Bank.	The details of cross connects are given in the RFP document
13	11	<p>5. Scope of Work 5.5. Communication Area iv. The bidder should provide space and power (with redundant and UPS) for MUX and/or Network Equipment at communication area / meet me room (MMR) to extend bandwidth connectivity to the Bank.</p>	The space provided in the Meet Me room will be on a Chargable basis, this will be at an additional cost. Please let us know how much of Rack U space is required by the Bank.	Please be guided as per RFP
14	12	<p>5. Scope of Work 5.6. Building Management System (BMS) ii. The bidder shall regularly monitor the access to Bank's Server room cage / communication room and other physical area allotted to Bank by means of access control systems, physical security, Biometric access and CCTV and should always make sure that they are functional 24x7 days.</p>	We do not monitor inside the Customers Server Cages. Common Areas are monitored on CCTV and its footage can be shared upon request.If the Bank requires a dedicated CCTV arrangement within the cage or office area same can be provided at an additional MRC and NRC cost.	Please be guided as per RFP

15	12	<p>5. Scope of Work 5.6. Building Management System (BMS) x. Data Centre should host a network operations center (NOC) fitted with toughened or higher strength glass, to CCTV cameras monitoring every aisle and doorway.</p>	<p>We provide a secured BMS and CCTV monitoring center, from which complete site monitoring is carried out. We believe this aligns with the Bank's requirement. Kindly confirm.</p>	<p>Please be guided as per RFP</p>
16	12	<p>5. Scope of Work 5.7. Lift & Shift the Existing Setup i. The shortlisted vendor has to lift and shift all the equipment from present Bank's DC Site to newly proposed vendor Datacenter. Shifting of the equipment involves un-mounting, packaging, marking/ labelling, transportation and mounting of the equipment at vendor Datacenter.</p>	<p>Kindly indicate the location of present Bank's DC Site which may be required to correctly estimate the Lift and Shift costs.</p>	<p>National Housing Bank Core 5A, 3rd Floor India Habitat Centre Lodhi Road, New Delhi - 110003</p>
17	12	<p>5. Scope of Work 5.7. Lift & Shift the Existing Setup iv. The vendor has to take all necessary shifting permissions from respective authorities. No additional cost whatsoever would be paid for the same.</p>	<p>Requesting the Bank to please let us know who all are the authorities that we need to get any permissions. As for us its only the bank.</p>	<p>Present DC site related permissions will be taken by the Bank and other permissions whatsoever required, Bidder needs to obtain.</p>
18	13	<p>5. Scope of Work 5.8. Miscellaneous: iii. Storage/ godown facility (40 Sq. ft.) shall be provided to NHB authorized personnel to meet the time gap between supply and installation/storage purposes.</p>	<p>Is the Bank looking for a temporary storage space or does the bank require a dedicated storage room space.</p>	<p>storage space to meet the time gap between supply and installation/storage purposes.</p>
19	13	<p>5. Scope of Work 5.8. Miscellaneous: vi. Meeting room: The vendor shall provide discussion / meeting room facility to accommodate 8 to 10 people as and when required by the Bank. The meeting room should have projector/screen/ whiteboard/ laptop connectivity etc. required for holding presentations/meetings. Prior notice/intimation will be issued for such requirements. The Bank will not incur any extra cost for availing these said services.</p>	<p>Common meeting room can be booked by prior booking intimation</p>	<p>Bank will intimate the bidder in advance for the meeting room whenever required</p>
20	14	<p>5. Scope of Work 5.9. Network Links iii. The vendor shall extend the connection from the Multiplexers / Junction boxes to the Bank's server caged area. The vendor shall agree to make such changes at no extra cost to the bank.</p>	<p>The Cross Connects requested will be provided at an additional cost. Please let us know how many will be required by the Bank.</p>	<p>The details of the cross connects are given in the RFP</p>
21	14	<p>5. Scope of Work 5.10. Power iv. The vendor should provide Auto Transfer Switch (ATS) for single power input systems, if applicable.</p>	<p>How many Single powered equipments does the bank plan to use in the racks. How many in rack ATS does the Bank need please provide their counts . Provision of ATS will be at an additional cost based on the number of ATS's required by the Bank.</p>	<p>Please refer corrigendum</p>
22	14	<p>5. Scope of Work 5.10. Power vii. The Bank will require dedicated seating space at the DC in the seating area. Bank anticipates the seating space for 1 Bank appointed personnel.</p>	<p>The Seating space for 1 Bank Personnel will be provided in the common open-plan office space Seating area.</p>	<p>Please be guided as per RFP</p>
23	15	<p>5. Scope of Work 5.10. Power xv. The vendor shall provide a separate space to accommodate Bank's Fire vault cabinet in the seating area. The dimension of the cabinet is 2.5' width x 2.5' length x Height- 3.5'. This will be in addition to the space requirement.</p>	<p>1. The RFP mentions a separate space for a fireproof vault in the seating area. We will not be able to provide a dedicated seating room for one customer personnel on-site; however, we can allocate space in our common store or fire vault room for this cabinet. Kindly clarify if this can meet RFP requirement or else guide on this point 2. We have not found any line item in the Price Bid to capture the costs for this requirement. Please confirm whether the Bank will supply their own fireproof media vault or if it needs to be provided by the colocation vendor</p>	<p>Commercial if any for the fire vault space should be considered in the seating space.</p>
24	17	<p>5.13. Compliance The vendor should comply with Bank's IS Security policy in key areas relevant to the RFP. Some of the key areas are as under: i. Responsibilities on system access control and administration ii. Custodial responsibilities for assets of the Bank being managed by or assigned to the vendor. iii. Physical Security of the facilities. iv. Physical and logical separation from other customers of the vendor. v. Incident response and reporting procedures.</p>	<p>Due to our one-to-many service model, it is not possible for us to agree to adhere to client's specific policies. We request for this requirement to be waived. Please confirm applicability to colocation services and limit compliance obligations to relevant laws/regulations.</p>	<p>Please be guided as per RFP</p>
25	18	<p>5.18. Quality Control and Audit Audit & Right to Visit 5.19. Right to Visit: iii. The Bank and its authorized representatives, including regulator like Reserve Bank of India (RBI) shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused. The Bidder will have to cooperate with the authorized representative/s of the Bank and will have to provide all information/ documents required by the Bank.</p>	<p>Audit rights are extensive. Please confirm audits will be limited to services under this contract and exclude vendor's financial records and unrelated facilities. Require prior notice and NDA for third-party auditors.</p>	<p>Please be guided as per RFP</p>
26	19	<p>8. Instructions to Bidders 8.24. Instructions to the Bidders • The Bidder shall not outsource the work assigned by NHB, to any third party except with NHB's prior written consent and attend all complaints registered by NHB through its own service/support infrastructure only.</p>	<p>The phrase "any of the Bidder's premises" is misleading the purpose. Kindly clarify or remove or restrict to the premises in which the Bank's infra is hosted.</p>	<p>Please be guided as per RFP</p>
27	30	<p>8. Instructions to Bidders 8.24. Instructions to the Bidders • The Bidder shall not outsource the work assigned by NHB, to any third party except with NHB's prior written consent and attend all complaints registered by NHB through its own service/support infrastructure only.</p>	<p>We are assuming that this is not applicable to Lift & Shift and other Manpower/FMS staffing services outsourced to external vendors to run a data center facility on day-today basis. Kindly confirm.</p>	<p>The understanding is correct</p>
28	30	<p>8. Instructions to Bidders 8.24. Instructions to the Bidders • Bank may advise to carry out System/Solution gap analysis once a year. Same will be carried out by vendor without any extra cost.</p>	<p>Kindly elaborate and let the bidders know the actions required to carry out this gap analysis</p>	<p>The Bank may advise the selected vendor to carry out System/Solution Gap Analysis once in a year. The scope of the gap analysis shall include assessment of the deployed solution against the agreed functional, technical, security, performance, regulatory, and compliance requirements, along with industry best practices. The entire activity, including submission of a detailed gap analysis report with findings, risks, and recommended corrective actions, shall be carried out by the vendor at no additional cost to the Bank.</p>

29	30	<p>8. Instructions to Bidders 8.24. Instructions to the Bidders • During the period of the contract, all upgrades/patches or requirements in hardware, software, licensing, implementation of upgrades/patches/ version changes etc. due to whatsoever reason including but not limited to EOL/EOs, would be done by the bidder without any additional cost to the Bank. Further, if during the contract period, the solution is not performing as per specifications in this RFP, bidder shall upgrade/enhance the devices or place any additional devices and reconfigure the system without any extra cost to the Bank till the required performance is achieved.</p>	<p>Request you to elaborate how this requirement will be applicable to Colocation Scope of work and current RFP scope. It would be helpful if you can provide a list of equipment or services factored in the RFP scope.</p>	<p>This is related to the BMS devices</p>
30	33	<p>8.36. Compliance with Laws</p>	<p>Please confirm that indemnity will be limited to actual proven losses caused by Vendor's non-compliance with applicable laws during the contract term, and subject to liability cap under Limitation of Liability clause.</p>	<p>Please be guided as per RFP</p>
31	33	<p>8.36. Compliance with Laws</p>	<p>Please confirm that compliance responsibility will be limited to laws applicable to the Vendor and its performance under this Agreement, and NHB will remain responsible for compliance with laws governing its own business and use of services. We request the clause to be modified to state below: Each Party shall be responsible for compliance with all applicable legislation, regulations, and judicial actions to which it is subject; provided however, that in no event shall the Provider be responsible to ensure that the Service and/or Product, including Deliverables, are in compliance with any laws governing the Client's business and/or use of such Service and/or Product, and the Client shall have sole responsibility for all such compliance.</p>	<p>Please be guided as per RFP</p>
32	34	<p>8.37 Intellectual Property Rights</p>	<p>Vendor bears unlimited liability for IP infringement remedies. We request clarifying that remedies will be limited to (i) procuring rights, (ii) replacing/modifying deliverables, or (iii) refund of fees paid for infringing deliverables.</p>	<p>Please be guided as per RFP</p>
33	38	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 2. The facility should be either owned by bidder or on lease with unexpired lease duration of 10 years as on date of RFP.</p>	<p>Request to allow the Special Purpose Vehicles (SPVs) of the bidders to own the land & DC. Accordingly revise the statement as below: "The facility should be either owned by bidder/Special Purpose Vehicle of the bidder or on lease with unexpired lease duration of 10 years as on date of RFP." Note: SPV owns the land and DC facility whereas the facility is fully operated by the bidder.</p>	<p>Special Purpose Vehicle (SPV) will be allowed if they meet all the criteria laid down in the RFP as a bidder.</p>
34	40	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 9. The bidder to provide clear space area proposed / considered for Bank for: Bank's DC Setup: 04 racks, scalable to 06 racks. (Layout Diagram of proposed site providing complete details / position of CCTV cameras, smoke & fire detectors etc. to be provided.)</p>	<p>The RFP specifies a caged area for 6 racks, with 4 racks active and 2 reserved for scalability. However, there is no mention of timelines for reserving these 2 racks, and currently, there is no provision in the Price Bid to charge separately for reserved racks. Kindly let us know if you would pay for reserving two rack space inside the cage from day1? Since there is no line item available in the Price Bid to capture the costs for reserving space, we need full clarity on this.</p>	<p>Please refer corrigendum</p>
35	43	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 33. The bidder should be able to provide space in the same server hall contiguous to the existing cage area for addition of racks at the contracted rate during the period of contract. In case bidder decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with Bank.</p>	<p>Kindly indicate an approximate space and Power required for additional racks in future and also provide an indicative ramp up plan to assess the ROFR</p>	<p>Bank cannot provide any time frame at this point of time. This is for future requirement if any.</p>
36	43	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 38. The temperature in the server hall should be maintained at 22 +/- 2 deg C.</p>	<p>Request bank to consider temperature range as 24+/-2 degC & 30% to 70% RH as per ASHRAE guidelines.</p>	<p>Please be guided as per RFP</p>
37	43	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 39. The humidity at the data centre should be maintained at 50 % +/- 5% RH.</p>	<p>Request bank to consider temperature range as 24+/-2 degC & 30% to 70% RH as per ASHRAE guidelines.</p>	<p>Please be guided as per RFP</p>
38	44	<p>9. Bids (Technical & Commercial) And Bid Evaluation Methodology 9.4.2. Technical Specification Score (Marks 200): 44. Air Quality in the data centre site should be of severity level G1 (mild) as per ISA -71.04</p>	<p>We follow NAAQS(National Ambient Air Quality Standards) and NIOSH(National Institute of Occupational Safety and Health) mentioned standards to check the air quality in our Data Centers. Hence request to include NAAQS & NIOSH standards also in this clause. Else, kindly allow us to submit the reports as per NAAQS & NIOSH standards.</p>	<p>Please refer corrigendum</p>
39	50	<p>10. Commercial Terms and Conditions 10.2. Payment Terms 10.2.3 Payment of Power Charges No Power charges will be paid separately as the same are bundled as rated power with Rack charges as mentioned in commercial bid.</p>	<p>We prefer to bill on the basis of consumed power i.e. actual consumed IT load per rack. Request to consider this and make necessary amendments in the RFP.</p>	<p>Please be guided as per RFP</p>
40	51	<p>10. Commercial Terms and Conditions 10.2. Payment Terms 10.2.5 Other Payment Terms ix. In case of order cancellation, any payments made by the Bank to the vendor (for period for which services are not availed) would necessarily have to be returned to the Bank with interest @ 15% per annum, further the vendor would also be required to compensate the Bank for any direct loss incurred by the Bank due to the cancellation of the contract and any additional expenditure to be incurred by the Bank to appoint any other SP/vendor. This is after repaying the original amount paid.</p>	<p>We request that clause be deleted since Bank has the right for termination and other remedies under the contract, and return of any payments made will not be economically feasible for the bidder.</p>	<p>Please be guided as per RFP</p>
41	53	<p>11. General Terms and Conditions 11.17 Penalty 11.17.1 Delay in Delivery of Infrastructure i. Bidder has to deliver the infrastructure, such as providing cage space with racks, LAN, electrical, Inter-Rack Connectivity, MUX connectivity to each rack, the sitting area as required for this project & mentioned in Commercial Bid, as per timelines defined in this RFP. ii. In case of delay, Bidder will have to pay late delivery charges to the Bank @ 0.5% of the total contract value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total contract value inclusive of all taxes, duties, levies etc. iii. If delay exceeds ten (10) weeks from due date of delivery / commissioning or late delivery charges exceeds the maximum percentage of 5%, Bank reserves the right to cancel the order without recourse.</p>	<p>Request to consider late delivery charges against only the unexecuted One Time implementation/One Time billing components of the project (the value of the delayed equipment installation/unexecuted portion of work) and not for TCV and recurring billing activities. This should not be applicable when the delay is attributable to buyer.</p>	<p>Please be guided as per RFP</p>
42	53	<p>11. General Terms and Conditions 11.17 Penalty 11.17.2 Uptime Availability iii. The penalty will be subject to an overall cap of 10% of the contract value and thereafter, the contract may be cancelled after due notice of 30 days (with current period of 30 days)</p>	<p>Kindly allow the Service Credits instead of penalties</p>	<p>Please be guided as per RFP</p>

43	54	11.19 Definitive Agreement	Considering the focused scope of this engagement (limited to 4 racks initially with scalability up to 6 racks), we propose adopting our standard Master Services Agreement (MSA) and NDA to streamline contracting and ensure alignment with our one-to-many service model. To maintain consistency, operational efficiency, and fairness across our client base, we follow a standardized contracting approach approved by our senior management. Our MSA has been carefully developed to reflect a balanced and commercially reasonable position that protects both parties. It incorporates industry-standard terms and has been reviewed extensively to ensure that key risks typically associated with colocation services are appropriately addressed.	Please be guided as per RFP
44	54	11. General Terms and Conditions 11.21 Liquidated Damages If the vendor fails to deliver and implement the solution within the timelines prescribed under the RFP, Liquidated Damages (LD) shall be levied at the rate of 0.5% of the order value for each week's delay or part thereof, subject to maximum of 5% of value of the contract.	Request to consider Liquidated Damages against only the unexecuted One Time implementation/One Time billing components of the project (the value of the delayed equipment installation/unexecuted portion of work) and not for TCV and recurring billing activities. This should not be applicable when the delay is attributable to buyer.	Please be guided as per RFP
45	54	11. General Terms and Conditions 11.21 Liquidated Damages If the Vendor fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB or abandons the project/contract without completing the same as per the agreed terms, NHB reserves the right to recover damages at 10 percent of the contract value as and by way of liquidated damages, but not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 11.17.	Kindly remove this statement	Please be guided as per RFP
46	55	11.23 Assignment	We suggest that the following shall not be considered as assignment to a third party i) transfer to a Bidder's affiliate; (ii) an IPO or (iii) on a transfer to a financial sponsor where Bidder remains the operator.	Please be guided as per RFP
47	59	Annexure - III: Compliance Statement Declaration COMPLIANCE STATEMENT DECLARATION	Request to kindly remove this as RFP is allowing to submit deviations in "Annexure - IV: List of Deviations"(Page60)	Please be guided as per RFP
48	61	Annexure -V: Minimum Eligibility Criteria 1. The bidder must be a Company / LLP / Partnership Firm incorporated in India and registered under the Companies Act 1956/2013 or Limited Liability Partnership Act 2008 or Partnership Act 1932 as applicable and must have a registered office in India for at least five (5) years. Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office	1. Since we are part of an ultimate global parent company under which multiple business entities are operating and mutually supporting each other to execute the projects more efficiently, we request you to kindly allow us to contract with ____ [Prospect name] _____ along with group affiliate companies in India. Accordingly, allow us to showcase the joint experience, joint financials, joint manpower and other capacities required to meet the eligibility and technical specifications or qualification criteria. Kindly note that you may have to sign contract with a different business entity belonging to same group company. 2. We understand that the RFP does not explicitly mention the eligibility of Special Purpose Vehicles (SPVs) to participate. In this context, we presume that SPVs of the bidder , are eligible to bid under this RFP. All our data center SPVs in India are part of the Group company , and operate under one business model. These SPVs function with the operational support and domain expertise of us(the bidder) , which is the flagship data center company of the Group company in India. SPVs and we are associate companies within the same group, ultimately owned by the Ultimate Global Parent Company , and are engaged in the same line of business i.e. data center operations. SPV owns the land and DC facility whereas the facility is fully operated by the bidder. 3. Since this RFP is guided by GeM GTC, we would like to inform that (a) ____ [Prospect name] _____ shall sign any awarded MSA with SPV (b) SPV to receive all invoices in their name (c) Billing and Payment transactions will be between ____ [Prospect name] _____ and SPV (d) ____ [Prospect name] _____ need to make necessary changes in GeM portal to enable aforementioned provisions	Special Purpose Vehicle (SPV) will be allowed if they meet all the criteria laid down in the RFP as a bidder.
49	61	Annexure -V: Minimum Eligibility Criteria 3. The Bidder / Bidder's Parent company must be the owner of the proposed Data Centre provided to the Bank or in the case of leased premises, the unexpired lease period must be for at least ten (10) years. Undertaking to be provided to the effect that the premises are owned by the Bidder with other details. In case of lease, copy of Self Attested Lease Agreement is to be submitted	Request to allow the Special Purpose Vehicles (SPVs) of the bidders to own the land & DC. Accordingly revise the statement as below The Bidder / Bidder's Parent company / Special Purpose Vehicle of the bidder must be the owner of the proposed Data Centre provided to the Bank or in the case of leased premises, the unexpired lease period must be for at least ten (10) years. Note: SPV owns the land and DC facility whereas the facility is fully operated by the bidder.	Special Purpose Vehicle (SPV) will be allowed if they meet all the criteria laid down in the RFP as a bidder.
50	64	Annexure -V: Minimum Eligibility Criteria 11. The bidder should submit a letter of undertaking stating to agree to abide by all the terms and conditions stipulated by the Bank in the tender including all parts, addendum and corrigendum based on the requirements, Scope of work, specifications, terms and conditions laid down in this RFP. Bidder to submit the letter along with the technical bid. Power of attorney of the signatory to be unloaded along with the bid.	Request to kindly remove this as RFP is allowing to submit deviations in "Annexure - IV: List of Deviations"(Page60)	Please be guided as per RFP
51	70	Annexure -IX: Commercial Bid Format PART A - Bank's DC Site Co-location 1. RECURRING CHARGES a. DC Co-location Charges Co-location charges for DC Rack*. [42U Rack (600/800mm X 1200mm). Each Rack should be 7 KVA rated , bundled Power with N +N active critical power source with 32 Amps (3phase) and should meet data center standards.] ** *Includes electricity charges based on rated KVA, no separate electricity charges will be paid **unit rates will be valid for additional racks in the allotted cage during the period of contract	The RFP only mentions the rated load; we need the actual consumed IT load per rack. We prefer to bill on the basis of consumed power i.e. actual consumed IT load per rack. Request to consider this and make necessary amendments in the RFP.	Please be guided as per RFP

52	71	<p>Annexure –IX: Commercial Bid Format PART A – Bank’s DC Site Co-location 2. ONE TIME CHARGES Table -4: 4. Inter-rack structured cabling charges* - 15</p>	<p>Inter Rack cabling charges are on port basis. We request Bank to provide us the details on inter rack port counts, basis on which we can work on the charges.</p>	<p>Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.</p>
53	71	<p>Annexure –IX: Commercial Bid Format PART A – Bank’s DC Site Co-location 2. ONE TIME CHARGES Table -4: Note: The quantity provided by the Bank are indicative and will be considered for bid evaluation purposes only. Bank will place the order on the basis of their actual requirement, and the unit rate will be considered accordingly. Please note that No extra cost will be borne by the Bank for above enablement (Table 4) such as patch cords/cables/ power cords/converters etc.</p>	<p>While we acknowledge the requirement to support future requirements, we would like to clarify that any such additions beyond the initial scope will be subject to additional charges. These will be quoted based on the applicable rates at the time of implementation. Request to kindly amend the clause accordingly.</p>	<p>Please be guided as per RFP</p>
54	72	<p>Annexure –IX: Commercial Bid Format PART A – Bank’s DC Site Co-location 3. OPTIONAL FUTURE CHARGES for Price Discovery (i) These charges will be valid till the entire contract period including extensions thereof. Bank will not pay any recurring charges against these items. Quantity is for TCO calculation only. (ii) Order will be placed on actual requirement as and when it arises as per Table - 5 below:</p>	<p>While we acknowledge the requirement to support future requirements, we would like to clarify that any such additions beyond the initial scope will be subject to additional charges. These will be quoted based on the applicable rates at the time of implementation. Request to kindly amend the clause accordingly.</p>	<p>Please be guided as per RFP</p>
55	72	<p>Annexure –IX: Commercial Bid Format PART A – Bank’s DC Site Co-location 3. OPTIONAL FUTURE CHARGES for Price Discovery Table -5: 2. Inter-rack cabling charges as per Table 4 (per rack)</p>	<p>We request the Bank to share the details of cable connectivity required between the source and destination racks. This will enable us to determine the per-rack port count and accordingly work out the commercials. Alternatively, if the Bank can provide the planned number of fiber and copper ports per rack, we can arrive at the commercials more accurately.</p>	<p>Prospective bidder may visit the existing DC site for the solution design. Tentative structured cabling to be considered for full capacity of 4 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 02 - Copper 3. Network Rack 02 to Server Rack 01 - Copper 4. Network Rack 02 to Server Rack 02 - Copper 5. Network Rack 01 to Network Rack 02 - Copper 6. Network Rack 01 to Server Rack 01 - Fiber 7. Network Rack 01 to Server Rack 02 - Fiber 8. Network Rack 02 to Server Rack 01 - Fiber 9. Network Rack 02 to Server Rack 02 - Fiber 10. Network Rack 01 to Network Rack 02 - Fiber. 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 4 active racks shall be done by the bidder without any additional cost to the Bank.</p>
56	72	<p>Annexure –IX: Commercial Bid Format PART A – Bank’s DC Site Co-location 3. OPTIONAL FUTURE CHARGES for Price Discovery Table -5: 4.i. Patch panel Charges (Fiber 12 port) 4.ii. Patch panel Charges (Fiber 24 port) 5. Patch panel Charges (Copper 24 port)</p>	<p>Do we need to quote only the material charges or we are supposed to include the applicable labor charges for these materials (e.g., splicing charges for fiber and termination charges for copper etc.)?</p>	<p>Applicable labor charges needs to be considered</p>
57	74	<p>Annexure – X: ECS Mandate ECS MANDATE FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK</p>	<p>1. We have observed that the majority of current Banking RFPs (especially published on GeM Portal) no longer include a requirement for the ECS Mandate form, a deviation from past practice. We therefore recommend removing this item from the proposal submission checklist 2. Kindly allow this to be signed by Authorized Signatory and accept along with a Cancelled cheque as it may take longer if we have to get this signed by a Bank.</p>	<p>Please be guided as per RFP</p>
58	81	<p>Annexure XII – Pre-Contract Integrity Pact</p>	<p>The Integrity Pact imposes unilateral obligations and severe sanctions (including forfeiture of EMD/PBG and debarment). We request NHB to clarify if this can be made mutual and limited to proven acts of corruption or fraud. Also, please confirm that disputes under the Pact will be subject to arbitration under the main contract terms.</p>	<p>Please be guided as per RFP</p>
59	83	<p>Annexure XII – Pre-Contract Integrity Pact 10. Fall Clause</p>	<p>Considering the nature of the product and supply, the costing is subject to market fluctuations, taxation structure of the place of supply and tends to vary from place to place at any given point in time. It is therefore requested to remove the clause.</p>	<p>Please be guided as per RFP</p>
60	86	<p>Annexure XIII: Service Level Agreement (To be executed on a non- judicial stamp paper) Service Level Agreement</p>	<p>As per "11.19 Definitive Agreement", we are assuming that Agreement is required to be submitted by the successful bidder post award of contract. Kindly confirm 11.19 Definitive Agreement The successful Bidder will sign service level agreement (SLA) substantially in the format as provided in Annexure XIII and the Confidentiality cum Non-Disclosure Agreement (NDA) in Annexure XIV with NHB within 15 days of the letter of award.....</p>	<p>Please be guided as per RFP</p>

61	91	<p>Annexure XIII: Service Level Agreement 2.0 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT 2.6 Force Majeure</p>	<p>Force Majeure definition is narrow. We request expanding to include pandemics, cyber incidents, and government restrictions. We request adding reciprocal rights for vendor and clarifying that obligations are suspended during Force Majeure without penalties. We suggest to include below definition in the clause: Force Majeure event/s” means such conditions including, but not limited to, (a) governmental actions, trade sanctions, blockades, embargoes, quarantines, or other imposed travel restrictions; (b) acts of God, lightning strikes, asteroids, meteorites, earthquakes and other seismic events, floods, droughts, storms, solar flares, tempests, mud slides, washaways, explosions, fires or any natural disasters; (c) epidemics and pandemics or a lesser spread of disease that causes interruption or delay (including any vector-borne disease); (d) acts of war, acts of public enemies, terrorism, riots, insurrections, civil commotions, disturbances or unrest, malicious damage, sabotage and revolution; (e) internet or telecommunication systems failures, equipment failures, electrical power failures, cyber warfare, cyber intrusion and cybercrime, cyber espionage, computer or cyber sabotage which are not covered in any SLA; (f) failures of third party systems, infrastructure, software and applications; (g) government lockdown orders or any law or any action taken by a government or public authority that restricts or prohibits performance of the party’s obligations; or (h) in the event of any regulatory decision or government order requiring the Bidder to suspend Service(s) or which is likely to result in the loss of the Bidder’s operating authority.</p>	Please be guided as per RFP
62	93	<p>Annexure XIII: Service Level Agreement 2.0 COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT 2.8 Termination 2.8.1 By NHB</p>	<p>Clause 2.8.1 allows NHB to terminate the contract without cause with 60 days’ notice. We request making termination rights mutual and removing termination for convenience, considering upfront investments.</p>	Please be guided as per RFP
63	95	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.2 Compliance with Laws The Vendor shall perform the assignment in accordance with the Applicable Law including the regulatory framework governing the same and shall take all practicable steps to ensure that the Personnel/ sub-contractor of the Vendor comply with the Applicable Law.</p>	<p>Please confirm applicability to colocation services and limit compliance obligations to relevant laws/regulations.</p>	Please be guided as per RFP
64	95	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.3 Conflict of Interest The Vendor shall hold NHB’s interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.</p>	<p>This is very broad and could restrict legitimate business activities. We request to delete this altogether</p>	Please be guided as per RFP
65	96	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.8 Insurance to be taken out by the Vendor The Vendor shall take out and maintain at their own cost, appropriate insurance against all the risks, and for all the coverage, like workers compensation, employment liability insurance for all the staff on the assignment, comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with, the services which result from the fault of the Vendor or their staff on the assignment</p>	<p>Insurance obligations appear broad and include customer assets. We request limiting scope to vendor-owned assets and standard commercial liability; NHB to insure its own assets. Please confirm scope excludes NHB-owned assets and is limited to vendor’s personnel and operations.</p>	Please be guided as per RFP
66	96	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.9 Liability of the Vendor The Vendor shall be liable to NHB for the performance of the Services in accordance with the provisions of this Contract and for any loss suffered by NHB as a result of a default of the Vendor in such performance, subject to the following limitations: (a) The Vendor shall not be liable for any damage or injury caused by or arising out of any act, neglect, default or omission of any persons other than the Vendor and its Personnel; and (b) The Vendor shall not be liable for any loss or damage caused by or arising out of circumstances over which the Vendor had no control.</p>	<p>Liability exclusions are narrow. Please confirm exclusions include Force Majeure and NHB-caused delays; SLA penalties waived during such periods.</p>	Please be guided as per RFP
67	97	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.10 Indemnification of NHB by the Vendor The Vendor shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Vendor or its personnel; and/or (ii) any negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are deployed by the Vendor against NHB; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statutes/various labour laws by the Vendor to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and /or NDA, which pertains to confidential information of third parties/ constituents of NHB and claims against such breach have been raised by such third parties/ constituents.</p>	<p>Indemnity scope is overly broad (employment claims, confidentiality breaches, and unlimited IP). We request the NHB to limit the Indemnity as mentioned in the suggested clause below. Indemnity shall only be restricted to third party claim for (i) IPR Infringement indemnity in respect of Services rendered, and (ii) bodily injury and death due to gross negligence and willful misconduct of Bidder or its personnel. The process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs.</p>	Please be guided as per RFP

68	97	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.11 Limitation of Liability (i) The Vendor's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____ times of the total contract value. (ii) The Vendor's liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the Vendor shall be actual and unlimited. (iii) Under no circumstances, NHB shall be liable to the Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages. (iv) Under no circumstances, the Vendor shall be liable to NHB for any indirect and remote damages, save and except the claims related to IPR infringement and breach of confidentiality obligations pertaining to the constituents of NHB.</p>	<p>LoL cap is undefined ('_ times of total contract value'). We request NHB to add a reasonable cap (e.g., 6 months' charges) or max annual contract value and exclude indirect/consequential damages on both sides.</p>	<p>Please be guided as per RFP</p>
69	98	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.12 Vendor's Actions Requiring Owner's Prior Approval The Vendor shall not enter into a sub-contract for the performance of any part of the Services, without the prior approval of NHB in writing. However, the Vendor can hire the services of Personnel to carry out any part of the services. The Vendor shall remain fully liable for the performance of the services by its personnel/ sub-contractors, as well as the risk management practices of the sub-contractors, pursuant to this Contract.</p>	<p>Subcontracting requires prior NHB approval. We request that non-core services such as (housekeeping, facility security, etc) should not be construed as subcontracting. For core services, will take prior permission before sub contracting, with Vendor remaining responsible.</p>	<p>Please be guided as per RFP</p>
70	98	<p>Annexure XIII: Service Level Agreement 3.0 OBLIGATIONS OF THE vendor 3.14 Documents prepared by the Vendor to be the Property of NHB: All software, algorithms, reports and other documents prepared/ developed by the Vendor in performing the Services shall become and remain the property of NHB, and the Vendor shall, not later than upon termination or expiration of this Contract, deliver all such documents to NHB, together with a detailed inventory thereof. The Vendor may retain a copy of such documents and shall not use them for purposes unrelated to this Contract without the prior written approval of NHB.</p>	<p>Clause vests all documents/ Pre-existing IP to NHB. Please clarify that pre-existing vendor IP/know-how/tools remain vendor's property; NHB gets perpetual, non-exclusive, royalty-free license to embedded pre-existing IP.</p>	<p>Please be guided as per RFP</p>
71	105	<p>Annexure XIV: Confidentiality-cum- Non-Disclosure Agreement CONFIDENTIALITY-CUM- NON-DISCLOSURE AGREEMENT (To be executed on a non- judicial stamp paper)</p>	<p>As per "11.19 Definitive Agreement", we are assuming that NDA is required to be submitted by the successful bidder post award of contract. Kindly confirm 11.19 Definitive Agreement The successful Bidder will sign service level agreement (SLA) substantially in the format as provided in Annexure XIII and the Confidentiality cum Non-Disclosure Agreement (NDA) in Annexure XIV with NHB within 15 days of the letter of award.....</p>	<p>Please be guided as per RFP</p>
72	105	<p>Annexure XIV: Confidentiality-cum- Non-Disclosure Agreement</p>	<p>NDA obligations appear perpetual. Please make confidentiality obligations mutual and limit survival to 3 years post termination, with appropriate carve-outs (public domain, independently developed, law/regulator disclosures). We suggest that our standard Mutual NDA be signed instead.</p>	<p>Please be guided as per RFP</p>
73	114	<p>Annexure XVII: Bid Security Declaration FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD (The Bidder should give the following Undertaking/certificate on its letterhead)</p>	<p>This declaration appears to be applicable only to the bidders who are exempted from EMD submission. Kindly clarify if this has to be submitted by the bidders who are submitting EMD also?</p>	<p>This is for the bidders who are exempted from EMD submission.</p>
74	115	<p>Annexure XVIII: Undertaking of ownership of site / premises for proposed Co-location Site In case of owned site: We hereby undertake that the following site address proposed by us, is owned premise and is registered in the name of M/S (Service provider name) vide sale agreement # (XX) dated ____/____/____:</p>	<p>Request to allow the Special Purpose Vehicles (SPVs) of the bidders to own the land & DC. Accordingly revise the statement as below: "We hereby undertake that the following site address proposed by us, is owned premise and is registered in the name of M/s. (Service provider name / Special Purpose Vehicle of Service Provider) vide sale agreement # (XX) dated." Note: SPV owns the land and DC facility whereas the facility is fully operated by the bidder.</p>	<p>Special Purpose Vehicle (SPV) will be allowed if they meet all the criteria laid down in the RFP as a bidder.</p>
75	117	<p>Annexure XIX: Technical Specifications 25. The temperature in the server hall should be maintained at 22 +/- 2 °C (For DC)</p>	<p>Request bank to consider temperature range as 24+/-2 degC & 30% to 70% RH as per ASHRAE guidelines.</p>	<p>Please be guided as per RFP</p>
76	117	<p>Annexure XIX: Technical Specifications 26. The humidity at the Data Center should be maintained at 50 % +/- 10% RH (For DC)</p>	<p>Request bank to consider temperature range as 24+/-2 degC & 30% to 70% RH as per ASHRAE guidelines.</p>	<p>Please be guided as per RFP</p>
77	NA	<p>NA</p>	<p>We request you to kindly provide minimum three weeks time to prepare RFP Response/Proposals after releasing the Pre-Bid Clarifications. Accordingly, please extend the submission date.</p>	<p>please refer corrigendum</p>

Sd/-
I.T. Department,
NHB, New Delhi.
Date: January 06, 2026