

**Response to the pre-bid queries for the Bid Number: GEM/2026/B/7706639 - RFP for Colocation of Bank's Disaster Recovery (DR) Site & Services**

**Bidder-1**

S.No.	Relevant Clause of The RFP	Query	Bank Response
1	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 the requirement is for temporary storage room 40 Sq feet or Dedicated storage room	Temporary storage space whenever required by the Bank to meet the time gap between supply and installation /storage purposes during the period of contract.
2	Annexure -V: Minimum Eligibility Criteria Bidder should have a Minimum average annual turnover of ₹ 4 crore in the last 3 financial years (2023-24, 2024-25 and 2025-26).	We request to please change the clause to : Bidder should have a Minimum average annual turnover of ₹ 4 crore in the last 3 financial years (2022-23, 2023-24 and 2024-25. As the audited balance sheets are still awaited for 2025-26.	Please refer corrigendum
3	Annexure -V: Minimum Eligibility Criteria The bidder must have reported positive Net Worth /Profit After Tax (PAT) in at least 2 out of the last 3 completed financial years (FY 2023-24 to 2025-26).	We request to please change the clause to : The bidder must have reported positive Net Worth /Profit After Tax (PAT) in at least 2 out of the last 3 completed financial years (FY 2022-23 to 2024-25). As the audited balance sheets are still awaited for 2025-26.	Please refer corrigendum

**Bidder-2**

S.No.	Page & Clause no.	Clause	Query	Bank Response
1	Page: 10 5.2. Server Room Area 5.3. Racks and Cabling	xi)The vendor shall provide inter rack cabling between the Network rack and Server Racks as per the network designed finalized with the Bank's network. 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.	Please share Rack to rack architecture diagram to prepare cabling BOQ and pricing.	Bidder may visit the existing DR site of Bank for the solution design. Tentative structured cabling to be considered for full capacity of 2 active racks as below: 1. Network Rack 01 to Server Rack 01 - Copper 2. Network Rack 01 to Server Rack 01 - Fiber 24 ports copper cabling & 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 2 active racks shall be done by the bidder without any additional cost to the Bank.
2	Page: 10 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.	Cage is not required by the Bank. Please be guided as per RFP.
3	Page: 13 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 clarify, is this storage facility required for permanent basis or for temporary basis? If temporary basis, pls confirm timelines.	Temporary storage space whenever required by the Bank to meet the time gap between supply and installation /storage purposes during the period of contract.

4	Page: 14 5.11. Seating & Storage Space	The seating area should be provided with comfort air conditioning. The vendor shall provide Tables, chairs, drawers with locking facility, telephone extension. The furniture to be provided by the vendor here, refers to modular furniture with sufficient seating, personal storage and workspace for each individual person.	We request bank to confirm how would telephone be connected, prefer service provider. We can provide the telephone, but exchange connection and line be in the scope of NHB Only. Please edit the point accordingly	Telephone extension (intercom) required for the onsite resource to reach the colocation team
5	Page: 15 5.11. Seating & Storage Space	ix.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.	Please confirm is the seat require in cabin or shared space? Usually for one seat, its provided in shared work space environment. Whole space will be access controlled and only authorised persons be able to access the seating space. However the seats will be in shared and drawers would be secured by seperate keys and locks.	The bidder may provide either a shared workspace or a dedicated cabin. In case a shared workspace is provided, the allotted workstation shall be dedicated for the Bank's use, and the associated storage/drawers shall be secured with separate locks and keys to ensure the confidentiality and security of the Bank's assets and documents.
6	Page: 70 ONE TIME CHARGES - Table 4	Dedicated Biometric Access Control and CCTV for server area	In OTC BOQ, annexure in Table 4 ts mentioned Dedicated bimoetric access control and CCTV for server area, Please clarify do we need to provide Cage for two rack setup if yes then Dedicated biometric and cctv will be there. However if its without cage, cameras are shared but will cover your rack front and rear to ensure safety and surveillance 24x7. Biometric access control will be there at the server hall entrance door, but at rack level it will be add on cost. Further, if cage is to be provided please add one line item for " <b>Cage - installation and commissioning</b> " in the OTC BOQ Table 4	Please refer corrigendum
7	Page: 116 Annexure XIX: Technical Specifications Point no. 27	Dual Authentication including Biometric & Access Card for accessing Server area should be provided by successful bidder.	Please clarify is cage required ? And also clarify what does dual authentication mean is it by two person swipe cards or one person biometric and swipe card punch will work ?	One person biometric and swipe card punch will work
8	Page: 115 Annexure XIX: Technical Specifications Point no. 9 :	The service provider is to provide STS (Static Transfer Switch) for the racks in which single power source equipment is installed.	We request Bank to review OTC table 4, where do we show STS ine time charges . Please add one more line item in OTC boq mentioning: Miscellaneous Items one time cost - Supply, Installation and commissioning of STS, Additional Ckts. " etc or add separate line item for "Supply installation and commissioning of STS Charges with additional ckts."	Please refer corrigendum

**Bidder-3**

S.No.	Relavant clause of the RFP	Query	Bank Response
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1		<p>RFP Clause : Bidder should have a Minimum average annual turnover of ₹ 4 crore in the last 3 financial years (2023-24, 2024-25 and 2025-26).</p>	<p>Query : Requesting customer to kindly accept below request : As the audited balance sheet for FY 2025-26 is yet to be issued by our Statutory Auditor, bidders are presently unable to furnish audited financial data for that financial year. Therefore, we request that the eligibility criterion be revised as follows: Bidder should have a Minimum average annual turnover of ₹ 4 crore in the last 3 financial years <b>(2022-23, 2023-24 and 2024-25)</b>.</p>	Please refer corrigendum
2		<p>RFP Clause : The bidder must have reported positive Net Worth /Profit After Tax (PAT) in at least 2 out of the last 3 completed financial years (FY 2023-24 to 2025-26).</p>	<p>Query : Requesting customer to kindly accept below request : As the audited balance sheet for FY 2025-26 is yet to be issued by our Statutory Auditor, bidders are presently unable to furnish audited financial data for that financial year. Therefore, we request that the eligibility criterion be revised as follows: The bidder must have reported positive Net Worth /Profit After Tax (PAT) in at least 2 out of the last 3 completed financial years <b>(FY 2022-23 to 2024-25)</b>.</p>	Please refer corrigendum
3		<p>RFP Clause : Clause 5.20 (Page 19) and Clause 3.19 and 3.20 (Page 99)- Right to Visit</p>	<p>Query : We hereby propose to add the below in the existing clause: Any visit by NHB or its auditors (other than RBI or any statutory / regulatory authority) for the purpose of conducting an audit shall be carried out upon providing at least 7 (seven) days' prior written notice. Such audit shall be limited strictly to the scope of the services availed by NHB, and all costs and expenses relating to such audit shall be borne solely by NHB. The auditors shall be required to comply with all applicable confidentiality obligations during the course of such audit.</p>	Please be guided as per RFP
4		<p>RFP Clause : Clause 7 (Page 21)- Termination of Contract</p>	<p>Query : We hereby propose to add the below in the existing clause: The Bidder shall have the right to terminate the Agreement, either in whole or in part, by providing 45 days' prior written notice to the Bank, in the event of (a) failure by the Bank to make payments within the agreed timelines and such failure continues beyond the applicable cure period; (b) material breach of the terms of the Agreement by the Bank which remains unrectified within 30 days of receipt of written notice; (c) Misuse of the services by the Bank; or (d) any act or omission of the Bank which materially affects the Bidder's ability to provide the Services. Upon termination or expiry of the Agreement, the Bank shall clear all outstanding dues payable to the Vendor up to the effective date of termination, including applicable charges, committed capacity charges, and any other amounts accrued under the Agreement. The Bidder shall not be responsible for continued availability of Services beyond the termination date unless otherwise mutually agreed in writing.</p>	Please be guided as per RFP

5		<p>RFP Clause :          Clause 11.17.1 (Page 52)- Penalty (Delay in Delivery of Infrastructure)</p>	<p>Query :          We hereby propose the following modification to existing clause:          In case of delay in delivery or commissioning of Services attributable solely to the Vendor, the Vendor shall promptly notify the Bank regarding the reasons for such delay and the revised timeline for completion. The Parties shall mutually discuss and agree upon a suitable corrective action plan to mitigate such delay.          Any delay attributable to reasons beyond the reasonable control of the Vendor, including but not limited to delays in approvals, dependencies, access requirements, information, materials, or actions from the Bank or third parties, force majeure events, regulatory requirements, or infrastructure constraints, shall not attract any delay charges.          In the event the delay is solely attributable to the Vendor and continues beyond the agreed timeline, the Bank may claim service credits limited to the affected portion of Services, subject to a maximum cap of 1% of the monthly recurring charges applicable to the delayed Services, as the sole and exclusive remedy for such delay.</p>	Please be guided as per RFP
6		<p>RFP Clause :          Clause 11.17.2 (Page 52)- Penalty (Delay in Delivery of Infrastructure)</p>	<p>Query :          We hereby propose that the penalty shall be reduced to 1% of the MRC.</p>	Please be guided as per RFP
7		<p>RFP Clause :          Clause 11.21 - (Page 54) - Liquidated Damages</p>	<p>Query :          We hereby propose to remove the same.</p>	Please be guided as per RFP
8		<p>RFP Clause :          Clause 3.11 (Page 96) - Limitation of Liability</p>	<p>Query :          We hereby propose to add the following in existing clause:          Notwithstanding anything contained in this Contract, the RFP, any other document forming part of the Contract, or any other provision herein, the aggregate liability of the Vendor arising out of or in connection with this Contract, whether under contract, tort, indemnity, statute, or otherwise, including but not limited to any claims for damages, losses, penalties, liquidated damages, indemnity obligations, third-party claims, costs, expenses or any other claims whatsoever, shall in no event exceed an amount equivalent to the total Contract Value payable to the Vendor for twelve (12) months under this Contract. The foregoing limitation shall apply in aggregate and shall be the maximum cumulative liability of the Vendor under all circumstances.          The Vendor shall not be liable for any indirect, incidental, consequential, special, exemplary or punitive damages, including but not limited to loss of profits, loss of revenue, loss of business opportunity, loss of anticipated savings, or loss of goodwill, arising out of or in connection with this Contract, irrespective of the nature of the claim or cause of action.</p>	Please be guided as per RFP

9		<p>RFP Clause :          Clause 5.2.xvi (Page No 10) - Vendor shall ensure protection of Physical assets against all threats and vulnerabilities that can be exploited deliberately or accidentally by internal or external entities.</p>	<p>Query :          We hereby propose the following modification to existing clause:          Vendor shall ensure protection of Physical assets against all Physical threats and physical vulnerabilities that can be exploited deliberately or accidentally by internal or external entities and its not applicable other than the Physical assets.</p>	<p>Please be guided as per RFP</p>
10		<p>RFP Clause :          Clause 5.6.i Building Management System (BMS) - Page no 11- The bidder shall provide Access cards, Gate pass to the Bank's personnel / Bank appointed vendor(s), System Integrator(s), Auditor(s) as and when they would visit the site. Bidder should agree that such access can be provided 24 X 7 X 365 and will not have any time restriction or any holiday restriction thereof.</p>	<p>Query :          We hereby propose the following modification to existing clause:          The bidder shall provide Access cards, Gate pass to the Bank's personnel / Bank appointed vendor(s), System Integrator(s), Auditor(s) as and when they would visit the site. Bidder should agree that such access can be provided 24 X 7 X 365 and will not have any time restriction or any holiday restriction thereof. Bank will provide information 48 Hrs before to DC Provideer about visits by Bank staff or any of their vendors. The timelines will be excluding of any exceptional cases.</p>	<p>Please be guided as per RFP</p>
11		<p>RFP Clause :          Clause 5.6.iii Building Management System (BMS) - Page no 11 - If required by the Bank the vendor should be able to provide details of people accessing the Bank's Server room by sharing the entries made in the security register, reports from access control system, CCTV video clips etc.</p>	<p>Query :          Since Access Control system and CCTV infrastratuc is in shared shared environment hence we cant share footage with Bank due to other customer's Audit compliances. However Bank officials can come and check. We can provide seperate Register entries for Accessing Bank Infra. Kindly Confirm and Accept the deviation.</p>	<p>Please be guided as per RFP</p>
12		<p>RFP Clause :          Clause 5.6.x Building Management System (BMS) - Page no 11- Data Centre should host a network operations center (NOC) fitted with toughened or higher strength glass, with CCTV cameras monitoring every aisle and doorway.</p>	<p>Query :          We do have BMS &amp; NOC in same DC,However there is no toughened or glass based NOC.          Hope this will be acceptable.</p>	<p>The intent of the clause is to ensure continuous monitoring of the Data Centre through a Network Operations Centre (NOC) with adequate visibility and surveillance.          Accordingly, the requirement of a NOC fitted with toughened or higher-strength glass is preferred. However, bidders may propose an alternative arrangement, provided they demonstrate that the NOC offers equivalent physical security, operational visibility, and continuous monitoring of the Data Centre.</p>
13		<p>RFP clause :          Clause 5.8.iii. Miscellaneous - PAGE NO 13 - 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>Query :          Please provide the Contract duration for 40 Sq. Ft. area and tetative start date.</p>	<p>Temporary storage space whenever required by the Bank to meet the time gap between supply and installation /storage purposes during the period of contract.</p>

14		<p>RFP clause :          Clause 5.8.iv. Miscellaneous - PAGE NO 13 -          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.</p>	<p>Query :          Bank has to provide 4 week advance Noitice to provider for expansion and documentation.</p>	<p>The Bank shall make reasonable efforts to provide advance intimation of its requirement for additional space. However, considering that such requirements may arise due to business exigencies, regulatory requirements, or unforeseen circumstances, the Bank is not in a position to commit to a fixed notice period of four (4) weeks.</p>
15		<p>RFP clause :          Clause 5.8.vii. Miscellaneous - Visitorial Rights - Page no 13 - 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.</p>	<p>Query :          Bank has to inform any visits atleast 24 hrs before.          If Bank is expected IMDC to submit any report or document, Bank has to inform atleast 7 days before with list of documents needed for Audit purpose.</p>	<p>The Bank shall endeavour to provide prior intimation of audit/inspection visits. However, the Bank cannot commit to a minimum notice period of 24 hours, as certain audits, inspections, or regulatory visits may be unannounced or required at short notice.          Bank shall share the list of documents/information required in advance. However, the Bank cannot commit to a fixed notice period of seven (7) days, as the requirements may vary depending on the nature and urgency of the audit or inspection.</p>
16		<p>RFP clause :          Clause 5.8.viii- Miscellaneous- Page no 13 - Audit reports of people accessing the Server/Network rack should be available and submitted on quarterly basis/as and when requested by the Bank.</p>	<p>Query :          We can provide the details of NHB Officials / NHB authorized vendors accessing the server rooms. Kindly accept.</p>	<p>The bidder shall maintain and provide audit logs/reports of all access to the Bank's server /network rack area, including access by NHB officials, NHB-authorized vendors, and the bidder's authorized personnel, wherever applicable.</p>
17		<p>RFP clause :          Clause 5.8.ix Miscellaneous- Page no 13- Bidder to provide CCTV data of Bank server racks beyond 90 days on external storage media /private cloud through proper channel, only on request from Bank's authorized personnel. Bank will provide storage media.</p>	<p>Query :          Since Access Control system and CCTV infrastratuc is in shared shared environment hence we cant share footage with Bank due to other customer's Audit compliances. However Bank officials can come and check. We can provide seperate Register entries for Accessing Bank Infra.          Kindly Confirm and Accept the deviation.</p>	<p>The bidder shall ensure that CCTV footage pertaining to the Bank's server rack area is retained and made available to the Bank's authorized personnel upon request, in accordance with the security and confidentiality requirements.          Where the CCTV system is deployed in a shared environment, the bidder shall ensure that the footage shared with the Bank is restricted to the Bank's server rack area and/or appropriately masked or redacted to protect the confidentiality of other customers, wherever applicable.</p>

18		<p>RFP clause :          Clause 5.8.x Miscellaneous- Page no 13x - Vendor to provide Availability &amp; Performance reports as and when required by the Bank.</p>	<p>Query :          Please elaborate and specify, as we are providing COLO space to the Bank for hosting DR site.</p>	<p>The requirement pertains only to the services provided by the bidder under the scope of the RFP. Accordingly, the bidder shall provide availability and performance reports relating to the colocation infrastructure and associated services offered to the Bank, such as power, cooling, environmental conditions, network connectivity etc (where applicable).</p>
19		<p>RFP clause :          Clause 5.11.V Seating and Storage Area - Page no 14 - The Bank will require seating space at the DR site in the seating area. Bank anticipates the seating space for 1 Bank appointed personnel. vendor shall factor for at least 30 Square feet work area per seat. In addition, vendor should provide adequate space for the movement within the seating area. The cost should be provided for per seat per annum.</p>	<p>Query :          30 SqFT area for seating space per person may be high. Kindly Consider 15 Sq. Ft. area for one seating space which is sufficient space for seating &amp; movement within the seating area.</p>	<p>The requirement of at least 30 square feet per seat has been specified by the Bank to ensure adequate workspace, ease of movement, and operational convenience during Disaster Recovery operations. Accordingly, bidders are required to quote considering the minimum area specified in the RFP.</p>
20		<p>RFP clause :          Clause 5.11.XIII Seating and Storage Area - Page no 14 - CCTV footage will also be required for seating area.</p>	<p>Query :          We can provide Footage to be Viwed by Bank officails inside DC, However access can not be provided to Bank network, as its running on DC Private Network and due to security reason's as well. Kindly Confirm and Accept the deviation.</p>	<p>The Bank is not seeking direct access to the bidder's CCTV system or network. The bidder shall, upon request, make the CCTV footage of the Bank's designated seating area available to the Bank's authorized personnel at the Data Centre or through any other secure means acceptable to the Bank shall meet the requirement.</p>
21		<p>RFP clause :          Clause 10 - Annexure-V - Minimum Eligibility Criteria - Proposed DR Area to the Bank shouldn't be on either Ground Floor or the Top Floor of the building.</p>	<p>Query :          Kindly provide the relaxation on Groud floor and TOP floor clause.</p>	<p>The requirement that the proposed Disaster Recovery (DR) area shall not be located on the Ground Floor or the Top Floor of the building has been specified by the Bank as a risk mitigation measure to address physical security, environmental, and operational resilience considerations. Accordingly, no relaxation to this requirement is allowed, and bidders shall comply with the eligibility criterion as specified in the RFP.</p>

22		<p>RFP clause :  Clause - Annexure -IX: Commercial Bid Format - Page no 68  In future, the Bank may change its infrastructure, any requisite re-installation/ re-configuration of proposed solution will be done by the implementing vendor. No additional cost will be paid by the Bank for such support during the contract period. The Bank will extend coordination for such re-installations/ re-configuration.</p>	<p>Query :  In the future, the Bank may change its infrastructure housed within the Provider's colocation facility. Any requisite physical rack-and-stack, cable patching, or power connectivity adjustments for the proposed rack spaces will be supported by the Provider subject to the standard 'Remote Hands' policy and monthly hourly caps outlined in the Service Level Agreement (SLA).</p>	<p>The requirement is limited to activities that fall within the scope of services under the RFP.</p>
23		<p>RFP clause :  Clause - 5.2. 5.2. Server Room Area.xi - Page no 10  The vendor shall provide inter rack cabling between the Network rack and Server Racks as per the network designed finalized with the Bank's network. 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</p>	<p>Query :  Kindly provide the details of the cabling required like number of CAT6A, Multimode &amp; Single ports between the racks.</p>	<p>Bidder may visit the existing DR site of Bank for the solution design. Tentative structured cabling to be considered for full capacity of 2 active racks as below:  1. Network Rack 01 to Server Rack 01 - Copper  2. Network Rack 01 to Server Rack 01 - Fiber  24 ports copper cabling &amp; 24 ports fiber cabling with all necessary accessories to be considered. Any additional inter rack connection cabling for the 2 active racks shall be done by the bidder without any additional cost to the Bank.</p>
24		<p>RFP clause :  Clause - 5.2. 5.2. Server Room Area.xi - Page no 10  The vendor shall provide inter rack cabling between the Network rack and Server Racks as per the network designed finalized with the Bank's network. 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</p>	<p>Query :  This is to inform you that OM4 is only available for Multimode fiber cabling, for Singlemode OS2 cables will be provisioned. Hope this will be acceptable.</p>	<p>The requirement pertains to inter-rack copper and fibre cabling between the Network Rack and the Server Rack(s) within the Bank's allocated colocation space. Accordingly, the bidder shall provide: CAT6A cables for copper connectivity; OM4 multimode fibre cables wherever multimode connectivity is required; and OS2 single-mode fibre cables wherever single-mode connectivity is required. All associated patch panels/LIUs shall be fully populated with the appropriate CAT6A, OM4, and OS2 patch cords, as applicable in accordance with the Bank's finalized network design. The bidder shall ensure proper routing, termination, testing, and labeling of all inter-rack cabling.</p>

Sd/-  
I.T. Department,  
NHB, New Delhi.  
July 06, 2026.