

No.	Page no	Relevant Clause of the RFP	Clause	Query	Bank's Reply
1	70	Technical Evaluation Parameters Pint no 4	Total value (₹ in Crores) of Single Purchase Order of Managed IT Infrastructure Services and Comprehensive Annual Maintenance executed in the last 7 years Documentary Evidence required: Copy of Work order/agreement along with completion certificate for completed projects. Max. Marks 10 >= 60 Crores...10 > 20 and <=60 Crores....6 >=10 and <=20 Crores....3	If the Purchase order is for supply, installation and maintenance . The PO will accepted for this clause ...Please clarify..	Purchase order of Managed IT Infrastructure Services and Comprehensive Annual Maintenance will be accepted.
2	70	Point no 8	Number of certified engineers, atleast CCNA, on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory	As this RFP is mainly for Datacentre , We request NHB to consider technically qualified engineers as they are also capable of fulfilling this type of SOW	Kindly refer corrigendum
3	50	6.47. Minimum qualification and experience of key resources	There are 9 different minimum qualification for key resources are mentioned. AS per RFP there will be 5 resources for Delhi and Mumbai. Rest location will be on call basis.	Please share the purpose of mentioning "Minimum qualification and experience of key resources"	Mentioned qualification criteria is comprehensive which applies to off-site engineers also.
4	91	Point no 7	The Bidder should have Direct Support offices in Delhi/NCR & Mumbai and should be able to provide support and maintenance (directly/indirectly) at other locations viz. Chandigarh, Jaipur, Lucknow, Patna, Ahmedabad, Kolkata, Guwahati, Bhopal, Raipur, Bhubaneswar, Hyderabad, Bengaluru, Ranchi, Chennai, Thiruvananthapuram, Jammu, Nagpur and Vijaywada	We have pan India presence and we provide RE to customer site. We request NHB to remove Direct support office clause Delhi/NCR & Mumbai	Please be guided by RFP
5			We request NHB to share BOQ with complete specification Location wise it will help US to plan properly.	It will help us plan in proper manner to maintain SLA. we need to know hardware support also required for Biometrics Devices ,I phone and tablet PC after warranty overs	Complete list of devices is enclosed as Appendices 1 to 4. Kindly refer Additional Document 1 of GeM bid. For, further details, bidder may visit the NHB office.
6			We request NHB to share BOQ with complete specification Location wise it will help US to plan properly.	we need to know hardware support also required for Biometrics Devices ,I phone and tablet PC after warranty overs	Yes
7			IN BOQ few Line items are still under warranty.	We request NHB to share details of warranty . What will be the SOW for bidder, Request to share complete scope for the bidder for the products under warranty,	Bidder has to manage complete infrastructure. However, bank will pay AMC charges after expiry of present warranty.
8				Request NHB to clarify the penalty clause for Hardware under OEM warranty and we had to do the Call coordination	Please be guided by RFP.
9		Section 5(C) & Appendix 4		Kindly confirm whether the list of network devices in Appendix 4 is complete and whether any additional switches, firewalls, routers, WLCs, NAC, load balancers or SD-WAN appliances will be added during the contract period.	Bank may procure additional devices during the contract period.
10		Section 6.6 (DC & DR Management)		Kindly clarify whether the 99.99% monthly uptime SLA for DC applies to the entire DC infrastructure as a single service or separately to power, cooling, compute, storage, network and security layers.	Uptime will be calculated individually.
11		Section 6.6.6 & 6.6.7		Kindly confirm whether preventive and corrective maintenance activities for facilities equipment (UPS, HVAC, fire suppression, access control, CCTV) are in scope only if DC remains at NHB premises, and whether consumables (filters, fire-extinguisher gas, etc.) will be reimbursed on actuals with supporting bills.	Yes. For consumable please refer RFP
12		Section 6.7 (Support for IT Transformation and Hybrid Cloud Adoption)		Kindly clarify whether cloud transformation activities (containerisation, CI/CD DevSecOps, .NET/Python modernisation, PaaS migration) are included in the fixed managed-services price or will be ordered and paid separately on a rate-card or per-project basis.	These are included in Scope of work
13		Section 6.12 (Server Administration) & 6.13 (DBA Services)		Kindly confirm whether the bidder is responsible for application-level troubleshooting and code-level SQL tuning, or only for infrastructure, OS, database engine, performance and availability management.	Please be guided by RFP.
14		Section 6.15 (EDR/XDR) & 6.19 (Security Administration)		Kindly provide the exact product names, versions, licence counts and support status for EDR/XDR, SIEM, SOAR, WAF, NAC, ZTNA, PAM and proxy/WGS currently deployed, and confirm whether SOC monitoring and incident response are in scope for the bidder.	1. Sophos XDR Licenses - 800 2. SIEM & SOAR are implemented as Managed Service 3. WAF- Prophaze 4. NAC - Aruba 5. PAM - Arcon 6. Proxy solution - Forcepoint SOC is already implemented as Managed Service, however bidder is to closed incidents pertaining to SOC.
15		Section 6.44–6.48 (Staffing Requirements)		Kindly provide the minimum onsite resource deployment by role and location (DC, DR, service desk, EUC, network, security, DBA, backup, storage, virtualization, M365/Entra ID, EMS tools), and clarify whether remote/shared experts are permitted for specialised skills subject to meeting SLA.	Please be guided by RFP.

16		Section 6.45 (Minimum Onsite Resources) & 6.46 (Service Window)		Kindly confirm the exact service window and staffing model for DC (24x7), DR, service desk, network/security operations and EUC support, including holidays and after-hours support.	Please be guided by RFP.
17		Clause 6.45 mandates only 5 onsite resources (4 Delhi + 1 Mumbai), but Clause 6.47 defines minimum qualifications for 9 distinct key roles (PM, Ops Team Lead-L3, Server Engineer-L3, Server Engineer-L2, Network Engineer-L2, Helpdesk Executive, Facility Manager, Technical Assistant, IT Solution Architect).		Kindly clarify which of the 9 key roles under Clause 6.47 are required to be deployed onsite (within the 5-resource minimum) versus offsite/remote, and specifically how DR-site (Mumbai) coverage is expected across L1/L2/L3 with only 1 onsite resource. and, call-basis include how many calls per week/per month domain wise?	Mentioned qualification are comprehensive. These are the minimum onsite resources. Bidder may increase the same to maintain SLA without additional cost to the bank. Average monthly incidents & service requests - 1300
18		10.12 Earnest Money Deposit (EMD) I. For Non-MSME Bidders: (a) All the Bids must be accompanied by a refundable interest free security deposit of Rs.20,00,000/- (Rs. Twenty Lakh only), by way of an e-payment in favour of National using Bank		Sir, we have thoroughly reviewed the Request for Proposal (RFP) and wish to highlight the clauses pertaining to Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG). We respectfully submit that the tender conditions may be amended to explicitly accept Insurance Surety Bonds as a valid and equivalent substitute for conventional instruments such as Bank Guarantees, Demand Drafts, online payments, and other specified forms of Bid Security and Performance Security. In support of this request, kindly refer to the following Government notifications: Ministry of Finance Office Memorandum No. F.1/1/2022-PPD dated February 2, 2022, which amended Rules 170(i) and 171(i) of the General Financial Rules (GFR) 2017 to formally include Insurance Surety Bonds as an acceptable form of both Bid Security and Performance Security. Government e-Marketplace (GeM) General Terms and Conditions (GTC) 4.0, Version 1.29 dated March 25, 2026, which operates in full conformity with GFR 2017 to formally include Insurance Surety Bonds as an acceptable form of both Bid Security and Performance Security. Accordingly, we request the Authority to issue an appropriate corrigendum to the RFP, clarifying that Insurance Surety Bonds, issued by IRDAI-authorized insurers, shall be accepted in lieu of online payments, Demand Drafts, and Bank Guarantees for EMD/Bid Security, as well as for PBG/Performance Security, in line with prevailing Government procurement policies.	GFR guidelines will be applicable
19		Technical Evaluation Parameters / Clause 8 / Page 8	Number of certified engineers, atleast CCNA, on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) More than 50 engineers 10 Marks >26 to 50 engineers 6 Marks 10-25 engineers 3 marks	Request for Amending as Number of certified engineers, atleast CCNA or equivalent , on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) More than 25 engineers 10 Marks > 15 to 25 engineers 6 Marks 5-15 engineers 3 marks	Kindly refer corrigendum
20		6. Scope of Work / Page 13	Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems	1. Kindly confirm the list of monitoring & management tools available with NHB. 2. Whether NHB shall bear the license / subscription renewal charges for the tools? 3. What are the additional tools to be deployed by the vendor for monitoring & management of devices?	1. At present, bank is using Manage Engine Service Desk Plus, OP Manager, AD360, Endpoint Central. Kindly refer RFP for existing infrastructure. 2. Yes. License/subscription renewal costs for NHB-owned monitoring and management tools currently deployed in the environment shall be borne by NHB. However, if the bidder proposes deployment of any additional tool(s) to fulfill the scope, SLA commitments, reporting requirements, automation requirements, or operational obligations under the contract, the associated licensing, subscription, implementation, maintenance, and support costs shall be included in the bidder's quoted prices

21		6. Scope of Work / Page 13	Leverage automation and orchestration tools to reduce manual intervention, improve operational efficiency, enable proactive monitoring, and streamline IT operations and service delivery.	Any automation and orchestration tools are available now with NHB?	The existing tool (ME) provides option to automate and streamline the It funtion through configuration , workflow, schedule task, script and integration. The bidder is expected to leverage such tools for automation and orchestration.
22		6.1. Project Management and Governance / Page 14	i) The Bidder shall deploy Project Manager(s) at Bank's Head Office at New Delhi on weekly basis and on call basis. The Project Manager will manage the project as a whole and act as an interface between Bank and Bidder during the contract period. He will be single point of contact on behalf of Bidder.	Kindly confirm the Qualification / Experience / Certification required for the Project Manager.	Refer Section 6.47 of RFP
23		6.2. Project Manager – Roles and Responsibilities / Page 15	b) To conduct periodic audits for identifying risks, quality of service and advise mitiga-tion strategy. Frequency of such audits should be at least quarterly.	Assume that no third party audits are required. Kindly confirm.	No third party audit is required.
24		6.5. Service / Help Desk / Page 16	Shall provide "ownership-to-resolution" of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system	1. Kindly confirm the deployment location for Helpdesk team. 2. Assume that NHB shall provide necessary Software / Hardware / Communication / Seating infra for the Helpdesk team. 3. Kindly share the number of resources required for Helpdesk activities and the support timing for them.	The location is HO and MRO for the helpdesk. NHB will provide the desktop, hardware, seating infra to the helpdesk Please refer the bid document section 6.44 to 6.48
25		6.5. Service / Help Desk / Page 16	The Bank is currently using Manage Engine Products - ServiceDesk Plus, OpMan-ager, AD Manager Plus, AD Audit Plus, AD Self Service Plus, Endpoint Central and Recovery Manager Plus. The Bidder should continue to use these products to map processes. The Bidder can suggest additional tools to improve performance.	Assume NHB shall bear the license / subscription renewal charges for the tools. Kindly confirm.	Yes, The successful bidder shall leverage and continue to utilize the existing deployed solutions. The bidder may recommend deployment of additional tools at its own cost.
26		6.5. Service / Help Desk / Page 17	Bidder must configure and update the knowledgebase (license being procured), SOPs on regular basis for all the services under the scope of this project.	Kindly share the details of SOPs are currently available.	SOP will be shared with successful bidder only.
27		6.5. Service / Help Desk / Page 17	In addition to the normal duties, the helpdesk shall be required to provide IT support to the residence of the senior executives at New Delhi. The helpdesk executive should have knowledge of handling all types of end-user devices viz. PC, Laptop, Printer, Scanner, iPad, Tablets, mobiles (with different operating system & make), internet and should also have appropriate skills, communication skills, aptitude and experi-ence in handling requests of senior executives. This also includes liasoning of Internet service provider and WiFi vendor and restoration of failed services.	Whether it required to provide on-site support to these sites or on remote?	Support shall be provided through a combination of remote and on-site assistance. The Service Provider shall provide on-site support at the residences of designated senior executives in New Delhi whenever required by the Bank or when remote resolution is not feasible. Such support shall form part of the contracted services and shall not attract any additional cost to the Bank.
28		6.5. Service / Help Desk / Page 17	The helpdesk services may be required on Bank Holidays/Sundays/Gazetted Holi-days and beyond the specified service window.	Kindly confirm the support timing for the Helpdesk team.	Please be guided by RFP
29		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 18	6.6.2 Successful bidder will undertake Managed IT Infrastructure service for Data Cen-tre Infrastructure onsite on 24x7 basis. The work involves monitoring, operations and management of Data Centre Infrastructure with 99.99 % up time measured on monthly basis. All the critical calls will be attended at response time 10 minutes.	1. Kindly confirm the category wise list of resources required for DC / DR management. 2. Also confirm the shift details for these resources.	Please be guided by RFP
30		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 18	6.6.4 As this is a comprehensive contract, maintenance of equipment and replacement of all new original spares in original packing for proper functioning of all systems and includes all Hardware (both under warranty and not under warranty). It ex-cludes the direct material cost of under-warranty equipment. The services consist of preventive and corrective maintenance and include carrying out necessary re-pairs.	Assume that the warranty vendor shall arrange the spare for the systems under warranty and we have to extend skill support only. Kindly confirm.	Please be guided by RFP
31		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 19	1. Maintenance of the necessary basic Infrastructure like UPS, Stabilizers and Air-Con-ditioning System, Security & Fire Alarm System, WLD, Rodent repellent system, Elec-trical work like Lighting system, power cabling etc, Fire Detection and Control system, Power Cabling, etc. List of the Data Centre equipment is provided in Appendix – 2.	Kindly share the current OEM B2B details for these devices and details of devices required B2B as mandatory.	Kindly refer corrigendum
32		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 19	3. To monitor, manage and troubleshoot the various components of the data centre in-frastructure components including Power, Precision Air-conditioning system, Fire De-tection System, Smoke Detection System, Access Control, Surveillance System etc. and to provide the first level support in case of any issues.	Kindly share the current OEM B2B details for these devices and details of devices required B2B as mandatory.	Kindly refer corrigendum
33		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 19	4. Payment towards consumables like filters, fire extinguisher gas, etc shall be reim-bursed on actual basis on production of relevant bills.	Kindly confirm the complete list of consumables excluded in the contract.	Please be guided by RFP
34		6.8. Directory Services (AD / Lightweight Directory Access Protocol (LDAP)) / Page 21	6.8.1 Migration Execution & Testing	Assume that we have to deploy additional skilled resources to do the Migration Execution & Testing activities like cloud support and will be chargeable on actual basis.	Please be guided by RFP
35		6.12. Server Administration/ Management / Page 23	6.12.8 Regular backup of servers as per backup policies of Bank and its restoration as and when required by Bank with appropriate permissions. Proper check of restor-ability of backup media needs to be carried out periodically as defined by Bank.	Kindly confirm whether the required backup solution and backup appliance are available with the customer for implementing the backup policy.	Yes, bank has backup solution. The prospective bidder has to comply the backup policy.
36		6.12. Server Administration/ Management / Page 23	6.12.20 Installation of other software e.g., Application Server (IIS/Tomcat/JBoss/ Applica-tion Server), IBM Websphere application server, Middleware tools, Web services, Security software(s) etc.	Assume that NHB shall arrange the required software and licenses for the installation. Kindly confirm.	Yes

37		6.13. Database Administration (DBA) Services / Page 24	Bidder will provide Database administration services including performance monitoring, performance tuning/ optimization, predictive maintenance of table spaces, log files, etc. as also administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.	1. Kindly share the details of Databases are supported. 2. Whether it required on-site DBA support or remote support allowed?	SQL Server, Oracle but could be cloud based RDBMS in future Bank needs support to be provided, both modes are ok.
38		6.15. EDR/XDR Manage, Operate & Monitors / Page 26	Bank is currently using EDR/XDR software installed on Servers and desktops across the Bank. Sophos management service includes virus detection, eradication, logon administration, synchronization across servers / PCs / Laptops and support for required security classifications. The scope of services is applicable to all current and future versions of the EDR/XDR software.	Whether we have to provide on-site support for the end-user devices for installing and configuring the EDR/XDR software?	On site support if any needed should be handled by the team deployed at HO/MRO. Rest can be worked out on remote.
39		6.27. Disaster Recovery (DR) Site Management services / Page 36	1. Currently Bank has a DR Site at its Mumbai Regional Office with necessary infrastructure.	1. Kindly confirm the category wise list of resources required for DR management. 2. Also confirm the shift details for these resources.	DC/DR should be managed remotely.
40		6.28. Server and Desktop management services / Page 37	1. Desktop management includes all IT equipment such as PCs, Laptops, iPads, tablets, smart devices, printers, scanners and other computing devices and peripherals etc.	Whether we have to provide spares in case of spare failures?	Yes, the cost of spare will be reimbursed on the production of valid invoices.
41		6.30. Install, Moves, Adds, Changes (IMAC) Services / Page 39	ii. In case of shifting between other offices, Bidder will coordinate with packer, insurer and courier (identified by Bank) for movement of these items and arrange for installation at destination. In case, Bank desires to shift any system from one place to another, an engineer will be made available by the bidder for the purpose of dismantling, pre-shifting inspection, post-shifting installation etc.	Assume that the shifting charges shall bear by NHB. Kindly confirm.	Yes
42		6.31. Asset/ Inventory Management / Page 39	Protecting Bank's investment in a computerized environment spread across multiple locations comprising of all the existing assets and also newly procured assets during the contract period. Bidder should provide Asset Tracking and Management Services to this end and should coordinate and ensure the regular updation of inventory databases for both software and hardware and keep it upto date irrespective of availability of EMS tool.	Assume that Physical Asset Verification at all offices are required on quarterly basis. Kindly confirm.	Yes
43		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	1. Comprehensive AMC Services for various items like Data Centre equipment, Servers, network devices, Switches, PCs, Laptops, Printers, Scanners, Tablets, iPads etc at all Bank's locations are required with effect from start of the contract. Office-wise details of the items along with the effective end date of AMC are given in Appendices 1 to 4.	Office details are not available in the Appendices, Kindly share the same.	Office address is available at NHB official website.
44		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	2. Any equipment coming out of warranty/AMC with third party shall automatically come under Comprehensive AMC with the Bidder from the next date of the expiry of warranty/AMC. Therefore, all such items must be taken into consideration for AMC calculation for the remaining period of the contract.	Kindly share the current OEM B2B details for these devices and details of devices required B2B as mandatory.	Kindly refer corrigendum
45		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	5. Bidder will be required to provide AMC for hardware items directly or through the respective OEM vendor as per the Support Category indicated in Para 6.40(23). The AMC renewal certificate is required to be submitted to Bank. The type of maintenance will be fully comprehensive on-site including repair/replacement of parts or full item in case not repairable with same or better configuration/technical specifications. Maintenance Services shall consist of preventive and breakdown maintenance of Servers and Network hardware etc. at all Bank's locations.	Kindly share the office wise asset details.	Details will be shared with the successful bidder.
46		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	9. If the Bank acquires new IT asset(s) in: • Support Category 'B' as a replacement of current IT assets after expiry of Warranty and post implementation of FM services (after the expiry of essential warranty period) or purchased (count not more than 15% of current assets) and Bank decides to go for AMC of these items with Bidder, Bank will not pay any additional charges for the same. In case the count is more than 15% of current assets, rate for the same will be determined based on the quoted AMC rate already decided for similar other item.	Means the vendor has to provide support for these devices without any payment. Kindly confirm.	Yes
47		6.40. LAN Management / Page 45	6. Assisting Bank's offices in getting faulty points/cables etc. repaired/replaced, structured cabling. 7. Assisting Bank's offices in LAN cabling (structured) during shifting of premises/ modification at existing location.	Assume that the required LAN accessories shall be arranged by NHB for LAN management. Kindly confirm.	Yes
48		6.41. Miscellaneous services / 46	5. In the event of shifting/colocation of Data Centre and/or DR Site by the Bank, the bidder would be required to relocate/provide few resources at the new site as per the requirements. Bidder will also be required to ensure de-installation of all the hardware, supervise packing/transportation and installation/commission of equipment at new location. No extra cost will be borne by the Bank for the same. However, packing and transportation will be arranged by Bank separately. 6. In the event of adding new office/relocation of existing office, the Bidder would depute engineer(s) for de-installation of all the hardware, supervise packing/transportation and installation/commission of equipment at new location. No extra cost will be borne by Bank for the same. However, packing and transportation will be arranged by Bank separately. 7. In the event of adding new office/relocation of existing office at any location by Bank, order for support required from the Bidder will be placed well in advance at the same terms and conditions. The Bidder shall assist Bank in setting up of LAN (cabling, I/O fixing etc.), coordinate with network vendor for setting up of WAN connectivity etc. No additional cost would be paid for the same.	Assume that we can utilise the existing resources for these activities without deploying additional. Kindly confirm.	Yes

49		7. Audit Requirements / Page 55	Any audit exercise, including but not limited to VAPT/Internal Audit/External Audit/IS Audit/RBI/Regulatory Audit etc. when conducted, it shall be the Successful bidder's responsibility to rectify the gaps unearthed during these audit exercises at no additional cost to the bank during the contract period. Further, it shall be the responsibility of the selected bidder to close/comply with the audit observations as per the Bank's policy. No additional cost would be paid by Bank.	Assume that all audit charges shall be bear by NHB. Kindly confirm.	Yes
50			General Query	Kindly confirm any spare retention policy applicable under the contract.	Bidder may decide to maintain SLA
51		Proposed Active Directory Management / Clause 6.3 / Page 9	Sites Head Office = Delhi Regional Offices = 19	Please confirm the Inventory/Users at RO, for proper planning of resources. Please provide the exact resource count breakdown and shift schedules required on-site at New Delhi HO and Mumbai DR Site during operational hours.	Please be guided by RFP
52		Asset/ Inventory Management / Clause 6.31 / Page 40	Asset/ Inventory Management Asset tagging (Labeling/Barcoding). While maintaining the existing asset tags, the Bidder shall also arrange to print the asset tags in Bank's prescribed format for new IT hardware procured during the contract period and fix the tags on respective items.	Please confirm, asset tags/labelling are available on existing inventory. Please confirm for new inventory, whether the assets tags to be print by vendor outside the bank.	Current inventory is already having the asset tag, vendor needs to maintain and print the tag in the office.
53		Comprehensive Annual Maintenance Contract (AMC) Services / Clause 6.39 / Page 45	In case of printers, AMC shall also cover replacement of Printer Head, Fuser Assembly of Printers (including Teflon Sleeve and Pressure roller)	Please confirm, Toner or Cartridge should be of original OEM make and Damage /Torn parts will not be covered.	NHB will provide Toner or Cartridge.
54		LAN Management / Clause 6.40 / Page 45	LAN Management Labelling and tagging of all the patch panels, cables, network equipment like Routers, switches, in-door units, out-door units etc. Tags for cables to be brought in by the Bidder and no additional cost whatsoever would be paid by Bank.	Whether labelling/tagging is done/available on existing inventory.	Yes
55		LAN Management / Clause 6.40 / Page 45	Checking of non-working LAN points in case of any fault.	Please confirm, scope is limited to fault finding only or repairing/replacement of N/W cable, I/O is also included.	In case of fault bidder needs to replace it. The cost of parts will be reimbursed on production of valid invoice.
56		Asset/ Inventory Management / Clause 6.31 / Page 46	Along with Asset inventory, the Bidder shall be responsible for maintaining stock of the consumable inventory (such as cartridges, pen drive etc.). The Bidder must ensure that adequate consumables are available in store and should alert the Bank in advance before the exhaustion of stock.	Please confirm, whether vendor has access to such details and such data to be manage for PAN India site.	Yes
57		Minimum Educational Qualifications / Clause 6.47 / Page 50	Minimum Educational Qualifications B.E./B.Tech/MCA/MBA/MSc (IT) from a recognized institute/ university and ITIL, MCP, MCITP, MSCA/CCNA certifications.	Please confirm whether all Certifications are required or any will work	Please be guided by RFP
58		Resource Deployment / Clause 6.48 / Page 53	Resource Deployment A resource shall be considered absent if allowed leave of absence has already been availed for the month and no standby resource has been arranged by the Bidder.	How many leaves are approved to engineers without backup/standby resource	refer section 14.3 of RFP
59		Scope / Pg. 13	Comprehensive AMC for IT devices/equipment	Please confirm the detailed inventory of IT devices covered under AMC (OEM, models, age).	Please refer the RFP
60		Scope / Pg. 13	Outsourcing IT Infra Services for DC & DR	What is the current DC/DR setup (location, capacity, OEM)? Is migration part of scope?	At present its HO and DR in Mumbai
61		Scope / Pg. 13	Contract period of 5 years	Is there provision for extension beyond 5 years?	Please be guided by RFP
62		SLA / Pg. 77	Service Provider to ensure availability	Please share defined SLA metrics (uptime %, MTTR, MTBF).	Please be guided by RFP
63		SLA / Pg. 79	Performance & Security	Are penalties defined for SLA breaches? If yes, please specify.	Please be guided by RFP
64		DC & DR Management / Pg. 17	Data Centre & Disaster Recovery Site Management	Should bidder propose new DC/DR tools or leverage existing?	Please be guided by RFP
65		Hybrid Cloud / Pg. 20	Support for IT Transformation & Hybrid Cloud Adoption	Which CSPs are preferred for hybrid cloud adoption (AWS, Azure, GCP)?	Bank may procure any one.
66		Server Administration / Pg. 22	Server Administration/Management	What is the expected OS mix (Windows, Linux, Kubernetes)? Should bidder propose upgrades?	Majority of servers are on Windows Server.
67		Database Administration / Pg. 24	Database Administration (DBA) Services	Please confirm DB versions (SQL, Oracle). Should bidder include license upgrades?	Please be guided by RFP
68		Virtualization / Pg. 26	Server Virtualization Services	Which hypervisor is currently deployed (VMware, Hyper-V, KVM)?	Please be guided by RFP
69		Backup / Pg. 29	Backup/Restore Management	What is the current RPO/RTO requirement? Should bidder propose new backup solution?	Please be guided by RFP
70		Storage / Pg. 30	Storage Administration and Management	Please confirm SAN/NAS OEMs. Is expansion planned during contract?	Bank is using NetApp at DC and Hitachi at DR.
71		Network / Pg. 32	Network Management Services	What is the current NAC/Wi-Fi controller setup? Should bidder integrate or replace?	Please be guided by RFP
72		Governance / Pg. 14	Project Management and Governance	What is the frequency of governance meetings (monthly/quarterly)?	Please be guided by RFP
73		Reporting / Pg. 47	Reporting Activities	What is the preferred reporting format (Excel, PDF, dashboard)?	Please be guided by RFP
74		Commercial / Pg. 73	TCO basis	Should pricing be outcome-based, fixed-price, or T&M?	Please be guided by RFP
75		Commercial / Pg. 74	Payment terms	What are the payment milestones (quarterly/annual)?	Please check payment terms section of RFP
76		Commercial / Pg. 55	Statutory & Regulatory Compliance	Are ISO 27001/ITIL certifications mandatory?	Please be guided by RFP

77		Commercial / Pg. 55	RBI Guidelines	Are there specific RBI circulars to be complied with (e.g., IT outsourcing, cloud adoption)?	The successful bidder shall comply with all applicable RBI, Government of India, CERT-In, and other regulatory/cybersecurity guidelines, advisories, directives, and frameworks in force during the contract period
78		Transition / Pg. 15	Transition Management	What is the expected transition timeline (30/60/90 days)? Should KT sessions be documented?	Please be guided by RFP
79		Technical Evaluation Parameters / Clause 8 / Page 8	Number of certified engineers, atleast CCNA, on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) More than 50 engineers 10 Marks >26 to 50 engineers 6 Marks 10-25 engineers 3 marks	Request for Amending as Number of certified engineers, atleast CCNA or equivalent , on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) More than 25 engineers 10 Marks > 15 to 25 engineers 6 Marks 5-15 engineers 3 marks	Kindly refer corrigendum
80		6.6. Data Centre (DC) and Disaster Recovery Site (DR) management / Page 18	6.6.4 As this is a comprehensive contract, maintenance of equipment and replacement of all new original spares in original packing for proper functioning of all systems and includes all Hardware (both under warranty and not under warranty). It excludes the direct material cost of under-warranty equipment. The services consist of preventive and corrective maintenance and include carrying out necessary re-pairs.	Assume that we have to extend FMS support only for the warranty items and the warranty vendor shall arrange the spare in case of failure. Kindly confirm.	Please be guided by RFP
81		6.17. Back Up / Restore Management / Page 29	5. Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fireproof cabinets.	Whether NHB shall provide conveyance for media management at on-site and off-site?	NHB will provide vaulting
82		6.30. Install, Moves, Adds, Changes (IMAC) Services / Page 39	ii. In case of shifting between other offices, Bidder will coordinate with packer, insurer and courier (identified by Bank) for movement of these items and arrange for installation at destination. In case, Bank desires to shift any system from one place to another, an engineer will be made available by the bidder for the purpose of dismantling, pre-shifting inspection, post-shift-ing installation etc.	Assume that the shifting charges shall bear by NHB. Kindly confirm.	Yes
83		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	1. Comprehensive AMC Services for various items like Data Centre equipment, Servers, network devices, Switches, PCs, Laptops, Printers, Scanners, Tablets, iPads etc at all Bank's locations are required with effect from start of the contract. Office-wise details of the items along with the effective end date of AMC are given in Appendices 1 to 4.	Office wise asset details are not available in the Appendices, Kindly share the same.	Please be guided by RFP
84		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 43	9. If the Bank acquires new IT asset(s) in: • Support Category 'B' as a replacement of current IT assets after expiry of War-ranty and post implementation of FM services (after the expiry of essential war-ranty period) or purchased (count not more than 15% of current assets) and Bank decides to go for AMC of these items with Bidder, Bank will not pay any additional charges for the same. In case the count is more than 15% of current assets, rate for the same will be determined based on the quoted AMC rate already decided for similar other item.	Kindly amend the term as "AMC charges shall be paid on pro-rata basis for the newly added items".	Please be guided by RFP
85		6.39. Comprehensive Annual Maintenance Contract (AMC) Services / Page 45	22. The AMC should include all parts of all items except consumables. In case of any component failures, the same shall be replaced by the Bidder with a new or equivalent capacity.	Kindly treat the below items also as consumables and exclude from CAMC, Laptop battery, UPS battery and PAC gas.	Please be guided by RFP
86		6.40. LAN Management / Page 45	6. Assisting Bank's offices in getting faulty points/cables etc. repaired/replaced, structured cabling. 7. Assisting Bank's offices in LAN cabling (structured) during shifting of premises/ modification at existing location.	Assume that the required LAN accessories shall be arranged by NHB for LAN management. Kindly confirm.	Yes
87		8. Deliverables / Page 56	3. The Bidder/OEM should ensure to provide products which do not have End-of-Sup-port/End-of-Life before 5 years from the date of Acceptance. If the OEM is unable to provide support for the above period, the OEM should upgrade the component/ sub-component with an alternative that is acceptable to the NHB at no additional cost to and without causing any performance degradation and/or project delays. Accordingly, a written undertaking should be submitted by the OEM.	Kindly provide more clarity on the mentioned term. Assume that NHB will procure new devices to replace the existing devices that have been declared End of Service Life (EOSL) by the OEM.	Please be guided by RFP
88		Table 1: Cost of CAMC of all Hardware for 5 years / Page 97	Bank is in process of co-location of DC within Delhi/NCR, CAMC cost of Data Center Devices will be removed after completion of colocation activity.	As per RFP, the DC devices are under "Support Category 'A' - To be Managed by Bidder and supported by OEM on 24*7 basis through back-to-back agreement by Bidder". In this case, the vendor is required to make an upfront payment to the OEM to ensure B2B alignment. However, our payments are released by NHB on a quarterly arrears basis. Consequently, the removal of assets before completion of the first year would result in a significant financial loss to the vendor. Hence, we request you to kindly amend the relevant term to allow the assets to be removed only after completion of one year.	Please be guided by RFP

89		Asset/ Inventory Management / Clause 6.31 / Page 40	Asset/ Inventory Management Asset tagging (Labeling/Barcoding). While maintaining the existing asset tags, the Bidder shall also arrange to print the asset tags in Bank's prescribed format for new IT hardware procured during the contract period and fix the tags on respective items.	Please confirm, asset tags/labelling are available on existing inventory. Please confirm for new inventory, whether the assets tags to be print by vendor outside the bank.	The existing IT assets are generally tagged/labeled. However, bidders are advised to undertake their own verification during the transition phase. The bidder may print/procure asset tags from outside the Bank, if required. The cost of such tagging/labeling activities shall be deemed included in the contract price, and no separate payment shall be made by NHB for the same.
90		Comprehensive Annual Maintenance Contract (AMC) Services / Clause 6.39 / Page 45	In case of printers, AMC shall also cover replacement of Printer Head, Fuser Assembly of Printers (including Teflon Sleeve and Pressure roller)	Please confirm, Toner or Cartridge should be of original OEM make and Damage/Torn parts will not be covered.	NHB will provide Toner or Cartridge.
91		LAN Management / Clause 6.40 / Page 45	LAN Management Labelling and tagging of all the patch panels, cables, network equipment like Routers, switches, in-door units, out-door units etc. Tags for cables to be brought in by the Bidder and no additional cost whatsoever would be paid by Bank.	Whether labelling/tagging is done/available on existing inventory.	The existing IT assets are generally tagged/labeled. However, bidders are advised to undertake their own verification during the transition phase.
92		14. Service Level Agreement and Penalty		The caping is maximum of 10% which is very high as per industry standard.10% is very high as per industry standards. Also the SLA penalty calculation is not clear.	Please be guided by RFP
93		ZTNA - Manage, Operate & Monitor		Which ZTNA and Secure Web Gateway (SWG) platforms are currently deployed, or what OEM solutions are preferred (e.g., Zscaler Private Access/Internet Access, Palo Alto Prisma Access, Cloudflare One, Cisco Secure Access)?	1. Sophos XDR Licenses - 800 2. SIEM & SOAR are implemented as Manage Service 3. WAF- Prophaze 4. NAC - Aruba 5. PAM - Arcon 6. Proxy solution - Forcepoint
94		ZTNA - Manage, Operate & Monitor		Are connectors/gateways hosted on-premises, in private data centers, or across public clouds (AWS, Azure, GCP)?	Bank is in process of procurement of ZTNA. At present bank is using Array VPN solution
95		ZTNA - Manage, Operate & Monitor		What is the current count and geographical distribution of access connectors and gateways?	Bank is in process of procurement of ZTNA. At present bank is using Array VPN solution
96		ZTNA - Manage, Operate & Monitor		What is the total endpoint count across OS platforms?	Bank is in process of procurement of ZTNA. At present bank is using Array VPN solution
97		ZTNA - Manage, Operate & Monitor		Is this an operational takeover of an existing ZTNA/posture setup, or a greenfield implementation and baseline establishment?	Bank is in process of procurement of ZTNA. At present bank is using Array VPN solution
98		ZTNA - Manage, Operate & Monitor		Please confirm the ZTNA applications	Bank is in process of procurement of ZTNA. At present bank is using Array VPN solution
99		Web Gateway Security Management		What is the OEM and model of the deployed Web Gateway Security (WGS) appliances (e.g., McAfee Enterprise WG, Broadcom/Symantec ASG, Forcepoint WG, Zscaler, Cisco WSA)?	Bank is using Forcepoint
100		Web Gateway Security Management		How many appliances (physical or virtual) are in scope across Primary, Secondary, DR, or regional locations?	3VM, 1 FSM,1 Proxy,1 DB
101		Web Gateway Security Management		Please confirm the total number of users	550
102		Web Gateway Security Management		What is the average volume of operational requests per week for website blocking/unblocking, download restrictions, or port allowances?	100
103		Web Application Firewall (WAF) - Manage, Operate & Monitor		Is Prophaze WAF deployed as a Kubernetes-native containerized solution (on-premises/cloud k8s cluster), standard VMs, or a managed cloud service?	It is deployed on standard VMs.
104		Web Application Firewall (WAF) - Manage, Operate & Monitor		How many Prophaze WAF nodes or clusters are currently in production, DR, and testing/UAT environments?	WAF is hosted on 9 VMs (6 DC & 3 DR)
105		Web Application Firewall (WAF) - Manage, Operate & Monitor		How many web applications and APIs are currently protected behind Prophaze WAF?	Currently 30 applications are onboarded in WAF.
106		Web Application Firewall (WAF) - Manage, Operate & Monitor		What is the anticipated frequency or volume of new application onboardings and decommissionings per month?	The onboarding and decommissioning of applications shall be carried out on an as-required basis during the contract period.
107		Web Application Firewall (WAF) - Manage, Operate & Monitor		What mode are the majority of applications currently running in (e.g., Blocking/Enforcement mode or Detection/Monitoring mode)?	Majority of applications are running in blocking mode.

108		Mail Administration and Management		What is the total user count and active mailbox volume currently managed within Office 365?	Kindly refer section 5 of RFP
109		Device Management (Intune / MDM / Autopilot / Imaging)		What is the total count of endpoints currently managed across the Bank?	Please be guided by RFP
110		Device Management (Intune / MDM / Autopilot / Imaging)		What is the distribution of end-user personas across the organization?	NHB has not categorized its users into predefined end-user personas for the purpose of this RFP.
111		Device Management (Intune / MDM / Autopilot / Imaging)		What is the current provisioning methodology for new laptops and desktops?	Laptops are given to employee in every 3 years.
112		Device Management (Intune / MDM / Autopilot / Imaging)		Is Microsoft Intune fully deployed, or is this a migration / greenfield deployment?	Bank is using cloud based Manage Engine Endpoint Central MDM
113		Network Access Control - Manage, Operate & Monitor		Which NAC platform is currently deployed, or what OEM solution is preferred (e.g., Cisco ISE, Aruba ClearPass, Forescout, FortiNAC)?	Bank is using Aruba ClearPass
114		Network Access Control - Manage, Operate & Monitor		Is the environment deployed on physical appliances, virtual machines (VMware/Hyper-V), or cloud instances?	It is deployed in Physical Appliance
115		Network Access Control - Manage, Operate & Monitor		What is the total number of concurrent endpoints actively managed by the NAC platform?	Approx. 400
116		Service Window		Please confirm the service window for security tool management: 9*5/9*7/24*7	Please be guided by RFP
117		Audit Requirements		Which specific audit and assessment exercises are within scope for remediation support?	Please be guided by RFP
118		Audit Requirements		Which specific regulatory frameworks, industry standards, and data protection laws govern your organization? (e.g., ISO 27001, PCI-DSS, SOC 2, HIPAA, GDPR, NIST CSF, RBI/SEBI/local financial sector guidelines, CIS Controls)	Please be guided by RFP
119		Audit Requirements		What is the typical annual frequency and schedule for each of these audit exercises?	Audit activities such as Information Security Audit (ISA), VAPT, DR Audit, Compliance Audit, Internal Audit, Regulatory Audit, and other IT/security assessments are conducted based on NHB's regulatory obligations, business requirements, risk assessments, and audit plans. At present VAPT is quarterly. IS audit & Red Teaming are half yearly.
120		Audit Requirements		Who conducts the primary VAPT and security audits (e.g., CERT-In empaneled auditors, internal risk teams, regulatory inspectors)?	Primary VAPT, Information Security Audits, and other security assessments are generally conducted by independent third-party auditors engaged by NHB, including CERT-In empaneled agencies and other qualified audit firms, as applicable. Regulatory, compliance, and supervisory reviews may also be conducted by regulators, external agencies, internal audit teams, or risk/compliance functions of the Bank.
121		Audit Requirements		Will the NuSummit be directly involved in audit walkthroughs, technical discussions, and evidence submission, or strictly handle backend remediation?	The successful bidder shall be expected to actively participate in audit-related activities
122		Audit Requirements		What tool or platform is currently used to log, track, and monitor audit findings and action plans (e.g., GRC platform, Jira, ServiceNow)?	At present bank is using combination of SharePoint, Excel and Internal portal.
123		Certifications		Pls waive off ISO/IEC 20000-1:2018 Certifications	Please be guided by RFP
124			• Leverage automation and orchestration tools to reduce manual intervention, improve operational efficiency, enable proactive monitoring, and streamline IT operations and service delivery.	Please confirm who will be responsible for providing the automation and orchestration tools required under the scope of work.	License/subscription renewal costs for NHB-owned monitoring and management tools currently deployed in the environment shall be borne by NHB.
125			Include replacement of parts as and when required at Bank's offices in Delhi, Mumbai and other locations.	Please provide details of all locations/offices and the corresponding assets that are to be covered under the AMC support scope.	Please be guided by RFP
126			The bidder shall facilitate various internal & external audits e.g. statutory audit, IS Audit, Security Audit, Compliance Audit, regulatory audits etc. and undertake compliance to the observations made during audit(s). Bidder should also suggest and recommend infrastructural requirements, if any, to the Bank for the purpose of giving audit compliance.	Please confirm whether the bidder is required to conduct the audit through a third-party agency. If yes, please specify the applicable requirements and expectations.	The successful bidder shall provide necessary support during such audits, including participation in walkthroughs, submission of technical information and evidence, coordination with stakeholders, remediation of observations falling within its scope, and compliance reporting.

127			The bidder shall facilitate various internal & external audits e.g. statutory audit, IS Audit, Security Audit, Compliance Audit, regulatory audits etc. and undertake compliance to the observations made during audit(s). Bidder should also suggest and recommend infrastructural requirements, if any, to the Bank for the purpose of giving audit compliance.	Please confirm the required frequency of audits during the contract tenure.	Audit activities such as Information Security Audit (ISA), VAPT, DR Audit, Compliance Audit, Internal Audit, Regulatory Audit, and other IT/security assessments are conducted based on NHB's regulatory obligations, business requirements, risk assessments, and audit plans. At present VAPT is quarterly. IS audit & Red Teaming are half yearly.
128			Manage Engine Tool has been configured and being used for IT infrastructure related services including helpdesk operations, asset management etc. The tool should act as single-point-of-contact, via telephone, email and web assistance for Bank's End Users who require assistance in the resolution of problems, concerns, query and to request Services.	Please confirm whether the bidder is required to provide renewal licenses/support subscriptions for the ManageEngine tool as part of the proposed scope.	License/subscription renewal costs for NHB-owned monitoring and management tools currently deployed in the environment shall be borne by NHB.
129			• Support Category 'A' - To be Managed by Bidder and supported by OEM on 24*7 basis through back-to-back agreement by Bidder	Please specify whether the bidder is required to submit an OEM Back-to-Back Support Declaration/Authorization Letter for devices covered under Support Category A along with the bid response.	The Bidder shall submit AMC renewal certificate from OEM in advance
130			6.46. Service Window-The bidder shall maintain an appropriate L1, L2 and L3 escalation mechanism and en-sure 24x7 availability of required technical expertise, either through its own resources or through OEM/specialist support arrangements.	As per Page No. 50 of the RFP, the bidder is required to deploy only five (5) onsite resources. Kindly provide the required skill sets and role descriptions for these resources.	These are the minimum onsite resources. Bidder may increase the same to maintain SLA without additional cost to the bank.
131			6.47. Minimum qualification and experience of key resources	Further, Section 6.47 of the RFP details nine (9) distinct skill sets. We understand that these skill requirements may form part of the overall scope of services. Please clarify whether the bidder is required to deploy additional onsite resources possessing these skill sets over and above the specified five (5) onsite resources, or whether the required competencies are expected to be covered within the five (5) deployed resources.	These are the minimum onsite resources. Bidder may increase the same to maintain SLA without additional cost to the bank.
132			C. Reserve Price The minimum reserve price for the offered items has been fixed at ₹18,94,032.24 (inclusive of taxes) based on evaluation by the Bank's Disposal Committee. Any quote below this value shall be liable for rejection. The Successful lowest bidder has to provide detailed cost break up of tendered items as well as Buy-Back items separately after award of contract through email. Consolidated list of buyback assets is mentioned below:	We understand the Buy-Back items price is part of L1 evaluation	Please be guided by RFP
133			Appendix 2	We understand that the serial numbers of devices listed in Appendix 2, Sr. Nos. 9 to 12, are not provided. Kindly share the missing serial numbers for reference and accurate pricing.	Kindly refer corrigendum
134			Appendix 4	We understand that the serial numbers of devices listed in Appendix 4, Sr. No. 67, are not available in the tender document. Kindly provide the missing serial number(s).	Kindly refer corrigendum
135			Appendix 4	We understand that the warranty of certain devices will expire during the contract tenure. Please confirm whether the bidder is required to quote AMC/support pricing only from the respective warranty expiry date until the end of the contract period.	Kindly refer corrigendum
136			* The payment towards AMC services shall be made quarterly. The quarterly AMC amount shall be calculated as (total amount quoted for 5 years)/(20 quarters) ** Bank is in process of co-location of DC within Delhi/NCR, CAMC cost of Data Center Devices will be removed after completion of colocation activity	Please confirm that, in the case of the co-location setup, if NHB removes any assets that are specified under the CAMC cost for Data Centre Devices in Appendix 2 (A4), and these devices are covered under an OEM back-to-back contract with 100% advance payment terms, the bidder may face significant cash flow challenges. Since the OEM contract value would have already been paid in advance, the removal of such devices during the contract tenure could result in unrecovered costs for the bidder. We request clarification on how such scenarios will be handled and whether any suitable compensation or cost-adjustment mechanism will be provided to the bidders.	Please be guided by RFP
137			Number of certified engineers, atleast CCNA, on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory. Max. Marks 10 More than 50 engineers	We request you to kindly relax on the below clause "Number of certified engineers, atleast CCNA or equivalent on Company roles with relevant Network certification involved in Network Administration/ Management (LAN, WAN, VPN, Switches, Router, Fire-wall, EPABX, IP Telephony, Video Conferencing, etc.) Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory. Max. Marks 10 More than 50 engineers"	Kindly refer corrigendum
138		Annexure V – Minimum Eligibility Criteria	Minimum average annual turnover of ₹40 Cr for Non-MSE and ₹10 Cr for MSE/Startups.	Please clarify whether the turnover criterion is to be considered based on total company turnover or turnover specifically attributable to Managed IT Infrastructure/FMS services.	This clause is for company.
139		Infrastructure / Asset Summary	RFP contains references to server counts including physical and virtual environments.	Please provide the latest detailed inventory and confirm the final baseline quantity of physical servers, virtual machines and total server assets to be considered for solution sizing and commercials.	Refer Section 5 of RFP and further clauses of RFP.
140		Infrastructure / Asset Summary	RFP contains different references to network-device quantities.	Please provide the latest and final network-device inventory, including device category, quantity and location, to be considered for resource sizing and commercials.	Complete list of devices is enclosed as Appendices 1 to 4. Kindly refer Additional Document 1 of GeM bid. For, further details, bidder may visit the NHB office.

141		Appendix / Asset Inventory	Managed services and AMC scope covers the existing infrastructure and may include future additions.	Please provide the latest detailed asset inventory/BOQ, including make, model, quantity, warranty/AMC status and location for servers, storage, network, security and end-user devices.	Complete list of devices is enclosed as Appendices 1 to 4. Kindly refer Additional Document 1 of GeM bid. For, further details, bidder may visit the NHB office.
142		Scope of Work	Scope includes upgrades, patches, security updates, EOL transitions and new features for current and upcoming products/services.	Please clarify the mechanism for addition of new technologies/assets/services during the contract period and whether such additions will have a separate commercial impact.	During the contract period, NHB may introduce new technologies, assets, applications, infrastructure components, security solutions, cloud services, or IT services in line with its business and operational requirements. NHB will bear the cost of these. The successful bidder shall provide support for such additions.
143		Scope / AMC	Managed services and AMC obligations apply to infrastructure covered under the RFP.	Please clarify whether new infrastructure procured by NHB during the contract period will automatically be included within the fixed-price scope or will be evaluated and commercially agreed separately.	Please be guided by RFP
144		DC / DR Management	NHB is in the process of moving the DC to a co-hosted facility.	Please clarify the current status and expected timeline of the DC migration and confirm whether bidders should price based on the existing DC environment, future co-hosted environment, or both.	Expected timeline for migration is till End of Decemember 2026
145		DC / DR Management	Scope may include UPS, AC, fire systems, CCTV, access control, WLD and electrical infrastructure.	Please provide the complete inventory, age, make/model and current OEM/AMC status of DC/DR facility infrastructure to enable accurate risk and commercial assessment.	Complete list of devices is enclosed as Appendices 1 to 4. Kindly refer Additional Document 1 of GeM bid. For, further details, bidder may visit the NHB office.
146		Comprehensive AMC	AMC includes equipment under warranty and equipment not under warranty; direct material cost for under-warranty equipment is excluded.	Please clarify the bidder's responsibility where an OEM under warranty declines replacement/repair or where the issue is attributed to exclusions in the OEM warranty.	Replacement of under warranty will be done by NHB. However, bidder has support in follow-up and replacement activities.
147		Comprehensive AMC	Replacement of equipment/accessories recommended by OEM may be required under AMC.	Please clarify whether this obligation applies to obsolete/EOL equipment and major component replacements, and whether any financial ceiling or approval mechanism will apply.	Please be guided by RFP
148		SLA – Data Centre Services	Critical DC infrastructure uptime target is 99.99%; faults to be attended onsite within 10 minutes and resolved within 2 hours.	Please clarify the exact definition of critical infrastructure, the authoritative measurement source and the exclusions applicable for SLA calculation.	Please be guided by RFP
149		Onsite Support / Staffing	Minimum onsite resources are prescribed for New Delhi and Mumbai, while L1/L2/L3 support is also required.	Please clarify whether 24x7 technical support is expected through remote/offsite resources or whether additional onsite resources are required beyond the stated minimum deployment.	These are the mininum onsite resoruces. Bidder may increase the same to maintain SLA without additional cost to the bank.
150		Onsite Support / Staffing	Bidder is expected to determine the overall staffing model and ensure SLA compliance.	Please clarify whether additional manpower required due to increase in asset/user volumes or scope expansion will be treated as a change in scope and commercially evaluated separately.	Kindly refer Annexure IX of RFP for future cost
151		Onsite Support / Leave / Standby	Bidder must arrange substitute resources and maintain service availability.	Please clarify the minimum standby resource pool expected and whether standby resources are required at both New Delhi and Mumbai.	Please be guided by RFP
152		Onsite Support / Staffing	Resource deployment may need to support new technologies/services introduced during the contract.	Please clarify the commercial treatment of resource augmentation required due to new technologies, platforms or services introduced by NHB after contract commencement.	Please be guided by RFP
153		Onsite Support / Staffing	Notice is required for withdrawal/replacement of deployed personnel.	Please clarify whether the notice requirement applies in cases of resignation, termination, illness or other unavoidable circumstances and whether prior NHB approval is mandatory for every replacement.	Please be guided by RFP
154		Clause 6.46 / Clause 13.6	Onsite service window is stated as 09:30 AM–07:30 PM Monday-Friday, while another clause refers to 09:00 AM–09:00 PM and urgent support beyond the window without extra cost.	Please clarify the final applicable onsite and remote service windows and the treatment of support required outside the normal service window.	Please be guided by RFP
155		Transition Management	Bidder is required to deploy onsite team before commencement for transition activities.	Please clarify the exact transition period, activities expected during the transition, incumbent handover responsibilities and whether any transition resources beyond the stated minimum are required.	Refer RFP for minimum transition period.
156		Transition Management	Transition is to be completed within the prescribed implementation period.	Please clarify the responsibilities of NHB and the incumbent during knowledge transfer, documentation handover, asset verification and access provisioning.	NHB shall facilitate the transition process and coordinate with the incumbent service provider and relevant internal stakeholders for smooth handover of services.
157		SLA – Other Managed Services	Response and resolution targets are defined by severity level with monthly compliance measurement.	Please clarify the treatment of tickets dependent on OEM/third-party resolution where the bidder has logged and continuously pursued the escalation within the prescribed response timeline.	Please refer SLA section of RFP
158		SLA – Other Managed Services	SLA compliance is measured monthly and penalties apply based on shortfall.	Please clarify whether SLA clocks will exclude periods attributable to NHB, third-party dependencies, approved changes, planned maintenance, force majeure and unavailable customer inputs/access.	Please be guided by RFP

159		SLA – Additional KPIs	Several KPIs carry 100% targets, including encryption/security-agent compliance, backup success, monitoring coverage and asset reconciliation.	Please clarify the measurement methodology, baseline and accepted exclusions for 100% KPI targets, particularly for assets unavailable due to NHB/OEM/third-party dependencies.	The KPIs prescribed in the RFP shall be measured based on the inventory, scope, and operational baseline approved by NHB from time to time. For KPIs carrying a target of 100%, such as encryption compliance, security agent deployment/ compliance, backup success, monitoring coverage, asset reconciliation, and similar controls, the measurement shall apply to all in-scope and available assets/services under the bidder's management.
160		SLA – Comprehensive AMC	Critical devices must be restored/replaced within 24 hours and non-critical devices within 3 days.	Please clarify whether OEM logistics delays, spares availability constraints and force majeure will be excluded where documented and accepted by NHB, and whether standby equipment must be maintained by the bidder.	Please be guided by RFP
161		Patch & Vulnerability Management	Vulnerability remediation and patching timelines are prescribed for different asset categories.	Please clarify whether remediation timelines will commence from the date of vulnerability identification, OEM patch availability or NHB approval, particularly where patches are not yet available from the OEM.	Please be guided by RFP
162		Commercial Terms – Price	Price is required to remain firm for the five-year contract period.	Please clarify whether any price adjustment mechanism will be considered for statutory changes, extraordinary changes in minimum wages/manpower costs or material regulatory changes during the five-year term.	Please be guided by RFP
163		Commercial Terms – Payment	Managed IT Infrastructure and AMC charges are payable quarterly, subject to SLA deductions and other conditions.	Please clarify whether the quarterly payment cycle will be calculated from the service commencement date or aligned to NHB's financial/calendar quarter.	It will be calculated from Sign-off date
164		Commercial Terms – Future Requirements	Future requirements may be placed at contracted man-day rates.	Please clarify the expected volume/nature of future requirements and whether there will be any minimum/maximum commitment from NHB.	NHB does not provide any minimum or maximum commitment regarding future additions, enhancements, or expansion
165		SLA Penalty	Overall SLA penalties are capped at 10% of quarterly invoice value, while certain additional remedies are also specified.	Please confirm that the 10% quarterly invoice cap represents the aggregate SLA penalty ceiling for all SLA categories for that quarter, except where a separately defined contractual remedy applies.	Refer section 14 of RFP
166		Contract Period	Contract period is five years, with extension by mutual consent and specified commercial conditions.	Please clarify whether NHB will provide an initial firm commitment for the complete five-year period or whether annual performance-based repeat orders/renewals may affect the bidder's resource and investment planning.	Refer section 9 of RFP
167		Buyback of Old IT Items	RFP includes buyback of old IT items.	Please provide the detailed list of old IT items proposed for buyback, including quantity, make/model, age, condition and location, and clarify the expected buyback valuation methodology.	Refer section 6.49 of RFP. Bidder may visit NHB office for further detail
168		Buyback / Disposal	Old IT items are included in the commercial scope.	Please clarify whether the bidder will be responsible for data sanitization, decommissioning, transportation, disposal and statutory e-waste compliance for items taken under the buyback arrangement.	Please be guided by RFP
169		Solution Compliance Statement – Annexure XVIII	Any non-compliance in the mandatory Solution Compliance Statement may lead to rejection.	Please clarify whether proposed equivalent/alternative technologies or tools will be accepted where the bidder can demonstrate equivalent or superior functionality and compliance with the intended outcome.	Kindly refer corrigendum
170		Technical Evaluation / Presentation	Technical evaluation includes a presentation covering DC/DR management, AMC, transition/project management and ManageEngine EMS features.	Please clarify the expected presentation duration, number of participants and whether the demonstration will be based on the bidder's live environment, sandbox/demo environment or NHB-provided use cases.	The detailed modalities of the technical presentation, including presentation duration, number of participants, evaluation methodology, and demonstration requirements, shall be communicated by NHB to the technically qualified bidders at the appropriate stage of the procurement process.
171		Technical Evaluation	Technical score has a defined cutoff and the bidder must qualify for commercial evaluation.	Please clarify whether technical scores/marks will be normalized only among technically qualified bidders and whether any minimum score is applicable separately to individual technical evaluation parameters.	Normalisation will be done as per GeM portal.
172		Commercial Evaluation	Commercial evaluation is based on Total Cost 'Y' and the lowest evaluated bid receives the maximum commercial score.	Please clarify the treatment of taxes, buyback value/credits, optional items and future requirements while arriving at the Total Cost 'Y' for commercial evaluation.	Please be guided by RFP
173		General Terms & Conditions	NHB reserves rights relating to changes in requirements/specifications and revised bids.	Please clarify the process and commercial treatment where a material change in scope/specification occurs after bid submission but before contract award.	Please be guided by RFP
174		Subcontracting / Assignment	Assignment/subcontracting is restricted without prior NHB consent.	Please clarify whether OEMs, authorized service partners and specialist technology partners engaged for support/escalation are permitted, subject to NHB approval and bidder retaining overall responsibility.	Please be guided by RFP
175		Data / Security / Access	Vendor will require access to NHB systems and relevant data to perform the services.	Please clarify the access provisioning process, security controls, remote access mechanism and responsibilities of NHB/vendor for privileged access required for managed services.	Access will be provided as per policy & guidelines of NHB.

176	15	6.4	14-day Transition without payment	Kindly clarify that any extension of transition period beyond fourteen (14) days due to dependency on incumbent vendor or Bank shall be treated as a billable extension.	Please be guided by RFP
177	18	6.6.2	24x7 DC Operations	Kindly clarify whether all deployed resources are required onsite on 24x7 basis or only identified critical operational resources.	Kindly refer corrigendum
178	21	6.7	Additional Skill Sets	Kindly clarify whether deployment of additional skill sets beyond minimum onsite manpower shall be based on mutually agreed effort estimates and commercials.	Please be guided by RFP
179	56	6.23	Additional technical resources to meet service levels.	Kindly clarify whether any increase in infrastructure beyond the baseline inventory requiring additional manpower shall be governed through mutually agreed change management.	Please be guided by RFP
180	19	6.6.7	Audit Compliance	Kindly clarify that bidder shall be responsible only for infrastructure observations attributable to bidder-managed scope and not observations related to applications, OEM products or third-party vendors.	Please be guided by RFP
181	53	6.23	Bidder shall provide onsite and remote resources to deliver services.	Kindly clarify whether services may be delivered through Bidder's Group Companies, Affiliates, OEMs or Authorized Partners while retaining end-to-end contractual responsibility with the Bidder.	Yes
182	18	6.6.4	Comprehensive AMC	Kindly clarify that complete replacement of OEM-declared End-of-Life (EOL) or End-of-Support (EOS) equipment shall remain outside Comprehensive AMC scope.	Yes
183	99	3.11	Consequential damages.	Kindly clarify that neither Party shall be liable for indirect, incidental, consequential or special damages, including loss of profits, business opportunity or goodwill.	Please be guided by RFP
184	20	6.6	DC Equipment handed over "AS IS"	Kindly confirm that jointly agreed transition inventory and health assessment report shall form the contractual baseline for future maintenance obligations.	Please be guided by RFP
185	10	4	Disclaimer and Limitation of Liability	Kindly clarify whether bidders may rely upon the infrastructure details, inventory and quantities provided in the RFP for commercial estimation. Any material deviation identified during transition may be handled through mutually agreed change management.	Bidders may rely on the infrastructure details, inventory, asset quantities, and other information provided in the RFP for the purpose of bid preparation and commercial estimation. However, the successful bidder shall undertake detailed verification during the transition phase. In the event of any material variation in the actual infrastructure, asset inventory, scope, or quantities from those indicated in the RFP, the same shall be reviewed by NHB on a case-by-case basis.
186	20	6.6	Existing DC Infrastructure	Kindly share current warranty/AMC status of UPS, PAC, Fire Suppression, CCTV, Access Control and other DC facility infrastructure.	Kindly refer Appendices.
187	20	6.6	Existing DC Migration	Kindly clarify expected timeline for migration of existing DC to co-location facility and whether any additional migration effort shall be treated as change request.	Tentative timeline is till 30-11-2026. Migration shall be part of scope of work.
188	16	6.5	Helpdesk ownership	Kindly clarify expected average monthly incident, service request and change volumes across all severity levels.	Average monthly incidents & service requests - 1300
189	20	6.7	Hybrid Cloud Transformation	Kindly clarify commercial mechanism for deployment of additional cloud architects, DevOps engineers or transformation specialists required during future cloud adoption initiatives.	Kindly refer corrigendum
190	15	6.4	Knowledge Transfer	Kindly clarify that successful transition shall be subject to availability of complete documentation, credentials and knowledge transfer from the incumbent vendor.	The successful bidder is expected to carry out its own due diligence during the transition phase and shall assume responsibility for service delivery upon completion of the transition period specified in the RFP.

191	55	6.23	L1/L2/L3 escalation mechanism.	Kindly clarify whether L2 and L3 resources may be provided remotely from the Bidder's centralized support facility, except where onsite presence is specifically required by the Bank.	The bidder may provide L2 and L3 support resources remotely from its centralized support facility, provided that the required service levels, response times, resolution timelines, and operational requirements specified in the RFP are consistently met. However, the bidder shall ensure onsite deployment of L2/L3 resources whenever specifically required by NHB for critical incidents, major changes, audits, DR drills, infrastructure activities, or any other operational requirement. No additional cost shall be payable by NHB for such onsite support.
192	16	6.5	ManageEngine Products	Kindly share existing versions and ATS validity of ServiceDesk Plus, OpManager, Endpoint Central, AD Manager Plus and other ManageEngine products.	Current validity is till 20-12-2026. However, procurement/replacement of these tools is under process.
193	54	6.23	Minimum onsite resources shall be deployed.	Kindly clarify whether additional resources deployed to meet temporary workload shall be billable only where such deployment is specifically requested by the Bank beyond the prescribed staffing requirement.	Please be guided by RFP
194	54	6.23	Onsite resources shall provide on-call/weekend support.	Kindly clarify the applicable service window for onsite resources and whether compensatory off/rotation shall be acceptable for weekend deployments.	Please be guided by RFP
195	74	12.3	Payment in case of termination.	Kindly confirm that payment shall be released for all services successfully rendered up to the effective date of termination, including transition support, if applicable.	Please be guided by RFP
196	74	12.2	Payment Terms	Kindly clarify the timeline for certification and release of undisputed invoices from the date of submission.	Please be guided by RFP
197	76	12	Penalties	Kindly clarify that penalties shall be applicable only for service deficiencies directly attributable to the Bidder and shall exclude delays arising due to Bank, OEM or third-party dependencies.	Please be guided by RFP
198	14	6.1	Personnel deployment	Kindly clarify whether resources may be deployed through Bidder's Group Companies/Affiliates/Authorized Partners while the Bidder remains solely responsible for overall contract execution and SLA compliance.	The bidder may deploy resources through its Group Companies, Affiliates, or Authorized Partners, provided such arrangement is permissible under the terms and conditions of the RFP and applicable laws. However, the bidder submitting the bid shall remain solely and fully responsible for overall contract execution.
199	14	6.1	Project Governance	Kindly clarify whether project governance meetings may be conducted virtually except where physical presence is specifically required by the Bank.	Please be guided by RFP
200	18	6.6.3	Quarterly DC-DR Drill	Kindly clarify whether application teams and OEMs shall participate in DR drills and their dependencies shall be excluded from bidder SLA measurement.	Application teams & OEMs shall participate in DR drills wherever their involvement is necessary. Their dependencies will be excluded from SLA measurement, subject to adequate evidence and NHB's verification and approval.
201	19	6.6.7	Replacement of all accessories under AMC	Kindly clarify that consumables, batteries, media, accidental damage, theft, fire, flood and physical damage shall be excluded unless specifically priced in the commercial bid.	Please be guided by RFP
202	17	6.5	Residential IT Support	Kindly clarify expected frequency of support calls for residences of senior executives and whether such support falls within defined service window or on-demand basis.	Average monthly such calls are 2-3. And these are on-demand basis.
203	15	6.2	Resource Redundancy	Kindly clarify whether replacement of resources due to resignation, transfer or organizational requirements shall be permitted with equivalent or higher qualified personnel.	Yes
204	15	6.2	Resource Training	Kindly clarify whether equivalent industry certifications shall be considered acceptable where specified certifications are unavailable.	Yes
205	13	6	Scope includes support for all existing and future technologies.	Kindly clarify that any new technology, platform or service introduced during the contract period requiring additional manpower, tools or OEM support shall be considered under mutually agreed Change Request/commercials.	Please be guided by RFP

206	16	6.5	Service Desk	Kindly clarify whether Bank shall provide existing ManageEngine licenses throughout the contract period.	NHB shall provide existing licenses/subscriptions for the existing ManageEngine products deployed by the Bank. In the event that any existing tool is replaced or upgraded by NHB during the contract period, the successful bidder shall extend necessary support for migration and adoption of the replacement solution without adversely affecting service delivery.
207	53	6.23	Services delivered through own resources, OEMs, etc.	Kindly confirm that engagement of OEM specialists and authorized implementation partners for specialized activities shall be permitted without constituting subcontracting of the overall contract.	Please be guided by RFP
208	19	6.6.7	Spares	Kindly clarify expected quantity of onsite critical spares to be maintained and whether Bank shall provide existing OEM warranty inventory details during transition.	Please be guided by RFP
209	60	6.48	Standby resources.	Kindly clarify whether standby resources may be shared across support towers provided SLA commitments are continuously achieved.	Please be guided by RFP
210	63	6.5	Statutory & Regulatory Compliance	Kindly confirm that compliance with applicable statutory labour laws through the Bidder's standard corporate HR processes shall be considered adequate.	Please be guided by RFP
211	77	13.2	Sub-contracting	Kindly modify this clause as minimum sub-contracting would be there for the OEMs as well as other components. Pls modify it as minimum sub-contracting allowed cannot be more than 50%	Please be guided by RFP
212	17	6.5	Third-party vendor coordination	Kindly clarify that SLA timelines shall exclude delays attributable to OEMs, Telecom Service Providers, ISPs and third-party application vendors.	Please be guided by RFP
213	99	3.11	Vendor's aggregate liability.	Kindly confirm that the aggregate liability of the Vendor shall be limited to the amount specified under the Limitation of Liability clause and shall apply to all claims arising under the contract except for exclusions expressly stated therein.	Please be guided by RFP
214	14	6.1	Weekly deployment of Project Manager	Kindly clarify whether Project Manager deployment shall be on weekly visit/on-call basis as mentioned in the RFP and full-time onsite deployment shall not be mandatory.	Please be guided by RFP
215		10.12 Earnest Money Deposit (EMD)	I. For Non-MSME Bidders: (a) All the Bids must be accompanied by a refundable interest free security deposit of Rs.20,00,000/- (Rs. Twenty Lakh only), by way of an e-payment in favour of National using Bank.	As per the General Terms and Conditions on GeM 4.0 (Version 1.29) dt 25th March, 2026: Central / State PSUs are exempted from the furnishing of the EMD. Please clarify this clause is applicable for this bid or not?	GeM guidelines will be applicable
216		10 Instructions to Bidders (10.1)	The bidder (referred to in this RFP as bidder) is responsible for the submitted bid and no consortium is allowed for the solution/services to be offered	Considering the scale and specialized nature of the scope of work, we request that Consortium/ Sub-Contracting be allowed in order to ensure optimal resource utilization, timely delivery, and cost-effective execution of the project.	Please be guided by RFP
217		13 General Terms and Conditions (13.22)	The Vendor shall not assign/sub-contract, in whole or in part, its obligations to perform under the contract, except with NHB's prior written consent	Considering the scale and specialized nature of the scope of work, we request that Consortium/ Sub-Contracting be allowed in order to ensure optimal resource utilization, timely delivery, and cost-effective execution of the project.	Please be guided by RFP

Section A. Cloud Strategy & Target Architecture					
Clause 6.7 (RFP p.20) : Support for IT Transformation and Hybrid Cloud Adoption					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
1	P1	6.7 / RFP p.20	Target CSP	Please confirm the target Cloud Service Provider(s) selected or shortlisted by NHB for the hybrid/public cloud environment referenced in Clause 6.7 (e.g., AWS, Microsoft Azure, GCP, or a specific empanelled/Government CSP), or confirm that CSP selection is open and to be proposed by the bidder.	The successful bidder shall be required to support the Bank's cloud initiatives and migration requirements as and when undertaken by NHB.
2	P1	6.7 / RFP p.20	MZR PaaS Cloud definition	Clause 6.7 refers to the “MZR PaaS Cloud” (Multi Zone Region PaaS Cloud, per the RFP Glossary) as the target for Production workloads. Please confirm the specific platform this refers to (e.g., an empanelled Government cloud such as MeghRaj/GCC, or a CSP-native PaaS such as AWS ECS/EKS or Azure App Service/AKS), including platform name and version.	At present bank do not have cloud platform. However, The successful bidder shall be required to support the Bank's cloud initiatives and migration requirements as and when undertaken by NHB.
3	P1	6.7	Cloud account/tenant ownership	Please confirm who will own, provision, and administer the CSP account(s)/subscription(s)/tenant(s) for the MZR PaaS Cloud environment : NHB directly, an empanelled Government cloud entity, or the selected bidder on NHB's behalf.	The successful bidder should have adequate experience in managing PaaS cloud service on behalf of their client. The bank will own the cloud account however management and administration will be done be vedor in cosultation with NHB, any cost associated for the account operation/services/PaaS etc will be paid by vendor and reimbursed by NHB.
4	P1	6.7 / Annexure IX	CSP billing/payment ownership	Please confirm whether NHB will directly contract with and pay the CSP for cloud consumption, or whether the selected bidder is expected to procure/resell cloud consumption as part of this contract, noting that Annexure IX – Commercial Bid Format contains no explicit line item for CSP/cloud consumption charges.	The successful bidder should have adequate experience in managing PaaS cloud service on behalf of their client. The bank will own the cloud account however management and administration will be done be vedor in cosultation with NHB, any cost associated for the account operation/services/PaaS etc will be paid by vendor and reimbursed by NHB.
5	P1	6.7	Target hybrid architecture	Please share or confirm the target-state hybrid cloud reference architecture (DC + MZR PaaS Cloud) including network topology, HA/DR design, and workload placement principles, so the bidder can size connectivity, tooling, and resources.	There is no target state defined yet. The target state will evolve over the time. The NHB expects vendor to have skilled staffs on their to role who could advise and manage the cloud adoption of NHB.
6	P2	6.7	Multi-cloud requirement	Please confirm whether NHB requires multi-cloud/multi-CSP support (e.g., for DR or workload portability), or whether a single CSP for the Production PaaS environment is sufficient for the contract period.	There is no target state defined yet. The target state will evolve over the time. The NHB expects vendor to have skilled staffs on their to role who could advise and manage the cloud adoption of NHB.
7	P1	6.7	Landing zone status & ownership	Please confirm the current status of the cloud landing zone (network, IAM guardrails, logging, security baseline) for the MZR PaaS Cloud : whether it already exists, is under separate build by NHB, or is to be designed and built by the selected bidder as part of this scope.	There is no target state defined yet. The target state will evolve over the time. The NHB expects vendor to have skilled staffs on their to role who could advise and manage the cloud adoption of NHB.
8	P2	6.7	Transformation phase timeline	Please clarify whether the three transformation phases in Clause 6.7 (containerization in DC; .NET upgrade & migration; re-architecture to cloud-native) are to be executed strictly sequentially within the 5-year term, and whether NHB can share an indicative phase-wise timeline for resource and cost planning.	Detailed requirements and implementation timelines shall be finalized by NHB at the time such projects are undertaken.
Section B. Current Cloud Estate & Workload Baseline					

Clauses 6.7, 6.12–6.14 (RFP p.20–26)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
9	P1	6.7	Application inventory for migration	Please provide the inventory of existing VM-based web applications in scope for containerization/migration under Clause 6.7, including application name, technology stack (.NET version/framework), current hosting (DC/DR), and business criticality.	There are ~25 application running on .net frameworks, some of them still on old .net framework. They are presently hosted in NHB Data Center. Some of these application in number 10 are business critical. However these figure can change during the course. NHB retains the rights to add/remove app in critical range.
10	P1	6.12–6.14 / RFP p.22-26	Server/workload sizing baseline	Please confirm whether the existing server virtualization estate (VMware vSphere 6 Enterprise, per Clause 6.14) hosting the applications targeted for cloud migration can be shared with vCPU/vRAM/storage utilization, so the bidder can estimate target cloud compute sizing.	The existing application are tiered on VMs, the target state will roll them out in Containers/PODs. Detailed arrangement will be worked out during further phase.
11	P2	6.7	Growth projections	Please share expected application/data growth rates (transaction volumes, user base, storage) over the 5-year contract period for workloads planned for cloud migration/modernization, to support cloud consumption forecasting.	The existing application are tiered on VMs, the target state will roll them out in Containers/PODs. Detailed arrangement will be worked out during further phase.
12	P1	6.7	Rehost/Replatform/Refactor split	For the applications in scope under Clause 6.7, please indicate the expected disposition (Rehost / Replatform / Refactor / Rebuild) for each, or confirm this classification is to be proposed by the bidder during the Phase 1/2 assessment.	The existing application are tiered on VMs, the target state will roll them out in Containers/PODs. Detailed arrangement will be worked out during further phase.
13	P2	6.13 / RFP p.24	Database estate for cloud	Please confirm which databases (Clause 6.13 – DBA Services) are in scope for migration/synchronization to the MZR PaaS Cloud environment, including database engine, version, and current size.	Bank has majority of database on MS SQL Server.
14	P1	6.7 / 6.42	Non-.NET workloads in scope	Clause 6.7 specifically references upgrading the “.NET platform” of existing web applications. Please confirm whether any non-.NET applications (e.g., Java-based, or packaged applications such as SAP/CRAMIS referenced in Clause 6.42) are also in scope for the hybrid cloud transformation.	The majority of apps running on DOT NET. Vendor should have skilled resource who could support the migration program irrespective of underlying technology. SAP will not be migrated to cloud.
Section C. Cloud Migration & Application Modernization					
Clause 6.7 : Phases 1–3 (RFP p.20)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
15	P1	6.7	Migration wave plan & timeline	Please confirm whether a migration-wave plan and timeline for Phase 1–3 already exists, or whether the selected bidder is expected to develop the wave plan; if a timeline exists, please share indicative start/end dates for each phase.	NHB have a very high level plan of migrating the applications. Selected bidder is welcome to share their experience with NHB to have a sustainable cloud adoption.
16	P2	6.7	Migration downtime tolerance	Please specify the maximum acceptable downtime/cutover window for migrating each class of application (Dev/Test/SIT/UAT vs. Production) from DC to the containerized/cloud environment.	The maximum acceptable downtime/cutover window, if any, shall be determined by NHB based on the business criticality, nature of the application, operational requirements, and approved migration strategy at the time of migration.
17	P2	6.7	Rollback strategy ownership	Please confirm whether NHB has a defined rollback/fallback strategy for failed migrations, or whether this is to be designed and documented by the selected bidder as part of the transformation deliverables.	The rollback/fallback strategy for each migration activity shall be designed, documented, tested, and submitted by the bidder for NHB's review and approval

18	P1	6.7	Application testing & UAT ownership	Please confirm who is responsible for functional/regression testing and UAT of applications post-containerization/migration : NHB's application teams, the bidder's Full Stack Engineer resource, or a third-party application vendor.	User Acceptance Testing (UAT), and business validation shall primarily be carried out by the respective application owners/business users and/or application vendors, as applicable.
19	P1	6.7	Code remediation responsibility	For applications requiring code changes to containerize or modernize (e.g., stateless refactoring, configuration externalization), please confirm whether code remediation is within the Full Stack Engineer's scope under Clause 6.7, or remains with NHB's application development team/OEM.	Any remediation to transform an application from .net to container remains under scope of vendor.
20	P2	6.42	Interfaces with packaged applications	Please confirm whether packaged applications such as SAP/CRAMIS (excluded from the general application services scope of Clause 6.42) have any interfaces or dependencies with the applications being containerized/migrated under Clause 6.7 that the bidder should account for.	There is no dependency yet, since bank is planning to overhaul the application landscape, its possible that application may interact/depend on one another in the target state. Hence, this should be supported by selected vendor.
21	P1	6.7	Parallel-run duration & cost	Clause 6.7 Phase 2 references “parallel running” of applications during migration to the CSP PaaS cloud. Please confirm the expected duration of parallel run per application and whether infrastructure costs for parallel environments (DC + Cloud) are to be quoted as a separate line item.	The duration of parallel run shall depend on the nature, complexity, criticality, and business requirements of the application being migrated and shall be determined by NHB on a case-to-case basis at the time of execution.
22	P2	6.7	Modernization scope boundary (Phase 3)	Please clarify what constitutes “cloud-native technologies, industry best practices” under Phase 3 re-architecture : e.g., whether microservices decomposition, event-driven architecture, or serverless adoption is expected, or whether containerization/Kubernetes deployment alone is considered sufficient modernization.	Please be guided by RFP
Section D. Container Platform, PaaS & DevSecOps					
<i>Clause 6.7 (RFP p.20)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
23	P1	6.7	Container orchestration platform (DC)	Please confirm the specific container orchestration platform required for the DC environment (Dev/Test/SIT/UAT/Beta) : e.g., Kubernetes (self-managed), OpenShift, Docker Swarm, or a specific product NHB has already selected or procured.	These may be procured & implemented during contract period.
24	P1	6.7	Kubernetes/PaaS in MZR Cloud	Please confirm the specific managed Kubernetes/PaaS service expected in the MZR PaaS Cloud for Production (e.g., AWS EKS/Fargate, Azure AKS, GCP GKE, or a Government-emplanned container platform).	These may be procured & implemented during contract period.
25	P1	6.7	CI/CD platform	Please confirm the CI/CD toolchain required or already in use/planned by NHB (e.g., Jenkins, Azure DevOps, GitLab CI, GitHub Actions), so the bidder can size DevOps & Platform Reliability Engineer effort accordingly.	At present, bank do not have CI/CD/DevSecOps/Code Management tool. However, same may be procured & implemented during contract period.
26	P2	6.7	DevSecOps tooling	Please specify the DevSecOps toolchain expected : SAST/DAST tools, container image scanning, secrets management, and policy-as-code : and confirm whether these are to be procured/licensed by NHB or proposed/priced by the bidder.	At present, bank do not have CI/CD/DevSecOps/Code Management tool. However, same may be procured & implemented during contract period.
27	P1	6.7	Secure code repository & container registry	Please confirm the secure code management platform (e.g., GitHub Enterprise, GitLab, Azure Repos) and container registry (e.g., ECR, ACR, Harbor, JFrog Artifactory) NHB intends to use, or confirm this is to be proposed by the bidder.	At present, bank do not have CI/CD/DevSecOps/Code Management tool. However, same may be procured & implemented during contract period.

28	P2	6.7	Infrastructure as Code	Please confirm whether Infrastructure-as-Code (e.g., Terraform, CloudFormation, ARM/Bicep) is a mandatory requirement for provisioning the landing zone, containerized infrastructure, and PaaS resources under this engagement.	Yes, however technology will be decided in due course.
29	P2	6.7 / 6.26	Cloud-native observability platform	Please confirm whether the existing Manage Engine EMS suite (Clause 6.26) is expected to extend monitoring to the containerized DC and MZR PaaS Cloud environments, or whether a separate cloud-native observability platform (e.g., CloudWatch, Azure Monitor, Prometheus/Grafana) is required.	Existing EMS suite may be used.
30	P1	6.7 / 6.47	Cloud transformation resource dedication	Please confirm whether the Platform & Transformation Architect, DevOps & Platform Reliability Engineer and Full Stack Engineer roles described in Clause 6.7 are expected to be dedicated full-time resources for the full 5-year term, or engaged on an as-required/variable basis, as the current wording (“on an as-required basis”) suggests.	This will dedcided based on the target cloud state and further planning. Vendor should be open to provide full time resource and on need basis both.
Section E. Hybrid Cloud Network & Connectivity					
Clause 6.11 : Cloud Integration Dependencies (RFP p.22)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
31	P1	6.11 / RFP p.22	DC-to-Cloud connectivity	Please confirm the required connectivity mechanism between NHB's DC/DR and the MZR PaaS Cloud environment (e.g., Direct Connect/ExpressRoute-equivalent, site-to-site VPN, or internet-based with WAF/API Gateway), and who is responsible for procuring and paying for this link.	It will selected based on suitability. However, vendor is expected to manage and provide their support during the setup and operations.
32	P1	6.11	Bandwidth & latency requirements	Please specify the expected bandwidth and latency requirements for DC-to-Cloud and DR-to-Cloud connectivity to support the containerized Dev/Test/UAT-to-Production data flows described in Clause 6.7.	It will be decided later.
33	P2	6.11 / 6.20	DNS architecture for hybrid cloud	Please confirm the target DNS architecture for hybrid cloud : whether NHB will use a unified DNS strategy (e.g., Route 53/Azure DNS with on-prem forwarding) or continue with the existing on-prem DNS/link-load-balancer setup described in Clause 6.20, extended to the cloud.	It will be decided later.
34	P2	6.11.3	Change-impact process for cloud egress	Clause 6.11.3 requires the bidder to assess the impact of on-prem firewall/NAC/proxy changes on SaaS/AWS application egress. Please confirm whether AWS is the confirmed CSP referenced here, or whether this is illustrative language pending final CSP confirmation.	CSP is not finalised.
35	P1	6.11 / 6.19	Network security zoning for PaaS	Please confirm whether NHB expects a defined network security zoning model (DMZ, application tier, data tier) within the MZR PaaS Cloud consistent with RBI/IS security requirements, and whether this design is to be provided by NHB or proposed by the bidder.	It will be decided later.
36	P2	6.20 / 6.24	Cloud egress routing	Please confirm whether all outbound traffic from the containerized DC environment to the MZR PaaS Cloud must be routed through the existing Web Gateway Security/WAF infrastructure (Clauses 6.20 and 6.24), or via a dedicated cloud egress path.	It will be decided later.
Section F. IAM, Entra ID, Federation & Privileged Access					
Clauses 6.9–6.10 (RFP p.21–22)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification

37	P1	6.9 / RFP p.21	Entra ID as IdP for cloud workloads	Please confirm whether the Entra ID tenant referenced in Clause 6.9 will also serve as the identity provider for the MZR PaaS Cloud and containerized applications (federated SSO), or whether a separate CSP-native IAM (e.g., AWS IAM Identity Center) will be used.	Yes, Technology will be decided later.
38	P1	6.9.6	Federated application count	Please share the current count and list of applications federated via SAML/OIDC/OAuth2 (Clause 6.9.6), including how many are expected to migrate to or newly integrate with the MZR PaaS Cloud.	At present none.
39	P1	6.1	PAM/PIM implementation status	Please confirm whether a Privileged Access Management (PAM)/Privileged Identity Management (PIM) solution is currently implemented at NHB, and if so, the product name; if not, please confirm whether procurement, implementation, and operation of PAM/PIM for cloud administrative access is within the bidder's scope under this RFP.	Bank is using Arcon PAM.
40	P2	6.10.4	HSM/Key Vault for cloud workloads	Clause 6.10.4 references coordination with OEMs for HSM/Key Vault. Please confirm whether a cloud-native Key Vault/HSM (e.g., AWS KMS/CloudHSM, Azure Key Vault) is required for the MZR PaaS Cloud, and whether this is to be procured by NHB or included in the bidder's proposed solution.	Bank is using Key Vault of Arcon.
41	P1	6.9.2	Conditional Access for cloud admin access	Please confirm whether Conditional Access policies (Clause 6.9.2) will govern administrative access to the CSP management console/APIs for the MZR PaaS Cloud, and whether the bidder is expected to design and operate these policies.	Please be guided by RFP
42	P2	6.9.14	Identity governance scope for cloud IAM	Please confirm whether the identity lifecycle, access review, and least-privilege/RBAC governance described in Clause 6.9.14 extends to CSP IAM roles/policies for the MZR PaaS Cloud, or whether cloud IAM governance is a separate, out-of-scope function.	It should ideally extend. However, we may decide alternative option based on final model.
43	P2	6.1	Certificate management for cloud endpoints	Please confirm whether public/internal TLS certificate issuance and rotation for MZR PaaS Cloud-hosted application endpoints falls within the scope of Clause 6.10 (PKI & Certificate Management), or is managed separately via CSP-native certificate services.	It should ideally extend. However, we may decide alternative option based on final model.
Section G. Cloud Security, SIEM & Compliance					
<i>Clauses 6.19, 6.51, 7 (RFP p.30, 55)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
44	P1	6.19 / RFP p.30	Cloud security architecture ownership	Please confirm whether NHB has a defined cloud security architecture/reference framework (covering cloud-native firewalling, security groups, WAF for cloud-hosted apps) for the MZR PaaS Cloud, or whether this is to be designed by the bidder's Platform & Transformation Architect.	None yet, it will be decided based on the final cloud model.
45	P1	6.19	CSPM/CNAPP/CWPP requirement	Please confirm whether Cloud Security Posture Management (CSPM), Cloud-Native Application Protection Platform (CNAPP), or Cloud Workload Protection Platform (CWPP) tooling is required for the MZR PaaS Cloud environment, and if so, whether NHB will procure the license or expects the bidder to propose and price it.	None yet, it will be decided based on the final cloud model.
46	P1	6.15.18 / 6.19	SIEM integration for cloud logs	Please confirm the target SIEM/SOAR platform to which logs from the containerized environment and MZR PaaS Cloud must be forwarded, and confirm whether SIEM licensing/ingestion capacity is being expanded to accommodate cloud log volumes.	Please be guided by RFP
47	P2	6.19	Expected daily cloud log volume	Please share the expected daily log volume (GB/EPs) anticipated from the containerized DC environment and MZR PaaS Cloud workloads, to enable accurate SIEM ingestion and retention sizing.	None yet, it will be decided based on the final cloud model.

48	P2	6.19 / 6.51	Log retention requirements for cloud	Please confirm the log retention period required for cloud/container-originated security logs, consistent with RBI/regulatory record-retention requirements under Clause 6.51.	Please be guided by RFP
49	P1	6.19 / 6.46 / 7	VAPT scope for cloud workloads	Please confirm whether cloud-hosted/containerized applications and the MZR PaaS Cloud landing zone will be included within the quarterly VAPT cycle referenced in Clause 6.46 and the Audit Requirements of Clause 7, and who bears the cost of cloud-specific VAPT tooling/CSPM scanning, if applicable.	Please be guided by RFP
50	P1	6.50 / 6.51 / RFP p.55	RBI cloud outsourcing & data-residency compliance	Please confirm the specific RBI guidelines/circulars on cloud outsourcing and data localization that NHB requires the bidder's cloud solution to comply with, and whether NHB has determined that the proposed CSP/MZR PaaS Cloud region(s) meet these data-residency requirements.	Please be guided by RFP
51	P2	14.6	Cloud vulnerability remediation TAT	Please confirm whether the vulnerability remediation TATs specified in Clause 14.6 (10/20/30 days for High/Medium/Low) apply uniformly to cloud-native/container vulnerabilities, or whether NHB expects tighter TATs given the dynamic nature of container images.	Please be guided by RFP
Section H. Backup, DR, BCP & Resilience					
<i>Clauses 6.17, 6.27 (RFP p.29, 36)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
52	P1	6.17 / RFP p.29	Backup strategy for cloud workloads	Please confirm whether backup and restore of containerized/cloud-hosted application data (Clause 6.17) will use the existing on-prem Backup Solution, or a CSP-native backup service, and who is responsible for backup software licensing in the cloud environment.	Vendor will be responsible, appropriate path will be decided later.
53	P1	6.27 / RFP p.36	DR strategy for MZR PaaS Cloud	Please confirm the disaster recovery strategy for Production workloads hosted in the MZR PaaS Cloud : whether DR is to another CSP region/zone, back to the on-prem DR site at Mumbai (Clause 6.27), or a hybrid approach : and the corresponding RTO/RPO targets.	DC and DR preferably should be two different CSP. However, its not decided yet and will be evaluated in future.
54	P1	6.7 / 6.27	Application-wise RTO/RPO for cloud workloads	Please share application-wise RTO/RPO requirements for the applications targeted for containerization/cloud migration under Clause 6.7, to enable appropriate DR architecture and cost sizing.	It will be decided later
55	P2	6.27	DR testing frequency for cloud	Please confirm whether the quarterly BCP/DR Live testing cadence described in Clause 6.27 will be extended to include the MZR PaaS Cloud environment, and the expected scope of such testing (full failover vs. partial).	Yes
56	P2	6.17	Immutable/ransomware-resilient backup	Please confirm whether immutable backup or ransomware-resilient backup capability is a mandatory requirement for the cloud-hosted Production environment, given RBI/regulatory emphasis on cyber-resilience.	yes
Section I. Cloud Operations & Managed Services					
<i>Clauses 6.44, 6.46 (RFP p.49–50)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
57	P1	6.46 / RFP p.50	24x7 support model for cloud workloads	Please confirm whether the MZR PaaS Cloud Production environment requires 24x7x365 on-call support (as implied by the “Offsite/Remote” row of the Service Window table in Clause 6.46), and whether this is distinct from the onsite New Delhi/Mumbai service window defined for on-prem infrastructure.	Please be guided by RFP

58	P1	6.44 / 6.7	L1/L2/L3 operating model for cloud	Please confirm the expected L1/L2/L3 support and escalation model specifically for cloud/container platform incidents, and whether the roles defined in Clause 6.7 (Platform & Transformation Architect, DevOps & Platform Reliability Engineer) are expected to perform L2/L3 cloud operations in addition to transformation work.	Please be guided by RFP
59	P1	Governance (implied)	Cloud services demarcation (MSP/NHB/CSP)	Please confirm the RACI for day-to-day cloud operations : specifically, which activities (e.g., patching of managed PaaS services, CSP support ticket escalation, cost governance) remain with the CSP under its shared-responsibility model, which are NHB's responsibility, and which fall to the selected bidder.	It will be decided later
60	P2	6.25 / 14.6	Patch management for cloud/PaaS components	Please confirm whether the Patch Management Services and TAT timelines under Clause 6.25/14.6 apply to container base images and managed PaaS components, or whether patching of managed CSP services is excluded, as it is the CSP's responsibility under the shared-responsibility model.	Please be guided by RFP
61	P2	6.43	Cloud-specific reporting requirements	Please confirm whether the Reporting Activities described in Clause 6.43 are expected to be extended to include cloud-specific MBR/QBR content : e.g., cloud cost trends, cloud security posture, container platform health : or whether this reporting format is to be proposed by the bidder.	Please be guided by RFP
62	P1	6.44	Change management for cloud deployments	Please confirm whether cloud/container deployments (CI/CD releases to Production PaaS) will follow NHB's existing Change Advisory Board (CAB) process, and the expected frequency/lead time for standard vs. emergency cloud changes.	Existing CR policy will be applicable, however, it might change based on the model.
Section J. Cloud Consumption & FinOps – Technical/Commercial Interface					
Annexure IX – Commercial Bid Format (RFP p.96)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
63	P1	Annexure IX / RFP p.96-98	Cloud consumption billing mechanism	Annexure IX (Commercial Bid Format – Tables 1–5) contains no line item for CSP/cloud consumption charges (compute, storage, PaaS, data egress). Please confirm whether cloud consumption will be billed directly by the CSP to NHB (pass-through), reimbursed to the bidder at actuals, or is expected to be included within the bidder's quoted FMS cost (Table 2).	It will be reimbursed to bidder on actual.
64	P1	Annexure IX	Cloud consumption cost baseline for pricing	Please provide (or confirm the bidder should assume) a baseline monthly/annual cloud consumption estimate (compute, storage, PaaS/Kubernetes, data transfer) for Phase 1 (Dev/Test/SIT/UAT/Beta in DC + Production in MZR PaaS Cloud), so bidders can price connectivity, monitoring, and operational effort consistently.	It will be reimbursed to bidder on actual.
65	P1	Annexure IX	Who pays the CSP	Please confirm definitively whether NHB or the selected bidder holds the direct commercial/contractual relationship with the CSP for the MZR PaaS Cloud subscription, as this determines whether cloud consumption is an NHB pass-through cost or part of the bidder's TCO.	NHB holds contractual responsibility. However bidder will pay the bill and NHB reimburse at actual on production of receipt.
66	P2	10.14 / 12.1	CSP price change handling	Please confirm the mechanism for handling CSP list-price changes or currency fluctuation over the 5-year firm-price contract period (Clauses 10.14/12.1) for any cloud consumption costs that may fall within the bidder's quoted scope.	NHB holds contractual responsibility. However bidder will pay the bill and NHB reimburse at actual on production of receipt.

67	P1	6.7	FinOps scope	Please confirm whether FinOps services (cloud cost visibility, budget alerts, rightsizing recommendations, reserved-instance/savings-plan management) are within scope of this RFP, and if so, under which clause/deliverable, and whether a dedicated FinOps resource or tooling cost should be quoted.	Bidder will provide support on this on initial stage.
68	P1	Table 2 & 3, Annexure IX	Base scope vs. chargeable cloud services	For each of the following, please confirm whether it is included in the bidder's base FMS scope (Table 2) or should be treated as an additional/chargeable service (Table 3 – Additional/Future Requirement): cloud consumption/compute, CSPM/CNAPP tooling, DevSecOps toolchain licensing, container registry, cloud-native monitoring/observability, and cloud SIEM log ingestion.	Procurement of tools is not in bidder's scope.
Section K. Cloud Licensing					
<i>Clause 6.33 : License Management (RFP p.40)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
69	P1	6.33 / RFP p.40	Cloud/container software licensing ownership	Please confirm which cloud-related software licenses (container orchestration platform, CI/CD tooling, DevSecOps scanning tools, container registry) will be procured and owned by NHB versus proposed and priced by the bidder under Clause 6.33 (License Management).	NHB will procure. However, bidder is expected to provide support in selecting right technology.
70	P2	6.33	License portability for cloud migration	For existing on-prem software licenses (OS, database, middleware) tied to applications being migrated to the MZR PaaS Cloud, please confirm whether NHB's current licenses are portable/BYOL-eligible to the cloud, or whether new cloud-native licenses must be procured.	NHB intends to use cloud based database/OS/PaaS service. It has no plan now to migrate existing license to cloud.
71	P2	6.9.10 / 6.33	License governance for cloud identity/tool seats	Please confirm whether license governance for cloud-related SaaS/PaaS identity assignments (e.g., CSP IAM Identity Center seats, DevSecOps tool seats) falls under the License Management scope of Clause 6.33.	Yes
Section L. Cloud Transformation Resources					
<i>Clauses 6.7, 6.45, 6.47, Annexure IX Table 4 (RFP p.20, 50, 97)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
72	P1	6.7 / 6.45 / 6.47 / Annexure IX	Minimum headcount for cloud transformation roles	Clause 6.7 names three transformation roles (Platform & Transformation Architect, DevOps & Platform Reliability Engineer, Full Stack Engineer) but Clause 6.45 (Minimum Onsite Resources) and Clause 6.47 (Minimum Qualification table) do not list these roles, and Annexure IX Table 4 prices only a single "Cloud Infrastructure Engineer." Please clarify the minimum headcount, onsite/offsite mix, and qualification/experience criteria expected for each of these three transformation roles.	Please be guided by RFP
73	P1	Annexure IX Table 4 / RFP p.97	Reconciling "Cloud Infrastructure Engineer" with Clause 6.7 roles	Please confirm whether the "Cloud Infrastructure Engineer" priced in Annexure IX Table 4 (Qty. 1) is intended to cover all three roles described in Clause 6.7, or whether Platform & Transformation Architect, DevOps & Platform Reliability Engineer and Full Stack Engineer should each be quoted as separate, additional resource line items.	Please be guided by RFP
74	P1	6.7	Full-time vs. as-required effort model	Please confirm whether NHB expects the cloud transformation resources to be dedicated full-time for the 5-year term or engaged on a variable/as-required person-month basis; if variable, please indicate an expected minimum annual person-month commitment for planning purposes.	Answered above in 30

75	P2	6.7	Additional skill sets during contract	Clause 6.7 notes that “additional skill sets may be required during the contract period” and will be “mutually agreed.” Please confirm the mechanism and rate-card basis (e.g., extension of Annexure IX Table 4 additional-manpower pricing) by which such additional cloud skills will be commercially onboarded.	Please be guided by RFP
76	P2	6.47	Certification requirements for cloud resources	Please confirm whether NHB requires specific CSP certifications (e.g., AWS Certified Solutions Architect, Azure Solutions Architect Expert, CKA/CKAD for Kubernetes) for the Platform & Transformation Architect and DevOps & Platform Reliability Engineer roles, similar to the AZ-800/AWS SysOps certifications mandated for Server Engineers in Clause 6.47.	It’s a preferred choice, but not mandatory requirement. However, resourced must be skilled and should have hands on experience.
77	P2	6.35.2 (applied) / 6.48	Resource replacement/notice period for cloud roles	Please confirm whether the 30-day replacement notice and 15-day knowledge-transfer overlap period specified elsewhere for on-site engineers also applies to the specialized cloud transformation roles under Clause 6.7, given the specialized skill-continuity risk.	Please be guided by RFP
Section M. Governance, RACI & Third-Party Responsibilities					
Clauses 6.32, 6.51 and general contract governance					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
78	P1	Governance (implied)	RACI matrix – NHB/MSP/CSP/OEM	Please confirm whether NHB will issue, or expects the bidder to propose, a formal RACI matrix covering cloud architecture, security, operations, and incident management responsibilities across NHB, the selected bidder (MSP), the CSP, and any third-party OEMs (e.g., DevSecOps tool vendors).	It will be discussed with the selected vendor and developed accordingly.
79	P1	6.32	CSP escalation ownership	Please confirm whether the selected bidder or NHB directly will hold the CSP support contract/escalation relationship (e.g., Business/Enterprise support tier) for the MZR PaaS Cloud, consistent with the Vendor Management Services described in Clause 6.32.	Selected vendor will hold the responsibility.
80	P2	14.2	Multi-party incident handling	Please confirm the expected incident-management process for outages that span DC, DR, and MZR PaaS Cloud simultaneously : specifically, how severity classification (Clause 14.2, S1–S4) and SLA clocks apply when root cause lies with the CSP rather than the bidder.	Please refer penalty and SLA clause of RFP
81	P2	6.51	RBI audit access to cloud environment	Please confirm that the bidder’s proposed CSP arrangement will permit RBI/NHB and their authorized auditors direct or delegated access to cloud infrastructure logs, configurations, and records as required under Clause 6.51 (RBI Guidelines), including in a shared-responsibility CSP model.	Yes but limited to NHB environment .
82	P2	8	OEM/CSP back-to-back support for cloud	Clause 8 (Deliverables) requires an OEM letter confirming back-to-back support commitments. Please confirm whether this requirement extends to the CSP for the MZR PaaS Cloud platform, and whether the CSP will provide a similar support commitment letter.	Please be guided by RFP
Section N. Cloud SLA, Availability & Penalty					
Clause 14 : Service Level Agreement and Penalty (RFP p.77)					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
83	P1	14.1 / 14.4 / RFP p.77	Cloud/PaaS availability SLA	Clauses 14.1 (Data Centre Services) and 14.4 (Additional Service-level KPIs) do not currently define an uptime/availability SLA specific to the MZR PaaS Cloud or containerized workloads. Please confirm whether NHB will define a separate cloud availability SLA (e.g., 99.9%/99.95%), or whether the CSP’s native SLA is deemed to satisfy this requirement, with the bidder responsible only for application-layer availability.	It will be decided later.

84	P1	14.2	Severity classification for cloud incidents	Please confirm how cloud/container platform incidents (e.g., PaaS service degradation, container orchestration failure) will be mapped to the S1–S4 severity framework in Clause 14.2, given that the existing definitions are framed around on-prem infrastructure (DC servers, network, application).	It will be decided later.
85	P2	14.2 / 14.4 / 14.5	Penalty attribution for CSP-caused outages	Please confirm whether SLA penalties under Clauses 14.2 and 14.4 will be waived or adjusted for outages attributable to CSP infrastructure failure outside the bidder's control, similar to the existing "Exception" for OEM/vendor logistics delays under Clause 14.5.	CSP penalty should be passed through to NHB in such cases.
86	P2	14.4	Cloud-specific KPIs	Please confirm whether NHB intends to add cloud-specific KPIs (e.g., container image vulnerability closure rate, PaaS patch compliance, cloud cost variance) to the Additional Service-level KPI table in Clause 14.4, and if so, share the proposed targets and penalty structure.	It will be decided later.
87	P2	14	Overall penalty cap applicability to cloud services	Please confirm that the overall 10% quarterly penalty cap described in Clause 14 applies uniformly across on-prem and cloud/transformation service failures, or whether a separate penalty cap will govern the cloud transformation scope.	Please be guided by RFP
Section O. Exit, Portability & Transition					
<i>Clauses 3.22 (Transition Requirement) and 6.4 (Transition Management)</i>					
No.	Priority	RFP Reference	RFP Pointer	Pre-Bid Technical Query	NHB Response / Clarification
88	P1	6.4 / 3.22	Cloud-specific transition-in period	Clause 6.4 specifies a minimum 14-day transition-in period for the overall FMS scope. Please confirm whether a longer or separate transition/onboarding period is envisaged for the cloud transformation and MZR PaaS Cloud operations scope, given the specialized skills and landing-zone setup involved.	Please be guided by RFP
89	P1	3.22	Exit/portability requirement for cloud workloads	Clause 3.22 describes a general transition-out obligation but does not define cloud-specific exit provisions. Please confirm the expected scope of exit assistance for cloud workloads : including application/data migration to a successor vendor or back on-premises, IaC/configuration handover, and CI/CD pipeline handover : and the notice period NHB expects for such exit transition.	It will be decided later.
90	P1	3.22	Cloud data-egress cost ownership during exit	Please confirm who bears CSP data-transfer/egress costs and any early-termination or reserved-capacity charges incurred during exit/transition-out of the MZR PaaS Cloud environment.	NHB
91	P2	3.22	Source code and IP handover on exit	Please confirm whether all IaC scripts, CI/CD pipeline configurations, container images, and application source code modified/created during the engagement will be handed over to NHB (or NHB's nominated successor) in a usable, documented format upon contract exit.	Yes
92	P2	9	Cloud pricing terms on contract extension	Given the 5-year base contract with possible extension (Clause 9), please confirm whether cloud consumption/PaaS pricing terms are expected to remain firm through any extension period, or whether cloud costs will be re-benchmarked against then-prevailing CSP pricing at the point of extension.	It will be decided later.