



PRE-BID CLARIFICATIONS

RfP No. 400/2019/1338/BYO/ITV dated May 29, 2018

Pre-bid meeting for the aforesaid RfP was held at SIDBI Office Premises on June 6, 2018. Based on discussions with the bidders during the meeting following clarifications may please be noted.

1. Responses of the bidders must be in the format defined by SIDBI, failing which bids may be liable to be rejected.
2. Bidders are requested to take note of 'Foot Notes' mentioned in the RfP.
3. Revised **Annexure-IV.Commercial Bid Format** is attached herewith.
4. All other terms of reference as set out in the RfP remain unchanged.

S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
1	Page 28, Clause 5	The proposed Data Centre Premise for hosting Bank's DR should be at Chennai and should be at least tier-III compliant.	Hosting is independent of geographies. Request you to do not restrict DR only at Chennai. Please rephrase clause as: " <i>The proposed Data Centre Premise for hosting Bank's DR should be in India and should be at least tier III compliant.</i> "	No Change in the RfP clause.
2	NA	NA	We will be most pleased to submit our bid for any other location than Chennai.	No Change in the RfP clause
3	Page 13/ 5.4.4	Vendor should provide Auto Transfer Switch (ATS) For Single source device	Pl. clarify Number of ATS Needed for entire setup	Clarification: Please note the revised requirement: a) ATS will be required in three (03) racks. b) Accordingly, number of racks with ATS may be read as three (03) instead of five (05)

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
				c) Any additional ATS required will be taken based on rate contract during the period of the contract.
4	Page 14/ 5.4.4	Availability of BSNL, Bharti, Airtel, Tata, Reliance, Sify	All this carrier are available, SIDBI to check formal feasibility with BSO along with all the details.	Noted
5	Page 14/ 5.5.6	Vendor is responsible for extension of cross connect from communication room till SIDBI Cage without any extra cost.	Cross connect charges are applicable for all extension of links.	No Change in the RfP clause. Initially the VENDOR has to provide cross connects as asked for in the RfP.
6	Page 16/ 5.7.8	Additional rack space as Right of first refusal.	Pl. clarify no. of racks which needed in future along with tentative duration	The clause 5.7.8 states “As the Bank envisages addition of more racks during the period of contract, the VENDOR should be able to provide the same at the contracted rate. After adding two racks in the existing cage, if Bank requires space for adding more racks, the bidder should provide rack space preferably in the same server hall in the DataCenter, at the contracted rate.” <i>At this stage Bank cannot provide number of additional rack requirements during the contract period.</i>

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
7	Page 16/ 5.7.18	Single phase & Three phase requirement	Please quantify rack wise commando socket requirement along with Rack wise rated power information as inventory which shared in RFP. All the Racks will be provided with Standard 1 +1 Power socket.	<ol style="list-style-type: none"> 1. All the racks to be provided with single phase power. 2. In case during the period of contract the Bank desires to have three phase power, the bidder to provide the same at the contracted rate. 3. In current RfP there is no ask for Commando sockets.
8	Page 17/ 5.7.19	Structured Cabling	As updated complete structured cabling details needed along with network Diagram.	<p>The network diagram showing interconnect between the racks is given in Appendix-i of the RFP.</p> <p>However, detailed network diagram shall be shared with selected vendor after finalisation of the cage layout.</p>
9	Page 17/ 5.8.1	Enclosed Dedicated seating space	We only can check option of shared seating area as Dedicated seating option is not feasible.	<p>Agreed. Please note the revised clause # 5.8.1 (pg.17) as</p> <p>“The Bank will require dedicated seating space at the VENDOR DataCenter with adequate space for the movement within the seating area.”</p>
10	Page 18/ 5.8.4	Telephone with STD facility inside Cage Area	This feasibility to be checked with respective telephone provider.	<p>Noted.</p> <p>However, all other requirements as mentioned under this clause shall be in bidder’s scope.</p>

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
11	Page 17/ 5.9.1	Fire safe cabinet	Please confirm Make and weight of fire safe.	Bank is not moving any Fire Safe Cabinet to Bidder's DataCenter. Refer clause 5.9.1 of RfP.
12	Page 44/ 10.11.1	Project Timelines	Pl. clarify more details about shifting and Ownership about Migration. Regarding Timelines 1. Racks / Cage - Can be arranged in 4 weeks along with Lock key but for access control 5 to 6 weeks timeline needed.	No Change in the RfP clause.
13	Page 16/ 5.7.15	Power on actual	Bank to confirm Overall Power needed (Rack wise).	For rated power of the current hardware devices to be hosted in Bidder's DataCenter, please refer Appendix-ii of RfP. However, rack wise distribution of devices shall be shared with selected vendor.
14	Page 28 - 7.1.1(5) / Eligibility Criteria	The proposed Data Centre Premise for hosting Bank's DR should be at Chennai and should be at least tier III compliant. a) Supporting document - publicly available information of the proposed data center along with an undertaking on a VENDOR letterhead, clearly mentioning that the Data Centre Premise is complying with tier III [or higher] requirements. b) A valid Tier-III certification copy from the authorised agency to be submitted. c) Undertaking / declaration on bidder	i. Kindly clarify the we have to submit either of a, b & c documents to comply with the clause? ii. Request to kindly remove the clause: b) A valid Tier-III certification copy from the authorized agency to be submitted.	Agreed. Please note the revised clause: i. All the supporting documents as at a), b) and c) have to be submitted. ii. Clause b) stands revised as under: "A valid Tier-III certificate copy from an authorized agency or from Statutory Auditor to be submitted."

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
		letter head with the details of the proposed address duly signed by authorised signatory and stamped to be submitted.		
15	3. Introduction and Disclaimers	3.1. Purpose of RfP 3.1.1. Small Industries Development Bank (SIDBI) invites sealed offers from eligible, reputed VENDORS for offering Data Center co-location facility at Chennai for its DR Site.	We would request you to add the Bangalore location for DR site as we are having Datacenter in Partnership with ITI Ltd.	No Change in the RfP Clause.
16	Page 10 / 4.3.5	Bank has also connectivity with third party networks viz., Negotiated Dealing System (NDS), Reuters, SWIFT, Bloomberg etc, at both DC and DR. The connectivity and services are managed by respective vendors.	Please Let us details Scope of work for Bidder	The point is mentioned for the information of the bidders and management of any of these systems is not in the scope of the bidders.
17	Page 14 / 5.5.5	The VENDOR to note that, bank is in the process of shortlisting new service providers for connectivity. The VENDOR shall provide space and allow the new service provider(s) / Link service provider(s) for installation of MUX, laying of cable etc., at no extra cost to the Bank.	Cross connect charges will be applicable to Bank Rack space in MMR will be provided to link service provider only and it is chargeable.	No Change in the RfP Clause.
18	Page 14 / 5.5.6.	The VENDOR will be responsible for extension of existing telecommunication links from communication room to server caged area/ network communication area (where network racks are installed) at no extra cost to the Bank.	Cross connect charges will be applicable to Bank	No Change in the RfP Clause.

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
19	Page 15 / 5.7.6	Scalable Racks 2 Number	Please Clarify Scalable Racks are Network Rack or Server Rack	Clarification The racks to be added in future would be Server racks.
20	Page 16 / 5.7.9.	The racks would be used for housing the servers, network and security equipment, backup libraries etc. The placement of network and security rack should be carried out in such way to reduce length of network cabling.	Please confirm Distance Required between Network Rack and Security Rack	Bidders to follow standard best practices in this regard.
21	Page 16 / 5.7.18	Initially all the racks to be provided with single phase power. However, in case of Bank's requirement of three phase power during the contract period, bidder should provide the same at contracted rate.	Subject to additional cost.	<ul style="list-style-type: none"> i. All the racks to be provided with single phase power. ii. In case during the period of contract the Bank desires to have three phase power, the bidder to provide the same at the contracted rate.
22	Page 19 / 5.1	Lift & Shift the Existing Setup	Please share Following details: Existing DR Location Address and Asset Value of equipment's which need to be Lift and Shift	<ul style="list-style-type: none"> i. Current DR Location address is: SIDBI, 756-L, Anna Salai, Chennai – 600002, Tamil Nadu ii. Asset value for transit insurance of the equipment to be shifted to bidder's datacenter shall be shared with selected vendor.
23	Page 20 / 5.12.4.	Staging Area: The VENDOR should provide secured staging area for unpacking and installation of equipment, at no extra cost to the bank.	Please let us know how many Days you need Staging area for unpacking and installation of equipment	Staging area is required for a minimum period of upto 04 weeks from the date of unpacking the equipment's.

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
24	Page 20 / 5.12.3.	Storage/ Godown: Throughout the contract period secured Storage/ Godown facility to be provided for a period of at least four to six weeks with access to Bank's authorized personnel, to meet the time gap between delivery and installation of equipment and / or storing buyback equipment, at no extra cost to the Bank.	Shared Storage Space will be provided. Please Let us know storage space required in Sq ft.	Bidder to decide at their own keeping in view the type and nature of the hardware items to be housed in the racks at the bidder's datacentre.
25	Page 43 / 10.11.1	Project Timelines	Kindly Change Delivery Timelines as per below: Server / cage area ready, Cabling - SIX weeks from PO Site completely ready for Inspection - Eight weeks from PO Shifting, installation and commissioning - Ten Weeks From PO	No Change in the RfP Clause.
26	Page 36 / 9.1.6.	Resolution Time	Please consider Resolution Time as follows Critical- Environmental Infrastructure - =< 4 Hours Critical - Network - =< 4 Hours Key - Environmental Infrastructure - =< 4 Hours	No Change in the RfP Clause.
27	Page 71 / 12.4	IP CCTV camera(s) with accessories for storing the feed for a period of 03 month, providing on-site access to Bank and monitoring by the VENDOR.	CCTV Monitoring will be done by Our BMS Team. We will store the CCTV footage for 3 Months and Provide to bank as per their request. Please consider the same.	No Change in the RfP Clause.
28	Page 72 / 12.4	Power Charges - 21900 kWh Per month	Please share Rack wise Power consumption details in kWh Per month	Power consumption as mentioned in the commercial bid is indicative

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				for the TCO calculation purpose only. Since the rack wise power consumption shall depend on the distribution of devices across the racks in the cage area, providing the same at this stage is not feasible. However, maximum power per rack may be taken as 06 KVA.
29	Page 19 / 5.11.1.	The VENDOR has to provide off-site drop off and pickup facility for backup tapes from/ to vendor's Datacenter to/ from Bank's off-site storage facility	Please allow us to Handover Tapes to Banks Onsite Representative as Transportation of tapes Outside our IDC are doesn't falls under our standard service Offerings	No Change in the RfP Clause.
30	Page 23 / 6.7.	Earnest Money Deposit (EMD): EMD of Rs 3.50 Lakh	Please reduce EMD Value to Rs 2 Lakh	No Change in the RfP Clause.
31	Page 28 / 7.1.1.2	Statutory auditor certificate indicating that bidder is in Datacenter co-location services in India for last five years.	Please allow us to Provide declaration for Datacenter co-location services in India for last five years on company Letter head signed by company's authorized signatory	No Change in the RfP Clause.
32	Page 28 / 7.1.1.3	3 The bidder should have a minimum average annual turnover of at least Rs.20 crore during last three (3) financial years i.e. FY 2015, 2016 and 2017. Supporting the fact, the bidder should furnish: a) Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17 (if available) and	Please allow us to provide: a) Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17. b) Self-declaration / undertaking to this effect on company's letter head signed by company's authorized signatory	No Change in the RfP Clause.

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		b) Statutory Auditor certificate for FY2014-15, FY 2015-16 and FY2016-17. The Statutory Auditor certificate should provide the details of networth, cash profit and turnover for the FY 2015, 2016 and 2017.		
33	Page 28 / 7.1.1.4	<p>4 The bidder should have positive net worth and cash profit [i.e., no cash loss] in 2 years out of last 3 Financial Years i.e. FY 2015, 2016 and 2017.</p> <p>Supporting the fact, the bidder should furnish:</p> <p>a) Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17 (if available) and</p> <p>b) Statutory Auditor certificate for FY2014-15, FY 2015-16 and FY2016-17.</p> <p>The Statutory Auditor certificate should provide the details of networth, cash profit and turnover for the FY 2015, 2016 and 2017.</p>	<p>Please allow us to provide</p> <p>a) Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17 (if available) and</p> <p>b) Self-declaration / undertaking to this effect on company's letter head signed by company's authorized signatory</p>	No Change in the RfP Clause.
34	Page 28/ 7.1.1.4	The bidder should have positive net worth and cash profit [i.e., no cash loss] in 2 years out of last 3 Financial Years i.e. FY 2015, 2016 and 2017.	<p>Please change this to:</p> <p>The bidder should have positive net worth and NET profit in 2 years out of last 3 Financial Years i.e. FY 2015, 2016 and 2017.</p>	No Change in the RfP Clause.

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
35	Page 39 / 10.1.	Duration of Contract 10.1.1. Bank will enter into contract initially for a period of 5 years, however, the same should be extendable with maximum upto extensions of 5 years or part thereof, if the bank so desires.	10.1.1. Bank will enter into contract initially for a period of 5 years, however, the same should be extendable with maximum upto extensions of 2 years or part thereof, with mutually agreed.	No Change in the RfP Clause.
36	Page 39 / 10.1. Duration of Contract	10.1.2. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at the time of extension of contract.	Please change this to With Mutual Terms	No Change in the RfP Clause.
37	Page 39 / 10.1. Duration of Contract	10.1.3. Bank reserves the right to exit the contract after due notice of 3 month.	Please Remove this clause	No Change in the RfP Clause.
38	Page 46 / 11.8. Performance security	11.8.1. The successful bidder(s) shall provide Performance Security in the form of an unconditional Bank Guarantee (BG) from a scheduled commercial Bank for an amount equivalent to 10% of the total order value of 5 years with validity of 05 years and an additional 6 months invocation period. The PBG should be submitted within 21 days form the issue date of Lol/PO. If the Performance Guarantee is not submitted, the Bank reserves the right to cancel the contract and forfeit the EMD.	Please change this to 11.8.1. The successful bidder(s) shall provide Performance Security in the form of an unconditional Bank Guarantee (BG) from a scheduled commercial Bank for an amount equivalent to 10% of the total order value of 1 years with validity of 01 years which is renew year on year and an additional 6 months for invocation period. The PBG should be submitted within 30 days form the issue date of Lol/ PO.	No Change in the RfP Clause.
39	Page 96 / 13.1 Appendix	Requirement of Inter-rack Cabling	Please confirm Overhead cabling tray required or not. Fiber cabling is under	Bidders to follow standard best practices in this regard.

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S.N.	Page No. / Section No.	Description	Bidder(s) Query	SIDBI Response
			Bank Scope	Fiber patch chords for interconnect to switches and SAN storage would be provided by the bank. Shortlisted bidder to lay the same and connect the devices as required by the bank.
40	Page 13 / 5.4.4	The VENDOR shall provide Auto Transfer Switch (ATS) for single power input systems in five (05) racks. Any additional ATS required, if any, will be taken based on rate contract during the period of the contract.	Please confirm the ATS switch capacity. (3KVA/6KVA)	ATS Switch capacity should be 06 KVA.
41	Page 17 / 5.8.3	Bank may require additional seating space (in the same premises) for housing 2 to 3 additional personnel (Bank employees/appointed personnel) in future at VENDOR DataCenter temporarily during disaster for certain period or permanently and in such an event, additional work area should be made available at the rate not exceeding the agreed/ contracted rate. Bank cannot provide any time frame to inform VENDOR for taking up additional space. The payment will be made on prorata basis from the date of occupation of seats.	Cabin or open work stations seating space is required	Please refer point as at Sr. No. 9 above.
42	Pg. 60, 12.2.3. Eligibility Criteria Point 5	The proposed Data Centre Premise for hosting Bank's DR should be at Chennai and should be at least Tier-III compliant.	Requested not to restrict the proposed DC Premises in Chennai. Therefore, please consider proposed DC premises across	No Change in the RfP Clause.

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			PAN India.							
43	Pg. 60, 12.2.3. Eligibility Criteria Point 8	The proposed Datacenter building should be owned by bidder or on lease with unexpired lease duration of at least 12 years as on RfP date. No Partnership / Consortium is allowed	Request to cut down the duration to 3 years	No Change in the RfP Clause.						
44	NA	CCTV specifications	Is SIDBI Having any specific CCTV specifications if yes, please confirm on the camera and other accessories specification	Bidders to provide CCTV camera with specifications to meeting DataCenter standards.						
45	Page 74 / Commercial bid	Power requirement	Is it 3PH or 1PH AC power requirement	Please refer point as at Sr. No. 7 above.						
46	Page 73 / Annexure-IV: Commercial Bid – 03. Optional Charges, row no. 4 of the table	Hands and Eye Support (24X7)	<p>The service is available in following two models:</p> <ol style="list-style-type: none"> Dedicate resources working in 8hrs.x3 shifts to provide 24x7 service. Available in 5 hours per month or 10 hours per month packs wherein services will be provided on need basis. 	<p>Line item No. 4 in the mentioned table is split into two line items as under:</p> <table border="1" style="width: 100%;"> <tbody> <tr> <td style="width: 10%;">4.a</td> <td style="width: 70%;">Hands and Eye Support – 05 hrs. per month</td> <td style="width: 20%; text-align: center;">01</td> </tr> <tr> <td>4.b</td> <td>Hands and Eye Support – 10 hrs. per month</td> <td style="text-align: center;">01</td> </tr> </tbody> </table> <p>Accordingly, the revised commercial bid format is attached herewith.</p>	4.a	Hands and Eye Support – 05 hrs. per month	01	4.b	Hands and Eye Support – 10 hrs. per month	01
4.a	Hands and Eye Support – 05 hrs. per month	01								
4.b	Hands and Eye Support – 10 hrs. per month	01								

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1.1. Annexure –IV: Commercial Bid (Revised)

Bank DR Site Co-location

1. RECURRING CHARGES during first 05 years of contract.

a. Table -1: DR Co-location [Rack Hosting, Seating Space, Dedicated IP CCTV Camera, Tape Movement and Vault services]

S. No.	Description	Qty.	Unit Cost Details Per Annum			Total Cost per Annum	Total Cost for Five Years
			Cost	GST	Total		
			A	B	C		
1	Co-location charges for DR (Racks with power strips and electrical cabling) to be hosted within the cage.	05					
2	Charges for Seating Space at DR (seats).	01					
3	IP CCTV camera(s) with accessories for storing the feed for a period of 03 month, providing on-site access to Bank and monitoring by the VENDOR.	02					
4	Daily tape movement	02					
5	Monthly Tape Movement charges.	03					
6	Backup Tape Storage Vault Services for storing up to 100 LTO Tapes.	01					
7	Total DR Co-location Charges for first 05 years [1+2+3+4+5+6]						

Important Note: Rate mentioned herein shall also serve as the rate contract for any additional requirement during the first five years of contract.

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b. Table -2: Power Charges

Description	kWh Per month	*Current Electricity Rate (indicative)	**Multiplication factor against the PUE for Power Charge	Annual Recurring Charge	Total Cost for Five Years
	A	B	C	D=AXBXCX12	E=DX5
Power Charges • Units mentioned are in KWh per month. • Will be paid on actual usage.	21900	10			

* Current Electricity Rate and number of units mentioned above in the commercial bid is indicative for the TCO calculation purpose only. However, the power charges will be paid at actual subject to submission of tariff table from respective electricity service provider.

** Bidder should quote only the Multiplication Factor against the PUE for power charges to cover the electricity consumption for devices, cooling, lighting, UPS power, consumption of diesel and all associated power heads. **This Multiplication factor will be fixed for the entire term of contract and extension(s), if any.**

2. ONE TIME CHARGES

S. N.	Description	Qty.	Unit Cost Details			Total Cost
			Cost	GST	Total	E = DXA
			A	B	C	
1	Caging charges to accommodate 07 racks (Lumsum).	LS				
2	Inter-rack network cabling charges (per rack)	05				
3	Cross connect charges (Copper)	15				
4	Lift and Shift Charges (LumpSum)	LS				
5	Dedicated Biometric Access Control for cage.	01				
6	Total One Time Charges					

3. OPTIONAL CHARGES

a. During the entire period of Contract, including extended period, if any (as and when required during the period of entire contract)

- (i) These charges will be one-time charges, valid for the entire contract period including extended period, if any. Bank will not pay any recurring charges against these items. Quantity is for TCO calculation only.
- (ii) Order will be placed on actual requirement as and when it arise.

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[Amt. in ₹]

S. N.	Description	Qty.	Unit Cost Details			Total Cost
			Cost	GST	Total	
			A	B	C	D=B+C
1	Inter-rack cabling charges (per rack)	01				
2	Cross connect charges (Copper)	01				
3	Cross Connect Charges (Fiber)	01				
4.a	Hands and Eye Support – 05 hrs. per month.	01				
4.b	Hands and Eye Support – 10 hrs. per month.	01				
5	Electrical Cabling charges with socket of 32amps (single phase)	01				
6	Electrical Cabling charges with socket of 32amps (Three phase)	01				
7	Electrical Cabling charges with socket of 63amps (single phase)	01				
8	Power strip with 16 numbers of IEC C-13, 10A sockets and 4 numbers of C-19, 16A sockets. (per strip)	01				
9	Patch Panel (24 Port) – supporting 10G	01				
10	UTP cable (supporting 10G) 1 box with laying charges	01				
11	UTP Patch Chord (CAT6) – 5Mts	25				
12	ATS with cabling upto rack.	01				
13	Per annum Cost of co-location of single rack (non-caged) inclusive of network cabling from the rack to caged area and power cabling. {Power charges will be paid on actuals}.	01				
14	Additional vaulting services for a block of 25 LTO tapes.	01				
15	Total Optional Charges [1 to 15]					

b. Beyond Five Years of Contract (Valid for next five years)

- (i) **DR Co-location [Rack Hosting, Seating Space, Dedicated IP CCTV Camera, Tape Movement and Vault services]**

[Amt. in ₹]

S. N.	Description	Qty.	Unit Cost Details per Annum			Cost per Annum	Total Cost
			Cost	GST	Total		
			A	B	C	D=B+C	E=A X D
1	Co-location charges for DR (Racks with power strips and electrical cabling) to be hosted within the cage.	05					
2	Charges for Seating Space at DR (seats).	01					
3	IP CCTV camera(s) with accessories for storing the feed for a period of 3 month, providing online access to	02					

