S. No.	Page No.	Section	Point as stated in RFP document	Comments/ suggestions/ Deviations	KPMG Comments
1	9	**3 Eligibility Evaluation Criteria** **B. FINANCIAL** **Sr. No.3**	The infrastructure provider should be a profit making company for the last Three (3) FYs (202223, 2023-24 and 2024-2025).	Kindly amend the clause as; The infrastructure provider should be a profit making company for any **Three (3) out of Four 4 FYs (2021-22**, 2022-23, 2023-24 and 2024-2025).	Please refer to Corrigendum
2	12	Technical Evaluation Crite	The infrastructure provider should have its own Cyber SOC and should have implemented minimum Three (3) out of Four (4) security solutions in at least two (2) banks in India. a) SIEM b) PIM/PAM c) WAF d) Anti-virus & HIPS e) Anti-DDOS	Option 1: It is recommended to remove the requirement for the infrastructure provider to have its own Cyber SOC, as the provider's role is limited to delivering DC/DR infrastructure (IaaS). Cybersecurity monitoring and operations can be effectively handled by a bank-appointed specialized security vendor, enabling a maker–checker model with clear segregation of duties. This approach enhances governance, avoids vendor lock-in, improves flexibility, and remains fully compliant with banking regulatory and audit requirements. Option 2: Cyber SOC can be from the partner or from the in-house team.	RFP requirement stands
3	18	7 Scope of Work	Bidder shall be responsible for installing the hypervisor software on the Cloud infrastructure to enable VMs to boot from SAN and manage the VMs from a single console.	Please confirm the Type of hypervisor in DC? We can provide the cross hypervisor too, kindly confirm the same, if that align with your requirement?	DC is on premises and Virtualization is done on windows hypervisor only.
4	18	7 Scope of Work	The bidder shall design the DR Solution to achieve RPO of 15 Min and RTO of 60 Min.	We should finalize the RPO and RTO based on inflow traffic of DC applications.	The bidder shall comply with all RFP terms. In the event that additional bandwidth is required to achieve the stipulated RTO and RPO, the same will be provisioned after initial DR Drill.
5	15	6 Service Level Agreement	The availability/uptime of individual virtual servers should not than 99.8% on monthly basis and if the uptime is below the committed level of 99.8%, then service credit shall be applicable on the following basis on monthly recurring expense of that particular virtual server.	The overall infrastructure SLA shall be greater than 99.8%. The SLA will be measured at the infrastructure level rather than at individual virtual machine level.	RFP requirement stands

6	9	3.A.2.	The Proposed Data Center hosting the cloud setup should be at least Tier 3/Rated 3 certified.	The proposed data center hosting the cloud infrastructure should be Tier IV / Rated 4 certified instead of Tier III, as this is a critical requirement for banking workloads: We have attached a document below for your reference.	RFP requirement stands
7	9	3.C.1, 2, 3	The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co operative Banks in India during last Three (3) financial year. The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least 30 branches in last Three (3) years. The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least Two (2) Co-operative Banks in India.	Request to add Co-operative/Scheduled bank: Scheduled Banks operate at a much larger scale with high transaction throughput, stringent regulatory oversight, and complex IT environments. Service providers experienced in managing such large-scale banking infrastructure demonstrate proven capability in handling performance, availability, security, and compliance demands, which inherently qualifies them to support Co-operative Bank workloads as well.	Please refer to Corrigendum
8	16	7. 21 Scope of work	The selected bidder should provide at least 99.982% availability per month for the entire proposed infrastructure & Managed Services.	The selected bidder shall provide a minimum 99.995% availability per month for the entire proposed infrastructure and managed services, as the platform will host critical banking systems requiring fault-tolerant architecture, uninterrupted operations, and adherence to stringent regulatory and business continuity requirements.	RFP requirement stands
9	9	Eligibility Evaluation Criteria : EXPERIENCE AND SERVICE CAPABILITY	Point 1:The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Cooperative Banks in India during last Three (3) financial year.	Please relax the clause to the following: Point 1:The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Cooperative Banks/any BFSI Organizations/PSUs/Government Departments in India during last Three (3) financial year.	RFP requirement stands

10	9	Eligibility Evaluation Criteria : EXPERIENCE AND SERVICE CAPABILITY	Point 2:The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least 30 branches in last Three (3) years.	Please relax the clause to the following: Point 2:The infrastructure provider should have prior experience in the management of IT infrastructure at DC/DRC in at least Two (2) Co-operative Banks/any BFSI Organizations/PSUs/Government Departments in India in the last 3 years.	Please refer to Corrigendum
11	10	Eligibility Evaluation Criteria : EXPERIENCE AND SERVICE CAPABILITY	Point 3:The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least Two (2) Co-operative Banks in India.	Please relax the clause to the following: The infrastructure provider should have its own cybersecurity operations.	Please refer to Corrigendum
12	11	Technical Evaluation Criteria:Bidder's Capability and experience	PointB:The infrastructure provider should have prior experience in the management of IT infrastructure at the DC & DRC in at least two (2) Cooperative Banks each of which having at least 30 branches.	Please relax the clause to the following: PointB:The infrastructure provider should have prior experience in the management of IT infrastructure at the DC /DRC in at least two (2) Cooperative Banks/any BFSI Organizations/PSUs/Government Departments in India.	Please refer to Corrigendum
13	11	Technical Evaluation Criteria:Bidder's Capability and experience	Point C:The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last three (3) financial year.	Please relax the clause to the following: Point C:The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks/any BFSI Organizations/PSUs/Government Departments in India.	RFP requirement stands

14	12	Technical Evaluation Criteria:Bidder's Capability and experience	Point D:The infrastructure provider should have its own Cyber SOC and should have implemented minimum Three (3) out of Four(4) security solutions in at least two (2) banks in India. a) SIEM b) PIM/PAM c) WAF d) Anti-virus & HIPS e) Anti-DDOS	Please relax the clause to the following: Point D:The infrastructure provider should have its own Cyber SOC and should have implemented any of the security solutions in at least two (2) banks/any BFSI Organizations/PSUs/Government Departments in India. a) SIEM b) PIM/PAM c) WAF d) Anti-virus / HIPS e) Anti-DDOS	RFP requirement stands
15		General Query	Consortium Bidding	With reference to the RFP, we kindly request the Authority to consider permitting consortium bidding for this project, as the scope of work involves multiple technical and operational components requiring specialized expertise across infrastructure, applications, security, and ongoing operations. Allowing consortium participation would enable bidders to combine complementary strengths and OEM-level capabilities, ensure full compliance with technical and eligibility requirements, mitigate delivery and operational risks, and support timely implementation with effective SLA adherence. This approach would ultimately enhance competition, improve quality of execution, and safeguard the Authority's interests while ensuring long-term operational stability and scalability of the proposed solution.	Consortium Bidding is not allowed

16		FORM 13	Bill of Materials	Kindly confirm if the services required(compute, storage, netwoking, security etc.) are limited to the items mentioned in Bill of Materials, and no additional components are expected.	The infrastructure provisioned by the IaaS provider should adhere to the sizing mentioned by the application OEM for Contai Co-operative Bank. The OS & RDBMS instance proposed shall be the latest version from OEM and supported by the proposed applications quoted. Bank may take additional services during the conract period based on the unit rate quoted in BoM.
17	18	7 : Scope of Work	14. Initially, the new CBS and allied applications will run from DR till the primary DC site gets upgraded. Once the primary DC site is active, the Bidder shall ensure data is successfully replicated between the DR and DC and as per the required specifications of the bank. The Bidder shall offer DR as a service for all resources offered on primary DC site.	Doed this mean that the DR is active - active even after the DC site is upgraded?	DC & DR **will not be active-active** for CBS and allied applications.
	17	7 : Scope of Work	9. The Bidder shall provide backup solution as per Contai Cooperative Bank Ltd 's requirement.	what is the expected data backup size?	The detailed information will be shared with the selected bidder. However, the back up agent should cover all servers and the storage capacity mentioned in BoM.

18	24	7.4 Infrastructure	1. The infrastructure provisioned by the IaaS provider should adhere to the sizing mentioned by the application OEM for Contai Co-operative Bank. The application OEM should validate the proposed infrastructure quoted by IaaS provider and certify the same as sufficient based on the transaction volume (mentioned in RFP) & CBS TPS envisaged by the Bank for the next 5 years. The OS & RDBMS instance proposed shall be the latest version from OEM and supported by the proposed applications quoted.	Does this sizing meant the sizing refer to the sizing given in the Form 13?	Understanding is correct
19		FORM 13	PAM Solution	PAM is mentioned for 17 devices and 2 users. Kindly confirm whether the user count is fixed for the entire contract tenure, or whether additional admin users may be required in future at the same unit pricing.	In case of additional license same will be based on unit price.
20		FORM 13	Windows CAL License	Kindly confirm whether Windows Server OS licenses and CALs quoted in BoM are expected to cover DR-only usage, or if the same licenses will also be required during periods when DR acts as Primary site.	Windows Cal license to cover the DC & DR and for 250 end users of Bank. Please refer BoM diligently.
21		FORM 13	SIEM	Kindly mention total number of events per second.	EPS will be approximately 2000.
22		FORM 13	PAM Solution	Kindly confirm the total no users for PAM	Please refer BoM diligently
23		FORM 13	Public IP's (Static IPv4/6)	Kindly confirm total number of IPv4/IPv6 required.	Please refer BoM diligently
24		FORM 13	Cross connect	Kindly mention total number of ports required for cross connect.	Please refer BoM diligently
		FORM 13 : Firewall	100 SSL VPN license for Windows & atleast 70 IPSEC tunnels to other firewall/Routers	Kindly confirm if the cost for the SSL VPN license and Ipsec tunnel should be included with firewall.	Understanding is correct
25	9	3 (C) 1	The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last Three (3) financial year.	**Request to restate as :** The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least **One (1)** Co-operative Banks in India during last Three (3) financial year.	RFP requirement stands

26		3 (C) 2	The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least 30 branches in last Three (3) years.	**Request to restate as :** The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least **20 branches** in last Three (3) years.	Please refer to Corrigendum
27		3 (C) 3	The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least Two (2) Co-operative Banks in India.	**Request to restate as :** The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least **One (1)** Co-operative Banks in India.	Please refer to Corrigendum
	16	7 (1)	The proposed DR Infrastructure should be logically segregated environment on a private cloud dedicated to BFSI clients.	**Request to restate as :** The proposed DR Infrastructure should be logically segregated environment **or** on a private cloud dedicated to BFSI clients.	RFP requirement stands
28		7 (3)	The Physical to virtual core ratio for application server should be atleast 1:2, DB server should be 1:1 and Infrastructure server atleast 1:4.	**Request to restate as :** The Physical to virtual core ratio for application server should be atleast 1:4, DB server should be 1:4 and Infrastructure server atleast 1:4.	RFP requirement stands
29		7 (6)	The bidder will be responsible for implementation, maintenance and support of all infrastructure applications including SIEM(for DR Environment), Firewall, WAF, PIM/PAM, Antivirus, HIPS, Anti-DDoS, Cloud Monitoring Tool, Backup solution etc. for DR environment. The server sizing for these solutions, along with the Infrastructure Monitoring Solution have to be added by the bidder in the proposed sizing.	**Clarifications :** Kindly provide server sizing.	bidder to propose the same based on details available in RFP and domain expertise.
30		7 (7) h	The Cloud infrastructure should have at least 10Gbps underlying network for data transfer within cloud components and at least 16Gbps SAN between the compute, storage & backup nodes for efficient & speedy operation.	**Request to restate as :** The Cloud infrastructure should have at least 10Gbps underlying network for data transfer within cloud components and at least **10Gbps SAN** between the compute, storage & backup nodes for efficient & speedy operation.	Please refer to Corrigendum
		7 (9)	The Bidder shall provide backup solution as per Contai Cooperative Bank Ltd 's requirement.	**Clarifications :** Kindly provide Backup solution Retention period and storage to cosider.	Please refer Section 7.5 Backup and Restore Management Services of RFP diligently.
31		7 (12)	The bidder shall design the DR Solution to achieve RPO of 15 Min and RTO of 60 Min.	**Request to restate as :** The bidder shall design the DR Solution to achieve RPO of **30** Min and RTO of 60 Min.	RFP requirement stands

32		7 (21)	The selected bidder should provide at least 99.982% availability per month for the entire proposed infrastructure & Managed Services.	**Request to restate as :** The selected bidder should provide at least 99.5% availability per month for the entire proposed infrastructure & Managed Services.	RFP requirement stands
33	9	3 Eligibility Evaluation Criteria A) General	The cloud infrastructure provider should be a registered company in India and have been operating with an office in India for the last five years.	Kindly clarify whether "Infrastructure Provider" refers to the bidder or the Data Center Service/IaaS Provider. Also please confirm whether system integrators (SI) who do not have their own data centers, can directly bid in your RFP. In case such System Integrators (SI) can bid, they can provide the Data Center/IaaS service through MeITY empannelled Data Center providers meeting the RFP eligibility requirements for hosting the Disaster Recovery Center for CCBL.	
	9	3 Eligibility Evaluation Criteria A) General	The infrastructure provider hosting the cloud setup should have at least 2 self-owned/Long leased Datacenters Site in India at different geographical locations covering different seismic zones. Out of these 2 sites one should be the proposed location hosting DR of bank.		
	9	3 Eligibility Evaluation Criteria B) Financial	The infrastructure provider should have an annual turnover of Rs. 100 Crore (Rupees One Hundred Crore) in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025).		The infrastructure provider and Data Centre /Iaas service provider is same entity.
	9	3 Eligibility Evaluation Criteria B) Financial	The infrastructure provider should have a positive net worth for the last Three (3) FYs (2022-23,2023-24 and 2024-2025).		
	9	3 Eligibility Evaluation Criteria C) EXPERIENCE AND SERVICE CAPABILITY	The infrastructure provider should have prior experience in the management of IT infrastructure at DC & DRC in at least Two (2) Co-operative Banks each of which having at least 30 branches in last Three (3) years.		
	10	3 Eligibility Evaluation Criteria C) EXPERIENCE AND SERVICE CAPABILITY	The infrastructure provider should have its own cybersecurity operations and provide CSOC as services at least Two (2) Co-operative Banks in India.		
34	9	3 Eligibility Evaluation Criteria C) EXPERIENCE AND SERVICE CAPABILITY	The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last Three (3) financial year.	We request you to please amend the clause as: The infrastructure provider (DC/IaaS Service Provider) / Bidder should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last Three (3) financial year.	RFP requirement stands
35	11	4 Technical Evaluation Cri	A. The infrastructure provider should have an annual turnover of Rs. 100 Crore (Rupees One Hundred Crore) in the last Three (3) financial years (2022-2023,2023-2024 and 2024-2025)	Please clarify whether "Infrastructure Provider" refers to the bidder or the Data Center Service/IaaS Provider.	The infrastructure provider and Data Centre /Iaas service provider is same entity.

36	11	4 Technical Evaluation Cri	B. The infrastructure provider should have prior experience in the management of IT infrastructure at the DC & DRC in at least two (2) Co-operative Banks each of which having at least 30 branches. (Max 20 Marks)	Please clarify whether "Infrastructure Provider" refers to the bidder or the Data Center Service/IaaS Provider.	The infrastructure provider and Data Centre /Iaas service provider is same entity.
37	11	4 Technical Evaluation Cri	C. The infrastructure provider should have prior experience in providing Private Cloud DC/DR as IaaS (infrastructure as a service) for at least Two (2) Co-operative Banks in India during last three (3) financial year. (Max 20 Marks)	Please clarify whether "Infrastructure Provider" refers to the bidder or the Data Center Service/IaaS Provider.	The infrastructure provider and Data Centre /Iaas service provider is same entity.
38	12	4 Technical Evaluation Cri	D. The infrastructure provider should have its own Cyber SOC and should have implemented minimum Three (3) out of Four(4) security solutions in at least two (2) banks in India. a) SIEM b) PIM/PAM c) WAF d) Anti-virus & HIPS e) Anti-DDOS	Please clarify whether "Infrastructure Provider" refers to the bidder or the Data Center Service/IaaS Provider.	The infrastructure provider and Data Centre /Iaas service provider is same entity.
39	17	7 Scope of Work	4) b. The Bidder shall be responsible for managing and controlling the underlying Cloud infrastructure including operating systems, Database, storage, network, security etc.	We request the bank to kindly confirm the Virtualization Platform/Hypervisor currently operational at CCBL's Data Center.	DC is on premises and Virtualization is done on windows hypervisor only.
40	18	7 Scope of Work	14. Initially, the new CBS and allied applications will run from DR till the primary DC site gets upgraded. Once the primary DC site is active, the Bidder shall ensure data is successfully replicated between the DR and DC and as per the required specifications of the bank. The Bidder shall offer DR as a service for all resources offered on primary DC site. DC and DR infrastructure/services should be in 1:1 ratio. The Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. The RPO (Recovery Point Objective) shall be <=15 minutes and RTO (Recovery Time Objective) shall be <=60 Mins.	1) Please confirm whether the compute sizing for DR as listed in the Form 13: Bill of Material is same as the compute sizing for current workload at the DC. Further, as mentioned in this SoW clause that the bidder needs to provide DR as a Service for primary DC site, therefore, please confirm whether CCBL will provide the required hardware (compute & storage) infrastructure at primary DC site for hosting of the DR tool. 2) The Form 13: Bill of Material mentions P2P link for DC-DR replication as 10 Mbps. Please confirm, if bidder should consider this as adequate bandwidth for replication and RPO, RTO requirements.	Same will be discussed with shortlisted bidder.

41	18	7 Scope of Work	15. The infrastructure provisioned by the Bidder must be scalable and shall allow the Bank to add/reduce cloud resources on demand basis.	On-Demand scaling up of compute & storage resources is available only with hyperscalers. Data Center service providers in India do not have the provision for on-demand scaling up of infrastructure. We request the esteemed tendering committee to kindly remove this requirement. Instead, we request that CCBL may introduce a clause/requirement for the proposed architecture should include 20%-30% buffer in capacity sizing from day-1.	CCBL will provide reasonable time to selected bidder to increase capacity based on the unit price of BoM during the contract period.
42	18	7 Scope of Work	28. Monitoring & management of Internet, P2P, and **IPsec VPN Tunnels** proposed as part of this solution.	Please elaborate on the IPSec VPN requirement including bandwidth and number of such VPN tunnels to be provisioned and the location of these VPN end points.	The end location will be Bank HO, branches and endpoints.
43	37	9.16 Time Schedule of the Project:	The installation, configuration and go-live of the Disaster Recovery site should be completed as per requirement of Bank : Within 6 Weeks of PO issuance	We request the bank to kindly consider timeline for completion and go-live to be 12 weeks from PO issuance.	RFP requirement stands