

| Sr. No. | Document Reference | Clause Number   | Description in the Document   | Clarification Sought  | BFSL Responses                                  |
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| 1       | 5                  | Section 05 - Eligibility Criteria                               | Turnover over 100crores per year  | Please suggest " which year we need to consider"  | 2020-21<br>2021-22<br>2022-23                   |
| 2       | 5                  | Section 05 - Eligibility Criteria                               | Turnover over 100crores per year  | Kindly consider last three year for the same and change the clause as "Average turn over of 100crores"  | Average turn over of 100crores for last 3 years |
| 3       | 8                  | Section 7 – Additional Documents to be accompanied with the EOI | SITES WHERE CALL CENTRE IS BEING DEVELOPED / CUSTOMIZED/IMPLEMENTED   | As this is a the Datacentre Infrastrcture Project request you to kindly changed this clause at SITES WHERE CALL CENTRE IS BEING DEVELOPED / CUSTOMIZED/IMPLEMENTED to " Sites where Private Cloud Infrastrcture is Build & Supported by Respondent"   | Okay  |
| 4       | 5                  | Section 05 - Eligibility Criteria :                             | The Respondents must be an OEM or their authorized business and service partner/representative/system integrator. Bidder needs to furnish the authorization letter from Original Equipment Manufacturer from every OEM product proposed in the solution.  | OEM Issue the MAF/Authorization to the BOQ or Qty which proposed in Project, since our BOQ is not yet Freeze yet in EOI Authorization can not be obtain so request you to kindly remove this clause   | MAF is required                                 |
| 5       | 6                  | Section 05 - Eligibility Criteria :                             | The proposed site should be owned or at least should have residual lease for minimum 12 years by the respondent. Respondent may be part of a consortium but the respondent shall ensure that all the related parties are in the same line of activity and the financials of the main/prime respondent shall be considered for evaluation purpose. | This clause is More of Tire IV Datacentre provider Centric and System Integrator who is more experience and skills to build the infra who can just higher Just the Place from as Eligible DC provider and Build entire solution and give support as Colocation of Infracstrcture is One of Component of Ask Infracstrcture refresh. so we request you to change this clause as " incose of Bidder is System integrator and not Datacentre provider they should select the data cener provider who own or lease at least should have residual lease for minimum 12 years | Okay  |

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| 6  |          |  | We expect bidders to provide solution mentioned below basis above SOW at the time of submission<br>o Solution Document<br>o HLD<br>o Other   | Kindly share the Current Architecture , Current Location wise asset and BOQ to come up with Proposed Solution  | Refer Appendix   |
| 7  |          |  | We expect bidders to provide solution mentioned below basis above SOW at the time of submission<br>o Solution Document<br>o HLD<br>o Other   | Kindly share the Technology stack which is to be Proposed with qty for which sizing to be done for infra to come up with Solution Document , HLD & other stack   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 8  |          |  | Migration of existing environment ( Applications & Data ) from the existing DC & DR to new setup.  | kindly share the existing Application /VM details location wise  | To be discussed with the final bidder  |
| 9  |          |  | Dedicated MPLS and ILL network required between DC , DR and / or Near DR   | Kindly suggest your Preferred Location of DC , DR, & NDR   | Mumbai/Navi Mumbai for DC & NDR and other seismic zone for DR location   |
| 10 | pg. 4    | Section 4  | Fully managed Tier 4/5 datacenter hosting environment  | Request you to consider Tier 3 datacenter hosting environment' with PCIDSS certification   | Okay   |
| 11 | pg. 4    | Section 4  | SLA of 99.95% or at par as per the services.   | SLA should be 99.9% for service with high availability considered and 99.5% for single service   | Okay   |
| 12 | pg. 5    | i. The proposed site should be owned or at least should have residual lease for minimum 12 years by the respondent. Respondent may be part of a consortium but the respondent shall ensure that all the related parties are in the same line of activity and the financials of the main/prime respondent shall be considered for evaluation purpose. | We expect bidders to provide solution mentioned below basis above SOW at the time of submission<br>o Solution Document<br>o HLD<br>o Other   | Provided EoI document does not have sufficient detail to provide a solution document or HLD.<br>Request you to kindly provide the list of document required to be submitted as EoI response.   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 13 | Pg No. 5 | Section 05 - Eligibility Criteria  | Net profitable in last 5 years per year  | Request you to please amend this as " <b>Net profitable in last 3 years per year</b> " to allow wider participation.   | Okay   |
| 14 | Pg No. 5 | Section 05 - Eligibility Criteria  | i.The proposed Premise for hosting Bank's NDR should be at the same city as DC. DC, DR and NDR should be tier IV compliant   | i.The proposed Premise for hosting Bank's NDR should be at the same city as DC. DC, DR and NDR should be <b>tier III</b> compliant   | Okay   |
| 15 | Pg No. 5 | Section 05 - Eligibility Criteria  | ii.The proposed site should be owned or at least should have residual lease for minimum 12 years by the respondent. Respondent may be part of a consortium but the respondent shall ensure that all the related parties are in the same line of activity and the financials of the main/prime respondent shall be considered for evaluation purpose. | ii.The proposed site should be owned or at least should have <b>residual lease</b> for minimum 12 years by the respondent/ DC colocation partner. Respondent may be part of a consortium but the respondent shall ensure that all the related parties are in the same line of activity and the financials of the main/prime respondent shall be considered for evaluation purpose. | Okay   |

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| 16 | Pg No. 5 | Section 04 | Respondents are expected to factor complete dedicated hardware including networking devices ( Firewall/Switches L2/L3/ Routers/Load balancers /WAF) servers, backup devices   | Is BoB Financial are you considering <b>three tier architecure or HCI Appliances</b> .<br>Details require like <b>WAF throughput ,( External Firewall &amp;Perimeter Firewall throughput) ,</b><br>For LLB need to undertsand do you require link load balancer or application load balance with predefine throughput.<br>Request you to provide Servers Configuration in terms of core and RAM,<br>Backup policies and are you looking for long term archival Back up .<br>Are you looking for active-active DC-DR or active passive DC-DR | BOBCard is open for HCI Solution in line with the future growth. Partner is welcome to give multiple Solutions.  |
| 17 | Pg No. 5 | Section 04 | Backup Solution (including backup software, storage including D2D appliance or/and Tape drive, tapes etc. for offline backup) at DC, DR and Near DR   | For Back up can we consider D-D -Cloud . Since its observed retiving data from tape is difficult .Can we Suggest Cloud based long term archival solution with 7-10 years retention period   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 18 | Pg No. 5 | Section 04 | Storage   | We would require predefine IOPs and read write ratio accordingly storage can be designed .For Replication are you looking for storage base replication  | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 19 | Pg No. 5 | Section 04 | NDR   | Are you loooking for real time replication and what infra to provision in NDR . Storage in NDR should be same as DC or less kindly let us know the same   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 20 | Pg No. 5 | Section 04 | The respondent shall be responsible for managing and controlling the underlying infrastructure including virtualized layer, storage, network, security, etc. and the deployed applications shall be managed and controlled by BOB Financial and its associated vendors. | We would like to understand the support matrix you are looking . We can provide deidcated /hybrid/share support as per client SLA and workloads   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 21 | Pg No. 5 | Section 04 | Any other components required by BFSL as a part of good practice /Security and compliance requirements  | BOBFSL need to provide us EPS count for SIEM and if other security solution like PIM/PAM,HIPS ,AV .<br>Request you to let us know how BOBFSL users would be accesing Private cloud are you planning for any VDI solution or PIM/PAM would suffice .<br>Let us know if you looking for any EDR solution  | This will not be a part of solution  |
| 22 | Pg No. 5 | Section 04 | Migration of existing environment ( Applications & Data ) from the existing DC & DR to new setup.   | For Migration we need details like present data size in DC and DR . Number of VM,Database .Type and verison of OS and Database. Daily data transfer from DC-DR .For migration client should help us in availability of relevant ports so data can be transfer via P-P from present DC to new DC   | To be discussed with the final bidder  |

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| 23 | Pg No. 5    | Section 04   | Entry and exit at the DC, DR and NDR premises (Building), Server room / Caged area/ rack area, and network communication room should be restricted and monitored. | We can provide Cage ,with dedicated CCTV . (CCTV recording with dedicated NVR with 90 days logs ).<br>kindly let us know if Cage type perforated or fully steel with upper end open .We would also request you to let us know number racks with rack dimension and power require per rack . Is cage mandatory also let us know the same . Since we can give racks with biometric access | To be discussed with the final bidder  |
| 24 | Objective   | BOB Financial is in the process of carrying out a Tech Refresh of existing IT Infrastructure at its existing / new DC / DR or Near DR locations. In order to support the existing business growth and resilience for another 7 -10 years, BOB Financial is proposing to explore the concept of establishment of new Data Centre, DR and /or NDR Site with complete stable architecture and solution including network design/most recent hardware for network / server & Storage devices.<br>We intend to have an contract for 10 years of which respondent is expected to support and manage the complete hardware/OS for a period of 5 years which can be extended on mutually Page 4 of 9 for next 5 years. It will be expected that this architecture / infra shall be scalable to accommodate any other major projects in future. Also the solution should be compliant with all the regulatory and RBI guidelines and should factor the required components as a part of solution and the current and future workloads requirements. | Is customer Okay for at pay as per grow model (opex)? Or is customer Okay for at Hyperconverged Infrastructure? Or Open for On pream Cloud (DC/DR as a Service).  | Need depth Discussion on requirement.   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 25 | SOW         | All point  | What is the requirement of resources such as cores, Storage (DC / DR ) Scizing.   | Need depth Discussion on requirement.   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 26 | SOW         | All point  | What is the growth that customer is looking for future scizing.   | Need depth Discussion on requirement.   | BOBCard is looking for Solution in line with the future growth. Partner is welcome to give multiple Solutions. Sizing and cost is not in scope of current requirement. |
| 27 | SOW         | All point  | hosting part has to be partner place or customer site?  |   | Hosting will be in public dataCenter   |
| 28 | Eligibility | Turnover over 100crores per year   | for MSME  | Seeking exemption.  | Excepmtion will be given to MSME vendor on submission of a proper certification.   |
| 29 |             |  | Kindly share the existing Landscape/ Bill of Material and Quantities/Inventory for your DC and DR setup   |   | Refer Appendix   |
| 30 |             |  | Please confirm under whose scope will the Lift and Shift of existing DC and DR be for moving it on cloud  |   | We are Only inviting bids of interested bidders who can provide solution to BOB CARD, hence all this points can be discussed with the final bidder                     |
| 31 |             |  | Please share the complete address of existing DC and DR Setup   |   | We are Only inviting bids of interested bidders who can provide solution to BOB CARD, hence all this points can be discussed with the final bidder                     |