

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
1	5	3	Besides selection of a Bidder for providing for "Outsourcing of Data Center, and Disaster Recovery Site and Services" for GIC Re, all Bidders who are shortlisted based on the prequalification cum technical criteria in this exercise, will be added to the "Panel of approved Firms/Vendors/Consultants for providing Data Center and Disaster Recovery solutions for GIC Re" (hereinafter referred to as "the Panel").	Will this tender result in to purchase order (on selected bidder) or Empanelment? GIC wish to empanel how many bidders	The empanelment clause is mentioned in RFP. Please refer to clause 3 in section I.
2	6	4	Private cloud setup for GIC Re would be in OPEX Model.	Contradict statement, kindly confirm bidder has to propose Private cloud hosting or Hyper Converged appliance.	Private cloud environment has to be created on hyper converge appliance (nodes)
3	6	4	GIC Re wants a solution that will migrate the existing applications at the DC and DR to Private Cloud setups at new DC and DR sites to be identified by the bidder.	We would request to put the application migration in the scope of application vendor, as who knows the in and out of the application. Where as Cloud service provider will assist the application vendor at infrastructure level.	As mentioned in RFP, migration will be entirely selected bidder's responsibility. However, the respective application vendors will assist in the process.
4	6	4	The proposed solution should connect to all of GIC Re's domestic branches over MPLS links.	Whether required infrastructure (router, rack, LAN network and other) for terminating the link is available with GIC Re?	No. All equipment related to setting up MPLS connectivity has to be provided by selected bidder
5	6	4	The selected bidder should provide software VPN connectivity for selected GIC Re's users at their residences.	Do we have to provide SSL VPN connection? How many SSL VPN connection are required?	IPSec VPN is required for selected GIC Re's users at their residences.
6	6	4	Currently, GIC Re's foreign office locations at London, Dubai and Kuala-Lumpur are connected through site-to-site VPN.	Do we have to provide 3 site to site VPN connection	Yes. Site-to-Site VPN setup for all 3 locations. All equipment relevant to this setup has to be provided by selected bidder, as mentioned in RFP.
7	6	4	The DC is located at Mumbai and DR is located at Chennai.	Currently how much internet bandwidth available at DC and DR site for accessing the application?	Currently, DC to HO : 45 Mbps; DR to HO : 20 Mbps; DC to DR Replication : 10 Mbps; DC to Internet : 20 Mbps
8	6	4	The selected Bidder has to propose Internet and MPLS connectivity based on the application landscape.	Is the bidder required to deliver the internet & MPLS on different lastmiles or same lastmile?	Uptime and SLA should be maintained.
9	6	4	The selected bidder should provide software VPN connectivity for selected GIC Re's users at their residences. The selected bidder should propose suitable hardware and software for VPN connectivity at the DC and DR in the proposed solution.	Requesting GIC Re to provide tentative user count for remote access through VPN.	IPSec VPN users approx 60-70
10	6	4	The selected bidder should have full time CCTV surveillance at the proposed Data Center where private cloud setup is installed.	The DC is centrally managed via CCTV, please confirm if dedicated CCTV need to installed/configured for GIC private cloud hardware equipments?	Yes

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11	6	4	The selected bidder should provide software VPN connectivity for selected GIC Re's users at their residences.	Request GIC provide support method at GIC Re's residence? Is it remote on onsite support, and what is the service window for onsite support required?	Remote support to be provided by Selected Bidder
12	6	4	The selected bidder should provide at least 99.95% availability per month	Please confirm if GIC Re needs 99.95% availability per month for the Cloud Platform. We wish to clarify that the Application uptime would be out of scope for the bidder.	RFP terms cannot be altered
13	6	4	The proposed solution should connect to all of GIC Re's domestic branches over MPLS links.	Bidder or GIC would provide WAN (MPLS / Internet) connectivity? Please confirm. If bidder has to provide MPLS then feasibility at each client location would be carried out separately	Bidder has to provide. Entire MPLS setup is bidder's responsibility
14	6	4	The selected Bidder has to propose Internet and MPLS connectivity based on the application landscape.	Bidder has to "propose" WAN (MPLS / Internet) connectivity or Bidder has to "provide" the WAN connectivity?	Bidder has to "Provide"
15	6	4	The selected bidder should provide 24*7*365 support for the overall environment. The support mechanism has to be confirmed by the selected bidder with response times.	Does it mean support for cloud platform + application landscape? Please elaborate	Yes. For details regarding application management, please refer to Annexure V
16	6	9	The selected bidder should provide software VPN connectivity for selected GIC Re's users at their residences. The selected bidder should propose suitable hardware and software for VPN connectivity at the DC and DR in the proposed solution. The details of licensing & capacities provided are to be mentioned in the proposal from the selected bidder. Currently, GIC Re's foreign office locations at London, Dubai and Kuala-Lumpur are connected through site-to-site VPN. The selected bidder should enable connection to these locations by making necessary changes for the site-to-site VPN configuration as required.	Kindly provide the number of VPN tunnels, Site-Site and Client-Site, required	As mentioned in RFP.
17	7	4	The selected bidder should appropriately size and propose the options of virtual machines and bare metal servers as per information given by GIC Re (Current Sizing as per Annexure IV). The Virtual environment should not be sized beyond 80% utilization of physical Workload.	What is the head-room to be considered for future growth while sizing the hardware	Selected bidder has to do required sizing.

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18	7	4	Implementation services should include provision of VMs, Bare metal physical servers as applicable, configuration of network and security devices, OS installation, DB setup, Hypervisor Installation	We understand, for the existing hardware and software, GIC has necessary support agreemnet in place with the respective OEMs and support can be sought before and during the migration.	Yes
19	7	4	Implementation services should also include setup of application, configuration and licensing as per Annexure V.	We would request to put the application installation, configuration, management and maintaince in the scope of application vendor, as vendor know the in and out of the application. Where as Cloud service provider will assist the application vendor at infrastructure level.	As mentioned in RFP, migration will be entirely selected bidder's responsibility. However, the respective application vendors will assist in the process.
20	7	4	The selected bidder should ensure IPv6 compliance for the entire solution.	We would request to modify the clause as the selected bidder should ensure IPv6 compliance for entire solution along with IPv4 IP address provisioned. Whether all applications are compitable with IPv6? If not, then who will take care in that case?	We will be using IPV4 based connectivity. However, all equipment has to be IPV6 compliant.
21	7	4	Implementation services should include provision of VMs, Bare metal physical servers as applicable, configuration of network and security devices, OS installation, DB setup, Hypervisor Installation.	Please clarify if the new infrastructure shall be VMs, Bare Metal or Hyper Converged. If it is to be hybrid, please give break-up of the three.	Setup has to be Hyperconverged based. Hyperconverged refers to the hardware appliance. VMs will be the hypervisor layer running on top of it.
22	7	4	The selected bidder should provide the backup solution as per GIC Re's backup policy mentioned in the SOW (under Section I clause 5).	Kindly help with backup policy and the data sizes to size Tape Library Only if dedicated Tape Library is required.It is also necessary to size new backup software.	Please refer to Clause 5.2.13 of RFP
23	7	4	Implementation services should also include setup of application, configuration and licensing as per Annexure V.	SP will do application migration from existing location to new private cloud environment. Assuming application vendor will help in troubleshooting in case application does not work in new environment?	Yes
24	7	4	The selected bidder would be solely responsible for implementation of applications	Please confirm if application (SAP etc.) installation also need to be factored in the solution? We are assuming only migration is part of SOW.	Selected Bidder has to migrate, install and configure all applications. GIC Re's application vendor will assist selected bidder during the process.
25	7	4	The scope includes provision of OS licenses for all the Servers (Virtual and Bare metal), Hypervisor licenses, OS support subscription from respective OEMs and DB licenses.	Bidder may not be able to provide licenses of DB2. We suggest that GIC (or existing SI) should purchase DB2 licenses directly from Bidder...	RFP terms cannot be altered
26	7	4	The selected bidder should provision processing/compute, memory, storage, network and security devices and other fundamental computing resources including Operating system, Databases and Hypervisors. SAP Licensing will be provisioned by GIC Re.	Bidder needs to provide MS SQL Server, MySQL licenses (or subscription) only. Please clarify.	Yes. Please refer to Annexure V

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27	7	4	Implementation services should also include setup of application, configuration and licensing as per Annexure V.	Bidder needs to install and configure only the Platform Software (Hypervisor, Guest OS, Monitoring & management software etc.) Application software installation and configuration will be part of GIC Re support. Please confirm.	Selected Bidder will perform application software installation, configuration and migration at DC and DR. GIC Re's app support vendor will provide assistance.
28	7	4	The selected bidder should provide compliance, scope of work and SLAs for Services.	What "Compliance" is GIC Re looking for? Kindly elaborate.	Please refer to PQC
29	7	4	The selected bidder would be solely responsible for implementation of applications, OS and databases at DC & DR sites, as mentioned in Annexure V.	Is "Application" installation part of Bidders scope? Kindly clarify.	Yes.
30	8	4.1	Existing Technology Environment	Is there a plan to upgrade the version of database, middleware and applications provided in the table 4.1. If yes, is what shall be the headroom required for these application from compute and storage perspective? Some of the App and DB may not be supported by the vendors Some may go out of support soon.	DB related support has to be provided by Selected bidder as per Annexure V. For all SAP servers, Oracle versions will be upgraded by application vendor. Oracle versions for Non-SAP servers will have to be upgraded by selected bidder. App support vendor will assist.
31	8	4.1	Corporate Databases - Oracle 10g/11g, MS SQL Server, MySQL 5.5, DB-2	whether GIC Re has backup to backup support for this RDBMS software from OEM? Oracle has stopped the support for 10g, this need to be upgrade to 12c, who is going to upgrade i.e. GIC RE or Bidder has to do? Which MS SQL version is used i.e. 2005, 2008 or 2012? Which version of MS SQL is used i.e. Std or Ent? Is the application vendor going to check the compatibility with latest database?	DB related support has to be provided by Selected bidder as per Annexure V. For all SAP servers, Oracle versions will be upgraded by application vendor. Oracle versions for Non-SAP servers will have to be upgraded by selected bidder. App support vendor will assist.
32	8	4.1	Platforms - Windows Servers (OS) 2003, 2008	Microsoft has stopped the support for 2003 and 2008, kindly suggest if the platform needs to be upgraded?	The servers running on Windows 2003 are not used by GIC Re anymore. That has been included in buyback list in Annexure VI
33	8	4.1	Platforms - Windows Servers (OS) 2003, 2008	whether application vendor going to check the compatibility with latest OS?	Yes.
34	8	4.1	The following is a description of GIC Re's current technology environment considered to be within scope of the RFP.	Does the Bidder have to provide support for all the software listed in the section? Some software versions (RHEL 5.x, MS Windows 2003 etc.) are either not supported on new platform or are declared End of Support, upgrade for such software also to be considered within Bidder's scope? Request you to please clarify.	In cases where RHEL 5.x is listed, bidder has to provide licenses on SPLA model for latest versions and do the necessary upgrade activities. Same is applicable for windows OS.
35	8	5	GIC Re's DC & DR sites	Can we propose Primary DC and DR in other locations other than Mumbai and Chennai. Say Pune and Bangalore Please clarify	RFP terms cannot be altered
36	9	5.1.a	The selected bidder should understand the current infrastructure and application landscape and propose a DC and DR Transformation leveraging the existing investments in software.	Please provide list of software licenses, license calculation matrix, upgrade eligibility and support agreement. This will allow bidder to determine the licenses that can be re-used	Listed in Annexure V

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37	9	5.1.b	The selected bidder shall migrate GIC Re's complete setup from existing Service Provider's premises to their own DC and DR premises. All necessary installations and configurations are to be done by the selected bidder and the bidder has to propose a solution strategy to migrate within a specified downtime.	This is a very broad statement. Bidders scope and GIC Re's scope needs to be detailed out here. Who will perform Application Software installation, configuration and migration (SAP, OmniDocs etc.) at DC and DR?	Selected Bidder will perform application software installation, configuration and migration at DC and DR. GIC Re's app support vendor will provide assistance.
38	9	5.1.c	The selected bidder shall ensure minimum downtime while migrating from the existing system.	Kindly confirm the migration scope in details, we would recommend it to be limited to bring the systems till login prompt, after that checking Application working & data consistency should be checked by GIC or its partner.	Selected Bidder will perform application software installation, configuration and migration at DC and DR. GIC Re's app support vendor will provide assistance.
39	9	5.1.c	The selected bidder shall ensure minimum downtime while migrating from the existing system. This should include migrating applications, databases and associated services. The selected bidder should ensure quick and efficient migration. The service provider shall submit a detailed migration plan before carrying out the migration job	Can Application Migration & Application Installation can be done by App Vendor . Is that mandatory that the Bidder has to do the same.	RFP terms cannot be altered
40	9	5.1.c	The selected bidder shall ensure minimum downtime while migrating from the existing system. This should include migrating applications, databases and associated services. The selected bidder should ensure quick and efficient migration. The service provider shall submit a detailed migration plan before carrying out the migration job.	Application migration is within bidder's scope?Need more clarity on associated services. Does this mean application reconfiguration/installation/support at "End user/device" level?	Selected Bidder will perform application software installation, configuration and migration at DC and DR. GIC Re's app support vendor will provide assistance.
41	9	5.1.e	Existing hardware will be bought back by the bidder. The list of servers offered for buy back is attached herewith (Annexure VI).	Are all the devices listed in Annexure VI in working condition.	Yes. All devices listed are in working condition.

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42	9	5.1.e	Selected bidder shall provide all IT equipment required at DC site in OPEX Model (Virtualized Private Cloud approach). Existing hardware will be bought back by the bidder. The list of servers offered for buy back is attached herewith (Annexure VI). The selected bidder shall not use any of these bought back equipment and must provide new equipment for complete setup. The selected bidder shall install and commission the infrastructure as per the architecture at proposed hosted/cloud location.	Please take off the buyback ask	RFP terms cannot be altered
43	9	5.1.e	Selected bidder shall provide all IT equipment required at DC site in OPEX Model (Virtualized Private Cloud approach). Existing hardware will be bought back by the bidder. The list of servers offered for buy back is attached herewith (Annexure VI). The selected bidder shall not use any of these bought back equipment and must provide new equipment for complete setup. The selected bidder shall install and commission the infrastructure as per the architecture at proposed hosted/cloud location.	Equipment "Buy Back" clause gives an un-due advantage to hardware OEM vendors. Can this be an optional / separate requirement?	RFP terms cannot be altered
44	9	5.1.f	The selected bidder shall enable automatic scale-up and scale-down of services, automatic switch over/ failover between DC & DR.	Whether GIC RE wants automatic scale-up and scale down the resources or auto start and stop the services?	Automatic increase or decrease of virtual resources based on load, within the H/W provided as part of the Private Cloud
45	9	5.1.f	The selected bidder shall enable automatic scale-up and scale-down of services, automatic switch over/ failover between DC & DR.	If resources need to be scaleup and down, then by how much % ?	This will be entirely requirement based. Selected bidder has to size GIC Re's setup accordingly for coming 5 years.
46	9	5.1.f	The selected bidder shall enable automatic scale-up and scale-down of services, automatic switch over/ failover between DC & DR.	We would recommend to have the manual switch over and failover between DC and DR, as during switch over/switch back many dependent services need to be checked.	As mentioned in RFP.

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47	9	5.1.f	The selected bidder shall create a virtual environment for entire GIC Re setup (Virtualized Private cloud approach) for both DC & DR sites. The selected bidder shall enable automatic scale-up and scale-down of services, automatic switch over/ failover between DC & DR, shall ease infrastructure management, should be acquainted with the underlying hardware, storage, network, operating system, and hypervisor and should support open platforms for virtual machines.	Automated scale-up would depend upon the total compute, memory, storage & network resources available (GIC Re has already provided the resource sizing) Automated DR Failover (switch-over) / Failback (switch-back). Does this mean the DR management tool will automatically detect and initiate a failover / failback without any "Manual DR initiation"?	Yes.
48	9	5.1.h	the manpower deployment details at NOC and SOC	What details are required?	Name, contact numbers, escalation matrix, availability schedule
49	10	6	The selected bidder shall propose the DR site with applications listed in Annexure V. DR site should be in a different seismic zone from the DC site. The selected bidder shall propose the solution for DR Management, DR Drill Plans. DR Drill has to be conducted once every quarter.	GIC is looking for DR Drill activity has to be conducted once every quarter However, there is no mechanism to monitor key DR SLAs like RPO, RTO, drills, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Provide a central repository to store and execute disaster recovery plans in the form of workflows. 2. Should provide a centralized web based dashboard for 1-click execution of various recovery plans based on disaster situation. 3. Should provide a centralized dashboard for real time view of Recovery plan execution for each and every step 4. Minimize eliminate dependency on subject matter experts. 5. Should facilitate a report of every recovery plan workflow executed with details of each and every step like start time, end time, execution status etc. 6. Should provide a simulation mode for a recovery plan workflows where without executing the recovery, a pre-check can be done for required pre-requisites which reduces recovery plan preparation time and scans the environment for any changes impacting DR readiness. 7. Gives visibility of RPO/RTO before recovering the application 8. Gives automation of reverse replication from DRC to DC. 9. Should be deployed in at least 15 governments/ state/PSU customers 10. Should be available in Indian market for at least 10 years.	Yes. Will be considered in Technical Bid.
50	10	5.1.i	The selected Bidder's Scope shall include the proposal for SAP Infra consolidation. SAP Application Servers should be consolidated in such a way that all SAP clients (Development, Quality, Production) will integrate/communicate (SAP Landscape) with each other.	SAP implementation vendor is the who know in and out of SAP application and dependency, hence Bidder would recommend GIC RE to put this scope in SAP partner.	Selected Bidder has to implement the SAP landscape in consortium with our application vendor

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51	10	5.1.j	The selected Bidder's Scope shall include the proposal for SAP Infra consolidation. SAP Application Servers should be consolidated in such a way that all SAP clients (Development, Quality, Production) will integrate/communicate (SAP Landscape) with each other.	Any change to SAP landscape will require support from current SAP support partner. We request GIC Re to organise the same so that the new deployment is designed correctly.	GIC Re's SAP Service Vendor will provide necessary support with regards to application
52	10	5.1.j	The selected Bidder's Scope shall include the proposal for SAP Infra consolidation. SAP Application Servers should be consolidated in such a way that all SAP clients (Development, Quality, Production) will integrate/communicate (SAP Landscape) with each other	Please provide details of OS Clustering, SAP Data Size, Details of the existing SAP deployment architecture – For SAP migration	As mentioned in RFP.
53	10	5.1.k	DR site should be in a different seismic zone from the DC site.	Can we propose DR site at different fault line?	As mentioned in RFP.
54	10	5.1.k	DR Drill has to be conducted once every quarter.	How many DR drill need to be carried out in year?	DR Drill has to be conducted once every quarter per annum, i.e. 4 times in a year.
55	10	5.1.k	The selected bidder shall propose the DR site with applications listed in Annexure V. DR site should be in a different seismic zone from the DC site. The selected bidder shall propose the solution for DR Management, DR Drill Plans. DR Drill has to be conducted once every quarter.	GIC is looking for DR Drill activity has to be conducted once every quarter However, there is no mechanism to monitor key DR SLAs like RPO, RTO, drills, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Provide a central repository to store and execute disaster recovery plans in the form of workflows. 2. Should provide a centralized web based dashboard for 1-click execution of various recovery plans based on disaster situation. 3. Should provide a centralized dashboard for real time view of Recovery plan execution for each and every step 4. Minimize eliminate dependency on subject matter experts. 5. Should facilitate a report of every recovery plan workflow executed with details of each and every step like start time, end time, execution status etc. 6. Should provide a simulation mode for a recovery plan workflows where without executing the recovery, a pre-check can be done for required pre-requisites which reduces recovery plan preparation time and scans the environment for any changes impacting DR readiness. 7. Gives visibility of RPO/RTO before recovering the application 8. Gives automation of reverse replication from DRC to DC. 9. Should be deployed in at least 15 governments/ state/PSU customers 10. Should be available in Indian market for at least 10 years.	Yes. Will be considered in Technical Bid.

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56	10	5.1.k	The selected bidder shall propose the DR site with applications listed in Annexure V. DR site should be in a different seismic zone from the DC site. The selected bidder shall propose the solution for DR Management, DR Drill Plans. DR Drill has to be conducted once every quarter.	GIC is looking for DR Drill activity to be conducted once every quarter However, there is no mechanism to monitor key DR SLAs like RPO, RTO, drills, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Provide a central repository to store and execute disaster recovery plans in the form of workflows. 2. Should provide a centralized web based dashboard for 1-click execution of various recovery plans based on disaster situation. 3. Should provide a centralized dashboard for real time view of Recovery plan execution for each and every step 4. Minimize eliminate dependency on subject matter experts. 5. Should facilitate a report of every recovery plan workflow executed with details of each and every step like start time, end time, execution status etc. 6. Should provide a simulation mode for a recovery plan workflows where without executing the recovery, a pre-check can be done for required pre-requisites which reduces recovery plan preparation time and scans the environment for any changes impacting DR readiness. 7. Gives visibility of RPO/RTO before recovering the application 8. Gives automation of reverse replication from DRC to DC. 9. Should be deployed in at least 15 governments/ state/PSU customers 10. Should be available in Indian market for at least 10 years.	Yes. Will be considered in Technical Bid.
57	10	5.1.m	Selected bidder's overall responsibility shall be - to host, maintain, monitor and support applications as per Annexure V	Assuming application support is responsibility of GIC application vendor. SP will provide support until OS layer. Please clarify	As per SOW.
58	10	5.1.n	Selected bidder has to carryout hardening of OS (Operating System), patch management activity and other configuration on OS,	We request GIC Re to provide necessary paramters for OS hardening and patch levels with help of respective app vendor.	Parameters related to respective app will be shared with Selected bidder
59	10	5.1.n	Selected bidder has to carryout hardening of OS (Operating System), patch management activity and other configuration on OS, private cloud and its related software, etc., (which is provided under this RFP) as per the requirement of GIC Re or VAPT (Vulnerability Assessment & Penetration Testing)Observations / audit during the contract period as per GIC Re's requirement. Selected bidder has to undertake BIOS, OS, etc. upgrade wherever the requirement is felt by GIC Re (during contract period). GIC Re conducts VAPT and Information Security audit based on GIC Re's audit policy.	Please share the GIC Re audit policy or provide more information on this clause viz. frequency of audits, time fram to close the oopen issues etc.	Will be shared with selected bidder. Audit will be conducted by third party vendors annually.

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60	11	5.5	E-Mail Solution and Services	How many DNS Entries are required to be part of the infrastructure for DC-DR Routing	To be sized by selected bidder
61	11	5.1.n	VAPT (Vulnerability Assessment & Penetration Testing) Observations / audit during the contract period as per GIC Re's requirement.	How much VAPT test need to be carried out in a year?	Quarterly
62	11	5.1.n	GIC Re conducts VAPT and Information Security audit based on GIC Re's audit policy.	Please share GIC Re's audit/compliance policies. Also share frequency of audit and Application count and details to be considered for VAPT	Will be shared with selected bidder.
63	11	5.1.p	Selected bidder has to wipe out all data from existing hardware at the current DC&DR sites, after completing migration activity.	Is GIC looking at some specific toll to be employed for Device Wipe out ?	GIC Re needs confirmation, the selected bidder has to ensure that the data is deleted.
64	11	5.1.q	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office).	Video conferencing software available with GIC Re?	Please refer to Clause 5.4 of Section I of RFP
65	11	5.1.q	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office).	If Not, then GIC Re going to make available?	Please refer to Clause 5.4 of Section I of RFP
66	11	5.1.q	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office).	Should the video conferencing equipement to be integrated with MPLS or internet network?	Separate dedicated internet link for Video conferencing
67	11	5.1.q	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office).	Is customer looking for onsite support at the GIC Re's locations, Please clarify?	One time installation support is required and thereafter remote support to be provided.
68	11	5.1.q	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office).	VC Equipment Management and Internet Onsite should not be in scope	RFP terms cannot be altered
69	11	5.2.2	The selected bidder shall provide and manage all System Software (OS), Database, hyper-converged solution, hypervisor Licenses under OPEX/SPLA Model.	Do we have to provide virtual private cloud or hyper convered solution?	Bidder has to provide Private cloud on a Hyperconverged based appliance setup
70	12	5.2.4	DC & DR Managed Services	For 24x7 Monitoring and Management, is bidder need to factor the required tools or GIC's existing tools, if any, to be considered	Selected bidder has to provide tool.

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71	12	5.2.4	DC & DR Managed Services	Do we have to keep tape in our data center or GIC Re office?	Tapes have to be couriered to GIC Re's Office after monthly backup
72	12	5.2.4	DC & DR Managed Services	Kindly clarify as to what exactly is expected in this?	Please refer to Clause 5.2.4 of Section I of RFP
73	12	5.2.4	o WAN Management o MPLS & Internet Connectivity Management (to all branches of GIC Re in India + Internet)	1. Is Bidder expected to monitor and manage only MPLS links ? 2. How is internet provisioned at branches ? 3. Is bidder also expected to managed CPE devices at branches ?	1. Bidder has to manage entire network setup, for all branches. 2. Branches will access internet through DC. Provisioning to be done by bidder 3. Bidder's scope will be till LAN switches
74	13	5.2.5	Security Managed Services for DC and DR	Multiple solutions have outlined in this clause. While factoring this solution are there any technical specifications defined or Bidder can size and select on its own	Selected bidder has to do required sizing.
75	13	5.2.5	Security Managed Services for DC and DR	What is the mitigation / scrubbing capacity required on DDoS services? Also provide us the tentative count of managed objects required to configured for DDoS services. Though cloud based DDoS prevention will eliminate and safeguard systems from volumetric attack, it is recommended to deploy on-premise platform of DDoS/WAF for low rate attacks. Details of expected scrubbing capacity will help in sizing the infrastructure requirement.	To be determined by selected bidder
76	13	5.2.5	Security Managed Services for DC and DR	Please provide details for DDoS Mitigation.	Will be shared with selected bidder.
77	13	5.2.5	Security Managed Services for DC and DR	Need inputs to size the security solutions. For WAF required -Concurrent sessions, Transactions per second, Deployment mode required (Reverse Proxy or Bridge mode), SSL Inception throughput, how many servers needs to be protected. For SIEM - any add-on Modules required to be considered like Compliance modules (ISO 27001, 9000, 20K, COBIT etc). APT - Need clarity for the APT usecase in the Data Center. Traditionally the APT is deployed in the user environment and to detect & control the outbound C&C. For DC & DR this is going to be more of Inbound solution. Is the use case is to control the East to West and data exfiltration ? DDoS:- Require clarity on Bandwidth and service provider of the Internet links that needs DDoS Protection ? DDoS:- Does bank have got APNIC IP range ? DDoS:- Does bank looking for mitigation for Layer 3 & Layer 4 attacks or Bank want Layer 7 attack mitigation also ? For Ransomware protection - Request to provide the End user count. For Firewall with VPN service - Request to provide how many VPN license required. Also for the Firewall 5520 please clarify what are the features required like IPS, URL, AMPS. Since each features require separate license in Cisco. Need clarity for the Website content Filtering Solution - BW throughput expected, Scalability, no of users, Web security required for only Branch locations or roaming users also required protection.	Selected bidder has to do required sizing.

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78	13	5.2.5	Security Managed Services for DC and DR	<p>TO SIZE Security components need following details</p> <ol style="list-style-type: none"> 1. Total No of users 2. Concurrent connection 3. VPN Requirement (Remote/sit 2 site) and number of users 4. IPS required onkly for DMZ or for entire infra? 5. Is web content filtering is URL filtering required for branch users 6. What's the total no of branch users for webproxy? 7. Need application details(no of webpages,no of user roles, platofrom used) for VAPT of applications 8. WAF throughput requirement and total no of https and https applications . 9. How is internet to be provisioned for branch users? 10. We assumed antivirus,ATP and APT is required only for Server infra at DC and DR ?Please confirm. 11. We assumed SIEM to ne integrated to capture logs from network,security devices and servers/VM at DC and DR. Please confirm if understanding is correct? 12. Whats the retention period(online and offline) for SIEM logs? 	Will be shared with selected bidder.
79	13	5.2.8	Software Application licenses	IS Bidder supposed to Quote DB License on SPLA Model including DB2 ?	Yes, Please refer to Annexure V
80	13	5.2.8	Software Application licenses	Please allow us to use Rack mountable server instead of Hyper Converged Appliance Specifications.	RFP terms cannot be altered
81	14	5.2.13	Backup and Restore Services	Retention of data is it mandatory to be on Tapes ? Can the service provider offer a full disk based or cloud based long term ,Archival and Long term retention option, instead of Tapes	Backup will have to be disk based. All necessary tools/softwares to be provided and managed by selected bidder. Tape backup to be taken only for offsite audit compliance.
82	14	5.2.13	Backup and Restore Services	Do we have to consider backup of DR site from day one or only during DR site running as a production?	Only when DR is running as production
83	14	5.2.13	Backup and Restore Services	What is the current size of data that need to be backup?	Please refer to Annexure IV
84	14	5.2.13	Backup and Restore Services	What is the incremental size of data?	Selected Bidder has to size it.
85	14	5.2.13	Backup and Restore Services	Does this imply that dedicated tape backup devices are not required.	Backup will have to be disk based. All necessary tools/softwares to be provided and managed by selected bidder. Tape backup to be taken only for offsite audit compliance.
86	14	5.2.13	The selected bidder shall perform Tape Backup/Tape-out to be done for long-term retention of monthly full data backups only for Audit compliance.	Shall the tape backup devices be dedicated or shared?	Tape library can be shared.

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87	14	5.2.13	Backup and Restore Services	1.The backup capacity is not specified. Also the retention, Policy, Frequency for the backup is not clear. 2.By restore testing means the restoration of entire data? Who will be providing infrastructure for the restore testing like storage space, Server etc. 3.The selected bidder shall perform Tape Backup/Tape-out to be done for long-term retention of monthly full data backups only for Audit compliance. Here also the retention period is not specified .	1. Will be shared with selected bidder 2. Yes. Selected bidder has to provide. 3. Will be shared with selected bidder
88	14	5.2.13	The backup solution should also support retention lock feature which ensures that no data is deleted accidently	Can you please provide more details on this?	Data should not be deleted accidentally.
89	14	5.2.13	13. Backup and Restore Services Selected bidder has to provide shared disk-based backup services& flexibility to accommodate variable data backup usage. The Selected bidder has to specify a detailed plan of backup of server data. This will include backup frequency, retention policy, media storage policy, off-site backup policy, etc.	Does GIC have any Standard Backup Policies in place?	Yes.
90	14	5.2.13	13. Backup and Restore Services The selected bidder shall perform Tape Backup/Tape-out to be done for long-term retention of monthly full data backups only for Audit compliance. Monthly Tapes to be provided & handed-over to GIC Re personnel. The selected bidder shall, at their own cost, provide and ship the tape media to GIC Re HO on completion of such tape-based backups	Need Clarity on Long Term Retention Policy to size Tape Library and no of Cartridges needed.	Will be shared with selected bidder.
91	15	5.2.14	Disaster Recovery Services	Can the DR Site be proposed on a Dedicated Compute with Multi tenant Storage and Network, or it should be proposed on completely dedicated compute, storage and network infra	As mentioned in RFP.
92	15	5.2.14	Disaster Recovery Services	can GIC share application specific RPO & RTO requirements	As mentioned in RFP.

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93	15	5.2.14	Design and document an efficient disaster recovery solution in lines with the requirements of GIC Re and as per the RTO of 1 Hour and RPO of 15 Minutes.	GIC has specified the RPO & RTO to be maintained. However, there is no mechanism to monitor the real time RPO / RTO values, RPO/RTO alerts, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Gives visibility of RPO before recovering the application. 2. Gives visibility of RTO before recovering the DR application. 3. Gives visibility of Data Lag values. 4. Does periodic data consistency checks of data at DR 4. Should be deployed in at least 15 governments/ state/PSU customers 5. Should be available in Indian market for at least 10 years	Bidder may propose. Will be considered in Technical Bid.
94	15	5.2.14	Automated switchover/ failover facilities (during DC failure & DR Drills) to be provided and ensured by selected bidder. The switchback mechanism shall also be automated. The selected bidder shall also provide a tool/ mechanism for GIC Re to trigger DR switchover, for example a "one-click DR"	GIC is looking at a solution which can work in large, complex environment. Does the GIC require an IT DR and BCM Automation solution which is implemented in at least 15 governments/ state/PSU customers ?	Bidder may propose. Will be considered in Technical Bid.
95	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	what is current size of replication link?	10 Mbps
96	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	how many logs are generated per day?	Will be shared with selected bidder. Any bandwidth requirement beyond 10 Mbps will be chargeable extra at pro-rata rates
97	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	What is the size of each log?	Will be shared with selected bidder. Any bandwidth requirement beyond 10 Mbps will be chargeable extra at pro-rata rates
98	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	What is the current size of data?	Will be shared with selected bidder. Any bandwidth requirement beyond 10 Mbps will be chargeable extra at pro-rata rates

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99	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	What is the incremental size of data?	Will be shared with selected bidder. Any bandwidth requirement beyond 10 Mbps will be chargeable extra at pro-rata rates
100	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided.	At what level link should be bustable?	Will be shared with selected bidder. Any bandwidth requirement beyond 10 Mbps will be chargeable extra at pro-rata rates
101	15	5.2.14	Selected bidder shall configure and ensure uninterrupted replication of Data between both the sites. Monitoring tools for the entire DR Setup has to be provided as well.	Please elaborate the current data replication methodology being used. Please provide RPO/RTO expectation for individual application.	ODG is being used presently. RPO/ RTO mentioned in RFP
102	15	5.2.14	Selected bidder has to study the existing application and IT infrastructure setup at primary site and suggest on hardware requirements at DR site that would meet the overall RTO and RPO objectives of applications in event of disaster.	What is the proportion of resources to be provisioned at DR? 100% of the DC - or can the DR be run at compromised performance?	As mentioned in RFP.
103	15	5.2.14	In addition to the above, any other applications mentioned by GIC Re will have to be implemented afresh at the DR site.	This will require additional hardware based on the resources required.	Yes, provisioning to be done by selected bidder as and when required.
104	15	5.2.14	The selected bidder shall undertake installation and configuration of any other specialized applications/ software solution/Hardware solution required for the Disaster Recovery Setup.	Where do we quote for the same?	Rate list provided in commercial bid section of RFP
105	15	5.2.14	Disaster Recovery Services	There are services described under this heading. Do we consider that the new environment will have discrete storage array (and not hyper converged infrastructure). Please provide application wise break-up of capacity, IOPS, response time, read/write ratio.	New environment will have to be hyperconverged based infrastructure as mentioned in RFP
106	15	5.2.14	The selected bidder would be solely responsible for implementation of all applications at DR site. All costs including licenses for application, OS, replication tools or databases if any shall be borne by the selected bidder.	In same section of Point 8 where it mentioned application/DB license will be provided by GIC, Please clarify the same.	In case of SAP, DB and application license are bundled, and owned by GIC. Refer to Annexure V of RFP for clarity.

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107	15	5.2.14	The selected bidder would be solely responsible for implementation of all applications at DR site. All costs including licenses for application, OS, replication tools or databases if any shall be borne by the selected bidder.	Wont the Application Licenses for DR provided by GIC? Also is bidder responsible for making DR live till the Application level and not till infra or O.S Level ?	Yes. The selected bidder is responsible for complete DR setup as per SOW, Annexure V
108	15	5.2.14	Design and document an efficient disaster recovery solution in lines with the requirements of GIC Re and as per the RTO of 1 Hour and RPO of 15 Minutes	All applicatons in Annexure V have equal criticality and is bound to the same RTO and RPO?	Yes
109	15	5.2.14	Design and document an efficient disaster recovery solution in lines with the requirements of GIC Re and as per the RTO of 1 Hour and RPO of 15 Minutes.	GIC has specified the RPO & RTO to be maintained. However, there is no mechanism to monitor the real time RPO / RTO values, RPO/RTO alerts, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Gives visibility of RPO before recovering the application. 2. Gives visibility of RTO before recovering the DR application. 3. Gives visibility of Data Lag values. 4. Does periodic data consistency checks of data at DR 4. Should be deployed in at least 15 governments/ state/PSU customers 5. Should be available in Indian market for at least 10 years DRM solution for DR management ensures the automation & continuous monitoring of disaster recovery site, Notification for RPO/RTO deviation with SLA reports.	Yes. Will be considered in Technical Bid.
110	15	5.2.14	Automated switchover/ failover facilities (during DC failure & DR Drills) to be provided and ensured by selected bidder. The switchback mechanism shall also be automated. The selected bidder shall also provide a tool/ mechanism for GIC Re to trigger DR switchover, for example a "one-click DR"	GIC is looking at a solution which can work in large, complex environment. Does the GIC require an IT DR and BCM Automation solution which is implemented in at least 15 governments/ state/PSU customers ? DRM solution for DR management ensures the automation & continuous monitoring of disaster recovery site, Dry-run execution before the drill scenario with reports, single click to manage the DC-DR drill activities with execution reports, enabling the reverse replication.	Yes. Will be considered in Technical Bid.

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111	15	5.2.14	Design and document an efficient disaster recovery solution in lines with the requirements of GIC Re and as per the RTO of 1 Hour and RPO of 15 Minutes.	GIC has specified the RPO & RTO to be maintained. However, there is no mechanism to monitor the real time RPO / RTO values, RPO/RTO alerts, reports, data consistency, application availability. Does GIC desire a DR Management tool which has been recognized by reputed analysts like Gartner or IDC for minimum 5 years in running for DR Management to achieve the following- 1. Gives visibility of RPO before recovering the application. 2. Gives visibility of RTO before recovering the DR application. 3. Gives visibility of Data Lag values. 4. Does periodic data consistency checks of data at DR 4. Should be deployed in at least 15 governments/ state/PSU customers 5. Should be available in Indian market for at least 10 years DRM solution for DR management ensures the automation & continuous monitoring of disaster recovery site, Notification for RPO/RTO deviation with SLA reports.	Yes. Will be considered in Technical Bid.
112	15	5.2.14	Automated switchover/ failover facilities (during DC failure & DR Drills) to be provided and ensured by selected bidder. The switchover mechanism shall also be automated. The selected bidder shall also provide a tool/ mechanism for GIC Re to trigger DR switchover, for example a "one-click DR"	GIC is looking at a solution which can work in large, complex environment. Does the GIC require an IT DR and BCM Automation solution which is implemented in at least 15 governments/ state/PSU customers ? DRM solution for DR management ensures the automation & continuous monitoring of disaster recovery site, Dry-run execution before the drill scenario with reports, single click to manage the DC-DR drill activities with execution reports, enabling the reverse replication. DRM solution for DR management ensures the automation & continuous monitoring of disaster recovery site, Dry-run execution before the drill scenario with reports, single click to manage the DC-DR drill activities with execution reports, enabling the reverse replication	Yes. Will be considered in Technical Bid.
113	15	5.2.14	Selected bidder shall analyze & provide sizing of bandwidth required for replication of data with burstable limits. Minimum 10 Mbps replication bandwidth is expected to be provided	10 MBps link for replication not possible to replicate and have this RTO & RPO Oracle software Limitation needs to be considered during replication of data and for all databases	Presently, Replication link between DC & DR for GIC Re is 10 Mbps, and Oracle's native ODG is being used. Bidder may propose better solution. Will be considered in Technical Bid.
114	16	5.2.14	The selected bidder shall make provisioning of requisite software licenses, Business application licenses and other required monitoring software, tools for IT setup at DR site for day to day operations	Which business application licenses GIC Re is expecting from bidder?	Mentioned clearly in Annexure V
115	16	5.2.14	Conducting periodic DR drills (Twice per annum)		Once every Quarter, i.e. 4 times a year.

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116	16	5.2.15	The DR Solution shall be on Active (DC) – Standby (DR) mode. The selected bidder shall provide details of resources that will be deployed to implement the DR solution and justify how the resources will be sufficient to meet the requirements, including the RTO and RPO requirements.	Please clarify the resources which are referred here, are they referred to Engineers or Infrastructure Components	Both
117	17	5.2.17	Backup and Restore Services for DR Site	At DR site only disk backup required or tape out is also required? The capacity, Policy, retention, frequency of backup at DR is also not mentioned .	Tape-out for DR site is not required
118	17	5.2.18	The Selected bidder shall configure all the components and sub-components for end-to-end user access to all applications/services.	Do we have to maintain and manage the end user system?	NO. Setup will be one time. However, Active Directory has to be managed completely by selected Bidder
119	17	5.2.18	GIC Re reserves the right, on its own or via a third party auditor, to conduct overall testing at any point of time for the services delivered by the selected bidder.	We would request GIC to add “The applicable charges for Audit will be paid at actuals and a notice of 7 days will be given “.	Audit will be done by Third Party hired by GIC. Compliance has to be fulfilled by selected bidder.
120	18	5.4	The cloud environment should include the option to connect over internet seamlessly for inbound traffic from end-users.	on pg. 18, internet link is only ask for DC and DR site, whether internet link available at all location? If not, then bidder has to propose? If yes, the kindly provide a link bandwidth location wise?	Every branch office connected to MPLS network will access Internet through DC. Dedicated Internet link for DC and DR to be provided separately. Star Topology to be followed, with DC and DR as HUBS.
121	18	5.4	All the above mentioned bandwidth should be burstable/ scalable.	At what level link should be burstable?	20 Mbps over the mentioned bandwidth.
122	18	5.4	All the above mentioned bandwidth should be burstable/ scalable.	How bidder has to mention the commercial for burstable bandwidth?	Bidder has to provide Rate list, as included in Commercial Bid
123	18	5.4	On these links, GIC Re needs a 60 Mbps Internet access which will be made available through the DC, and also the DR (when required). The Internet requirement will "ride" on this bandwidth	Kindly advise, does this means that a dedicated Internet link is separately required at DC and DR respectively. Bandwidth - 60Mb each. And only GIC Re HO should be able to access it. If so then can this link be delivered directly at Churchgate location.	Every branch office connected to MPLS network will access Internet through DC. Dedicated Internet link for DC and DR to be provided separately. Star Topology to be followed, with DC and DR as HUBS.
124	18	5.4	All the above mentioned bandwidth should be burstable/ scalable.	Kindly remove the word burstable, as ISP would provide a fixed bandwidth. The link can be scaled as per customer requirement and would be treated as a separate order of upgradations.	RFP terms cannot be altered
125	18	5.4	Provision, Configuration, Installation, Commissioning & Management of Routers & Switches and essential equipment at all above mentioned locations. Provision of Firewalls & VPN Services.	Suggest the scope to be owned by the SI.	To be done by selected Bidder

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126	18	5.4	On these links, GIC Re needs a 60 Mbps Internet access which will be made available through the DC, and also the DR (when required). The Internet requirement will "ride" on this bandwidth.	Does this mean that the end-users will access internet through DC? Has the internet bandwidth requirement part of the MPLS bandwidth mentioned in point 1 on section 5.4	Yes, users will access internet through DC. The internet bandwidth should be burstable. The base size has been kept at 60 Mbps which can be increased as and when required
127	18	5.4	All the above mentioned bandwidth should be burstable/ scalable.	What is the expected capacity of burst and the duration of burst? Will GIC Re raise PO for bandwidth upgrade? What is the expected timeline for bandwidth upgrade?	Expected Burst capacity will be of 20 Mbps. Yes, Separate PO will be raised for Bandwidth Upgrade. Expected Timeline for such upgrades will be within 30 days from acceptance of PO.
128	18	5.4	Provision, Configuration, Installation, Commissioning & Management of Routers & Switches and essential equipment at all above mentioned locations.	Does this include the LAN switches at the offices to be provided? If yes, requesting to provide the user count at each site along with floor plan.	Selected Bidder has to provide, terminate and configure the link till Router for each location. LAN Switches will be GIC Re's responsibility.
129	18	5.4	On these links, GIC Re needs a 60 Mbps Internet access which will be made available through the DC, and also the DR (when required). The Internet requirement will "ride" on this bandwidth	Kindly advise, does this mean that a dedicated Internet link is separately required at DC and DR respectively. Bandwidth - 60Mb each. And only GIC Re HO should be able to access it. If so then can this link be delivered directly at Churchgate location.	Every branch office connected to MPLS network will access Internet through DC. Dedicated Internet link for DC and DR to be provided separately. Star Topology to be followed, with DC and DR as HUBs.
130	18	5.4	Dedicated Point to Point Bandwidth for DC-DR data replication	Please confirm the Bandwidth requirement	Please refer to Clause 5.4 of Section I of RFP
131	18	5.4	All the above mentioned bandwidth should be burstable/ scalable.	Kindly remove the word burstable, as ISP would provide a fixed bandwidth. The link can be scaled as per customer requirement and would be treated as a separate order of upgradations.	RFP terms cannot be altered
132	18	5.4	Provision, Configuration, Installation, Commissioning & Management of Routers & Switches and essential equipment at all above mentioned locations. Provision of Firewalls & VPN Services.	Suggest the scope to be owned by the SI.	To be done by selected Bidder
133	18	5.4	MPLS bandwidth requirement are as follows	Kindly provide a cumulative bandwidth location-wise.	Please refer to Clause 5.4 of Section I of RFP

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134	18	5.4	Bandwidth for DC and DR is given in table to each location	<p>a. We are assuming Bandwidth given in tables is in Mbps, it is not mentioned in table itself</p> <p>b. At any given point of Time These branches shall connect to DC or DR and B/W from branch to both DC and DR shall not happen simultaneously</p> <p>c. Burstable/Scalable Requirement is given, We need to know how much Maximum Scalability is required in terms of %age or Bandwidth required.</p> <p>d. 60 Mbps Internet is required (riding over MPLS) from DC and when DC fails ,Do we need to consider 60M internet from DR or 30M internet from DR.</p> <p>e. Switch is mentioned to be in scope of bidder, DO we need to consider End user connectivity also for switch . Kindly clarify number of End users ports which are required for each location.</p> <p>f. For VC traffic at Mumbai and Delhi, DO we need to logically and physically segregate the VC network, or Logical Separation is acceptable using same set of equipments for Data Traffic.</p> <p>g. Firewall and VPN services are mentioned , We need to clarify what features are expected from Firewall. We are assuming that Firewall shall be installed at DC and DR for Internet Traffic Gateway. Also clarify what is scope for VPN services which is required.</p> <p>h. Table gives Bandwidth from HO and Branches to DC and DR, Do any traffic B/W need to be considered from Branch to Branch or from HO to Branch.</p> <p>i. How Branch Offices shall use internet, Through DC only or there is no internet connectivity required for data traffic for branch location. If Internet is desired to be used over MPLS then we need Internet B/W required for each branch.</p>	<p>a. Yes</p> <p>b. Yes</p> <p>c. 20 Mbps</p> <p>d. same as DC</p> <p>e. Yes. Approx 650 ports</p> <p>f. Logical segregation should be fine, as long as it is on a separate network</p> <p>g. Firewall will have to be both perimeter and software defined for the VMs. IPSec VPN for users in India, site-to-site VPN setup for foreign branches.</p> <p>h. the network has to be centralised, with DC & Dr being the centers. selected bidder has to provide redundant links for all such connections.</p> <p>i. all branch offices will access internet through DC. the base B/W for internet link required is mentioned in RFP. bidder can suggest if it has to be altered for proper sizing.</p>
135	18	5.4	MPLS bandwidth requirement	<p>1. Whats the MPLS bandwidth requirement at DC and DR?</p> <p>2. Total how many service provider or its single provider with dual last mile requirement?</p> <p>3. IS bidder expected to install and manage wan devices at all branch location?</p> <p>4. IS 60 Mbps internet bandwidth only for branch users ? or It includes bandwidth required for server setup at DC and DR?</p> <p>5. Are p2p links required at DC and DR</p>	<p>1. mentioned in RFP</p> <p>2. selected bidder to propose.</p> <p>3. yes</p> <p>4. includes branch users also. Bidder can suggest if sizing is inadequate</p> <p>5. p2p replication link to be provided between DC & DR, with redundant link.</p>
136	18	5.4	Network connectivity services	Reference the bandwidths' mentioned for the 6 locations please clarify if the requirement is for single lastmile at DC and DR OR dual lastmile needs to be considered	Bidder may propose.
137	18	5.4	Network connectivity services	<p>Incase bidder fails to qualify for the DC & DR specifications , can the bidder to bid only for the Network Connectivity services</p> <p>Will the MPLS connectivity be full mesh or HUB and spoke. Any QoS to be defined. Please clarify</p>	<p>Bidder has to qualify for the entire RFP, and not parts of it.</p> <p>Connectivity has to be HUB and spoke (Star topology), with DC and DR being the HUBs.</p>
138	18	5.3 (v)	The solution should be able to provide workload migration, orchestration, interoperability between private and public clouds (like auto-scaling, cloud-bursting).	Can GIC help define Autoscaling feature , what exactly is expected from this feature	Autoscaling refers to provision for scaling-up or scaling-out

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139	19	5.4	Video Conferencing Dedicated Internet Bandwidths of 10 Mbps and 2 Mbps is required for video conferencing GIC Re HO and GIC Delhi Liaison Office. These links will work on a network separate from GIC Re's domain.	Does this mean that the video conferencing setup will be physically separate and use only internet for VC?	Yes.
140	19	5.4	Video Conferencing	C40 codecs are already covered under Cisco Smartnet support or not, Are these endpoints going to be registered to some SIP registrar server or any call control server like CUCM or VCS?? Or will they be configured with Public IP address?? Or will they be kept behind Firewall/router within private subnet and calls will be routed through MPLS link or VPN??	configured with public IP
141	19	5.4	The selected bidder has to configure and setup the existing Video Conferencing equipment at GIC Re offices (i.e. GIC Re HO & GIC Re Delhi Office)	Can video conferencing implementation involve third party vendor?	The selected bidder is responsible for implementing SOW
142	19	5.5	Office 365 Enterprise E3 Readiness Assessment, Onsite Discovery, and Planning Preparing Environment for an Office 365 Enterprise E3 Deployment Migration and Cutover Post Deployment Support and Office 365 Enterprise E3 Administration Training	Does Bidder have option to Quote this section through a Partner?	The selected bidder is responsible for implementing SOW
143	19	5.5	Office 365 Enterprise E3 Readiness Assessment, Onsite Discovery, and Planning. Preparing Environment for an Office 365 Enterprise E3 Deployment etc.	We would request GIC to remove Office 365 Implementation, maintenance etc from the SoW.. Although we will do the migration.	RFP terms cannot be altered
144	20	5.5	The total number of mailbox are 700 (the actual number may vary by 5%).	what is current size of mail box?	550 mail boxes
145	20	5.5	The total number of mailbox are 700 (the actual number may vary by 5%).	How much MB/GB its used?	Currently, per mail box 3 GB is assigned. But we are looking for Office 365 E3 in this segment. Please refer to Clause 5.5 of Section I.
146	20	5.5	Provide standard mailbox size	Standard Size means 500 MB, 1 GB or 2 GB?	Currently, per mail box 3 GB is assigned. But we are looking for Office 365 E3 in this segment. Please refer to Clause 5.5 of Section I.
147	20	5.5	Identify potential challenges in this migration and pose solutions	Which MS Exchange 2010 Edition is used?	Service Pack 2
148	20	5.5	Configure on-premises AD for directory synchronization	Required server will be provided by GIC Re or bidder has to provide?	The entire setup has to be on OPEX model
149	20	5.5	Configure on-premises AD for directory synchronization	If bidder has to provide, then what configuration is required?	The entire setup has to be on OPEX model

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150	20	5.5	Provide standard mailbox size and item counts that will be migrated to Office 365 Enterprise E3 with Advanced Threat Protection (ATP) feature as an add-on. The total number of mailbox are 700 (the actual number may vary by 5%).	Can you provide current mail box sizes?	550 mailboxes, 3 GB per user.
151	20	5.5	Office 365 licensing will be Subscription based. The selected bidder shall procure these licenses in the name of GIC Re and shall be responsible for managing it entirely. Ownership of licenses will be with GIC Re.	Compliance to license policy of supplied software will be GIC's responsibility. Bidder will do the migration but License should be in GIC scope	RFP terms cannot be altered
152	21	5.5	Configure Outlook Web Access and Exchange ActiveSync for mobile phones and devices where applicable	How many mobile users are there?	Equal to the number of Mail boxes
153	21	5.5	Configure Outlook Web Access and Exchange ActiveSync for mobile phones and devices where applicable	Bidder assumes mobile support part of the scope, please confirm. If, yes, please list out the no. of mobile devices, OS version, and user locations details.	As per SOW.
154	21	5.5	Anti-spam and malware protection	Need information on the Existing MX and the Existing Antispam Based on that we will design the antispam	Will be shared with selected bidder.
155	21	5.5	E-Mail Solution and Services	Need Existing Mailbox Database details eg: List of databases and the average size of the mailboxes..etc	Will be shared with selected bidder.
156	21	5.6	Managed Services –Active Directory	Does Bidder have option to Quote this section through a Partner?	The selected bidder is responsible for implementing SOW
157	28	5.10	FAN Switch	Does this mean SAN switch?	Refers to FANs in appliances
158	30	7	Last Date for Submission of Sealed Bids March 20, 2017- 03.00 pm	looking at the huge Scope of RFP and extensive Solutioning involved Request GIC to extend this Submission till 5th April 2017	Please refer Corrigendum to RFP
159	31	2	EMD of ₹ 5,00,000/- (Rupees Five Lakh only)which should be deposited in the form of Demand Draft/Pay Order (PO) from any commercial bank / Bank Transfer by NEFT or RTGS into the account of "General Insurance Corporation of India"	We would request GIC to consider the EMD submission in the form of BANK GAURANTEE	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
160	31	2	Earnest Money Deposit (EMD): EMD of ₹ 5,00,000/- (Rupees Five Lakh only) which should be deposited in the form of Demand Draft/Pay Order (PO) from any commercial bank / Bank Transfer by NEFT or RTGS into the account of "General Insurance Corporation of India" as per details given below:-	Request to kindly allow the bidders to submit the EMD in the form of a Bank Guarantee (BG). Kindly provide BG format relevant to this tender and also specify the date till which the BG to be kept valid.	RFP terms cannot be altered
161	35	2	vi. Security Submit any documented and enforced security policies and practices. Please describe how information confidentiality, integrity and availability of information is maintained by these policies and practices	We will be able to share only the Information security policy and certificates. Other relevant documents can be shown at the time of audit or otherwise in the bidder premises.	Agreed
162	38	7	EMD forfeiture	The EMD made by the bidder will be forfeited if the bidder – 1. Withdraws the bid after acceptance by GIC Re; or 2. Withdraws the bid before the expiry of the validity period of the bid; or	RFP terms cannot be altered
163	39	9	rejection of bids	The bid is liable to be rejected due to any of the following reasons:- 1. If it is received after the expiry of the due date and time. 2. If it is not received in sealed condition. 4. If it is not in conformity with the instructions mentioned herein. 5. If it is not properly signed by the bidder as required. 6. If it is incomplete including non-furnishing of the requisite documents. GIC Re reserves the right to reject the bid without assigning any reasons whatsoever and the decision of GIC Re would be final and binding and no communication would be entertained in this regard.	RFP terms cannot be altered
164	39	10	validity	bidder requests that bid validity shall be 30 days	RFP terms cannot be altered
165	39	11	Service Level Agreement (SLA)	Since HA is factored, suggest to keep the availability at 99.9%	RFP terms cannot be altered
166	39	11	Bidders must be able to provide service levels of 99.95% for the DC and DR environment. In case the selected bidder fails to meet the above standards, there will be a penalty as specified in the SLA	It is not mentioned that how the Service levels will be calculated? Please specify how the uptime will be calculated. Will the calculation done yearly or quarterly?	As mentioned in Annexure IX clause 22 of the RFP. Calculation should be done on quarterly basis

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
167	39	11	Any planned outages must be communicated and confirmed with GIC Re at least 7 days in advance and each cannot exceed duration of 4 hours	We will give adequate notice to GIC Re in case of planned outages. However, it would be difficult to commit advance notice of at least 7 days and planned outages of less than 4 hours. Request GIC to modify the clause as “ The Service Provider must ensure to give sufficient advance notice for planned outages and must ensure that the planned outages happen at night between 11 PM to 7 AM “	RFP terms cannot be altered
168	39	13	PBG	Bidder requests that PBG shall be submitted within mutually agreed period and PBG validity shall be co-terminus with the contract duration.	RFP terms cannot be altered
169	40	12	Buy Back of Existing Equipments	We will continue to manage the current hardware in case the equipment has warranty support from OEM. Please take the buy back requirement out from the RFP.	RFP terms cannot be altered
170	40	13	The successful bidder will provide Performance Bank Guarantee (herein referred to as 'PBG') to GIC Re at the rate of 10% of the total commercial bid value for performance guarantee within 15 days after accepting the Purchase Order. Performance bank guarantee should be submitted in the format given in Annexure XII.GIC Re reserves the right to amend/ modify/ delete all or any of the terms set out in the said draft agreement.	Reasonable delays or delays beyond the reasonable control of the Bidder should be allowed	RFP terms cannot be altered
171	40	14	confidentiality	Each party shall maintain as confidential all information received from the other party that is identified as confidential at the time of disclosure (Confidential Information). Confidential Information shall not include information that is independently developed by recipient or is in public knowledge or is already in the possession of the recipient or is received by receiving party from a third party. If receiving party is required to disclose Confidential Information due to a legal requirement, it shall provide prompt notice of the same to disclosing party. Confidentiality obligation shall survive for a period of two years from date of initial disclosure. Each party shall comply with the applicable export and import laws and regulations.	RFP terms cannot be altered
172	40	14	termination	Selected Bidder should provide in-scope services to GIC Re for a period of five (5) years from the date of commissioning. If at any point of time, the services of selected bidder are found to be non-satisfactory to the extent of amounting to material breach of the contract, the contract will be terminated, giving thirty (30) days' notice in advance.	RFP terms cannot be altered

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173	40	14	The Selected Bidder cannot subcontract the work at any stage without prior written approval from the GIC Re.	Can the Bidder submit the bid considering subcontractors since the Bidder may not have skills and expertise for all the scope mentioned in the RFP	No
174	40	14	The Selected Bidder cannot subcontract the work at any stage without prior written approval from the GIC Re.	Has the bidder option of submitting only few components of the Bid or is it required that the bidder has to bid considering the complete Scope of the RFP	Complete SOW as mentioned in RFP has to be covered by selected bidder
175	40	14	Selected Bidder should provide in-scope services to GIC Re for a period of five (5) years from the date of commissioning. If at any point of time, the services of selected bidder are found to be non-satisfactory the contract will be terminated, giving thirty (30) days' notice in advance	This clause should be read in conjunction with clause 26 and 27 of Annexure IX (Service Agreement)	It is in conjunction
176	40	14	1. Selected Bidder should provide in-scope services to GIC Re for a period of five (5) years from the date of commissioning. If at any point of time, the services of selected bidder are found to be non-satisfactory the contract will be terminated, giving thirty (30) days' notice in advance.	GIC requires Private Cloud Services/ Infrastructure as a Service (OPEX). We will have to make a considerable investment for setting up the Infrastructure for GIC. Hence, we request you to delete "If at any point of time, the services of selected bidder are found to be non-satisfactory the contract will be terminated, giving thirty (30) days' notice in advance. "	RFP terms cannot be altered
177	40	14	2. The Selected Bidder cannot subcontract the work at any stage without prior written approval from the GIC Re.	We will be providing services like MPLS, setting up of VC equipment through our Parent Company/Subsidiary/ Partners. Request you to please delete this clause	RFP terms cannot be altered
178	41	16	There shall be no escalation in the prices once the prices are fixed and agreed by GIC Re and the selected Bidder. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed should be passed on to GIC Re	We clarify that price will be fixed price during contract duration mutually agreed between GIC vs Bidder, we can't commit fixed price if any delay from Customer side, Also if any subsequent increase in duty and taxes will be passed to GIC.	OK
179	41	17	The successful bidder should complete the implementation and data migration for DC and DR sites within 12 weeks of acceptance of the Purchase order	We request the same to be increase to 15 weeks from the date of PO	RFP terms cannot be altered
180	41	17	DELIVERY SCHEDULE The stipulated delivery schedule is as follows: - 1. The successful bidder should complete the implementation and data migration for DC and DR sites within 12 weeks of acceptance of the Purchase order.	Contradicting with clause 3 - Empanelment	No contradiction; Empanelment is for future requirements

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
181	41	17	The successful bidder should complete the implementation and data migration for DC and DR sites within 12 weeks of acceptance of the Purchase order.	The delivery period should be extended to 16 weeks as the SOW is vast and the winning bidder will need to work with multiple OEM's for delivery of the entire SOW Request to kindly consider	RFP terms cannot be altered
182	42	18	Recurring charges would be paid at the end of each quarter	We propose the payment to be quarterly in advance, within 30 days from the date of the invoice	RFP terms cannot be altered
183	42	18	1. One time charges would be paid as per Commercial bid (Annexure VIII) on completion of activities as per Scope of work. 2. Recurring charges would be paid at the end of each quarter.	We request to propose Bidder Standard Billing & Payment Terms (Billing Terms for Products - 100% On Delivery, Implementation Services : Milestone basis & 100% on Completion & Support Services : Year in Advance & Payment Terms : 100% within 30 Days from the Date of Invoice) .	RFP terms cannot be altered
184	42	18	18. PAYMENT TERMS 1. One time charges would be paid as per Commercial bid (Annexure VIII) on completion of activities as per Scope of work. 2. Recurring charges would be paid at the end of each quarter.	We request you to change the payment terms into advance mode so that bidder gets the payments for One Time and Recurring charges in Advance.	RFP terms cannot be altered
185	42	18	1. One time charges would be paid as per Commercial bid (Annexure VIII) on completion of activities as per Scope of work. 2. Recurring charges would be paid at the end of each quarter	As the delivery of the SOW will be in a staggered manner as per the delivery schedule and One time charges and the Annual recurring charges for the network connectivity will be applicable from the date of commissioning of the MPLS and Internet links. Please clarify.	As mentioned in RFP.
186	43	23	IEMS	23. INDEPENDENT EXTERNAL MONITORS (IEMS) IEMs, would review independently and objectively, whether and to what extent Bidders have complied with their obligations under the Integrity Pact. This project will be reviewed by following Independent External Monitors- 1. Shri Bimalendu Chakrabarti 2. Shri NSRC Prasad The Bidders that desire to bid against this RFP, shall compulsorily sign an Integrity Pact with the GIC Re to be monitored by the aforesaid authorities. The said Integrity Pact can be downloaded from the following link – Bidder requests that IEMs be mutually appointed by parties.	RFP terms cannot be altered

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187	44	Annexure I	The bidder should have experience in providing Data Center services to at least 3 companies registered under the Companies Act, 1956. Services offered to the client should encompass among others: <input type="checkbox"/> DC Managed Hosting Services <input type="checkbox"/> Co-location; <input type="checkbox"/> Connectivity services; <input type="checkbox"/> DR implementation and managed Services	Can separate PO copy from the same customer for separate set/module of experience suffice with the compliance of the clause?	Yes, Agreed. Please refer Corrigendum to RFP.
188	44	Annexure I	Point No.9 d. At least 2 CDCP or equivalent, at least 5 PMP and at least one certified Business Continuity Professional (CBCP) & Business Continuity Certified Expert (BCCE) professionals should be available.	Removal of certified Business Continuity Professional (CBCP) & Business Continuity Certified Expert (BCCE) professionals and suggest for submission of Certification of ISO 22301:2012 - related to Business Continuity Management System	Yes, Agreed. Please refer Corrigendum to RFP.
189	45	Annexure I	Mains power should be available from two separate Sub-Stations.	Request for relaxation of this clause	Yes, Agreed. Please refer Corrigendum to RFP.
190	45	Annexure I	Three resources should be BS7799 / ISO 27001 lead Auditor / Lead Implementer certified.	Request to relax the clause for BS7799/ISO27001 lead auditor/lead implementer resource quantity to ONE.	Yes, Agreed. Please refer Corrigendum to RFP.
191	45	Annexure I	At least 2 CDCP or equivalent, at least 5 PMP and at least one certified Business Continuity Professional (CBCP) & Business Continuity Certified Expert (BCCE) professionals should be available.	Request to consider for 1 CDCP, 1 PMP & 1 CBCP/BCCE, as these professionals are required at the solution design and implementation phase, once the project goes live, Account manager takes control of entire project. In case in future there is a need where in such resources are required for something, then Account manager can coordinate with these resources.	Yes, Agreed. Please refer Corrigendum to RFP.
192	45	Annexure I	At least 2 CDCP or equivalent, at least 5 PMP and at least one certified Business Continuity Professional (CBCP) & Business Continuity Certified Expert (BCCE) professionals should be available.	Request to dilute the clause as: d) At least 2 CDCP or equivalent, at least 5 PMP and at least five certified ITIL professionals should be available. Bidder has been pioneer in Co-Location and DC Services in India. It should have business continuity Plan and not necessarily have Business continuity Certified Expert (BCCE) professionals on Roll.	Yes, Agreed. Please refer Corrigendum to RFP.
193	45	Annexure I	The Service provider should be same for both DC and DR site. Bidding by a consortium in this regard is not allowed.	Is Sub-Contracting allowed for certain components?	Please refer Corrigendum to RFP.
194	45	Annexure I	The Service provider should be same for both DC and DR site. Bidding by a consortium in this regard is not allowed.	Request relaxation of this clause. Consortium for DC and DR services should be allowed to bid if technical specifications are met to the standards mentioned in the RFP	Please refer Corrigendum to RFP.

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195	45	Annexure I	Ownership of Property (Primary Data Center and Disaster site) a) The premises where the Data Center & Disaster Recovery center is located should be owned by the bidder, OR DC & DR site should not be on lease which expires within seven years from the date of submission of bid.	Request relaxation of this clause on ownership of the DC and DR centre. We shall submit requisite documents which will help satisfy the technical requirements	RFP terms cannot be altered
205	45	Annexure I	Certified Business Continuity Professional (CBCP) Business Continuity Certified Expert (BCCE)	Request for relaxation of this clause as these are not necessarily required	Yes, Agreed. Please refer Corrigendum to RFP.
196	45	Annexure I	The bidder should have capabilities and support to offer SAP Basis services.	Can Bidder show partners Experience for SAP Basis Services	NO
197	45	Annexure I	d) At least 2 CDCP or equivalent, at least 5 PMP and at least one certified Business Continuity Professional (CBCP) & Business Continuity Certified Expert (BCCE) professionals should be available.	We request GIC to modify the clause to “ At least 2 CDCP or equivalent and at least 5 PMP professionals should be available “	Yes, Agreed. Please refer Corrigendum to RFP.
198	46	Annexure I	Mains power should be available from two separate Sub-Stations.	Request you to dilute the clause to :- Mains Power should be available from two feeds from the same sub-stations.	Yes, Agreed. Please refer Corrigendum to RFP.
199	46	Annexure I	Electricity Power redundancy for ensuring constant power supply (Primary Data Center and Disaster Site) a) Mains power should be available from two separate Sub-Stations. b) Data Center premises should have adequate dual UPS supply setup with other backup arrangements of DG sets	As per the norms in India the power supply can be availed from the same provider with redundancy from different sub stations , but nor from 2 different service providers. Please clarify.	Yes, Agreed. Please refer Corrigendum to RFP.
308	46	Annexure I	The bidder should be an OEM/ partner of OEM for the DC & DR site hardware proposed or authorized by OEM to provide such hardware and maintenance support under warranty / AMC. (if applicable to one of the DC & DR solutions)	AS the setup is required on Opex model and entire infrastructure will be bidders ownership, in that case, MAF from OEM should not be required, as it would be bidders responsibility to provide the required CLOUD services. Hence request to remove this clause.	Yes, Agreed. Please refer Corrigendum to RFP.
200	47	Annexure I	Client References. (Copy of Work orders/Client certificates of at least 3 companies) Ref.: Pre-qualification-3	We request GIC Re to accept POs of the Parent/Subsidiary companies	Please refer Corrigendum to RFP.

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201	47	Annexure I	Client References. Hosting SAP primary or DR landscape (Copy of Purchase orders attached). Ref.: Pre-qualification-4	We request GIC Re to accept a Self-Declaration as many Purchase Orders does not mention explicitly what all applications / DBs are hosted with the Service Provider.	Please refer Corrigendum to RFP.
202	49	Annexure I	Notes: The documents as listed above should be of the same company and not of corporate group / affiliated / associate company	We request GIC to consider client references etc of Parent/Subsidiary company. Due to some regulatory requirements, we are offering MPLS, Datacenter and Bandwidth services through different entities (all entities are part of the same parent company).	Please refer Corrigendum to RFP.
203	50	Annexure II	Last Column "Compliance Details (Please Provide documentary Proof for all requirements)"	Providing Documentary evidences for all requirements will become an exhaustive exercise of compilation of documents. For example, No. of clients may be in few hundreds for a bidder wherein the searching and compilation of PO Copies/Reference letters for all clients will be become a tedious task. Hence we request you to remove the statement "Please Provide documentary Proof for all requirements" or change to "Please Provide documentary Proof wherever applicable/possible" The documentary proofs will be made available whenever demanded by GIC.	RFP terms cannot be altered
204	50	Annexure II	1. Experience in DC services (Managed Hosting and Co-location Services)	Request you to amend the clause to "Experience of the bidder in providing Data Center services including co-location services and managed hosting services."	RFP terms cannot be altered
206	51	Annexure II	Qualification and competence of Key Staff.	Please clarify	Refers to qualification & certification of staff working for bidder.
207	51	Annexure II (1)	Hyper-converged appliance must provide desired capacity and performance using either ALL FLASH (SSD) or SAS drives, as internal storage of proposed HCI solution.	This specification should be relaxed to include NL-SAS drives if HCI vendor architecture guarantees performance from the SSD tier.	This is not a part of PQC. It will be covered under Technical Bid.
208	51	Annexure II (1)	Hyper-Converged Appliance Specifications	Do we have to provide virtual private cloud or hyper converged solution?	Hyper converged solution refers to the underlying hardware appliance, private cloud will be hypervisor layer running on it.
209	51	Annexure II (1)	Hyper-Converged Appliance Specifications	If Virtual private cloud, then this compliance need to changed as per virtual private cloud?	Hyper converged solution refers to the underlying hardware appliance, private cloud will be hypervisor layer running on it.
210	51	Annexure II (1)	Server Virtualization Functional Capabilities 1 Hyper-Converged Appliance Specifications	Please give more insight into the sizing for HCI described here. 225TB on 5 nodes at DR sounds difficult to achieve. Current data size is 40TB at DC. Kindly re-confirm the required capacity at DC in the proposed environment.	225 TB for DC and DR put together, as mentioned in RFP

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211	51	Annexure II (1)	iv. Hyper-converged appliance must provide desired capacity and performance	Please provide performance parameters to be met.	As mentioned in RFP.
212	51	Annexure II (1)	v. The nodes should connect over 10G IP connectivity. Minimum 2 x10G Ethernet port per node must be proposed.	Can we use 10G copper as well?	Bidder may suggest
213	51	Annexure II (1)	vi. Memory requirement: Total 5 Nodes 5 X 512 GB = 2.56TB memory for DC and 3 nodes 512x3 GB = 1.53 TB memory for DR	Please give more insight into the memory sizing.	As mentioned in RFP.
214	51	Annexure II (1)	Hyper-Converged Appliance should have Latest Intel E5-2683 V4 or higher CPU. Each node: 2 CPUs (16 core each) – 32 cores; 512GB memory (16GB per core), 2 X 10Gbe network. Total of 5 such nodes in the hyper converged system for DC, and 3 nodes for DR. Storage should be minimum 225 TB (minimum for DR 75 TB and DC 150 TB) usable storage. If there is any overhead then selected bidder will size accordingly to meet the minimum requirement in the RFP. GIC Re should be able to leverage over provisioning in its favor from the dedicated resources without any additional cost	Expected growth of workloads over the years have been considered?	As mentioned in RFP.
215	51	Annexure II (1)	The nodes should connect over 10G IP connectivity. Minimum 2 x10G Ethernet port per node must be proposed. There should be no dependency on any proprietary or specialized interconnects.	The keyword “interconnect” is unique to Cisco. This RFP is one-vendor based and hence, Specific OEM will not be unable to bid for the same reason. The network component in the Hyperconvergence solution is an integral part of the solution, and hence, must not be dismissed. The ToR switches must be a component of this unified solution and hence, each OEM should be allowed to quote the best fit for their hyperconverged offering	Agreed

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216	51	Annexure II (1)	Hyper-Converged Appliance should have Latest Intel E5-2683 V4 or higher CPU. Each node: 2 CPUs (16 core each) – 32 cores; 512GB memory (16GB per core), 2 X 10Gbe network. Total of 5 such nodes in the hyper converged system for DC, and 3 nodes for DR. Storage should be minimum 225 TB (minimum for DR 75 TB and DC 150 TB) usable storage. If there is any overhead then selected bidder will size accordingly to meet the minimum requirement in the RFP. GIC Re should be able to leverage overprovisioning in its favour from the dedicated resources without any additional cost	The RFP mentions Private Cloud with automatic scalability, however this section mentions the exact config and count of nodes. Is the auto scaling limited to within these nodes?	Yes, automatic scalability is limited to within these nodes. But if average load goes up, more nodes have to be added.
217	51	Annexure II (1)	The nodes should connect over 10G IP connectivity. Minimum 2 x10G Ethernet port per node must be proposed. There should be no dependency on any proprietary or specialized interconnects.	Specifying the Ethernet ports and no interconnects limits the OEM vendors for Hyper Converged infra. Request removal of this clause for a more open (competitive) solution	Agreed
218	51	Annexure II (1)	Hyper-Converged Appliance should have Latest Intel E5-2683 V4 or higher CPU. Each node: 2 CPUs (16 core each) – 32 cores; 512GB memory (16GB per core), 2 X 10Gbe network. Total of 5 such nodes in the hyper converged system for DC, and 3 nodes for DR. Storage should be minimum 225 TB (minimum for DR 75 TB and DC 150 TB) usable storage. If there is any overhead then selected bidder will size accordingly to meet the minimum requirement in the RFP. GIC Re should be able to leverage overprovisioning in its favour from the dedicated resources without any additional cost	SAP recommends No Overprovisioning of resources. Request GIC Re to please clarify the implication/intent of this clause	SAPs rating provided in RFP
219	51	Annexure II (1)	Hyper-converged appliance must provide desired capacity and performance using either ALL FLASH (SSD) or SAS drives, as internal storage of proposed HCI solution.	Why Hyperconverge solution as dedicated SAN should be preferred platform with SSD	Base appliance has to be HCI. The rest bidder may propose. Same would be considered for marking in Technical Bid.
220	52	Annexure II (1)	Hyperconverged appliance should support all Leading Hypervisors	We request GIC to leave the choice for Hypervisors to Service providers. Most of the OEM HCA appliance does not support all Hypervisors.	To be suggested by the bidder

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221	52	Annexure II (1)	The solution should have only SAS and SSD drives for hybrid Configurations	This specification should be relaxed to include NL-SAS drives if HCI vendor architecture guarantees performance from the SSD tier.	This is not a part of PQC. It will be covered under Technical Bid.
222	52	Annexure II (1)	The hyper-converged appliance should support all the leading hypervisors	Does this mean that proposed HCI appliance should support leading hypervisors like Vmware ESXi, HyperV & KVM. Both SAP and Exchange are supported on these hypervisors and this capability provides GIC flexibility to consider hypervisor of its choice for deployment	To be suggested by Selected Bidder
223	52	Annexure II (1)	The solution should be able to run various Operating systems like windows client, windows server, Linux (atleast RedHat, SUSE, Ubuntu, FreeBSD, debian, Oracle Ent Linux and CentOS)	SAP and exchange run on Linux / MS OS. Request GIC to relax the requirement for Debian OS as it will allow more hypervisors options for GIC.	Agreed. As already mentioned in our current infrastructure setup, the OS's used by GIC mainly are Linux and Windows OS
224	52	Annexure II (1)	The solution should be able to run various Operating systems like windows client, windows server, Linux (atleast RedHat, SUSE, Ubuntu, FreeBSD, debian, Oracle Ent Linux and CentOS)	SAP and exchange run on Linux / MS OS. Request GIC to relax the requirement for Debian OS as it will allow more hypervisors options for GIC.	Agreed. As already mentioned in our current infrastructure setup, the OS's used by GIC mainly are Linux and Windows OS
225	52	Annexure II (1)	xvi. The hyper-converged appliance should support VM based replication	If we conclude on conventional or converged infrastructure with storage array, can we use storage based replication as well?	Hyperconverged infrastructure to be used with VMs running on it. As mentioned in RFP
226	52	Annexure II (1)	xix. The current SAP applications have been sized to have a total load of about 82,000 SAPS. Bidders are to assess that the above hardware configuration will meet these requirements. If not, feedback may be given during the pre-bid meeting.	Please provide module wise SAPs, Memory and IOPS across Prod/non-prod. Please mark the instances for which HA is not required.	As mentioned in RFP. HA not to be provided for SAP applications
227	52	Annexure II (1)	The current SAP applications have been sized to have a total load of about 82,000 SAPS. Bidders are to assess that the above hardware configuration will meet these requirements. If not, feedback may be given during the pre-bid meeting.	Kindly provide the relevant feedback on the Hardware Configuration to meet GIC requirements.	As mentioned in RFP.
228	52	Annexure II (1)	The solution should be able to work on latest x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor/ make/ model	Hyper-converged infra is an OEM proprietary solution. The processor can be x86 but mixing nodes from different OEMs would not be feasible. This point needs further clarity.	Different Nodes should not be from different OEMs. Uniformity to be maintained in this case

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229	52	Annexure II (1)	The solution should be able to work on latest x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor/ make/ model	Request GIC Re to modify this clause so as to include equipment in Gartners Leaders quadrant only	RFP terms cannot be altered
230	52	Annexure II (1)	Remote management features, Appliance management software capable of providing role-based security, alerts of critical component failure along with power monitoring. It should also provide for controlling Power, Fan management, Compute node initialization, Resource discovery and inventory management, Resource alerts and monitoring management, Compute node power management and diagnostics for elements including I/O options and compute nodes.	Request GIC Re to remove this point as HCI appliance monitoring and management would be provided by the solution provider and the solution provider will envisage to keep track of all component errors/security mechanisms	RFP terms cannot be altered
231	52	Annexure II (1)	The current SAP applications have been sized to have a total load of about 82,000 SAPS. Bidders are to assess that the above hardware configuration will meet these requirements. If not, feedback may be given during the pre-bid meeting.	SAP sizing is dependent upon any factors – CPU, Memory, Network and IOPS, OS Parameters. Bidder will provide an assessment (specific to the OEM components) during the solution phase	82000 SAPs rating to be met
232	52	Annexure II (1)	The solution should support both hybrid and all flash configurations and both should exist in the same cluster	The SAP solution sizing would determine the overall HCI configuration. Thus requesting GIC Re to relax this clause	RFP terms cannot be altered
233	52	Annexure II (1)	The solution should support checksum of data to ensure data integrity to enable automatic detection and resolution of silent disk errors.	Request GIC Re to elaborate on this – does this mean RAID at the storage layer?	Bidder may propose. Will be considered in Technical Bid.
234	52	Annexure II (2)	The solution should be able to run various Operating systems like windows client, windows server, Linux (atleast RedHat, SUSE, Ubuntu, FreeBSD, debian, Oracle Ent Linux and CentOS)	SAP and exchange run on Linux / MS OS. Request GIC to relax the requirement for Debian OS as it will allow more hypervisors options for GIC.	Agreed. As already mentioned in our current infrastructure setup, the OS's used by GIC mainly are Linux and Windows OS

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
235	53	Annexure II (2)	The Solution should provide the monitoring, prioritizing and reserving capabilities for storage, processor, network, memory so as to ensure that the most important Virtual Machines get adequate resources even in the times of congestion	In HCI, storage prioritization is built into the platform as part of SDS. Will GIC be ok if we propose this along with HCI platform	OK
236	53	Annexure II (2)	The Solution should provide patch management capabilities such that it should be able to update patches on its own hypervisor and update operating systems.	OS upgrade should be factored separately and not with Hypervisor upgrades. In HCI environments, the appliance should be expects to 1-Click upgrade of software, Hypervisor, firmware of the appliance itself. Request you to consider this requirement in place of Application OS upgrade	Agreed. GIC Re would go for the 1-click upgrade
237	53	Annexure II (2)	The Solution should provide the monitoring, prioritizing and reserving capabilities for storage, processor, network, memory so as to ensure that the most important Virtual Machines get adequate resources even in the times of congestion	In HCI, storage prioritization is built into the platform as part of SDS. Will GIC be ok if we propose this along with HCI platform	OK
238	53	Annexure II (2)	The Solution should provide patch management capabilities such that it should be able to update patches on its own hypervisor and update operating systems.	OS upgrade should be factored separately and not with Hypervisor upgrades. In HCI environments, the appliance should be expects to 1-Click upgrade of software, Hypervisor, firmware of the appliance itself. Request you to consider this requirement in place of Application OS upgrade	Agreed. GIC Re would go for the 1-click upgrade
239	53	Annexure II (2)	The Solution should provide security on the hypervisor, as well as VMs. It should provide the ability to apply security to virtual machines and security policies that can follow the machines.	This will be covered in the SDN specifications and will be handled with the SDN solution proposed	OK
240	53	Annexure II (2)	The Solution should provide security on the hypervisor, as well as VMs. It should provide the ability to apply security to virtual machines and security policies that can follow the machines.	This will be covered in the SDN specifications and will be handled with the SDN solution proposed	OK

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
241	53	Annexure II (2)	<p>vi. The Virtualized Machines should be able to boot from ISCSI (storage array), FCoE (over Ethernet), FC SAN & vSAN</p> <p>vii. The Virtualized Infrastructure should be able to consume Storage across various protocols like DAS, NAS and SAN. It should support Thin Provisioning (TP) as well.</p> <p>xvi. The solution should have the ability to live migrate VM files from one storage array to another without any VM downtime. Support this migration from one storage protocol to another (e.g. FC, ISCSI, NFS, DAS, vSAN).</p> <p>v. The Solution should deliver above listed capabilities using standard storage infrastructure</p>	Do we understand that the new infrastructure required is conventional / converged infrastructure with discreet storage array.	Hyperconverged infrastructure to be used with VMs running on it. As mentioned in RFP
242	53	Annexure II (2)	The Solution should provide the monitoring, prioritizing and reserving capabilities for storage, processor, network, memory so as to ensure that the most important Virtual Machines get adequate resources even in the times of congestion	In HCI, storage prioritization is built into the platform as part of SDS. Will GIC be ok if we propose this along with HCI platform	OK
243	53	Annexure II (2)	The Solution should provide patch management capabilities such that it should be able to update patches on its own hypervisor and update operating systems.	OS upgrade should be factored separately and not with Hypervisor upgrades. In HCI environments, the appliance should be expects to 1-Click upgrade of software, Hypervisor, firmware of the appliance itself. Request you to consider this requirement in place of Application OS upgrade	Agreed. GIC Re would go for the 1-click upgrade
244	53	Annexure II (2)	The Solution should provide security on the hypervisor, as well as VMs. It should provide the ability to apply security to virtual machines and security policies that can follow the machines.	This will be covered in the SDN specifications and will be handled with the SDN solution proposed	OK
245	53	Annexure II (2)	The solution should have the ability to live migrate VM files from one storage array to another without any VM downtime. Support this migration from one storage protocol to another (e.g. FC, ISCSI, NFS, DAS, vSAN).	Request GIC Re to reassess this point as it contradicts with the HCI compliance	Agreed.

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
246	54	Annexure II (2)	The Solution should also provide solution to address replication between heterogeneous storage arrays across sites.	This is not applicable for a Hyperconverged solution. In HCI solution, systems do not access third party SAN storages.	Agreed
247	54	Annexure II (2)	The Solution should also provide solution to address replication between heterogeneous storage arrays across sites.	This is not applicable for a Hyperconverged solution. In HCI solution, systems do not access third party SAN storages.	Agreed
248	54	Annexure II (2)	The Solution should also provide solution to address replication between heterogeneous storage arrays across sites.	Do we understand that the requirement is for conventional or converged infrastructure with storage array, and that we vendor need to use storage based replication?	Hyperconverged infrastructure to be used with VMs running on it. As mentioned in RFP
249	54	Annexure II (2)	The Solution should also provide solution to address replication between heterogeneous storage arrays across sites.	This is not applicable for a Hyperconverged solution. In HCI solution, systems do not access third party SAN storages.	Agreed
250	54	Annexure II (3)	The Solution should allow Virtual Machines consume RAM dynamically in such a way that if some of the VMs in Physical machine are not utilizing the RAM, this RAM can be utilized by some other VM in the same physical machine which has a requirement. This should be applicable for vCPUs as well.	As a virtualization best practice, it is recommended not to do RAM overcommit. Most applications expicially Exchange and SAP do not recomment CPU/Memory overcommit. Hence request the customer to relax this requirement.	This is not a part of PQC. It will be covered under Technical Bid.
251	54	Annexure II (3)	The Solution should allow Virtual Machines consume RAM dynamically in such a way that if some of the VMs in Physical machine are not utilizing the RAM, this RAM can be utilized by some other VM in the same physical machine which has a requirement. This should be applicable for vCPUs as well.	As a virtualization best practice, it is recommended not to do RAM overcommit. Most applications expicially Exchange and SAP do not recomment CPU/Memory overcommit. Hence request the customer to relax this requirement.	This is not a part of PQC. It will be covered under Technical Bid.
252	54	Annexure II (3)	The Software should have the capability to create Virtual Machines with required number of vCPUs, ensuring that the ratio of vCPU-to-core should not exceed 4:1.	Please give insight on the vCPU/core ratio used to arrive at node count of 5 at DC/3 at DR.	As mentioned in RFP.
253	54	Annexure II (3)	Compute	Please provide application wise break-up of capacity, IOPS, response time, read/write ratio for the storage. Also if the replication shall be Storage based or we have option to plan replication method based on our design.	Selected bidder has to do required sizing.

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254	54	Annexure II (3)	The solution should include DR functionality management that must be integrated with the rest of the virtualization management, with functionality to automate testing and executing of DR plans (to reduce RTOs) without disrupting production environment.	Does this mean that the DR solution should be from the same ISV that provides the hypervisor? Or can a third party DR management tool be used for technical and/or commercial benefits?	Bidder may propose. Will be considered in Technical Bid.
255	54	Annexure II (3)	The Solution should also provide solution to address replication between heterogeneous storage arrays across sites.	With hyper-converged solution this clause becomes redundant	Agreed
256	54	Annexure II (4)	The Solution should allow scalability of storage as and when required from the public cloud infrastructure of the DC.	Does it imply that no headroom / capacity need to be provisioned on the storage for future growth - for DC as well as DR.	The storage mentioned here refers only to storage required for non-critical data. As per regulation, PSUs cannot store critical data on public cloud. Capacity has to be provisioned for future growth for all critical servers
257	54	Annexure II (4)	Storage	Please provide average utilisation for non-SAP and non-Exchange workloads - for DC as well as DR.	Selected bidder has to do required sizing.
258	54	Annexure II (4)	Storage	Please provide break-up of storage capacity (application wise) - for DC as well as DR. Some applications are not going to be virtualised and will have to plan	Will be shared with selected bidder.
259	54	Annexure II (5)	The solution should support connectivity to bare metal servers providing bridging between overlay network and VLAN based network for entire private cloud setup.	Can you please provide more details? Is there any other VLAN?	No, there is no other VLAN.
260	54	Annexure II (5)	Software Defined Networking and Firewall Solution Specifications	1. Is virtual firewall required to filter east-west traffic on serverlan 2. Need more clarity on overall architecture and functionality expected based on SDN 2. Whats the source and destination network for overlay network?	1. yes 2. to be proposed by selected bidder
261	54	Annexure II (5)	Security Capabilities	1. IS virtual firewall is must to have or we can propose physical firewall ? 2. Need clarity on point 6.iv "The Solution must offer Policy based administration by putting User Departments Machines (Virtual or Physical) in logical groups and apply relevant policies. "	1. yes, virtual firewall is required. 2. this basically refers to AD, policies and end-user management

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262	55	Annexure II (5)	The Solution should establish MPLS connectivity among all of GIC Re's domestic branches. VPN (site-to-site & IPsec) connectivity to be provided for foreign branches. The Solution should also provide internet connectivity which will "ride" on the MPLS bandwidth and it will also be used for Video Conferencing system at GIC Re Ho and other branches.	Does this mean that the end-users will access internet through DC? Has the internet bandwidth requirement part of the MPLS bandwidth mentioned in point 1 on section 5.4.	Every branch office connected to MPLS network will access Internet through DC. Dedicated Internet link for DC and DR to be provided separately. Star Topology to be followed, with DC and DR as HUBs.
263	55	Annexure II (5)	The Solution should establish MPLS connectivity among all of GIC Re's domestic branches. VPN (site-to-site & IPsec) connectivity to be provided for foreign branches. The Solution should also provide internet connectivity which will "ride" on the MPLS bandwidth and it will also be used for Video Conferencing system at GIC Re Ho and other branches.	Does this mean that the video conferencing setup will be integrated with the MPLS & Internet network, which is contracting as per section 5.4, point 12?	No, VC will use separate dedicated Internet link
264	55	Annexure II (5)	The solution should provide embedded distributed firewalls and should provide near line rate performance. The same has to be completely managed by selected bidder	Does this mean firewall embedded in Hypervisor?	Firewall to be provided as a part of SDN.
265	55	Annexure II (5)	VPN Connectivity for Foreign Branches	<p>a. Kindly clarify number of Foreign branches with Bandwidth information and Medium for connectivity shall be Public Internet? Or Closed network.</p> <p>b. Do Foreign Branch level equipment and B/W need to be considered by Bidder or Scope of Bidder is limited to prepare Internet VPN Gateway at DC and DR and Foreign Branch VPN shall be setup by customer?</p> <p>c. It is mentioned that VC traffic shall also ride from HQ to branches. So there shall be 2 x Types of VC traffic, one running on dedicated Internet at Mumbai and Delhi office and other one . If it is correct then kindly let us know Video Conference traffic required at each branch level so that we can consider Video QOS in MPLS Network for Such traffic. We are assuming that Video Traffic inside MPLS sizing is already considered in B/W Sizing as given on page 18 section 5.4.</p>	<p>a. Site-to-Site VPN for foreign branches. Location will be shared with the selected bidder</p> <p>b. All required equipment for this purpose comes under bidder's scope.</p> <p>C. VC is only required at HO and Delhi. Other branch offices will not have this setup.</p>
266	56	Annexure II (6)	The Solution should be able to provide existing Host Firewall protection for the virtual machine.	Please let us know the current Host Firewall protection used for Virtual machine which can be utilized.	Selected bidder has to provide new solution.
267	58	Annexure IV	Sizing of Existing Infrastructure	Storage IOPS and Storage Utilizations are not mentioned, can we get the details on the same	SAPs rating provided. IOPs requirement to be sized by selected bidder.

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268	58	Annexure IV	Sizing of Existing Infrastructure	How much resources bidder has to propose?	Bidder may propose. Will be considered in Technical Bid.
269	58	Annexure IV	Sizing of Existing Infrastructure	We are going to provide hosting on Private Virtual Cloud where virtualization will be HyperV and orchestration layer will be our own patented eNlight Cloud. So can we replace vCenter with our Panel?	Bidder may propose. Will be considered in Technical Bid.
270	58	Annexure IV	Backup: <input type="checkbox"/> HP Tape library & CA Backup exec tool tool in DC for backup & restore (Daily incremental & weekly full backup).	Does GIC Re hold licences with active support for CA backup software? Can you please provide details? Please provide retention policy.	Backup tool/ software to be provided by selected bidder. As mentioned in RFP, disk based backup is required.
271	58	Annexure IV	Sizing of Existing Infrastructure	Please provide VMware licences information - currently deployed with support details	Refer to Annexure V of RFP for clarity.
272	58	Annexure IV	Sizing of Existing Infrastructure	Please mention which applications are running on HP Itanium servers. The O.S. in the new environment will be of different flavour.	Will be shared with selected bidder.
273	58	Annexure IV	Sizing of Existing Infrastructure	Please confirm if SP has to consider licensing for Citrix Server as well? If yes please help share the Citrix server version, number of users accessing the application from the server, application installed on top of it, etc.	Refer to Annexure V of RFP for clarity.
274	58	Annexure IV	Sizing of Existing Infrastructure	what Virtualization is currently been used?	Will be shared with selected bidder.
275	58	Annexure IV	Sizing of Existing Infrastructure	if required should we divide the Sum of Cores/sum of Memory by server count?	SAPs rating has been provided in RFP. Selected bidder has to size all servers accordingly
276	58	Annexure IV	Sizing of Existing Infrastructure	there are 19 Physical Servers, any challenges among 19 servers, where they cant be moved to Virtual, please identify the virtual servers.	Bidder has to identify challenges, if any, and overcome them
277	58	Annexure IV	Sizing of Existing Infrastructure	any plan to upgrade from windows 2003 servers	The servers running on Windows 2003 are not used by GIC Re anymore. That has been included in buyback list in Annexure VI
278	58	Annexure IV	Sizing of Existing Infrastructure	Please provide details of MS SQL, Versions, Cores for SQL license	RMS Server: SQL Server 2008 R2 Express edition, MS SQL 10.50 Renova: SQL Server 2008 R2 Enterprise Edition, MS SQL 8 eGavel: SQL Server 2008 R2 Express edition, MS SQL 10.53
279	59	Annexure IV	Sizing of Existing Infrastructure	Current capacity at DR is 20TB - how much is the required capacity in new infra?	As mentioned in RFP.

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280	59	Annexure IV	Mumbai DC WAN/Links: GIC Re is using links from TTML, TCL, Bharti Airtel, Tikona	Can bidder migrate these links to other service provider? What are the service types & bandwidth provided by these service providers? Migrating these links to same service provider will provide better control & visibility of the WAN	The point highlighted only describes our existing WAN links. Bidder has to propose the best solution as per SOW.
281	59	Annexure IV	MS SQL (Renova App & RMS), MySQL (Website), DB2 (Open pages) MS SQL (Renova App-LifeRe), DB2 (Open pages)	Please confirm if license need to be considered for these application by SP or GIC will provide the same? Also please share the exact version of MS SQL.	Refer to Annexure V of RFP for clarity.
282	59	Annexure IV	E-mail (Exchange 2010)	Need detailed Architecture of the Existing Exchange Set up with the servers and the respected roles, mail flow, MX Details, Internet DNS and Anti Spam etc...	Will be shared with selected bidder.
283	59	Annexure V	RHEL Linux & Windows (2003, 2008& 2012 Server Edition) Operating system	Operating system are end of Life and end of Support	Licenses have to be procured and managed by selected bidder based on SPLA model. Please refer to Annexure V matrix for clarity on ownership and management of licenses.
284	59	Annexure V	Oracle 10g/ 11g as the database & ODG for DR sync (SAP & DMS)	Existing Oracle is Out of Data like 10G /11g It has to be Upgraded to 12C as Premium support charges to be applicable	DB related support has to be provided by Selected bidder as per Annexure V. For all SAP servers, Oracle versions will be upgraded by application vendor. Oracle versions for Non-SAP servers will have to be upgraded by selected bidder. App support vendor will assist.
285	60	Annexure IV	Active Directory	In RFP, there are 3 AD servers i.e. DC, DR and HO location. Does the AD server deployed at HO is member of DC and DR AD server?	Yes
286	60	Annexure IV	Active Directory	is AD server deployed at HO used for users authentication?	Yes
287	60	Annexure IV	GIC Re HO Sizing: Startime Office (Biometric Solution) IWVSA Trend Micro (Web Proxy)	Whether GIC RE application servers deployed in HO are going to be keep in HO or whether it will be moved to DC and DR site?	Will have to be moved to DC & DR by Selected bidder
288	60	Annexure IV	GIC Re HO Sizing: AD & AV	Whether this servers will be kept in HO for local user authentication and local system AV updation?	No. User authentication will have to be made centralized for all users, both HO and branches
289	60	Annexure IV	GIC Re HO Sizing: AD & AV	If Yes, then who is going to manage this?	NA
290	60	Annexure IV	Chennai DR WAN/Links: Links from TCL, Bharti Airtel	Can bidder migrate these links to other service provider? What are the service types & bandwidth provided by these service providers? Migrating these links to same service provider will provide better control & visibility of the WAN	The point highlighted only describes our existing WAN links. Bidder has to propose the best solution as per SOW.

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291	60	Annexure IV	GIC Re HO WAN/Links: Links from TCL, TTML, Tikona	Can bidder migrate these links to other service provider? What are the service types & bandwidth provided by these service providers? Migrating these links to same service provider will provide better control & visibility of the WAN	The point highlighted only describes our existing WAN links. Bidder has to propose the best solution as per SOW.
292	60	Annexure IV	Sizing of Existing Infrastructure	Please confirm if HO compute/application Infrastructure need to be managed and/or need to be factored for compute/installation/migration. Please clarify	Yes. All servers mentioned in Annexure IV of RFP has to be migrated and sized. It comes under selected bidder's SOW.
293	61	Annexure V	Application Landscape	Who is going to carried out the OS upgradation scope? As the support for 2003 and 2008 is not provided by the microsoft?	Selected bidder has to carry out OS upgradation. The servers running on Windows 2003 are not used by GIC Re anymore. That has been included in buyback list in Annexure VI
294	61	Annexure V	Application Landscape	IS the all applications are compitable with the latest OS and DB?	Will be shared with selected bidder.
295	61	Annexure V	Ann 5 - Board Meeting Management Software (eGavel board)	What is the MS SQL version and edition?	SQL Server 2008 R2 Express edition, MS SQL 10.53
296	61	Annexure V	Ann 5 - Life-Re (Renova)	What is the MS SQL version and edition?	SQL Server 2008 R2 Enterprise Edition, MS SQL 8
297	61	Annexure V	Ann 5 - RMS	What is the MS SQL version and edition?	SQL Server 2008 R2 Express edition, MS SQL 10.50
298	61	Annexure V	Ann 5 - E-thru/ E-thru2	what is the oracle edition 10g/11g?	Will be shared with selected bidder.
299	61	Annexure V	Ann 5 - SAP ECC, BIW, BO, SOLMAN, SAP Router, etc.	what is the oracle edition 10g/11g?	Will be shared with selected bidder.
300	61	Annexure V	Ann 5 - Bidder Open pages, Bidder Cognos	DB2 liceses are bundeled with the application, hence it need to be provision by the GIC RE and not SB.	RFP terms cannot be altered
301	61	Annexure V	E-mail (Exchange 2010 SP2)	Need to Upgarde the Existing setup to Exchange 2010 SP3 with the latest update Rollup.Exchange 2010 SP3 with the Latest Update Rollup is the minimum prerequisite to upgrade the Exchange Onpremise setup to O365.	To be done by selected bidder during migration
302	61	Annexure V	Application Landscape	Please Elaborate on Citrix application , since the Management is expected from SB	Citrix server license has to be provided by service provider, user licenses is available with GIC Re. Entire scope of management lies with selected bidder.

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303	61	Annexure V	Application Landscape	Please share existing DB2 license details, no of licenses /PVU, License part code etc.? Is this standalone or clustered environment active/active active/passive Who will be responsible for ATS for DB2?	1 license, Active/ Passive, selected bidder will be responsible
304	62	Annexure V	Application Landscape		RMS Server:SQL Server 2008 R2 Express edition, MS SQL 10.50 Renova: SQL Server 2008 R2 Enterprise Edition, MS SQL 8 eGavel: SQL Server 2008 R2 Express edition, MS SQL 10.53
305	62	Annexure V	Application Landscape		Selected Bidder has to provide, as mentioned in Annexure V
306	62	Annexure V	Document Management System - Newgen JBOSS 4.0.2	Who is going to provision the JBOSS licenses?	Selected Bidder has to provide, as mentioned in Annexure V
307	63	Annexure VI	Buy Back of Existing Equipments		Please refer to Annexure VI
309	68	Annexure VIII	Commercial Bid		Provide either in Additional componennt or in Other columns of Commercial Bid.
310	69	Annexure VIII (D)	5. Bandwidth - Incremental per Mbps over and above existing bandwidth	Please specify the upper Cap per location so that CAPEX can be considered while calculating the Commercials.	Per Mbps incremental bandwidth will be considered as Rate list. No upper cap limit.
311	69	Annexure VIII (D)	6. MPLS Network Connectivity - Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	Please clarify, since the solution requirement didn't captured MPLS link redundancy from the operator.	This does not reflect redundancy. This is for rate list in case of future expansion
312	69	Annexure VIII (D)	6. MPLS Network Connectivity - Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	How much MPLS bandwidth need to be provision at DC and DR site	As mentioned in RFP.
313	69	Annexure VIII (D)	6. MPLS Network Connectivity - Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	What is the total size of data what need to be backup?	As mentioned in RFP.
314	69	Annexure VIII (D)	6. MPLS Network Connectivity - Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	What is the incremental size of data that need to be backup?	As mentioned in RFP.

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315	69	Annexure VIII (D)	5. Bandwidth - Incremental per Mbps over and above existing bandwidth	Please specify the upper Cap per location so that CAPEX can be considered while calculating the Commercials.	Per Mbps incremental bandwidth will be considered as Rate list. No upper cap limit.
316	69	Annexure VIII (D)	6. MPLS Network Connectivity - Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	Please clarify, since the solution requirement didn't captured MPLS link redundancy from the operator.	This does not reflect redundancy. This is for rate list in case of future expansion
317	69	Annexure VIII (D)	Bandwidth package of 10 Mbps primary and 5 Mbps redundancy for including New offices in MPLS network	Should the bandwidth be from two different service providers or single provider with dual lastmile. Please clarify.	Bidder may propose.
318	74	Annexure IX (1)	confidentiality	Each party shall maintain as confidential all information received from the other party that is identified as confidential at the time of disclosure (Confidential Information). Confidential Information shall not include information that is independently developed by recipient or is in public knowledge or is already in the possession of the recipient or is received by receiving party from a third party. If receiving party is required to disclose Confidential Information due to a legal requirement, it shall provide prompt notice of the same to disclosing party. Confidentiality obligation shall survive for a period of two years from date of initial disclosure. Each party shall comply with the applicable export and import laws and regulations.	RFP terms cannot be altered
319	74	Annexure IX (1)	agreement	bidder understands that this refers to mutually agreeable terms that would finally be signed off on.	RFP terms cannot be altered
320	74	Annexure IX (1)	IPR	bidder requests further clarity on the wide ranging scope of this definition	RFP terms cannot be altered
321	74	Annexure IX (1)	Negligence	bidder understands that this refers to sole responsibility and not joint or concurrent	RFP terms cannot be altered
322	75	Annexure IX (1)	“Service Specification” means and includes detailed descriptions, statements to technical data, performance characteristics, and standards as applicable and as specified in this Agreement or the RFP as well as those specifications relating to industry standards and codes applicable to the performance of the work, work performance quality and the specifications affecting the works or any additional specification required to be produced by the Service Provider to meet the design criteria or completion of the project	Please specify the standards & specifications relating to industry standards referred to	Please refer to PQC

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323	75	Annexure IX (1)	services	bidder clarifies that this will be in regard to the bidder's submission, including to the extent that the RFP is suggested to be modified.	RFP terms cannot be altered
324	75	Annexure IX (1)	service specifications	bidder clarifies that this will be in regard to the bidder's submission, including to the extent that the RFP is suggested to be modified.	RFP terms cannot be altered
325	76	Annexure IX (3)	In the event of the Service Provider being unable to service this Agreement for whatever reason, GIC Re would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of GIC Re under this Agreement, the proceeds of the PBG shall be payable to it as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this Agreement	Bidder proposes following revised clause: "In the event of the Service Provider being unable to service this Agreement, GIC Re would invoke the PBG in accordance with the terms of this Agreement. Notwithstanding and without prejudice to any rights whatsoever of GIC Re under this Agreement, the proceeds of the PBG shall be payable to it as compensation for any loss resulting from the Service Provider's failure to complete its obligations under this Agreement"	RFP terms cannot be altered
326	76	Annexure IX (3)	conditions precedent	Bidder requests that PBG shall be submitted within mutually agreed period and PBG validity shall be co-terminus with the contract duration. PBG shall be invoked in case of bidder's material breach only and shall be the sole and exclusive remedy of the bank for the breach that it is invoked.	RFP terms cannot be altered
327	77	Annexure IX (3)	The Service Provider shall obtain all statutory and other approvals required for the performance of the Services under this Agreement	bidder requests that If Customer is making available to Bidder any facilities, software, hardware or other resources in connection with our performance of Services, Customer agrees to obtain any licenses or approvals related to these resources that may be necessary for Bidder to perform the Services and develop Materials. Bidder will be relieved of its obligations that are adversely affected by Customer's failure to promptly obtain such licenses or approvals. Customer agrees to reimburse Bidder for any reasonable costs and other amounts that Bidder may incur from Customer's failure to obtain these licenses or approvals.	RFP terms cannot be altered
328	77	Annexure IX (3)	IP and Deed of indemnity	these shall be reviewed and shared with client	RFP terms cannot be altered
329	77	Annexure IX (3)	The Service Provider shall obtain all statutory and other approvals required for the performance of the Services under this Agreement	The phrase reading as 'all' statutory and other approvals is vague. This line should be corrected as under: "The Service Provider shall obtain the applicable statutory approvals as may be required for the performance of the Services under this Agreement."	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
330	77	Annexure IX (3)	Documents and/or reports submitted by the Service Provider shall be verified as per Standard Operating Procedure (hereinafter referred to as 'SOP') dated _____. Notwithstanding anything contained anywhere in this Agreement, non-compliance as per SOP norms will result in termination of the Agreement or imposition of appropriate liquidated damages for any penalties imposed on / damages suffered by GIC Re, either pecuniary or otherwise	The Indemnity Agreement is unilateral with high risk on Service provider. We request GIC to make it mutually agreeable.	RFP terms cannot be altered
331	77	Annexure IX (3)	3.6 VERIFICATION OF DOCUMENTS Documents and/or reports submitted by the Service Provider shall be verified as per Standard Operating Procedure (hereinafter referred to as 'SOP') dated _____. Notwithstanding anything contained anywhere in this Agreement, non-compliance as per SOP norms will result in termination of the Agreement or imposition of appropriate liquidated damages for any penalties imposed on / damages suffered by GIC Re, either pecuniary or otherwise	We request to delete this clause.GIC Re can claim Service Credits as per mutually agreed SLA.	RFP terms cannot be altered
332	77	Annexure IX (4)	That the Service Provider is not involved in any litigation or legal proceedings, pending, existing, and potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Agreement	Bidder propose following revised clause: "That the Service Provider is not involved in any litigation or legal proceedings, pending, existing, and potential or threatened, that may have a material adverse impact of affecting or compromising the performance or delivery of Services under this Agreement"	RFP terms cannot be altered
333	78	Annexure IX (4)	That there shall not be any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits	Please specify in context of which items is this referred to	All items coming under the scope of this RFP
334	78	Annexure IX (4)	warranty	bidder requests that this be deleted	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
335	78	Annexure IX (4)	warranty	bidder requests that If Customer is making available to Bidder any facilities, software, hardware or other resources in connection with our performance of Services, Customer agrees to obtain any licenses or approvals related to these resources that may be necessary for Bidder to perform the Services and develop Materials. Bidder will be relieved of its obligations that are adversely affected by Customer's failure to promptly obtain such licenses or approvals. Customer agrees to reimburse Bidder for any reasonable costs and other amounts that Bidder may incur from Customer's failure to obtain these licenses or approvals.	RFP terms cannot be altered
336	79	Annexure IX (4)	That in providing the Services or deliverables or materials, neither the Service Provider nor the Service Provider's Team, shall utilize information which may be considered confidential information of, or proprietary to, any prior employer or any other person or entity	Bidder propose following revised clause: "That in providing the Services or deliverables or materials, neither the Service Provider nor the Service Provider's Team, shall utilize information which may be considered in breach of confidentiality or proprietary obligations, of any prior employer or any other person or entity"	RFP terms cannot be altered
337	79	Annexure IX (4)	warranty	bidder requests deletion of the 'time is of the essence'	RFP terms cannot be altered
338	79	Annexure IX (4)	warranty	this could refer to vendor confidential information also - please clarify the intention here	RFP terms cannot be altered
339	79	Annexure IX (4)	warranty	bidder requests deletion of the same	RFP terms cannot be altered
340	80	Annexure IX (8)	statutory and other requirements	bidder understands that it will be compliant with all laws applicable to it in the ordinary course of its business - however no indemnity on these lines may be provided. In the event any consents are withheld or delayed, bidder shall not be responsible for any consequent or related delay.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
341	81	Annexure IX (10)	Right of Monitoring, Inspection and Periodic Audit	<p>Bidder proposes following clause:</p> <p>"All Bidder records with respect to the Services covered by this RFP shall be made available to the GIC subject to providing not less than 30 days notice period to Bidder or its designees, at any time during normal business hours, as often as the GIC deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Such audit will be subject to entering into confidentiality agreement with the Bidder. Audit records are subject to examination. The auditors would be permitted to submit their findings to the GIC, which would be used by the GIC. The cost of the audit will be borne by the GIC. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities. The audit shall be conducted not more than once in a calendar year Further the audit should not exceed a time duration of 4 hours (in any case should not exceed 8 hours) at any given instance"</p>	RFP terms cannot be altered
342	81	Annexure IX (10)	AUDIT	Any third party auditors shall be as mutually agreed by the parties. Bidder further requests that cost records and other financial and confidential information shall be outside the purview of audit. Bidder will be required to retain the documents and records for the duration of the period of services and audits shall be conducted no more than once a calendar year.	RFP terms cannot be altered
343	82	Annexure IX (12)	The Service Provider shall adhere to the Information Security Policy of GIC Re as amended from time to time as attached herewith as Annexure_____. In case of any ambiguity or conflict between the terms of this Agreement and the Information Security Policy, the terms of the Information Security Policy shall prevail.	Please share copy of this policy for review	Will be shared with selected bidder.
344	82	Annexure IX (12)	information security	please share this policy for review and mutual agreement	RFP terms cannot be altered
345	82	Annexure IX (12)	The Service Provider shall adhere to the Information Security Policy of GIC Re as amended from time to time as attached herewith as Annexure_____. In case of any ambiguity or conflict between the terms of this Agreement and the Information Security Policy, the terms of the Information Security Policy shall prevail.	ANNEXURE IS NOT ATTACHED IN THE RFP.	This is an agreement clause. At the time of finalizing the agreement, the annexure (information security policy) will be attached and shared with selected bidder.

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
346	82	Annexure IX (13)	13.1 The Service Provider shall, at his own expense, arrange appropriate comprehensive insurance to cover all risks assumed by the Service Provider under this Agreement in respect of its personnel deputed under this Agreement. GIC Re shall have no liability on this account.	<p>Following Insurance may be covered with given approx. limit at bidder:</p> <p>Professional Indemnity (Errors & omissions) - Upto Rs. 100 Millions.</p> <p>Injury to Employees (Health and Safety Insurance) - Upto Rs. 0.5 Million.</p> <p>Property Damage (Fire and General Perils Insurance) - upto Rs. 1000 Millions.</p> <p>Injury to third party (Commercial & General Liability Insurance) - Upto Rs. 50 Million.</p> <p>In addition to above following to be noted:</p> <p>GIC shall effect and maintain appropriate insurance for GIC Equipment and systems kept at Bidder's facilities along with insurance during transit. Bidder will effect and maintain appropriate insurance for equipment and facilities provided by Bidder in terms of provision of Services.</p> <p>Clause to be revised suitably.</p>	RFP terms cannot be altered
347	83	Annexure IX (13)	insurance	Bidder carries adequate insurance as required under law. Further insurance can be procured at client's cost	RFP terms cannot be altered
348	83	Annexure IX (14)	Indemnity - uncapped	<p>We request the GIC that for any confidential obligation breach sufficient remedy is provided in form of injunctive relief. Indemnification for breach of confidential information is not acceptable and should be removed from RFP terms.</p> <p>The overall indemnification obligation of the Bidder (including for IPR infringement) shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen and will be restricted to only direct losses/damages, subject to proof of actual loss/damage and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc.</p> <p>Further GIC's sole remedy and the bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by GIC under this RFP.</p>	RFP terms cannot be altered
349	83	Annexure IX (14)	indemnity	<p>Bidder wishes to clarify that it shall indemnify the Bank, to the extent of court awarded damages/fees, by defending it against third party claims resulting from:</p> <p>Death and bodily injury</p> <p>Damage to real and tangible property</p> <p>Unaltered Bidder manufactured product resulting in infringement of a third party's patent or copyright.</p> <p>For any other breach, the Bank has sufficient remedies under the RFP, including the right to sue for damages/ termination etc. Indemnities will be limited to the three heads specified above.</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
350	83	Annexure IX (14)	14. Indemnity	This clause needs to be mutual	RFP terms cannot be altered
351	84	Annexure IX (16)	term and Extension	bidder shall provide services as per the agreement and additional services shall be as per any mutual agreement in the form of an RFC. Any extension shall be mutually agreed.	RFP terms cannot be altered
352	84	Annexure IX (16)	The Service Provider shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of this Agreement within which, GIC Re shall either appoint an alternative person/ entity/company or create its own infrastructure to operate such Services as are provided for by the Service Provider under this Agreement.	We would like to highlight that this clause miss to specify that during such ongoing services term GIC shall be continue making payments to Bidder against all such services beyond the term of this Agreement Clause needs to be revised suitably.	RFP terms cannot be altered
353	84	Annexure IX (18)	Change Order & Procedure for Change Order	18.1: This clause maybe deleted. The requirement have to be firm 18.3: Errors & omission will have to be mutually resolved. Please make this change	RFP terms cannot be altered
354	84	Annexure IX (18)	Service Agreement	GIC understands and agrees that dedicated hardware and / or software [including but not limited to servers, routers, switches, firewalls, load balancers and storage devices (“Dedicated bidder Equipment”)], if any, provided to GIC by bidder for Services are tailored to the GIC’s individual or specific need by bidder and any early termination or downward revision of Services related to such Dedicated bidder Equipment by GIC would be detrimental to Bidder from commercials (including pricing) perspective. So if in the event GIC contracts for Dedicated bidder Equipment and terminates, in part or full, or scales downwards any of the Services related thereto or this Agreement, without cause i.e. for convenience before the end of the Service Term then GIC agrees and shall pay to bidder the recurring charges for the balance contract period in terms of this Agreement towards early termination charges for the contracted Dedicated Bidder Equipment. It is understood by GIC that in no event shall the title to the Dedicated Bidder Equipment shall pass on to GIC.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
355	84	Annexure IX (18)	18.2 It shall be the responsibility of the Service Provider to meet all the requirements of technical criteria contained in the RFP or this Agreement and any upward revisions and / or additions of quantities / specifications / sizes given in specifications etc. of the Bid required to be made shall not constitute a Change Order and shall be carried out without a change order and shall be carried out without any time and cost effect to GIC Re.	We request GIC Re to modify this clause as any upward revision/modifications in the quantities/specifications/sizes will have financial implications. Also, any change in the scope of work, will have to be through a Change Order with applicable commercials.	RFP terms cannot be altered
356	84	Annexure IX (18)	18.3 Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the specification etc. of the Bid which the Service Provider had not brought to GIC Re's notice at the time of the Bid shall not constitute a Change Order and such upward revisions and/or addition shall be carried out by Service Provider without any time and cost effect to GIC Re.	We request GIC Re to modify this clause as any upward revision/modifications in the quantities/specifications/sizes will have financial implications. Once we receive a Purchase Order from GIC Re, we will get a Service Order Form and Agreement signed with GIC Re. The solution will be implemented as per the signed agreement. Any change in the Scope of work will have to be through a Change Order only.	RFP terms cannot be altered
357	84	Annexure IX (18)	18.4 The Change Order will be initiated only in case; i. GIC Re directs the Service Provider in writing to include any addition to the Scope of Work covered under this Agreement or delete any part of the Scope of Work under this Agreement; or ii. The Service Provider requests to delete any part of the work which will not adversely affect the implementation of the Scope of Work under this Agreement and if the deletions proposed are agreed to by GIC Re and for which cost and time benefits shall be passed on to GIC Re; or iii. GIC Re directs in writing the Service Provider to incorporate changes or additions to the technical criteria requirements under in this Agreement	GIC understands and agrees that dedicated hardware and / or software [including but not limited to servers, routers, switches, firewalls, load balancers and storage devices ("Dedicated Bidder Equipment")], if any, provided to GIC by Bidder for Services are tailored to the GIC's individual or specific need by Bidder and any early termination or downward revision of Services related to such Dedicated Bidder Equipment by GIC would be detrimental to Bidder from commercials (including pricing) perspective. So if in the event GIC contracts for Dedicated Bidder Equipment (Private Cloud/Infrastructure on OPEX) and terminates, in part or full, or scales downwards any of the Services related thereto or this Agreement, without cause i.e. for convenience before the end of the Service Term then GIC agrees and shall pay to Bidder the recurring charges for the balance contract period in terms of this Agreement towards early termination charges for the contracted Dedicated Bidder Equipment. It is understood by GIC that in no event shall the title to the Dedicated Bidder Equipment shall pass on to GIC.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
358	84	Annexure IX (18)	<p>18.5 Any changes required by GIC Re over and above the minimum requirements given in the Scope of Work included in the RFP before giving its approval to detailed design for complying with technical criteria and changes required to ensure systems compatibility and reliability for safe (As per codes, standards and recommended practices referred in the RFP, Bid) and trouble free operation shall not be construed to be change in the Scope of Work</p> <p>18.6 Any Change Order comprising an alteration which involves change in the cost of the works (which sort of alteration is hereinafter called a "Variation") shall be the subject of an amendment to this Agreement by way of an increase or decrease in the Contract Price and adjustment of the implementation schedule if any.</p>	<p>As per our standard process, once the Service Order Form and Agreement is signed by GIC, any change /modifications in the scope or agreement will have to be approved by our Change Approval Board (CAB).Hence, we required GIC Re to delete this clause.</p>	RFP terms cannot be altered
359	85	Annexure IX (19)	Service Agreement	<p>As per our Change Management Process, once the Service Order Form and Agreement is signed by GIC, any change /modifications in the scope or agreement will have to be approved by our Change Approval Board (CAB).Hence, we required GIC Re to delete this clause.</p>	RFP terms cannot be altered
360	86	Annexure IX (19)	<p>If GIC Re accepts the implementation of the Change Order under Clause 19.5 above in writing, which would be considered as Change Order, the Service Provider shall commence to proceed with the relevant work stipulated in the Change Order pending final agreement between the Parties with regard to adjustment of the Contract Price and implementation schedule</p>	<p>The Service Provider will commence to proceed with the Change Order only after the parties have agreed to the Contract Prices and Implementation Schedules</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
361	86	Annexure IX (19)	<p>19.5 Upon completion of the study referred to above under clause 19.4, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to GIC Re to enable GIC Re to give a final decision whether the Service Provider should proceed with the Change Order or not in the best interest of the works. The estimated cost and time impact indicated by Service Provider shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement Change Order. The time impact applicable to this Agreement shall be mutually agreed, subsequently, on the basis of the detailed calculations supported by all relevant back up documents. In case the Service Provider fails to submit all necessary Substantiation / calculations and back up documents, the decision of GIC Re regarding time and cost impact shall be final and binding on the Service Provider.</p>	<p>As per our Change Management Process, once the Service Order Form and Agreement is signed by GIC , any change /modifications in the scope or agreement will have to be approved by our Change Approval Board (CAB).CAB will vet the Change Request and if there are no technical/implementation challenges , will approve the same. Hence , we required GIC Re to delete this clause.We cannot agree to the clause "In case the Service Provider fails to submit all necessary Substantiation / calculations and back up documents, the decision of GIC Re regarding time and cost impact shall be final and binding on the Service Provider. "</p>	RFP terms cannot be altered
362	86	Annexure IX (19)	<p>19.7 In case, mutual agreement as to whether new requirement constitutes the Change Order or not, is not reached, then Service Provider in the interest of the works, shall take up the implementation of the work, if advised in writing to do so by GIC Re Representative pending settlement between the two parties to the effect whether such requirement constitutes a Change Order or not as per the terms and conditions of this Agreement. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a Change Order; the same shall be compensated as per the clause 19.8 given below.</p>	<p>We would not be able to accept this clause. As per our Change Management Process, once we receive the change request, our Change Approval Board (CAB) will vet the Change Request and will approve the same if it is feasible to implement the change. We cannot implement the Change Request without checking the feasibility of the same.</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
363	86	Annexure IX (19)	19.8 The Service Provider shall submit necessary back up documents for the Change Order showing the break-up of the various elements constituting the Change Order for GIC Re's review. If no agreement is reached between GIC Re and Service Provider within 60 days after GIC Re's instructions in writing to carry out the change concerning the increase or decrease in this Contract Price and all other matters described above, either Party may refer the dispute to arbitration.	As mentioned above, Infrastructure Services provided to GIC by Bidder are tailored to the GIC's individual or specific need by Bidder and any early termination or downward revision of Services related to such Dedicated Bidder Equipment by GIC would be detrimental to Bidder from commercials (including pricing) perspective. We request GIC Re to amend the clause so as to remove "decrease in the contract price".	RFP terms cannot be altered
364	86	Annexure IX (20)	The Service Provider shall, if ordered in writing by GIC Re, temporarily suspend the works or any part thereof for such a period and such time as ordered. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made provided that the suspension was not consequent to any default or failure on the part of the Service Provider. In case the suspension of works, is not consequent to any default or failure on the part of the Service Provider, and lasts for a period of more than 3 months, the Service Provider shall have the option to request GIC Re to terminate this Agreement with mutual consent.	Please clarify under what circumstances will there be a suspension of work. Where the suspension of work is not attributable to the default on the part of the Bidder, the Bidder is entitled to compensation and other payments as agreed, even if the contract is terminated	For example, if selected bidder is not compliant with the SOW in RFP or breach of SLA clauses.
365	86	Annexure IX (20)	suspension	this right shall be invoked only for material breach of the contract and per mutual agreement	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
366	86	Annexure IX (20)	The Service Provider shall, if ordered in writing by GIC Re, temporarily suspend the works or any part thereof for such a period and such time as ordered. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made provided that the suspension was not consequent to any default or failure on the part of the Service Provider. In case the suspension of works, is not consequent to any default or failure on the part of the Service Provider, and lasts for a period of more than 3 months, the Service Provider shall have the option to request GIC Re to terminate this Agreement with mutual consent	The SOW as per the RFP is to provide DC and DR Infrastructure on OPEX model at the Service Provider's Datacenters along with MPLS Services, E-mail Services and Managed Services. This clause is not relevant here as GIC Re cannot temporarily suspend the services in part or full. In the event GIC fails to pay dues for Services within 10 days of the payment becoming due, Bidder reserves the right to suspend, discontinue and / or terminate the Services and take back Bidder supplied equipment, if any, by giving five (5) days' notice to GIC. Any charging of interest or change in the mode of payment in terms hereof, shall not limit or hamper Bidder's right to suspend, discontinue and / or terminate the Services	RFP terms cannot be altered
367	86	Annexure IX (22)	Measurement of service level	Downtime to include factors beyond the control of the service provider LD to be capped at 2% in place of 10%	RFP terms cannot be altered
368	86	Annexure IX (22)	Service Agreement	We request GIC Re to accept the below mentioned SLAs :	RFP terms cannot be altered
369	88	Annexure IX (22)	Penalty Percentage	We Request SUM of ALL LDs/Penalties (independent of each other) does not exceed 10% of TCV. Also, all LDs/Penalties must be covered under Limitation of Liability clause.	RFP terms cannot be altered
370	88	Annexure IX (22)	Penalty	We request GIC Re to change the maximum penalty to 25 % of the Monthly Recurring Charges.	RFP terms cannot be altered
371	89	Annexure IX (22)	Network Availability: 99.98% - 99.9%	Request to change to 99.5% - 99.0% and rework on SLA & associated penalties accordingly. Since the data centers are Tier III which has uptime of 99.982% as per Uptime Institute standards, expecting a uptime of 99.98% is overkill.	RFP terms cannot be altered
372	89	Annexure IX (22)	Network Availability: 99.98% - 99.9%	Is the provisioning of routers as part of bidder's scope?	Yes, as per SOW

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
373	89	Annexure IX (22)	Network Availability Penalty Percentage 99.98% - 99.9% 5% of MRC 99.89% - 99.8% 7.5% of MRC 99.79% - 99.7% 10% of MRC 99.69% - 99.6% 12% of MRC <99.6% 100% of MRC	The clause should be changed as under. Network Availability Penalty Percentage 99.98% - 99.9% 2.5% of MRC 99.89% - 99.8% 5% of MRC 99.79% - 99.7% 7.5% of MRC 99.69% - 99.6% 10% of MRC <99.6% 15% of MRC. This is because there is dependency on the Telco provider.	RFP terms cannot be altered
374	89	Annexure IX (23)	The Service Provider shall adhere to all requirements laid out in the RFP and this Agreement. In the event of delayed delivery, installation i.e. delivery, installation after the expiry of the delivery period (12 weeks) as agreed by the Parties, the Service Provider shall be liable to pay Liquidated Damages at a percentage of the value of the one time charges stated in the Commercial Bid subject to a maximum of 10% (ten percent)	Request for capping of maximum penalty for late delivery to 5% of one time charges instead of 10%	RFP terms cannot be altered
375	89	Annexure IX (23)	The maximum Liquidated Damages at any point of time and for any period should not exceed 25% of PBG submitted by the Service Provider. If the liquidated damages exceeds this amount, GIC Re reserves the right to terminate the Agreement by giving 15 days notice and or pursue other remedies available under the Agreement.	LD leading to Terminate the Agreement not acceptable, please propose deviation	RFP terms cannot be altered
376	89	Annexure IX (23)	LDs	Deviation proposed: Bidder requests that mutually agreed LDs be claimed as the Bank's sole and exclusive remedy and only in the event the delay is solely and directly attributable to the Bidder.	RFP terms cannot be altered
377	89	Annexure IX (23)	Service Agreement	Not acceptable. Customer to claim Service Credits as per mutually agreed SLA.	RFP terms cannot be altered
378	89	Annexure IX (23)	Service Agreement	Customer to claim Service Credits as per mutually agreed SLA.	RFP terms cannot be altered
379	90	Annexure IX (24)	The Contract Price shall be equal to the amount specified in the Commercial Bid. Payments will be released only on satisfactory acceptance of the deliverables for each task as per the following schedule. The Service Provider should complete the implementation and data migration for DC and DR sites within 12 weeks of placing the Purchase Order.	Satisfactory acceptance' is a very vague term. Deliverables has to be as per SLA only. This needs to be suitably revised.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
380	90	Annexure IX (24)	24.4 Service Provider should consider all the costs required for successful implementation of the Scope of Work as per the RFP and this Agreement. GIC Re will not be liable to pay any extra cost, charges or out of pocket expenses	We request GIC Re to modify the clause to add “ any change /modification that will have commercial implication will be paid additionally “	RFP terms cannot be altered
381	91	Annexure IX (24)	24.1 The Contract Price shall be equal to the amount specified in the Commercial Bid. Payments will be released only on satisfactory acceptance of the deliverables for each task as per the following schedule. The Service Provider should complete the implementation and data migration for DC and DR sites within 12 weeks of placing the Purchase Order. 24.2 All Payments shall be made in Indian Rupees (INR) only and will be subject to provisions of Clause 29 “Liquidated Damages”. Payment terms are as follows: I. One time charges as per the Commercial Bid (Annexure VIII) would be paid on completion of activities as per Scope of work. II. Recurring charges would be paid at the end of each quarter	We request GIC RE to modify the payment terms to “ Advance for One Time Payment along with the Purchase Order and Quarterly in advance for the recurring charges “.	RFP terms cannot be altered
382	91	Annexure IX (24)	24.3 GIC Re shall be entitled to make recoveries from the Service Provider's bill/ invoice, the Performance Bank Guarantee, or from any other amount due to the Service Provider, of the equivalent value of any payment made to it due to inadvertence, error, collusion, misconstruction, misstatement or mistake.	The same is adjustable by way of Service Credits if any, due to the SLA breach. We request GIC to delete this clause.	RFP terms cannot be altered
383	91	Annexure IX (25)	The failure on the part of the Service Provider to perform any of his obligations or comply with any of the terms of this Agreement shall constitute an Event of Default on the part of the Service Provider	Bidder proposes following clause: "The failure on the part of the Service Provider to perform any of his obligations or comply with any of the terms of this Agreement which has a material adverse effect in performace of obligations hereunder, shall constitute an Event of Default on the part of the Service Provider"	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
384	91	Annexure IX (25)	The Service Provider fails to perform any service as per any instruction or directive issued by GIC Re which GIC Re deems proper and necessary to execute the Scope of Work under this Agreement	Bidder proposes following clause: "The Service Provider fails to perform any service as per any instruction or directive issued by GIC Re which which are in accordance with the terms of this Agreement, to execute the Scope of Work under this Agreement"	RFP terms cannot be altered
385	91	Annexure IX (25)	The Service Provider fails to conform with any of the Service/Facility Specifications/standards as set out in the Scope of Work of this Agreement or has failed to adhere to any amended direction, modification or clarification as issued by GIC Re during the term of this Agreement and which GIC Re deems proper and necessary for the execution of the Scope of Work under this Agreement	Bidder proposes following clause: "The Service Provider fails to conform with any of the Service/Facility Specifications/standards as set out in the Scope of Work of this Agreement or has failed to adhere to any amended direction, modification or clarification as issued by GIC Re during the term of this Agreement in accordance with the terms of this Agreement and which necessary for the execution of the Scope of Work under this Agreement "	RFP terms cannot be altered
386	91	Annexure IX (25)	event of default	this shall be understood to be material breach of the agreement and as such shall require no definition.	RFP terms cannot be altered
387	92	Annexure IX (26)	consequences of event of default	bidder understands that this shall be a period of 30 days provided to it upon written notification, to rectify any material breach	RFP terms cannot be altered
388	92	Annexure IX (26)	26.1 impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of Services and the Service Provider shall be obliged to comply with, which may include unilateral re-determination by GIC Re of the consideration payable to the Service Provider hereunder. The Service Provider shall in addition take all available steps to minimize loss resulting from such Event of Default	We request GIC Re to delete this clause.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
389	92	Annexure IX (26)	26.3 Where GIC Re deems necessary, it shall have the right to require replacement of any member of the Service Provider's Team / sub-contractors / vendors with another suitable member. The Service Provider shall in such case forthwith find a suitable replacement for such outgoing member /sub-contractors / vendors with another member /sub-contractors / vendors to the satisfaction of GIC Re. Failure on the part of the Service Provider to find a suitable replacement, shall amount to a breach of the terms hereof and GIC Re in addition to all other rights, have the right to claim damages and recover from the Service Provider all losses/ or other damages that may have resulted from such failure	We request GIC Re to delete this clause as Penalty/SLA credits should be the sole remedy in case of breach of the SLAs.	RFP terms cannot be altered
390	92	Annexure IX (27)	Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of Services and the Service Provider shall be obliged to comply with, which may include unilateral re-determination by GIC Re of the consideration payable to the Service Provider hereunder. The Service Provider shall in addition take all available steps to minimize loss resulting from such Event of Default	Bidder cannot agree to any re-determination of consideration. In the event GIC disputes in good faith any portion of Bidder's invoice for reasons mentioned in this clause, GIC must pay the undisputed portion of the invoice and submit a written claim for the disputed amount, together with all information relevant to the dispute, including the reason for the dispute. All disputes must be submitted to the Bidder within forty-five (45) days of receipt of the first invoice for the applicable charges. GIC acknowledges that it is reasonable for the Bidder to require GIC to dispute charges within that time, and GIC therefore waives the right to dispute any charges not disputed within the time frame set forth above.	RFP terms cannot be altered
391	92	Annexure IX (27)	termination	Bidder requests that the following language be used to replace the current clause: termination For Cause: Either party may terminate this SOW, if the other does not materially comply with the terms and conditions of the SOW, provided that the party that is in non-compliance is given written notice by the other party and 30 days notice period to remedy such non-compliance, and the defaulting party still fails to remedy such non-compliance.	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
392	92	Annexure IX (27)	27. Termination	<p>We request GIC Re to change the clause as :</p> <p>Termination shall be due to :</p> <p>a) Under Chronic Level breach in furnishing of Services by the Service Provider , Customer shall terminate the Services without any liability to bidder.</p> <p>b) Nonperformance of services as per SLA</p> <p>c) Breach of terms and condition of the contract (mutual clause required on this term).</p> <p>d) Non-payment by GIC.</p> <p>e) In case of bankruptcy, insolvency, liquidation etc.</p> <p>Unless otherwise agreed in writing by the parties, no termination for convenience is allowed in Service. GIC needs to tender minimum 90 days prior written notice in case of termination is inevitable for GIC.</p>	RFP terms cannot be altered
393	93	Annexure IX (27)	Termination for Convenience: GIC Re may, by giving prior written notice sent to the Service Provider at least 30 days in advance, terminate this Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for GIC Re convenience, the extent to which performance of work under this Agreement is terminated, and the date upon which such termination becomes effective	<p>If GIC wishes to terminate the Agreement for convenience, in such case GIC shall pay to the Bidder within ten (10) days of such termination: (i) an amount equal to the total of any and all waived installation charges, (ii) an amount equal to one hundred percent (100%) of the Service Fees payable for the unexpired remainder of the first twelve (12) months of the Service Term plus, if applicable, fifty percent (50%) of the Service Fees payable for the unexpired remainder of months thirteen (13) through the end of the Service Term(s) of the terminated contract, plus (iii) any documented third party charges or expenses not covered by (i) and (ii) above incurred by Bidder in respect of the terminated contract. GIC acknowledges that the foregoing is a genuine and reasonable estimate of Bidder's loss arising from such cancellation and constitutes liquidated damages and not a penalty. In addition, GIC shall be obligated to pay the Bidder for any Services delivered to Bank up to the date of termination plus amounts set forth in this Clause.</p>	Please refer to sub-clause 28.4 of clause 28 of Annexure IX.
394	93	Annexure IX (27)	Termination for Convenience: GIC Re may, by giving prior written notice sent to the Service Provider at least 30 days in advance, terminate this Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for GIC Re convenience, the extent to which performance of work under this Agreement is terminated, and the date upon which such termination becomes effective	<p>There should not be termination for convenience, since penalty for late delivery is already being charged seperately. We propose to have this clause waived/removed</p>	RFP terms cannot be altered
395	93	Annexure IX (27)	Termination	<p>ANY "Termination For Convenience or Termination for Other Events" is NOT ACCEPTABLE & Termination for Default and material breach require cure period Minimum 90 Days</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
396	93	Annexure IX (28)	28. Consequences of Termination	<p>Consequences shall include following points:</p> <p>A) In case of termination or downgrading of any service for convenience by GIC, GIC shall pay the Service Provider - a) 100% of the recurring service fee for the residual contract term; b) balance amount towards any dedicated equipment deployed on OPEX basis as a part of Service.</p> <p>B) Services shall be ceased immediately.</p> <p>C) All payment shall become immediately due on such termination.</p> <p>D) Confidential Information shall be returned within 10 days by both parties to each other.</p> <p>E) All payments shall be paid by GIC within 10 days of termination to the Service Provider</p> <p>F) Return Service Provider equipment where applicable within 10 days of termination.</p> <p>G) Vacate Customer Area from Bidder DC within 10 days. Failure to do so shall attract charges @200% of the Monthly Recurring Charges.</p> <p>H) Bidder may purge data residing within any Bidder provided Dedicated Equipment to GIC after 10 days of termination.</p> <p>I) Bidder shall have right to retain, sell, appropriate sale proceeds from Customer Equipment (if any) in case of non-payment by GIC.</p>	RFP terms cannot be altered
397	93	Annexure IX (28)	28.5 Nothing herein shall restrict the right of GIC Re to invoke the Performance Bank Guarantee and other guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to GIC Re under law.	We request GIC Re to delete this clause	RFP terms cannot be altered
398	94	Annexure IX (28)	Where the termination of this Agreement is prior to its stipulated term on account of Default on the part of the Service Provider or due to the fact that the survival of the Service Provider as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, GIC Re through unilateral re-determination of the consideration payable to the Service Provider shall pay the Service Provider for that part of the Services which have been authorized by GIC Re and satisfactorily performed by the Service Provider up to the date of termination	<p>Same comment as given for clause 27.1</p> <p>Bidder cannot agree to any re-determination of consideration.</p> <p>In the event GIC disputes in good faith any portion of Bidder's invoice for reasons mentioned in this clause, GIC must pay the undisputed portion of the invoice and submit a written claim for the disputed amount, together with all information relevant to the dispute, including the reason for the dispute. All disputes must be submitted to the Bidder within forty-five (45) days of receipt of the first invoice for the applicable charges. GIC acknowledges that it is reasonable for the Bidder to require GIC to dispute charges within that time, and GIC therefore waives the right to dispute any charges not disputed within the time frame set forth above.</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
399	94	Annexure IX (28)	consequences of termination	<p>Any transition services shall be provided upon mutual agreement Notwithstanding anything contained herein, in any event of termination the Customer shall also pay Bidder for:</p> <ol style="list-style-type: none"> 1. All Services Bidder provides and any Products and Materials Bidder delivers through termination. 2. All expenses and charges that Bidder incurs through or for termination. 	RFP terms cannot be altered
400	94	Annexure IX (28)	<p>In the event of termination of this Agreement due to any cause whatsoever, [whether consequent to the stipulated Term of this Agreement or otherwise] GIC Re shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Service Provider shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to GIC Re and/or the new vendor, as may be required, to take over the obligations of the Service Provider in relation to the execution/continued execution of the scope of this Agreement</p>	<p>This clause should be modified as “ In the event of termination of this Agreement due to any cause whatsoever, [whether consequent to the stipulated Term of this Agreement or otherwise] GIC Re shall expect the Service Provider to ensure an efficient transition and effective business continuity of the project and to take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to GIC Re and/or the new vendor, as may be required, to take over the obligations of the Service Provider in relation to the execution/continued execution of the scope of this Agreement “</p>	RFP terms cannot be altered
401	94	Annexure IX (28)	<p>Without prejudice to any other rights, GIC Re may retain such amounts from the payment due and payable by GIC Re to the Service Provider as may be required to offset any losses caused to GIC Re as a result of any act/omissions of the Service Provider. In case of any loss or damage due to default on the part of the Service Provider in performing any of its obligations with regard to executing the scope of work under this Agreement, the Service Provider shall compensate GIC Re for any such loss, damages or other costs, incurred by GIC Re.</p>	<p>We cannot accept offset provision and liability under this clause. Request GIC to delete this clause.</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
402	94	Annexure IX (28)	Additionally, the Service Provider and the Service Provider's Team shall perform all their obligations and responsibilities under this Agreement in an identical manner as were being performed before the termination of Agreement with the Service Provider as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by GIC Re and as may be proper and necessary to execute the Scope of Work under this Agreement in terms of the Service Provider's Bid, the RFP and this Agreement	We request GIC to add "All the adequate payments shall be made as per the contract terms during this period".	RFP terms cannot be altered
403	94	Annexure IX (29)	dispute resolution	This Contract shall be governed by laws of India. Disputes arising out of this Agreement shall be first referred to the senior executives of each party for an amicable solution. If the dispute is not resolved within a period of thirty (30) days, the same shall be referred to arbitration in accordance with Arbitration and Conciliation Act, 1996 (including all amendments thereto). Each party shall appoint one arbitrator each and the two appointed arbitrators shall appoint the third arbitrator. The decision of the arbitrators shall be final and binding on both parties. The venue of arbitration shall be Bangalore, India. Subject to the above, this Agreement shall be subject to the jurisdiction of the courts of Bangalore, India.	RFP terms cannot be altered
404	94	Annexure IX (29)	29. Dispute Resolution and Arbitration	Need to add following point as point # (v) in clause #29.1 and point # (iv) in clause #29.2 below: Notwithstanding the foregoing, claims for preliminary injunctive relief, other pre-judgement remedies and claims for the Customer's failure to pay for Service(s) in accordance with Agreement, may be brought in a court of competent jurisdiction over the parties and the subject matter.	RFP terms cannot be altered
405	96	Annexure IX (30)	Limitation of Liability	Bidder proposes that the overall liability of bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the liability. The Liability of Bidder shall be restricted to direct losses and will exclude indirect or consequential losses or damages Further, the Bidder does not assume any liability for defaults of third parties i.e. contractors and sub-contractors.	RFP terms cannot be altered

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406	96	Annexure IX (30)	limitation of liability	<p>Bidder requests the clause be replaced as follows: Notwithstanding anything stated to the contrary in the RFP and regardless of the nature of claim, Bidder's aggregate liability for direct damages under this Contract shall not exceed the charges paid by Customer to Bidder for the individual product or service that is the subject of claim (if recurring, twelve months charges apply). This limit shall not apply to damages for bodily injury (including death) and damage to real property and tangible personal property for which Bidder is legally liable. The Bidder shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data and third party claims, even if Bidder has been advised of possibility of such damages.</p>	RFP terms cannot be altered
407	96	Annexure IX (30)	30. Limitation of the Service Provider's Liability towards GIC Re	<p>Limitation of Liability clause needs to be mutual on reciprocal covenants and following points to be added in this clause:</p> <p>“ With respect to GIC receiving Services, neither Service Provider nor any of its Directors, officers, employees or agents shall be liable for any damage or destruction of GIC Equipment, tangible material or software or data belonging to, leased or otherwise under the control of GIC resulting from any cause whatsoever other than gross negligence or willful misconduct of Service Provider . The extent of liability as a cause of the gross negligence or willful misconduct of Service Provider shall be solely limited to the then replacement cost of GIC Equipment excluding lost data, software or firmware.</p> <p>The liability of Service Provider for damages arising out of the furnishing of Services including but not limited to use of Services or arising out of failure to furnish Services, representations, errors or other defects, whether caused by acts of omission or commission, shall be limited to the extension of credit allowances due under the applicable Service Level Guarantee. The extension of such credit allowances or refunds shall be the sole remedy for GIC and the sole liability of the Service Provider.”</p>	RFP terms cannot be altered

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response
408	96	Annexure IX (30)	Except in case of negligence or willful misconduct on the part of the Service Provider or on the part of any Person acting on behalf of the Service Provider in carrying out the Services, the Service Provider, with respect to damage caused by the Service Provider to GIC Re's property, shall not be liable to GIC Re for any indirect or consequential loss or damage; and shall not be liable to GIC Re for any direct loss or damage that exceeds (A) the total payments payable under this Agreement to the Service Provider, or (B) the proceeds the Service Provider may be entitled to receive from any insurance maintained by the Service Provider to cover such a liability, whichever of (A) or (B) is higher.	“Payments payable “ should be corrected as 'paid'. Logically, the Liability should be out of or up to the amount paid and not the payable amount as it is higher than what paid.	RFP terms cannot be altered
409	96	Annexure IX (30)	This limitation of liability shall not affect the Service Provider's liability, if any, for damages to third parties caused by the Service Provider or any Person acting on behalf of the Service Provider in carrying out the Services.	Not acceptable. bidder liability shall be limited up to GIC only. Third party liability due to bidder Services shall be limited up to the third parties if directly connected to bidder only and not to any other third party connected to GIC in any way. We request GIC to delete this clause.	RFP terms cannot be altered
410	96	Annexure IX (31)	conflict of interest	please clarify what constitutes a conflict of interest	RFP terms cannot be altered
411	96	Annexure IX (34)	Publicity	Bidder in the normal course of business participates in various Tenders / RFPs which requires Bidder to disclose the name of Client and Services provided as part of eligibility criteria. So this should be allowed	RFP terms cannot be altered
412	97	Annexure IX (37)	The Service Provider shall not transfer any interest, right, benefit or obligation under this Agreement without the prior written consent of GIC Re and any purported attempt to do so shall be deemed void.	We recommend to make clause mutual.	RFP terms cannot be altered
413	98	Annexure IX (37)	assignment	nothing contained herein shall encumber the right of either party to freely assign its receivables under this agreement.	RFP terms cannot be altered
414	98	Annexure IX (38)	Sub-contracting	The Bidder may have some sub-contractors who could be deputed to provide services and delivery as part of the scope of work. The Bidder reserve the right to appoint any sub-contractors for performance of any portion of the scope.	As mentioned in RFP Annexure IX clause 38, bidder shall take prior approval before sub-contracting

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415	98	Annexure IX (38)	In case sub-contracting is required, the Service Provider shall seek prior written permission and submit the list of sub – contractors to GIC Re for its approval in writing in sufficient time so as not to impede the progress of work	<p>This is impractical as it may cause complications leading delay in performance of Service provider.</p> <p>Service Provider can intimate about sub-contraction, if any.</p> <p>Request GIC to revise the clause.</p>	RFP terms cannot be altered
416	98	Annexure IX (38)	Such approval by GIC Re of a sub – contractor(s) shall not relieve the Service Provider from any of its obligations, duties, or responsibilities under this Agreement and the Service Provider shall be liable to GIC Re for all of the Services under this Agreement, including Services performed by any Such Sub-Contractor. To the fullest extent possible under applicable law, the Service Provider shall be liable to GIC Re for the acts, omissions, negligence, fraud, bad faith or breach of any sub-contractor in connection with this Agreement. Any Such sub-contractor shall remain liable to GIC Re and GIC Re may bring any Claim in any way in respect of or in connection with this Agreement against any such sub-contractor.	<p>GIC intends to make liable Service Provider as well as sub-contractors, both.</p> <p>We Request GIC Re to remove the clause “ Any Such sub-contractor shall remain liable to GIC Re and GIC Re may bring any Claim in any way in respect of or in connection with this Agreement against any such sub-contractor.”</p> <p>GIC will enter into a contract with the Service Provider and not the Sub-contractor. Hence the clause needs to be deleted.</p>	RFP terms cannot be altered
417	98	Annexure IX (42)	The Service Provider shall comply with the laws in force in India in the course of performing this Agreement	<p>Bidder proposes following clause:</p> <p>"The Service Provider shall comply with applicable laws in force in India in the course of performing this Agreement"</p>	RFP terms cannot be altered
418	98	Annexure IX (42)	compliance with laws	bidder understands that it will be compliant with all laws applicable to it in the ordinary course of its business	RFP terms cannot be altered
419	99	Annexure IX (46)	co-operation	bidder understands that it shall be required to make commercially reasonable efforts in this direction and shall not be expected to incur any costs for the same	RFP terms cannot be altered

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420	100	Annexure IX (48)	Nothing in this Agreement shall be construed to preclude GIC Re from independently developing or acquiring expertise which may perform the same or similar functions as those provided by the Service Provider under the RFP and this Agreement	Please include "as long as it does not impact bidder's IP and the contract terms."	RFP terms cannot be altered
421	100	Annexure IX (49)	During the term of this Agreement, both Parties will identify all enhancements and modifications (improvements) to the OUTSOURCING OF DATA CENTER AND DISASTER RECOVERY SITE AND SERVICES which improve the competitive advantage of the GIC Re. Any such identifications shall be the sole property of GIC Re	Please include "... sole property of GIC Re provided GIC Re pays to cover bidder's costs	RFP terms cannot be altered
422	100	Annexure IX (49)	improvements	bidder requests further clarity on the meaning and scope of what constitutes improvements.	RFP terms cannot be altered
423	100	Annexure IX (49)	During the term of this Agreement, both Parties will identify all enhancements and modifications (improvements) to the OUTSOURCING OF DATA CENTER AND DISASTER RECOVERY SITE AND SERVICES which improve the competitive advantage of the GIC Re. Any such identifications shall be the sole property of GIC Re.	This is very generic and not relevant to the RFP Scope. Request you to delete this clause.	RFP terms cannot be altered
424	101	Annexure X	e. Upon 45 days written notice, the Disclosing Party may audit the use of the disclosed resources. The Receiving Party agrees to co-operate with the Disclosing Party's audit and to provide reasonable assistance and access to information.	We need more clarity on the clause. Please elaborate.	As mentioned in RFP.

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425	109	Annexure XI	Deed of Indemnity	<p>Please refer to comments relating to Clause 14.</p> <p>We request the GIC that for any confidential obligation breach sufficient remedy is provided in form of injunctive relief. Indemnification for breach of confidential information is not acceptable and should be removed from RFP terms.</p> <p>The overall indemnification obligation of the Bidder (including for IPR infringement) shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen and will be restricted to only direct losses/damages, subject to proof of actual loss/damage and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc.</p> <p>Further GIC's sole remedy and the bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by GIC under this RFP.</p>	RFP terms cannot be altered
426	109	Annexure XI	Deed of Indemnity	We request GIC to make the Indemnity Agreement mutual.	RFP terms cannot be altered
427	110	Annexure XI	<p>2. The Service Provider hereby undertakes to indemnify GIC Re as per the terms and conditions of the Agreement which are as follows</p> <p>b. Any breach of any of the terms of, the RFP, Service Provider Bid and the Agreement by the Service Provider, the Service Provider's Team or any third party.</p> <p>c. Performance or non-performance under this Agreement</p>	<p>Performance related breaches shall be governed by the agreed SLA only. Request GIC To delete this clause.</p>	RFP terms cannot be altered
428	112	Annexure XI	<p>5. This Indemnity shall be valid for the entire duration of the Agreement any renewal or extension thereof and for a period of 6 months thereafter and renewable thereof whenever a claim as per this Indemnity arises. The Indemnity provisions shall survive any termination or expiration of the Agreement.</p>	<p>Logically this risk should not persist indefinite time beyond the contract age. Request GIC to amend the clause suitably.</p>	RFP terms cannot be altered

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429	112	Annexure XI	3. The Service Provider hereby undertakes that it shall forthwith on demand and without demur pay to GIC Re such sum or sums that is 100% in favor of GIC Re as may be claimed by GIC Re as losses, damages, costs, charges or expenses by reason of such above mentioned default/ defaults on the Service Provider's part.	Service Provider's liability to Indemnify GIC shall be subject to the final Judicial judgment. Request GIC to add the same to the clause.	RFP terms cannot be altered
430	112	Annexure XI	4. Notwithstanding anything to the contrary in this Indemnity or in the Agreement, GIC Re's decision as to whether the Service Provider has made any default/ defaults or the amounts to which GIC Re is entitled by reason thereof will be binding on the Service Provider for the purpose of this Indemnity and the Service Provider shall not be entitled to ask GIC Re to establish its claims under this Indemnity but will pay the same, on demand, without any objection, provided always, the mutual rights under the Agreement shall not in any way be prejudiced by reason of such demand by GIC Re and payment by the Service Provider under this Indemnity and the claims under the Agreement which shall be settled in accordance with the Agreement without prejudice to GIC Re's rights to demand immediately under this Indemnity and the Service Provider's liability to pay the same.	This clause is one-sided, legally dictating in favor to GIC, against Service provider, casting high risk of indemnity on Service Provider. By this clause Service Provider has no right to even object. We strongly suggest to delete this clause.	RFP terms cannot be altered
431	112	Annexure XI	5. This Indemnity shall be valid for the entire duration of the Agreement any renewal or extension thereof and for a period of 6 months thereafter and renewable thereof whenever a claim as per this Indemnity arises. The Indemnity provisions shall survive any termination or expiration of the Agreement.	Logically this risk should not persist indefinite time beyond the contract age. Request GIC to amend the clause to "This Indemnity shall be valid for the entire duration of the Agreement any renewal or extension thereof. "	RFP terms cannot be altered

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432	112	Annexure XI	7. This Indemnity and the powers and provisions herein contained are in addition to and not by way of limitation or substitution for any other guarantee, indemnities hereto before, given to GIC Re by the Service Provider and this Indemnity does not revoke or limit such indemnities or guarantees.	Please confirm what other kinds of Indemnity/ies is/are required ?	Will be shared with selected bidder.
433	114	Annexure XII	The successful bidder will provide Performance Bank Guarantee (herein referred to as 'PBG') to GIC Re at the rate of 10% of the total commercial bid value for performance guarantee within 15 days after accepting the Purchase Order	We request GIC Re to change the PBG to 5 % of the total commercial bid value.	RFP terms cannot be altered
434	New	New	New	The HCI should be in the form of an appliance which is factory integrated and tuned as per best practices. This is essential for best performance and ensure HA and scalability. Request GIC to include the definition of HCI. As per definition of HCI by IDC: "Hyper Converged Systems are those that collapse core storage and compute functionality into a single, highly virtualized solution. A key characteristic of hyper converged systems that differentiate these solutions from other integrated systems is their ability to provide all compute and storage functions through the same server-based resources"	OK
435	New	New	New	The solution should provide enterprise data services such as de-duplication and compression with erasure coding completely in software without dependence on any proprietary hardware. These should be delivered in hybrid and/or all flash appliances and in the same cluster. These functionalities should be part of the proposed solution and licensed. We request GIC to include Enterprise Storage feature of Compression, Deduplication & Erasure coding as part of the requirement in HCI. This is essential because GIC is replacing enterprise class storage with HCI. Enterprise storage from any vendor supports these features. These features will give excellent storage savings to GIC and deliver ROI.	Bidder may propose. Will be considered in Technical Bid.
436	New	New	New	Which applications will be hosted on HCI platform and the OS for the same. This will help us choose the appropriate Hypervisor.	As mentioned in RFP.
437	New	New	New	One of the key reasons to adopt HCI is simple management and easy upgrade and update life cycle. Since HCI converges compute, memory and storage into a single appliance via software, GIC should expect the appliance to offer seamless upgrade and update of all components through 1 console and 1-click. HCI solution proposed should provide one click upgrade for the Hypervisor, SDS, firmware with zero downtime	Bidder may propose. Will be considered in Technical Bid.

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438	New	New	New	<p>Data Locality: Data locality keeps VM data local to node where the VM is running increasing performance exponentially. Since data is serviced from the disk attached to local scsi controller the response is near instantenous. This capability has to be taken into account with a view of upcoming Intel Roadmap. Intel is now releasing NVMe and 3DxPoint like disks which will have 10 to 100 x performance improvement over curret SSD's. To match the speeds of such technology vendors who do not have concept of data locality will not be able to leverage this roadmap as they would have too much dependency on network.</p> <p>The solution proposed should provide data locality to keep VM data local to where the VM is running for optium VM performance</p>	Bidder may propose. Will be considered in Technical Bid.
439	New	New	New	We assume that RFP could be downloaded for free of cost and no Tender Document Fee applicable. Kindly confirm.	Yes.
440	New	New	New	SLA for WAN connectivity for Each location. SLA is not specifically mentioned for WAN Links for availability.	As mentioned in RFP.
441	New	New	New	New Gen as documentation management full info of the same along with database	Selected Bidder will perform application software installation, configuration and migration at DC and DR. GIC Re's app support vendor will provide assistance.
442	New	New	New	Existing SAP License Model to be Confirmed by the Client along with Support & full Landscape to share	Will be shared with selected bidder.
443	New	New	New	Application Deployment & configuration will be needing the List of Application & configuration along with Scope and existing Landscape and aso list of vendors	Will be shared with selected bidder.
444	New	New	New	Preferred Hypervisors so License of Database & Other as application load can be configured	No preference. Bidder has to propose the best solution.
445	New	New	New	Current Backup Policy & Backup software and are they compliant for NDMP tape out format	Will be shared with selected bidder. Tape-out requirement only for audit compliance. Backup to be entirely disk-based.
446	New	New	New	workload should not be More than 80% paramaters Cpu/Ram/Network Application Threads	Selected bidder has to do required sizing.

Sr. No	Page No.	Clause No	Description in RFP	Clarification Sought	GIC Re's Response																
447	87	Annexure IX	Severity Levels Table	<p data-bbox="779 180 1465 220">We request GIC Re to accept the below</p> <table border="1" data-bbox="779 220 1465 529"> <thead> <tr> <th data-bbox="779 220 951 293">Severity</th> <th data-bbox="951 220 1121 293">Time to log</th> <th data-bbox="1121 220 1291 293">Time to respond</th> <th data-bbox="1291 220 1465 293">Resolution Time</th> </tr> </thead> <tbody> <tr> <td data-bbox="779 293 951 358">Critical</td> <td data-bbox="951 293 1121 358">10 minutes</td> <td data-bbox="1121 293 1291 358">15 minutes</td> <td data-bbox="1291 293 1465 358">2 Hours</td> </tr> <tr> <td data-bbox="779 358 951 423">Medium</td> <td data-bbox="951 358 1121 423">10 minutes</td> <td data-bbox="1121 358 1291 423">30 minutes</td> <td data-bbox="1291 358 1465 423">4 hours</td> </tr> <tr> <td data-bbox="779 423 951 529">Low</td> <td data-bbox="951 423 1121 529">10 minutes</td> <td data-bbox="1121 423 1291 529">30 Minutes</td> <td data-bbox="1291 423 1465 529">1 Business Day</td> </tr> </tbody> </table>	Severity	Time to log	Time to respond	Resolution Time	Critical	10 minutes	15 minutes	2 Hours	Medium	10 minutes	30 minutes	4 hours	Low	10 minutes	30 Minutes	1 Business Day	RFP terms cannot be altered
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