

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
1	6.8 Pre-Qualification Response Format Point 6	26	The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	In a CSP delivered Infrastructure or PAAS solution, the CSP provides support directly for the deployment. Requesting the scope of the no. of MSP engineers limited to the number of engineers that are needed to manage the project	No change. As per RFP.
2	Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP) Point 2	28	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification	Since Business continuity requirements are driven based on the client's application architecture. Since the top public cloud service providers have dual DC locations in the country - Business continuity for the client workload can be delivered with appropriate application architecture. Hence such an architecture makes ISO 22301:2019 redundant.  Requesting PSBA to consider top information security compliances like SO 1,2,3 and HIPPA as an alternate to ISO 7701:2019.	No change. As per RFP.
3	Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP) Point 3	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	Our company is headquartered in USA. India specific revenue breakup is not available. Requesting consideration for global numbers please.	Please refer Corrigendum 4 for the Modified Clause.

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4	Additional Notes: Point XI	36	PSB Alliance will empanel the CSPs (in case the bidder is CSP) or authorized partners of each CSP. Post technical qualification, a maximum of two bidders for each CSP scoring the highest technical score will be allowed for empanelment. However, in case two or more bidders are found scoring same technical score, highest %age discount will be considered for selection among those bidders, as per commercial bid Part A on the CSP List price on the CSP services.	Please help with clarity in terms of how Commercial evaluation will happen as there is no BOQ to refer and all CSP vendor offer multiple different services. Arriving at technical and commercial score is not clear	No change. As per RFP. Please refer section 6.9 Technical Evaluation and 6.11 Commercial Evaluation.

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5	b. Exit Management	43	During the exit management period and for 90 days post expiry of the work order / contract, the Supplier will not take action to remove any Client content as a result of the termination or expiry of contract / work order. In addition, during such a period, the Supplier will permit the Client or its nominated agency to access the cloud services for the Client to retrieve any remaining Customer Content, delete and purge all Customer Content from the cloud services. The Supplier shall also allow the Client access to information to enable Client to assess the existing services being delivered.	There is common period allowed to customer like 30 days to remove their data from Cloud. It cannot be changed from customer to customer. Request you standardised it to 30 days to retrieve any data from CSP Site	No change. As per RFP.
		43	The Client will issue a written sign-off after the successful transition from the Supplier. Supplier shall not delete any content till such a written sign-off is provided by the Client along with an explicit request to delete the content.	There is common period allowed to customer like 30 days to remove their data from Cloud. It cannot be changed from customer to customer. Request you standardised it to 30 days to retrieve any data from CSP Site	No change. As per RFP.

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6	d. Payment Terms	44	The invoices must be based on resources actually consumed and/or committed.	CSP provides PAYG model or Annual/multiyear contract. If discount is expected then PAYG is not applicable and commitment for multiyr contract is needed. Help to revise these clause to multiyear commitment base model	No change. As per RFP.  Any commitments/estimation will come during the actual workload migration based on banks' requirements.
7	Exit Management Services	67	The Supplier shall provide necessary handholding support (for a maximum of 30 days) to assist in the transition of the services from the Supplier to Client or a replacement Supplier. The handholding support includes migration of the Virtual Machines, data, content, and any other assets to the new environment created by the Client or any Agency (on behalf of Client) on alternate Supplier's offerings to enable successful deployment and running of the applications / websites on the new infrastructure.	Request you to provide changes with respect to common period allowed to customer like 30 days to remove their data from Cloud. CSP will help in handholding if exit management services is availed by client.	No change. As per RFP.
8	11.7 Annexure VII: Indicative Service Levels	68	For Severity 1, 99% of the incidents should be resolved within 30 minutes of problem reporting	Requesting PSBA to consider Uptime SLA of 99% from CSP	No change. As per RFP.

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9	6.8 Pre-Qualification Response Format  Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP)  2	28	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification	Request to amend the clauses for public reference to adherence of norms and requirements for business resilience, continuity and recovery. Also given that Meity compliance is being requested upon, this need not be a mandatory compliance criteria from perspective of available certifications.	No change. As per RFP.
10	Annexure IV-A - 1	56	1. Number of MeitY empanelled CSP Regions in India. - 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or  - 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or  - More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai.	These specifications are vendor specific favouring only one or two CSP. Public data from these one or two CSP also state that they also don't meet the said requirements completely - leading to virtually no one meeting this compliance.  Request to amend this clause to "Require adherence to Meity Compliance" for data center count and availability capabilities for vendor neutral clause	Please refer Corrigendum 4 for the Modified Clause.

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11	Annexure IV-A - 2	57	7. CSP Key Management Service (KMS or Key Vault) should support integration with external key manager/Third Party HSM at Bank Datacenter for generation, storage, and use of symmetric encryption keys. Root keys must be generated and stored inside an HSM at Bank Datacenter. CSP KMS interacts with the Bank HSM with PKCS #11 interface in their Datacenter using an external key store proxy deployed in Bank Datacenter.	<p>Currently vendors have a spread of availability and support of HSM and Software Based Solutions and provide customer a choice for use of either of them.</p> <p>This is not a vendor neutral clause, as seamless interconnect and interchange is provided only by one or two vendors and hence the clause is not vendor neutral.</p> <p>The clause be amended to have availability of choice of either solutions and capability to integrate an existing HSM into overall solution - not necessary an interconnect</p>	No change. As per RFP.
12	Annexure IV-A - 2	57	9. Provides Managed Threat Detection Service that continuously monitors and analyses account and workload events.	<p>Not a vendor neutral clause and favours only one or two vendors.</p> <p>Clause should be amended to "CSP should have capability to provide or integrate with other solutions seamlessly to be able to provide such a solution"</p>	No change. As per RFP.

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13	Annexure IV-A - 10	57	10. Provides Managed Scalable, cloud-native solution that provides: <ul style="list-style-type: none"> <li>• Security information and event management (SIEM) with Support for Open Cybersecurity Schema Framework / Managed Security Lake Service with Support for Open Cybersecurity Schema Framework to collect logs from bank application deployed in cloud and bank data centers</li> </ul>	Not a vendor neutral clause and favours only one vendors.  Clause should be amended to "CSP should have capability to provide or integrate with other solutions seamlessly to be able to provide such a solution"	No change. As per RFP.
14	Annexure IV-A - 5	57	3. Provides Managed Kafka service with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations	Not a vendor neutral clause and favours only one or two vendors. Furthermore, "serverless" and its possible risks from data separation and isolation are yet to be assessed by the regulator and may not be a security cleared solution.  Request to amend the clause that "CSP should be able to support deployment and operation of Kafka Solution (Commercial or Open Source) on its platform in a self-managed or managed mechanism"	No change. As per RFP.

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15	Annexure IV-A - 6	58	2. Provides managed backup service for object storage, file systems and instance backups with support for SMB, NFS, iSCSI and tapes.	All Public Cloud CSP being aggregated disk based solutions for storage, natively provide for protocols that support storage data transfer over IP like NFS, SMB, iSCSI etc. However native support for tapes is not natively available and could be a showstopper. Request that the section for Tapes be dropped.	Please refer Corrigendum 4 for the Modified Clause.
16	Annexure IV-A - 6	58	3. Provides managed hybrid cloud.	Please help detail out and clarify the scope and definition for "Hybrid Cloud" in this requirement	Please refer Corrigendum 4 for the Modified Clause.
17	Annexure IV-A - 7	58	2. Provides managed Kubernetes service with support for running Windows and Linux containers in a Kubernetes Cluster.	Not a vendor neutral clause and favours one or two CSP only.  Need to amend clause to keep Linux containers as mandatory and Windows Containers as optional	No change. As per RFP.
18	Annexure IV-A - 7	58	3. Provides managed container registry with automatic vulnerability scanning, encryption at-rest.	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended from having this capability natively to have the capability to integrate with best of breed solutions for container security	No change. As per RFP.
19	Annexure IV-A - 8	59	2. Managed serverless relational database services for PostgreSQL, MSSQL, MySQL, MongoDB (Any 2).	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to "CSP should support deployment of said database services in managed or infrastructure mode" and not mandate serverless mode only.	No change. As per RFP.

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20	Annexure IV-A - 8	59	3. Managed serverless services for Cassandra and GraphQL.	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to "CSP should support deployment of said database services in managed or infrastructure mode" and not mandate serverless mode only.	No change. As per RFP.
21	B. Other Important Points for Technical Demonstration - 5	59	Managed Relational Database Service to provision Managed MariaDB version 10.6.x or higher with disk encryption and TLS Secured endpoint	Due to recent announcements from MariaDB the roadmap of the organisation is now questionable and hence the associated support from various CSP. Additionally, many a other database solutions are offering migration from MariaDB to alternate solutions.  Request to drop requirement of MariaDB	No change. As per RFP.
21	B. Other Important Points for Technical Demonstration - 6	59	Managed Relational Database Service Storage Auto-scaling without any manual action	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support scale of storage on selected associated database service	No change. As per RFP.
22	B. Other Important Points for Technical Demonstration - 7	59	Managed Relational Database Service to choose the Backup window	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support selection of appropriate backup window via the backup solution chosen for enterprise backup	No change. As per RFP.

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23	B. Other Important Points for Technical Demonstration - 8	59	Managed Relational Database Service Point in time recovery	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support selection of appropriate recovery solution via the backup solution chosen for enterprise backup	No change. As per RFP.
24	B. Other Important Points for Technical Demonstration - 10	60	Managed Kubernetes Service Support for running Windows and Linux containers in a Kubernetes Cluster	Not a vendor neutral clause and favours one or two CSP only.  Need to amend clause to keep Linux containers as mandatory and Windows Containers as optional	No change. As per RFP.
25	B. Other Important Points for Technical Demonstration - 12	60	Managed Kubernetes Service Update running Kubernetes Cluster with new version in-place upgrade without customer managing the update process	Not a vendor neutral clause and favours one or two CSP only.  Furthermore this approach does not allow for a rollback if any upgrade fails and requires manual intervention for environment restoration.  This clause should be deleted as its highly risky in banking environment.	No change. As per RFP.
26	B. Other Important Points for Technical Demonstration - 15	60	Managed streaming Apache Kafka service Provision Serverless Kafka Cluster	Not a vendor neutral clause and favours only one or two vendors. Furthermore, "serverless" and its possible risks from data separation and isolation are yet to be assessed by the regulator and may not be a security cleared solution.  Request to amend the clause that "CSP should be able to support deployment and operation of Kafka Solution (Commercial or Open Source) on its platform in a self-managed or managed mechanism"	No change. As per RFP.

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27	B. Other Important Points for Technical Demonstration - 15	60	Managed Search service SQL language support to use SQL for querying Search service	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
28	B. Other Important Points for Technical Demonstration - 15	60	Function as a Service Native support to deploy function code in Languages: C#, Ruby, Python, Java, Node.js, Powershell, Go	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
29	B. Other Important Points for Technical Demonstration - 15	60	Function as a Service Support ability to have multiple version of same function.	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
30	B. Other Important Points for Technical Demonstration - 23	60	Cloud Asset Inventory & Change Monitoring CSP should provide real-time inventory of all the Cloud resources including VMs, databases, networking, security configurations, storage etc. It should provide Config Management DB and GRC (Governance, Risk and Compliance) functionality providing real-time notifications for any non-compliance in customer's Cloud environment.	Not a vendor neutral clause and favours only one or two vendors.  Furthermore native capability is limited in nearly all the CSP.  The clause should be amended such that CSP should support integration with asset management solution over and above native capabilities	No change. As per RFP.

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31	B. Other Important Points for Technical Demonstration - 24	61	Cloud Asset Inventory & Change Monitoring Minimum of 1000 Cloud Assets [VMs, Databases, Object Storage, Applications (Micro services), Security Configurations, Cloud Management Logs etc.]	Not a vendor neutral clause and favours only one or two vendors.  Furthermore native capability is limited in nearly all the CSP.  The clause should be amended such that CSP should support integration with asset management solution over and above native capabilities	No change. As per RFP.
32	B. Other Important Points for Technical Demonstration - 26	61	Managed Key Management Service Key Management Service should have capability to integrate with Third Party HSM Device. Third Party HSM device should store the external root of trust and Key Vault should send the data keys to External HSM for encryption and decryption.	Currently vendors have a spread of availability and support of HSM and Software Based Solutions and provide customer a choice for use of either of them.  This is not a vendor neutral clause, as seamless interconnect and interchange is provided only by one or two vendors and hence the clause is not vendor neutral.  The clause be amended to have availability of choice of either solutions and capability to integrate an existing HSM into overall solution - not necessary an interconnect	No change. As per RFP.
33	Additional Queries		Please consider this additional points in the RFP	The cloud provider must have capability to provide IaaS, Managed PaaS & SaaS should be included as part of their RFP	No change. As per RFP.
34			Please consider this additional points in the RFP	CSP should ensure predictably and SLAs/Warranty of Availability, performance and manageability	No change. As per RFP.

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35			Please consider this additional points in the RFP	CSP should be able to provide latest generation Intel and AMD processor released after 2019. It should enable customer to select customized flexible shapes (in increment of 2 vcpu for compute & 1 GB for memory) to configure CPU and memory independently based on the application requirement. CSP should also be able to provide per hour billing for compute instances	No change. As per RFP.
36			Please consider this additional points in the RFP	CSP OEM should be part of Magic Leader Quadrant	No change. As per RFP.
37			Please consider this additional points in the RFP	Analyzes infrastructure operations in real-time and blocks operations that weaken a customer's security	No change. As per RFP.
38			Please consider this additional points in the RFP	cloud infrastructure should support hardware root of trust to reduce the risk of firmware-level attacks against cloud tenants	No change. As per RFP.
	6.8	26	Prequalification Criteria for Bidders:	Please change it to:	No change. As per RFP
			The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	Prequalification Criteria for Bidders:	
39			Document Proof:	The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	

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			Documentation - Certified by Company Secretary/ HR and valid certification copy, Resume, 6 month's salary slip (masked) with PF number or PF number and the deduction statement of each resource	Document Proof:	
				Documentation - Certified by Company Secretary/ HR	
40	6.8	27	Prequalification Criteria for Bidders:	Please change it to:	No change. As per RFP.
			The bidder should have ISO 27001 certification for information security management systems (ISMS) and should also have CMMI Maturity level 3 or higher	The bidder should have ISO 27001 certification for information security management systems (ISMS)	
41	6.9	29	Technical Evaluation Criteria	Please change it to:	No change. As per RFP.
			Bidder experience in providing cloud services in India from the proposed CSP:	Bidder experience in providing cloud services in India with MEITY empanelled CSPs:	
			•3 to 5 years - 5 marks	•2 to 5 years - 5 marks	
			•More than 5 years - 10 marks	•More than 5 years - 10 marks	
	6.9	30	The bidder should have certified cloud resources on their payroll of proposed cloud platform.	Please change it to:	No change. As per RFP.
			Document proof:	Document proof:	

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42			Certified by Company Secretary/ HR and valid certification copy, Resume , 6 months' salary slip (masked) with PF number or PF number and the deduction statement of each resource	Certified by Company Secretary/ HR	
43	Fact Sheet	3	Pre-bid meeting in person would be preferred. However, in the event any Bidder prefers to attend the pre-bid meeting via any on-line mode then the Bidder as part of the pre-bid queries must request for the same. Bidders who have only requested for attendance through on-line mode as part of the pre- bid queries will be sent a link separately to their respective mail ID's mentioned for correspondence	It is requested to kindly share the link to attend the prebid meeting through on-line mode. Pls sent link separately to mail ID's as mentioned for correspondence: 1. zoheb.khan@airtel.com 2. mohd.shadab@airtel.com 3. gunjan.goyal@airtel.com	NA
44	2	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	We request department to revise the turnover ask from 1000cr to 800cr	Please refer Corrigendum 4 for the Modified Clause.

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45	1	56	<p>1. Number of MeitY empanelled CSP Regions in India.</p> <ul style="list-style-type: none"> <li>- 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or</li> <li>- 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or</li> <li>- More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai.</li> </ul>	<p>2 MeitY empaneled sites with presence in at least 2 different states in India solve all kind of business use cases.</p> <p>30 PoPs location are offered by only One CSP, Pls change the PoP location to 3 so other CSPs can also participate in the RFP for wider competition</p> <p><b>Pls change to”</b></p> <p>2 Regions MeitY empanelled sites with presence in at least 2 different states in India and 3 CDN PoP Locations”</p>	Please refer Corrigendum 4 for the Modified Clause.
46	4	56	<p>4. Provides single tenant, highly available Cloud HSM Service with FIPS 140-2 Level 3 compliance. Must support managed backups.</p>	<p>HSM as single tenant is Specific to One CSP, Pls change HSM as cloud based solution.</p>	No change. As per RFP.
47	3	57	<p>3. Provides Managed Kafka service with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations.</p>	<p>Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to "</p> <p>Provides Managed Kafka service from CSP native or CSP Native Marketplace with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations"</p>	No change. As per RFP.

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48	7	57	7. CSP Managed Elasticsearch/OpenSearch service.	Elastic Search is proprietary solution offered by Specific OEM and available as Managed Elastic Search from CSP Native Marketplace. Pls Chnage to " CSP native Marketplace Managed Elasticsearch/ OpenSearch service	No change. As per RFP.
49	2	58	2. Provides devices for offline data transfer with high network connectivity, encryption at rest and capability of secure erasing.	Devices for offline data transfer can be provided by few CSPs only. for wider participation, Pls delete this as ask High Speed bandwidth unto 50 Gbps speed network support	No change. As per RFP.
50	2	58	2. Provides managed backup service for object storage, file systems and instance backups with support for SMB, NFS, iSCSI and tapes.	Pls change , Backup as solution covering cloud offered services	Please refer Corrigendum 4 for the Modified Clause.
51	3	59	3. Managed serverless services for Cassandra and GraphQL.	Managed serverless services for Cassandra and GraphQL are proprietary solutions abd available via CSP native Marketplace, Pls change to " Cassandra and GraphQL from CSP native Marketplace"	No change. As per RFP.
52	5	59	to provision Managed MariaDB version 10.6.x or higher with disk encryption and TLS Secured endpoint	Managed MariaDB is not offered by all CSPs. Pls delete this as Postgre and MySQL replacing MariaDB . Or Change to Partner managed MariaDB	No change. As per RFP.
53	14	60	Provision Managed streaming Apache Kafka service which supports ability to run Apache Kafka without having to manage and scale cluster capacity	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision Managed streaming Apache Kafka service which supports ability to run Apache Kafka without having to manage and scale cluster capacity	No change. As per RFP.

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54	15	60	Provision Serverless Kafka Cluster	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision Serverless Kafka Cluster	No change. As per RFP.
55	16	60	Provision a managed Kafka Connect for data integrations	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision a managed Kafka Connect for data integrations	No change. As per RFP.
56	4	30	Technical presentation – Covering the bidder’s profile, CSP’s profile, Presentation of a scalable cloud architecture product using the open- source tools, technologies require to scale to 1 million loads/per 5 minutes, Migration experience of the bidder including competency certificate of Migration from the CSP.	competency certificate of Migration from the CSP is offered by AWS for the partners, Please detele this clause as other CSP supported Partners will not have this certificate	No change. As per RFP.

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57	6.8(3)	26	3. The bidder must have an average revenue of INR 200 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) and at least average revenue of 25 Cr+ from cloud services specifically with the proposed CSP in the last 3 years (FY2022-2023; FY2021-2022; 2020-2021) in India	The bidder must have an average revenue of INR <b>400+</b> Cr per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) and at least <b>total</b> revenue of <b>30+</b> Cr from <b>public cloud services delivered</b> in India in the <b>last 36 months from the date of bid submission.</b>	No change. As per RFP.
58	6.8(3)	26	Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements and Self-Declaration letter by Bidder authorized signatory (for 25+ cr revenue criteria)	Requesting you to please change the clause as below: Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements and Self-Declaration letter by Bidder authorized signatory (for 30+ cr revenue criteria)	No change. As per RFP.

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59	6.8(4)	27	1) For completed projects: - a) Work order confirming year, cost and scope of work (cloud projects). b) Completion certificate/Satisfactory Client certificate confirming year, cost and scope of work (cloud projects). 2) For projects in progress in which minimum 6 months have been completed: - a) Work order confirming year, cost and scope of work (cloud projects). b) Satisfactory Client certificate/Invoice Copy (with CA certificate specifying payment details) or any other relevant proof mentioning work order details, completion of at least 6 months of activity along with cost for the duration for which the work has been done	Requesting you to please change the clause as below: a) Work order confirming year, cost and scope of work (cloud projects). OR b) Completion certificate/Satisfactory Client certificate confirming year, cost and scope of work (cloud projects).	No change. As per RFP.
60	6.8(6)	27	The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	Requesting you to please change the clause as below: The Bidder should have more than 50+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+	

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61	6.8(8)	27	The bidder should have ISO 27001 certification for information security management systems (ISMS) and should also have CMMI Maturity level 3 or higher	Requesting you to please change the clause as below: The bidder should have ISO 27001 certification for information security management systems (ISMS) and should also have CMMI Maturity 5	Please refer Corrigendum 4 for the Modified Clause.
62	6.8		Pre-Qualification Response Format	Request you to add the following clause:  Bidder should have 24*7 running Security Operations Center (SOC) from the last 3 years  supporting Document: Self-Declaration letter by Bidder authorized signatory	No change. As per RFP.
63	6.9(2)	29	The Bidder (in case bidder is the CSP) or the CSP of which the bidder is an authorized partner should have Average Annual turnover from IT services (Incl. IT Hardware, software, manpower, network etc.) for last three financial years i.e., 2020-21, 2021-22, 2022-23 • >=200 Cr and <=250 Cr and =250 Cr and =350 Cr - 10 Marks	Requesting you to please change the clause as below:  The Bidder (in case bidder is the CSP) or the CSP of which the bidder is an authorized partner should have Average Annual turnover from IT services (Incl. IT Hardware, software, manpower, network etc.) for last three financial years i.e., 2020-21, 2021-22, 2022-23 <ul style="list-style-type: none"> <li>• &gt;=200 Cr and &lt;250 Cr - 5 marks</li> <li>• &gt;=250 Cr and &lt;400Cr - 7.5 Marks</li> <li>• &gt;=400Cr - 10 Marks</li> </ul>	No change. As per RFP.
64	6.9(3)	29	Bidder experience in providing cloud services in India from the proposed CSP: <ul style="list-style-type: none"> <li>• 3 to 5 years - 5 marks</li> <li>• More than 5 years - 10 marks</li> </ul>	Requesting you to please change the clause as below:  Bidder experience in providing cloud services in India from the CSPs: <ul style="list-style-type: none"> <li>•1 to 3 years - 5 marks</li> <li>•More than 3 years - 10 marks</li> </ul>	No change. As per RFP.

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65	6.9(6)	30	The Bidder should have minimum annual billing value of INR 50 crores and above for a period of 12 months from cloud services delivered in India, as on 1st Dec'2023	Requesting you to please change the clause as below:  The Bidder should have total billing value of INR 30 crores from public cloud services delivered in India in the last 36 months from the date of bid submission, as on 1st Dec'2023	No change. As per RFP.
66	6.9(6)	30	Bidder should provide the PO copy / invoice copy with CA certificate	Requesting you to please change the clause as below:  Bidder should provide the PO copy / invoice copy / workorder copy with CA certificate  Bidder should provide the Purchase Order/ workorder copy / invoice copy with CA certificate	No change. As per RFP.
67	11.4	58	Provides managed hybrid cloud.	Please elaborate the need for the same as the specifications/requirement mentioned in the tender is public cloud only.	Please refer Corrigendum 4 for the Modified Clause.
68	6.9 Technical Evaluation Criteria	30	The Bidder should have minimum annual billing value of INR 50 crores and above for a period of 12 months from cloud services delivered in India, as on 1st Dec'2023- Bidder should provide the PO copy / invoice copy with CA certificate	For the Documentary evidence to be submitted, can we provide a CA certificate without the PO copy/invoice copy. The the number of projects for Cloud services are multiple, the number of POs and associated invoices could be a large number and the CA certificate can have the summary and relevant content attesting to this point.	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
69	10.1 Evaluation and Award of Work Order	46	Operating Model diagram	Point number 2 states: "The partner who completed assessment exercise for the bank, will create common SoW for all empaneled MSPs." Since this assessment exercise is not a paid engagement, what value does the partner completing the assessment exercise get from completing this assessment exercise?	
70	10.3 New solution Procurement / Outcome based Workloads	47	New solution Procurement / Outcome based Workloads	Some of the activities for Cloud Migration/Modernization are common activities for all workloads. Few examples are Landing Zone design and setup, Hybrid-Cloud connectivity, Cloud Security configuration, Initial Cloud setup and configuration, Auditing and Logging, Cloud Monitoring, Cloud FinOps. How will these activities be scoped and awarded?	Activites related to a particular workload, considered common, are kept in Managed Services Category. Bidder is required to provide price for these activities as per RFQ to the EMPANELLED MSPs.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
71	Schedule of Events	3	Schedule of Events	Is it possible to get an extension to the last date of submission of RFP response by two weeks? There are multiple factors for this request- The RFP submission requires a large amount of documentation; we would need to work with a selected CSP and people will have limited availabilities from 23rd of December due to year-end holidays.	NA
72	Schedule of Events	3	Schedule of Events	Can we request to get another pre-bid clarification window during the later part of the week of 18th Dec. This will allow us to ask any follow-on queries based on responses received from you for the first pre-bid clarification meeting.	No.
73	6.8 Pre-Qualification Response Format Point 6	26	The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	In a CSP delivered Infrastructure or PAAS solution, the CSP provides support directly for the deployment. Requesting the scope of the no. of MSP engineers limited to the number of engineers that are needed to manage the project	Please refer Corrigendum 4 for the Clarification.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
74	Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP) Point 2	28	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification	<p>Since Business continuity requirements are driven based on the client's application architecture. Since the top public cloud service providers have dual DC locations in the country - Business continuity for the client workload can be delivered with appropriate application architecture. Hence such an architecture makes ISO 22301:2019 redundant.</p> <p>Requesting PSBA to consider top information security compliances like SO 1,2,3 and HIPPA as an alternate to ISO 7701:2019.</p>	No change. As per RFP
75	Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP) Point 3	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	Our company is headquartered in USA. India specific revenue breakup is not available. Requesting consideration for global numbers please.	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
76	Additional Notes: Point XI	36	PSB Alliance will empanel the CSPs (in case the bidder is CSP) or authorized partners of each CSP. Post technical qualification, a maximum of two bidders for each CSP scoring the highest technical score will be allowed for empanelment. However, in case two or more bidders are found scoring same technical score, highest %age discount will be considered for selection among those bidders, as per commercial bid Part A on the CSP List price on the CSP services.	Please help with clarity in terms of how Commercial evaluation will happen as there is no BOQ to refer and all CSP vendor offer multiple different services. Arriving at technical and commercial score is not clear	No change. As per RFP. Please refer section 6.9 Technical Evaluation and 6.11 Commercial Evaluation.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
77	b. Exit Management	43	During the exit management period and for 90 days post expiry of the work order / contract, the Supplier will not take action to remove any Client content as a result of the termination or expiry of contract / work order. In addition, during such a period, the Supplier will permit the Client or its nominated agency to access the cloud services for the Client to retrieve any remaining Customer Content, delete and purge all Customer Content from the cloud services. The Supplier shall also allow the Client access to information to enable Client to assess the existing services being delivered.	There is common period allowed to customer like 30 days to remove their data from Cloud. It cannot be changed from customer to customer. Request you standardised it to 30 days to retrieve any data from CSP Site	No change. As per RFP.
		43	The Client will issue a written sign-off after the successful transition from the Supplier. Supplier shall not delete any content till such a written sign-off is provided by the Client along with an explicit request to delete the content.	There is common period allowed to customer like 30 days to remove their data from Cloud. It cannot be changed from customer to customer. Request you standardised it to 30 days to retrieve any data from CSP Site	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
78	d. Payment Terms	44	The invoices must be based on resources actually consumed and/or committed.	CSP provides PAYG model or Annual/multiyear contract. If discount is expected then PAYG is not applicable and commitment for multiyr contract is needed. Help to revise these clause to multiyear commitment base model	No change. As per RFP.  Any commitments/estimation will come during the actual workload migration based on banks' requirements.
79	Exit Management Services	67	The Supplier shall provide necessary handholding support (for a maximum of 30 days) to assist in the transition of the services from the Supplier to Client or a replacement Supplier. The handholding support includes migration of the Virtual Machines, data, content, and any other assets to the new environment created by the Client or any Agency (on behalf of Client) on alternate Supplier's offerings to enable successful deployment and running of the applications / websites on the new infrastructure.	Request you to provide changes with respect to common period allowed to customer like 30 days to remove their data from Cloud. CSP will help in handholding if exit management services is availed by client.	No change. As per RFP.
80	11.7 Annexure VII: Indicative Service Levels	68	For Severity 1, 99% of the incidents should be resolved within 30 minutes of problem reporting	Requesting PSBA to consider Uptime SLA of 99% from CSP	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
81	6.8 Pre-Qualification Response Format  Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP)  2	28	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification	Request to amend the clauses for public reference to adherence of norms and requirements for business resilience, continuity and recovery. Also given that Meity compliance is being requested upon, this need not be a mandatory compliance criteria from perspective of available certifications.	No change. As per RFP
82	Annexure IV-A - 1	56	1. Number of MeitY empanelled CSP Regions in India. - 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or  - 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or  - More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai.	These specifications are vendor specific favouring only one or two CSP. Public data from these one or two CSP also state that they also don't meet the said requirements completely - leading to virtually no one meeting this compliance.  Request to amend this clause to "Require adherence to Meity Compliance" for data center count and availability capabilities for vendor neutral clause	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
83	Annexure IV-A - 2	57	7. CSP Key Management Service (KMS or Key Vault) should support integration with external key manager/Third Party HSM at Bank Datacenter for generation, storage, and use of symmetric encryption keys. Root keys must be generated and stored inside an HSM at Bank Datacenter. CSP KMS interacts with the Bank HSM with PKCS #11 interface in their Datacenter using an external key store proxy deployed in Bank Datacenter.	<p>Currently vendors have a spread of availability and support of HSM and Software Based Solutions and provide customer a choice for use of either of them.</p> <p>This is not a vendor neutral clause, as seamless interconnect and interchange is provided only by one or two vendors and hence the clause is not vendor neutral.</p> <p>The clause be amended to have availability of choice of either solutions and capability to integrate an existing HSM into overall solution - not necessary an interconnect</p>	No change. As per RFP.
84	Annexure IV-A - 2	57	9. Provides Managed Threat Detection Service that continuously monitors and analyses account and workload events.	<p>Not a vendor neutral clause and favours only one or two vendors.</p> <p>Clause should be amended to "CSP should have capability to provide or integrate with other solutions seamlessly to be able to provide such a solution"</p>	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
85	Annexure IV-A - 10	57	10. Provides Managed Scalable, cloud-native solution that provides: <ul style="list-style-type: none"> <li>• Security information and event management (SIEM) with Support for Open Cybersecurity Schema Framework / Managed Security Lake Service with Support for Open Cybersecurity Schema Framework to collect logs from bank application deployed in cloud and bank data centers</li> </ul>	Not a vendor neutral clause and favours only one vendors.  Clause should be amended to "CSP should have capability to provide or integrate with other solutions seamlessly to be able to provide such a solution"	No change. As per RFP.
86	Annexure IV-A - 5	57	3. Provides Managed Kafka service with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations	Not a vendor neutral clause and favours only one or two vendors. Furthermore, "serverless" and its possible risks from data separation and isolation are yet to be assessed by the regulator and may not be a security cleared solution.  Request to amend the clause that "CSP should be able to support deployment and operation of Kafka Solution (Commercial or Open Source) on its platform in a self-managed or managed mechanism"	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
87	Annexure IV-A - 6	58	2. Provides managed backup service for object storage, file systems and instance backups with support for SMB, NFS, iSCSI and tapes.	All Public Cloud CSP being aggregated disk based solutions for storage, natively provide for protocols that support storage data transfer over IP like NFS, SMB, iSCSI etc. However native support for tapes is not natively available and could be a showstopper. Request that the section for Tapes be dropped.	Please refer Corrigendum 4 for the Modified Clause.
88	Annexure IV-A - 6	58	3. Provides managed hybrid cloud.	Please help detail out and clarify the scope and definition for "Hybrid Cloud" in this requirement	Please refer Corrigendum 4 for the Modified Clause.
89	Annexure IV-A - 7	58	2. Provides managed Kubernetes service with support for running Windows and Linux containers in a Kubernetes Cluster.	Not a vendor neutral clause and favours one or two CSP only.  Need to amend clause to keep Linux containers as mandatory and Windows Containers as optional	No change. As per RFP.
90	Annexure IV-A - 7	58	3. Provides managed container registry with automatic vulnerability scanning, encryption at-rest.	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended from having this capability natively to have the capability to integrate with best of breed solutions for container security	No change. As per RFP.
91	Annexure IV-A - 8	59	2. Managed serverless relational database services for PostgreSQL, MSSQL, MySQL, MongoDB (Any 2).	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to "CSP should support deployment of said database services in managed or infrastructure mode" and not mandate serverless mode only.	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
92	Annexure IV-A - 8	59	3. Managed serverless services for Cassandra and GraphQL.	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to "CSP should support deployment of said database services in managed or infrastructure mode" and not mandate serverless mode only.	No change. As per RFP.
93	B. Other Important Points for Technical Demonstration - 5	59	Managed Relational Database Service to provision Managed MariaDB version 10.6.x or higher with disk encryption and TLS Secured endpoint	Due to recent announcements from MariaDB the roadmap of the organisation is now questionable and hence the associated support from various CSP. Additionally, many a other database solutions are offering migration from MariaDB to alternate solutions.  Request to drop requirement of MariaDB	No change. As per RFP.
94	B. Other Important Points for Technical Demonstration - 6	59	Managed Relational Database Service Storage Auto-scaling without any manual action	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support scale of storage on selected associated database service	No change. As per RFP.
95	B. Other Important Points for Technical Demonstration - 7	59	Managed Relational Database Service to choose the Backup window	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support selection of appropriate backup window via the backup solution chosen for enterprise backup	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
96	B. Other Important Points for Technical Demonstration - 8	59	Managed Relational Database Service Point in time recovery	Not a vendor neutral clause and favours one or two CSP only.  Clause should be amended to support selection of appropriate recovery solution via the backup solution chosen for enterprise backup	No change. As per RFP.
97	B. Other Important Points for Technical Demonstration - 10	60	Managed Kubernetes Service Support for running Windows and Linux containers in a Kubernetes Cluster	Not a vendor neutral clause and favours one or two CSP only.  Need to amend clause to keep Linux containers as mandatory and Windows Containers as optional	No change. As per RFP.
98	B. Other Important Points for Technical Demonstration - 12	60	Managed Kubernetes Service Update running Kubernetes Cluster with new version in-place upgrade without customer managing the update process	Not a vendor neutral clause and favours one or two CSP only.  Furthermore this approach does not allow for a rollback if any upgrade fails and requires manual intervention for environment restoration.  This clause should be deleted as its highly risky in banking environment.	No change. As per RFP.
99	B. Other Important Points for Technical Demonstration - 15	60	Managed streaming Apache Kafka service Provision Serverless Kafka Cluster	Not a vendor neutral clause and favours only one or two vendors. Furthermore, "serverless" and its possible risks from data separation and isolation are yet to be assessed by the regulator and may not be a security cleared solution.  Request to amend the clause that "CSP should be able to support deployment and operation of Kafka Solution (Commercial or Open Source) on its platform in a self-managed or managed mechanism"	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
100	B. Other Important Points for Technical Demonstration - 15	60	Managed Search service SQL language support to use SQL for querying Search service	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
101	B. Other Important Points for Technical Demonstration - 15	60	Function as a Service Native support to deploy function code in Languages: C#, Ruby, Python, Java, Node.js, Powershell, Go	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
102	B. Other Important Points for Technical Demonstration - 15	60	Function as a Service Support ability to have multiple version of same function.	Not a vendor neutral clause and favours only one or two vendors.  Request to drop the clause	No change. As per RFP.
103	B. Other Important Points for Technical Demonstration - 23	60	Cloud Asset Inventory & Change Monitoring CSP should provide real-time inventory of all the Cloud resources including VMs, databases, networking, security configurations, storage etc. It should provide Config Management DB and GRC (Governance, Risk and Compliance) functionality providing real-time notifications for any non-compliance in customer's Cloud environment.	Not a vendor neutral clause and favours only one or two vendors.  Furthermore native capability is limited in nearly all the CSP.  The clause should be amended such that CSP should support integration with asset management solution over and above native capabilities	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
104	B. Other Important Points for Technical Demonstration - 24	61	Cloud Asset Inventory & Change Monitoring Minimum of 1000 Cloud Assets [VMs, Databases, Object Storage, Applications (Micro services), Security Configurations, Cloud Management Logs etc.]	Not a vendor neutral clause and favours only one or two vendors.  Furthermore native capability is limited in nearly all the CSP.  The clause should be amended such that CSP should support integration with asset management solution over and above native capabilities	No change. As per RFP.
105	B. Other Important Points for Technical Demonstration - 26	61	Managed Key Management Service Key Management Service should have capability to integrate with Third Party HSM Device. Third Party HSM device should store the external root of trust and Key Vault should send the data keys to External HSM for encryption and decryption.	Currently vendors have a spread of availability and support of HSM and Software Based Solutions and provide customer a choice for use of either of them.  This is not a vendor neutral clause, as seamless interconnect and interchange is provided only by one or two vendors and hence the clause is not vendor neutral.  The clause be amended to have availability of choice of either solutions and capability to integrate an existing HSM into overall solution - not necessary an interconnect	No change. As per RFP.
106	Additional Queries		Please consider this additional points in the RFP	The cloud provider must have capability to provide IaaS, Managed PaaS & SaaS should be included as part of their RFP	No change. As per RFP.
107			Please consider this additional points in the RFP	CSP should ensure predictably and SLAs/Warranty of Availability, performance and manageability	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
108			Please consider this additional points in the RFP	CSP should be able to provide latest generation Intel and AMD processor released after 2019. It should enable customer to select customized flexible shapes (in increment of 2 vcpu for compute & 1 GB for memory) to configure CPU and memory independently based on the application requirement. CSP should also be able to provide per hour billing for compute instances	No change. As per RFP.
109			Please consider this additional points in the RFP	CSP OEM should be part of Magic Leader Quadrant	No change. As per RFP.
110			Please consider this additional points in the RFP	Analyzes infrastructure operations in real-time and blocks operations that weaken a customer's security	No change. As per RFP.
111			Please consider this additional points in the RFP	cloud infrastructure should support hardware root of trust to reduce the risk of firmware-level attacks against cloud tenants	No change. As per RFP.
112	2	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	We request department to revise the turnover ask from 1000cr to 800cr	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
113	1	56	<p>1. Number of MeitY empanelled CSP Regions in India.</p> <p>- 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or</p> <p>- 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or</p> <p>- More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai.</p>	<p>2 MeitY empaneled sites with presence in at least 2 different states in India solve all kind of business use cases.</p> <p>30 PoPs location are offered by only One CSP, Pls change the PoP location to 3 so other CSPs can also participate in the RFP for wider competition</p> <p><b>Pls change to”</b></p> <p>2 Regions MeitY empanelled sites with presence in at least 2 different states in India and 3 CDN PoP Locations”</p>	Please refer Corrigendum 4 for the Modified Clause.
114	4	56	<p>4. Provides single tenant, highly available Cloud HSM Service with FIPS 140-2 Level 3 compliance. Must support managed backups.</p>	<p>HSM as single tenant is Specific to One CSP, Pls change HSM as cloud based solution.</p>	No change. As per RFP.
115	3	57	<p>3. Provides Managed Kafka service with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations.</p>	<p>Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to "</p> <p>Provides Managed Kafka service from CSP native or CSP Native Marketplace with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations"</p>	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
116	7	57	7. CSP Managed Elasticsearch/OpenSearch service.	Elastic Search is proprietary solution offered by Specific OEM and available as Managed Elastic Search from CSP Native Marketplace. Pls Chnage to " CSP native Marketplace Managed Elasticsearch/ OpenSearch service	No change. As per RFP.
117	2	58	2. Provides devices for offline data transfer with high network connectivity, encryption at rest and capability of secure erasing.	Devices for offline data transfer can be provided by few CSPs only. for wider participation, Pls delete this as ask High Speed bandwidth unto 50 Gbps speed network support	No change. As per RFP.
118	2	58	2. Provides managed backup service for object storage, file systems and instance backups with support for SMB, NFS, iSCSI and tapes.	Pls change , Backup as solution covering cloud offered services	Please refer Corrigendum 4 for the Modified Clause.
119	3	59	3. Managed serverless services for Cassandra and GraphQL.	Managed serverless services for Cassandra and GraphQL are proprietary solutions abd available via CSP native Marketplace, Pls change to " Cassandra and GraphQL from CSP native Marketplace"	No change. As per RFP.
120	5	59	to provision Managed MariaDB version 10.6.x or higher with disk encryption and TLS Secured endpoint	Managed MariaDB is not offered by all CSPs. Pls delete this as Postgre and MySQL replacing MariaDB . Or Change to Partner managed MariaDB	No change. As per RFP.
121	14	60	Provision Managed streaming Apache Kafka service which supports ability to run Apache Kafka without having to manage and scale cluster capacity	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision Managed streaming Apache Kafka service which supports ability to run Apache Kafka without having to manage and scale cluster capacity	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
122	15	60	Provision Serverless Kafka Cluster	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision Serverless Kafka Cluster	No change. As per RFP.
123	16	60	Provision a managed Kafka Connect for data integrations	Kafka is proprietary solution offered by Specific OEM and available as Managed Kafka from CSP Native Marketplace. Pls Chnage to " Provides Managed Kafka service from CSP native or CSP Native Marketplace to Provision a managed Kafka Connect for data integrations	No change. As per RFP.
124	4	30	Technical presentation – Covering the bidder’s profile, CSP’s profile, Presentation of a scalable cloud architecture product using the open- source tools, technologies require to scale to 1 million loads/per 5 minutes, Migration experience of the bidder including competency certificate of Migration from the CSP.	competency certificate of Migration from the CSP is offered by AWS for the partners, Please detele this clause as other CSP supported Partners will not have this certificate	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
125	6.8 Pre-Qualification Response Format	26	The bidder must have an average revenue of INR 200 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) and at least average revenue of 25 Cr+ from cloud services specifically with the proposed CSP in the last 3 years (FY2022-2023; FY2021-2022 ;2020-2021) in India	Kindly amend the clause as : The bidder must have an average revenue of INR 180 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022; 2020-2021) and at least average revenue of 25 Cr+ from cloud services specifically with the proposed CSP in the last 3 years (FY2022-2023; FY2021-2022; 2020-2021) in India	No change. As per RFP
126	Prequalification Criteria for CSPs (for Bidders in case Bidder is also a CSP)	27	The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification	As ISO/IEC 27701:2019 is extension to ISO/IEC 27001 and ISO/IEC 27002 for privacy information management, we request you to amend the clause as follows: The CSP should comply for ISO 22301: 2019 (Business Continuity Management) and ISO 27701:2019 (Privacy Information Management) certification or ISO/IEC 27001	No change. As per RFP
127	Prequalification Criteria for CSPs	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	Kindly amend the clause as : CSP must have an average cloud revenue of INR 170 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
128	4.15	18	Bids shall remain valid till 180 (one hundred and eighty) days from the date of submission of bids. PSB Alliance reserves the right to reject a proposal valid for a shorter period as nonresponsive.	Please note that as per standard industry practices, the hardware and software rates may undergo changes within a shorter time frame. In light of this, we kindly request to reduce the bid validity period from 180 days to a more reasonable duration, preferably within the range of 60 to 90 days. This adjustment will ensure that the bid remains reflective of current market conditions and allows for greater flexibility in responding to potential changes.	No change. As per RFP
129	6.8	26	The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment Infra 15+, Kubernetes 5+	The bid specification mentions a requirement for more than 100+ technical certified people. Could we discuss the possibility of considering 2-3 certified resources specifically for Kubernetes expertise?	No change. As per RFP
130	6.8	29	CSP should declare that they will provide 99.5% uptime for individual services.	Could you please specify which individual services are covered under the requirement for 99.5% uptime? Understanding which specific services are included will help us align our capabilities and commitments accordingly as a cloud service provider.	No change. As per RFP
131	6.14 -4	34	CSP training in online/ offline mode provided by a CSP accredited instructor. The training would be across different learning tracks such as basic or foundational learning as well as the professional tracks for experts.	Could you provide more details on the specific training requirements for Bank?	Will be provided during the actual requirements through Bank.
132	11.4 B	61	26. Managed Key Management	Kindly confirm number of key storage is required	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
133			Service Page No.61	Kindly share the TPS count.	Any commitments/estimation will come during the actual workload migration based on banks' requirements.
134		Please share the following details for HSM ,			
135		i. TPS count			
136		ii. HSM use case			
137		iii. No. of keys needed			
138		iv. Is it needed to encrypt Database/ other files and store keys in HSM			
139	11.4 A	56	3. Security Posture Management Service to aggregate findings from other cloud security services and to centrally view/manage security alerts.	Please elaborate on CSPM requirement.	No change. As per RFP.  Please refer to Section 11.4 Annexure IV - Technical evaluation Criteria Forms for details.
140	11.4 A	57	AI/ML	Regarding AI/ML services, are there specific types of analysis, such as image and video analysis or Natural Language Processing (NLP), that are of higher priority for your organization?	No change. As per RFP.  Please refer to Section 11.4 Annexure IV - Technical evaluation Criteria Forms for details.
141	11.4 A	59	Serverless Capabilities 3. Managed serverless services for Cassandra and GraphQL.	Regarding managed serverless services for Cassandra and GraphQL, are there particular use cases or applications in mind?	No change. As per RFP.  Use case details will come during the actual workload migration based on banks' requirements.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
142	11.4 A	57	1. Provided managed service to set up a data lake that supports data import from multiple cloud and on-premises sources (Bank's data centers).	Are there particular data sources, either from multiple cloud platforms or on-premises, that necessitate a unified data lake?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.
143	11.4 A	57	2. Provides managed services to collect, analyze and store streaming data.	Could you elaborate on the nature of streaming data your organization intends to collect, analyze, and store? and  What are the primary goals or insights sought through the management of streaming data?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.
144	11.4 A	57	3. Provides Managed Kafka service with ability to provision Serverless Kafka Cluster and managed Kafka Connect for data integrations.	How crucial is the provisioning of a Serverless Kafka Cluster for your specific data integration needs?	No change. As per RFP.  PSBA wishes the CSP to have a serverless capability. The actual use will depend on the application requirements.
145	11.4 A	57	4. Provides Managed Extract, Transform, Load (ETL) service.	Regarding the Managed Extract, Transform, Load (ETL) service, could you provide details on the scale and complexity of ETL processes your organization anticipates?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
146	11.4 A	57	5. Provides Managed Business Intelligence (BI) service.	What key performance indicators (KPIs) or business objectives do you aim to address through the implementation of a Managed BI service?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.
147	11.4 A	57	6. Provides Managed Data Warehouse service with capability to create serverless Data Warehouse.	What factors contribute to the preference for a serverless data warehouse, and what scale of data are you looking to manage?	No change. As per RFP.  PSBA wishes the CSP to have a serverless capability. The actual use will depend on the application requirements.
148	11.4 A	57	7. CSP Managed Elasticsearch/OpenSearch service.	For the CSP Managed Elasticsearch/OpenSearch service, could you share insights into the specific use cases or functionalities you envision for this service?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.
149	11.4 B	50	21. Function as a Service	What are the primary use cases or scenarios for which you envision leveraging Function as a Service?	No change. As per RFP.  Further details will come during the actual workload migration based on banks' requirements.
	Point no. 3 Under Prequalification Criteria	26	The bidder must have an average revenue of INR 200 Cr+ per	The bidder must have an average revenue of INR 100 Cr+ per annum in India in the last 3 years (FY2022-2023;	No change. As per RFP

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
150	for Bidders		annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	FY2021-2022;2020-2021)	
151	Point no. 4 Under Prequalification Criteria for Bidders	27	Must have executed cloud projects in the last 3 years with the proposed CSP: One cloud project of minimum 15 Cr project value in last 03 years with the proposed CSPs in India	Must have executed cloud projects in the last 3 years with the proposed CSP: One cloud project of minimum 7 Cr project value in last 03 years with the proposed CSPs in India	No change. As per RFP
			OR	OR	
			Two cloud projects of minimum 7 Cr each project value in last 03 years with the proposed CSPs in India	Two cloud projects of minimum 4 Cr each project value in last 03 years with the proposed CSPs in India	
			OR	OR	
			Three cloud projects of minimum 3 Cr each project value in last 03 years with the proposed CSPs in India	Three cloud projects of minimum 1 Cr each project value in last 03 years with the proposed CSPs in India	
152	Point no. 3 Under <b>Prequalification Criteria for CSPs</b>	28	CSP must have an average cloud revenue of INR 1000 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	CSP must have an average cloud revenue of INR 50 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021)	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
153	6.8 Pre-Qualification Response Format; Point No 3	26	<p><b>Eligibility Criteria:</b> The bidder must have an average revenue of INR 200 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) and at least average revenue of 25 Cr+ from cloud services specifically with the proposed CSP in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) in India.</p> <p><b>Supporting Documents:</b> Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements and Self-Declaration letter by Bidder authorized signatory (for 25+ cr revenue criteria)</p>	<p><b>Request you to amend this clause as below:</b></p> <p><b>Eligibility Criteria:</b> The bidder must have an average revenue of INR 200 Cr+ per annum in India in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) and at least average revenue of 25 Cr+ from cloud services specifically with the proposed CSP in the last 3 years (FY2022-2023; FY2021-2022;2020-2021) in India.</p> <p><b>Supporting Documents:</b> Audited Financial Statements OR Certificate from statutory auditors/<b>Chartered Accountant</b> clearly certifying the turnover requirements and Self-Declaration letter by Bidder authorized signatory (for 25+ cr revenue criteria)</p>	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
154	6.8 Pre-Qualification Response Format; Point No 6	27	<p><b>Eligibility Criteria:</b> The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources on the proposed CSP environment infra 15+, Kubernetes 5+.</p> <p><b>Supporting Documents:</b> Certified by Company Secretary/ HR and valid certification copy, Resume, 6 month's salary slip (masked) with PF number or PF number and the deduction statement of each resource</p>	<p><b>Request you to amend this clause as below:</b></p> <p><b>Eligibility Criteria:</b> The Bidder should have more than 100+ technical certified people to provide the support and service and at least 20+ resources certified on the proposed CSP environment from which atleast 5 should be <b>Solutions Architect-Professional, DevOps Engineer - Professional, Security - Specialty, Database - Specialty, Sys Ops Administrator</b> certified.</p> <p><b>Supporting Documents-</b> Certified by Company Secretary/ HR and valid certification copy, Resume, 6 month's salary slip (masked) with PF number or PF number and the deduction statement of each resource</p>	Please refer Corrigendum 4 for the Modified Clause.
155	6.8 Pre-Qualification Response Format; Point No 9	27	<p><b>Eligibility Criteria:</b> The bidder should have positive net worth for the last 3 years.</p> <p><b>Supporting Documents:</b> Audited Financial Statements OR Certificate from statutory auditors clearly certifying the turnover requirements</p>	<p><b>Request you to amend this clause as below:</b></p> <p><b>Eligibility Criteria:</b> The bidder should have positive net worth for the last 3 years.</p> <p><b>Supporting Documents:</b> Audited Financial Statements OR Certificate from statutory auditors/<b>Chartered Accountant</b> clearly certifying the turnover requirements</p>	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
156	6.9 Section B Point 4	30	Covering the bidder's profile, CSP's profile, Presentation of a scalable cloud architecture product using the <b>open-source tools</b> , technologies require to scale to 1 million loads/per 5 minutes, Migration experience of the bidder including competency certificate of Migration from the CSP.	Covering the bidder's profile, CSP's profile, Presentation of a scalable cloud architecture product using the cloud native services aligned with open source technologies require to scale to 1 million loads/per 5 minutes, Migration experience of the bidder including competency certificate of Migration from the CSP.	No change. As per RFP.
157	6.14 Form 1 - Commercial Bid Format- 1 A	32	As part of the technical bid, the Bidder is only allowed to submit public prices link mapped with a single currency e.g., USD/ INR and same currency model shall be used by bidder at the time of invoicing.  In case the public pricing is in USD or any other foreign currency, PSBA/Bank Department will use previous week exchange rates on <a href="https://www.fedai.org.in/WeeklyQuarterlyAverageRates.aspx?Cid=4&amp;SCid=0&amp;SSCid=0">https://www.fedai.org.in/WeeklyQuarterlyAverageRates.aspx?Cid=4&amp;SCid=0&amp;SSCid=0</a> during the evaluation and invoice payments.	Both points seems to contradictory where in PSBA is reviewing the forex rate two times while invoicing and for making payments. Please clarify on this.	No change. As per RFP.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
158	6.14 Form 1 - Commercial Bid Format- 1 A	32	In case the public pricing is in USD or any other foreign currency, PSBA/Bank Department will use previous week exchange rates on <a href="https://www.fedai.org.in/WeeklyQuarterlyAverageRates.aspx?Cid=4&amp;SCid=0&amp;SSCid=0">https://www.fedai.org.in/WeeklyQuarterlyAverageRates.aspx?Cid=4&amp;SCid=0&amp;SSCid=0</a> during the evaluation and invoice payments.	There is a major role of the forex as few hyperscalers will bill their prices in USD however invoicing to PSBA has been advised in INR based on average exchange rates listed on the FEDAI website. The standard practice to maintain uniformity is that CSP and End Customer billing conversion to be opted from common portal i.e. RBI exchange portal. There is minor difference in rate conversion on both the portals, which given open area for the forex impact. We therefore request to kindly consider to use a common referable portal for USD INR conversion to minimize the forex impact.	No change. As per RFP.
159	6.14 Form 1 - Commercial Bid Format- 2B	33	The bidder may refresh the discount % every six months, with an option to only increase the discount percentage, only at the discretion and invitation by PSBA	We request to kindly make it open, as the RFP is not clarifying the clear technical stack that associated PSBs are running and willing to migrate. The bidder is solely quoting the prices basis on indicative technologies asked in the RFP with no firmed information on technical stack of any bank. We therefore request to kindly give flexibility to bidders as well to refresh their discount % (increase) on mutual discussion with PSBA at the time of final visibility of actual workload.	No change. As per RFP.
160	6.14 Part B 1	33	The cost for replication tool (including running tool, VMs required to run tool, any connectivity/storage charges)	Request to please clarify whether bandwidth tools need to be considered or not.	This includes only tool cost and underlying VM. The cost for bandwidth will be paid as per actual requirements.
161	6.14 Part B 2	34	Fixed Charge Per Virtual Machine (Migration Service)	Request to please clarify whether the charges need to quote for VMs OR for effort cost in provisioning of resources, OR both i.e VM+Effort cost.	This includes only the effort cost. VM cost will be derived basis CSP cloud portfolio.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
162	6.14 Part B 3	34	Fixed Charge Per GB (Migration Service)	Request to please clarify whether the charges need to quote for Per GB migration OR for effort cost in provisioning of resources, OR both i.e per GM migration+Effort cost.	This includes only the effort cost. VM cost will be derived basis CSP cloud portfolio.
163	6.14 3	34	Cloud Managed Services	We request you to consider to incorporate provisions to revise the cost (%) of managed services basis on actual workloads that will be identified post completion of assesment and efforts on managed services may vary vis-a-vis what is uniformly asked in the RFP.	Allowed only for projects with ARR > \$2.5M (Large Scale Projects).
164	10.5	49	6 weeks per Bank with a maximum of 4 months for assessment of 12 banks. <b>However, the bidder needs to give an assessment plan for the number of banks allocated. (Expected Outcome - Duration)</b>	As we undersand this section requires bidder to provide an assessment plan for the number of banks allocated. Please clarify at what stage this is expected from Bidder to submit.	This is required at the start of the engagement , within 2 weeks of awarding PO/signing contract and allocating banks.
165	10. 5 Assesment Scope, page 47	49	c) Potential high-level migration <b>strategy</b> for Applications	Please change the word from Strategy to Remediation as the outcome of the assessment tool only provides remediation	Pls read the clause as: c) Potential high-level migration strategy/remediation for Applications
166	Expected Outcome	49	d) Total Cost of Ownership for both CSP as well as current hosting, <b>5-year cash flow summary along with one-year hardware refresh cycle (on premise), if any applicable.</b>	We request to please help in clear understanding on the one year hardware refersh requirement, as it is capex heavy component and should not be taken as adhoc cost.	PSBA shall fetch the details from public sector bank in case the MSP is unable to seek these details from the public sector bank during the assessment.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
167	Expected Outcome	49	e) Inclusion of industry averages for Power, Cooling, physical security, lease per square feet and other facility related cost for current infrastructure.	We are expecting that PSBs will come-up with the cost of Facility and share with the bidder for constructing the working proposal for calculating TCO.	Accepted. Cost of Power, Facility, Labor etc. will be provided as a benchmark for all the TCO exercises.
168	Expected Outcome	49	f) TCO would also include complete cost breakdown of Compute, Storage, Network, <b>IT Labor</b> , and Support.	We are expecting that PSBs will share the IT labor and support cost, as per their employment benchmarking. Bidder will provide cost breakdown of Compute, Storage, Network.	Accepted. Cost of Power, Facility, Labor etc. will be provided as a benchmark for all the TCO exercises.
169	Expected Outcome	49	i) Business Value on CSP (Staff Productivity, Operational Resilience & Business Agility)	We request to not keep this point such open as all the expectations asked are theoretical supported by the parameters derived from the assesment output.	This is inline with the earlier point, in terms of manpower, resiliency for deployment, availability of services etc.
170	Expected Outcome	49	j) High Level Migration Cost <b>including the ramp down/ramp up on On-Premises and CSP respectively.</b>	This point seems to be repeatation of certain objectives that are getting achieved from expected outcomes.	Pls consider this deleted. Scope as per other points mentioned
171	Expected Outcome	49	Additional Requirement	Please include Setup of Landing Zone before Migration as this will help you define the design principles for your cloud foundations including all the pillars such as account strategies, compute, network, security etc	Accepted. Please refer Corrigendum 4 for the Modified Clause.
172	11.6 Annexure VI	63	Disaster Recovery Service	We understand that RTO & RPO mentioned in this section is standard for all the banks or is it subjective to bank requirement.	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
173	11.4 Annexure IV - Technical evaluation Criteria Forms  Page 56 S. No.: 1 Feature: Footprint and Feature Depth	56	1. Number of MeitY empanelled CSP Regions in India. - 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or (Marks 2) - 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or (Marks 0.5) - More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai. (Marks 0.5)	1. The sub-clauses are not clear. Clause "than 30 PoP Locations or" is out of place in both sub-clauses. 2. The "or" at the end of the clause indicates that the CSP needs to meet one of the clauses. But with this assumption the total marks don't add up to 40.	Please refer Corrigendum 4 for the Modified Clause.
174	11.4 Annexure IV - Technical evaluation Criteria Forms  Page 59 Table B. Other Important Points for Technical Demonstration	59		The total score of points in this table is 20. Where as section 6.9 Technical Evaluation Criteria row# 4 mentions only 15 marks for demonstration of CSP Managed and Serverless Services capability.	Please refer Corrigendum 4 for the Modified Clause. Changed as follows: Section 6.9 Technical Evaluation Criteria row# 4 will carry 20 marks in total. There is no bifurcation.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
175	Additional Clause			Request to include Fall Clause: if the contract holder/MSP reduces its price or sells or even offers to sell the contracted goods/services of identical specification and terms & conditions to that of the contract, at a price lower than the contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the contract amended accordingly.	Accepted.
176	Additional		Assessment	Pls confirm that the bidder will do this exercise with each Bank only for 2 times for the defined duration of 6 weeks in the entire contract duration. The details regarding the current infrastructure, applications, will be provided by PSBA in the defined template by MSP.	It is clarified that the Bidder will do this assessment exercise with each Bank for a maximum duration of 6 weeks. PSBA will provide support for coordinating with each Bank, getting infrastructure details. The assessment exercise majorly will be
177	6.14 Form 1 - Commercial Bid Format		Average Base Discount = $(A+B+C)/3$	Pls clarify that the Average Base Discount mentioned here, will be used for evaluation purpose in the Commercial Evaluation.	It is clarified that the Average Base discount which will be discovered based on the different tiers, will be used for Commercial Evaluation also, in case the technical scores are same for any bidders.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
178	Schedule of Events (Fact Sheet) Page No. 3	3	Current RFP Response Date is 27th December 2023	Since it is a year end time and most of our senior management approvers at AsiaPacific and US are on planned vacations, Request help to kindly extend the RFP Response timelines to 16th January 2024	NA
179	Page No. 28, Point number 6	28	CSP should declare that they are complying with all the regulatory and statutory guidelines issued by the government authorities/RBI from time to time related to the scope of the RFP	<i>CSP should declare that they are complying with all the regulatory and statutory guidelines issued by the government authorities/RBI from time to time, that are applicable to CSPs related to the scope of the RFP"</i>	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
180	6.14 Form 1 - Commercial Bid Format Part B		The cost for Disaster Recovery Services and Migration Services.	<p>1. The sub-clauses are not clear. Clause "than 30 PoP Locations or" is out of place in both sub-clauses.</p> <p>2. The "or" at the end of the clause indicates that the CSP needs to meet one of the clauses. But with this assumption the total marks don't add up to 40.</p>	<p>For Disaster Recovery, the cost includes price for only running the tool and any minimum storage required. Agent cost is required to be provided separately. This cost will scale up based on number of agents.</p> <p>For Migration Services, the cost needs to be provided only for the effort and special tool beyond the Cloud Services Bouquet. Any service which is required from CSP's portfolio will be used based on the %age discount offered.</p>

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
181	11.4 Annexure IV - Technical evaluation Criteria Forms  Page 56 S. No.: 1 Feature: Footprint and Feature Depth		1. Number of MeitY empanelled CSP Regions in India. - 3 or more MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or (Marks 2) - 2 Regions MeitY empanelled sites with presence in at least 2 different states in India than 30 PoP Locations or (Marks 0.5) - More than 25 CSP Native PoP Locations in India covering important cities such as Mumbai, Delhi / NCR, Gurgaon, Bangalore, Kolkata, Chennai. (Marks 0.5)	1. The sub-clauses are not clear. Clause "than 30 PoP Locations or" is out of place in both sub-clauses. 2. The "or" at the end of the clause indicates that the CSP needs to meet one of the clauses. But with this assumption the total marks don't add up to 40.	Please refer Corrigendum 4 for the Modified Clause.
182	11.4 Annexure IV - Technical evaluation Criteria Forms  Page 59 Table B. Other Important Points for Technical Demonstration			The total score of points in this table is 20. Where as section 6.9 Technical Evaluation Criteria row# 4 mentions only 15 marks for demonstration of CSP Managed and Serverless Services capability.	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
183	Additional Clause			Request to include Fall Clause: if the contract holder/MSP reduces its price or sells or even offers to sell the contracted goods/services of identical specification and terms & conditions to that of the contract, at a price lower than the contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the contract amended accordingly.	Please refer Corrigendum 4 for the Modified Clause.
184	Additional		Assessment	Request to include Fall Clause: if the contract holder/MSP reduces its price or sells or even offers to sell the contracted goods/services of identical specification and terms & conditions to that of the contract, at a price lower than the contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the contract amended accordingly.	Please refer Corrigendum 4 for the Modified Clause.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
185	6.14 Form 1 - Commercial Bid Format		Average Base Discount = $(A+B+C)/3$	Pls confirm that the bidder will do this exercise with each Bank only for 2 times for the defined duration of 6 weeks in the entire contract duration. The details regarding the current infrastructure, applications, will be provided by PSBA in the defined template by MSP.	It is clarified that the Bidder will do this assessment exercise with each Bank for a maximum duration of 6 weeks. PSBA will provide support for coordinating with each Bank, getting infrastructure details. The assessment exercise majorly will be conducted across each bank for a maximum of 2 cycles.
186	Schedule of Events (Fact Sheet) Page No. 3		Current RFP Response Date is 27th December 2023	Pls clarify that the Average Base Discount mentioned here, will be used for evaluation purpose in the Commercial Evaluation.	It is clarified that the Average Base discount which will be discovered based on the different tiers, will be used for Commercial Evaluation also, in case the technical scores are same for any bidders.
187	Page No. 28, Point number 6		CSP should declare that they are complying with all the regulatory and statutory guidelines issued by the government authorities/RBI from time to time related to the scope of the RFP	Since it is a year end time and most of our senior management approvers at AsiaPacific and US are on planned vacations, Request help to kindly extend the RFP Response timelines to 16th January 2024	NA

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
188	6.14 Form 1 - Commercial Bid Format Part B		The cost for Disaster Recovery Services and Migration Services.	<i>CSP should declare that they are complying with all the regulatory and statutory guidelines issued by the government authorities/RBI from time to time, that are applicable to CSPs related to the scope of the RFP”</i>	Please refer Corrigendum 4 for the Modified Clause.
189	6.14 Form 1 - Commercial Bid Format Part B		The cost for Disaster Recovery Services and Migration Services.	The cost for Disaster Recovery Services and Migration Services will be identified in managed services bouquet. What other components need to be considered in these quotes?	For Disaster Recovery, the cost includes price for only running the tool and any minimum storage required. Agent cost is required to be provided separately. This cost will scale up based on number of agents.  For Migration Services, the cost needs to be provided only for the effort and special tool beyond the Cloud Services Bouquet. Any service which is required from CSP's portfolio will be used based on the %age discount offered.
190	11.4 Annexure IV.A.Section 3.6 - Analytics		Provides Managed Data Warehouse service with capability to create serverless 1 Data Warehouse.	a fully managed, serverless datawarehouse that enables scalable analysis over petabytes of data	Accepted.

Sr no	Clause no.	Page No.	Content of RFP which require Clarification	Point of Clarification	PSBA Final response
191	11.4 Annexure IV.A.Section 4.4 - AI/ML		Fully managed end-to-end machine learning service with capability to build, train, and deploy machine learning models at scale.	offering a open source managed service for developing and deploying machine learning models.	Please refer Corrigendum 4 for the Modified Clause.
192	11.4 Annexure IV.A.Section 7.2 - Container related services		Provides managed Kubernetes service with support for running Windows and 0.5 Linux containers in a Kubernetes Cluster.	a managed environment for deploying, managing, and scaling containerized applications along with container orchestration with built in Kubernetes security.	No change. As per RFP.
193	11.4 Annexure IV.A.Section 9 - Hybrid		Provides appliance for cloud services in a hybrid cloud environment with seamless integration with provider's public cloud services and full API compatibility with provider's cloud-based services	a solution to run applications unmodified, on existing on-prem hardware or in the public cloud and a consistent platform for all application deployment, both legacy as well as cloud-native and single pane of glass management	No change. As per RFP.