

Sl. No.	Query raised by the Bidder M/s IDBI INTECH LTD.	Bank's reply
1	Is configuration review of Servers, databases, Network devices (routers/fw/switches) in scope? If yes, please specify the number and type of devices.	Yes. Number of Servers/ Databases/ Network devices(routers/ fw/ switches) will be shared with the selected bidder.
2	Please specify the critical devices(type and number) for which we need to review uptime/downtime/expected and desired service levels.	All are critical devices.
3	For measuring the uptime/downtime etc, does the Bank already have tools in place.	Bank is not having tools for measuring uptime/downtime.
4	Other than BASEL-II/III, AML, IT vision, IT Act, please specify any other regulatory requirements that are in scope of review.	Bidder should consider other regulatory requirements in vogue.
5	With regard to conducting peer reviews of Banks across the industry, can we base our study on publicly available information? If no, please recommend suitable methods e.g. Canara Bank liaises and provides us with contacts of other Bank counterparts where we can go and conduct the study. Are we required to liaise with your business teams to study the Banks existing business and future business expansion plans? Please specify the business units that are in scope of this study.	Bidder has to make their own arrangement.
6	Are requirements for upgrade, replacement, modification of IT infrastructure available? Please specify the number and type of devices/ services for which this activity is being considered.	Appropriate recommendations to be provided by the bidder.
7	Is there flexibility to change the payment terms? We propose 20% on commencement, 40% on submission of the interim reports and 40% on completion.	Payment is as per RFP terms and conditions only.
8	The project timelines provided are very tight(15 days), do we have flexibility to propose new timelines. If "no", please respond to the following queries: 1. Can we assume that the start if the 15 days will be after we have obtained all information and documentation requests from tour end. 2. Is a work week 6 days or 5 days. 3. Is 15 days 'calendar days' or 'work days'(Monday-Friday/Saturday)	Delivery of service should be completed within 25 days.
9	As stated in eligibility criteria The bidder should have local office in Bangalore. You will agree that the local office in Bangalore criteria will not allow the companies with required skills to participate. We request you to reconsider the criteria and allow more vendors with required skills to participate.	As per RFP the bidder should have local office in Bangalore.

Place: Bangalore  
Date: 20.10.2011

*Deputy*  
Deputy General Manager

