



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No OGB/RFP/ITD/NETWORK/012/2022-23 dated 27th October 2022, Amendment_1 Date: 05-11-2022

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF SERVICE INTEGRATOR FOR REFRESHMENT MAINTENANCE OF BANK'S NETWORK SETUP AT DATA CENTER, DISASTER RECOVERY CENTER, OFFICES AND BRANCHES

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 04th Nov 2022, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to RFP are provided in Table#1.

Table#1: Amendment_1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91	G MPLS Features G.1	The device should support MPLS – L2 VPN, L3VPN, Pseudo wire, VPLS, RSVP-TE and FRR	The device should support Pseudo wire, VPLS, RSVP-TE and FRR
2	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91	H Application security Features H.1	The device should support Application level visibility, Quality of experience and security with control	The device should support Application level visibility, Quality of experience, security with control, Necessary license for IPS, Malware and application security for 5 year.

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
3	APPENDIX 6 – Minimum Specification for Core LAN Switch	87	B Hardware and Interface Requirement B10	Switch should support for different logical interface types like loopback, VLAN, SVI/RVI, Port Channel/LAG, multi chassis port channel etc.	Switch should support for different logical interface types like loopback, VLAN, Port Channel/LAG, multi chassis port channel etc.
4	APPENDIX 6 – Minimum Specification for Core LAN Switch	87	B Hardware and Interface Requirement B12	Switch should have minimum memory of 16GB and Storage of 64GB (SSD)	Switch should have minimum memory of 16GB and Storage of 32GB (SSD / flash)
5	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only	100	A Hardware and interface requirements A.2	The switch should support a stacking / virtual chassis of 9 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables, stacking module / license etc.	The switch should support a stacking / virtual chassis of 2 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables, stacking module / license etc.
6	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only	100	C Layer 2 Switching C.1	Switch should support minimum 64000 MAC addresses and 32000 ARP entries per system.	Switch should support minimum 32000 MAC addresses and 32000 ARP entries per system.
7	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only	100	C Layer 2 Switching C.7	Switch should support ITU-T G.8032: Ethernet Ring Protection	This clause stands removed.
8	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only	101	I OEM Qualification Criteria I.1	The OEM must be placed as Leaders or Challengers in the latest Gartner Magic Quadrant for DC Network.	The OEM must be placed in Gartner Magic Quadrant for DC Network.
9	APPENDIX 8 – Minimum Specification for Core Router and FIS Router	93	B Interfaces and Modules	B.1 Should have minimum 8 numbers of 1G SFP+ ports B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports	B.1 Should have minimum 8 numbers of 1G SFP ports B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports

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				<p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1, ADSL2/2+, VDSL ports</p>	<p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports or 1x1GbE Management Port</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1</p>
10	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91, 92	I OAM Features I.1	IEEE 802.3ah Link Fault Management (LFM) IEEE 802.1ag Connectivity Fault Management (CFM), IP Monitoring, Flow Monitoring, BFD	IP Monitoring, Flow Monitoring, BFD
11	APPENDIX 6 – Minimum Specification for Core LAN Switch	87	C Performance Requirement C2	The switch should support 100,000 IPv4 multicast routes. Should support 50,000 IPv6 multicast routes	The switch should support 50,000 IPv4 multicast routes. Should support 50,000 IPv6 multicast routes
12	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only	100	F System Management and Administration F.4	802.1ag -connectivity fault management	This clause stands removed.
13	APPENDIX 8 – Minimum Specification for Core Router and FIS Router	93	C System Performance	C.2 Routing table size should be minimum of 512 K (IPv4 and IPv6)	C.2 Routing table size should be minimum of 500K (IPv4 and IPv6)
14	APPENDIX 8 – Minimum Specification for Core Router and FIS Router	94	J Network Features	J.5 Should have Persistent NAT	J.5 Should have Persistent NAT or equivalent NAT feature

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
15	APPENDIX 10 – Minimum Specification for Internet Router	98	B Interfaces and Modules	<p>B.1 Should have minimum 8 numbers of 1G SFP+ ports</p> <p>B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports</p> <p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1, ADSL2/2+, VDSL ports</p>	<p>B.1 Should have minimum 8 numbers of 1G SFP ports</p> <p>B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports</p> <p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports or 1x1GbE Management Port</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1</p>
16	APPENDIX 10 – Minimum Specification for Internet Router	98	C System Performance	<p>C.2 Routing table size should be minimum of 512 K (IPv4 and IPv6)</p>	<p>C.2 Routing table size should be minimum of 500K (IPv4 and IPv6)</p>
17	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls	95	B Interfaces and Modules	<p>B.1 Should have minimum 8 numbers of 1G SFP+ ports</p> <p>B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports</p> <p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1, ADSL2/2+, VDSL ports</p>	<p>B.1 Should have minimum 8 numbers of 1G SFP ports</p> <p>B.2 Should have minimum 8 RJ45 10/100/1000 Base-T copper ports</p> <p>B.3 Should have one 1X1GbE Out-of-Band (OOB) management ports or 1x1GbE Management Port</p> <p>B.4 Must have 1 console RJ-45 port</p> <p>B.5 Minimum 1 USB port</p> <p>B.6 Support for T1/E1 ports</p>

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18	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls	95	C System Performance	<p>C.1 Should support statefull firewall performance of min. 1.5 Gbps measured on IMIX traffic.</p> <p>C.2 Should support IPsec VPN performance of min. 750 Mbps.</p> <p>C.3 Should support NextGen firewall performance of min. 300 Mbps.</p> <p>C.4 Routing table size should be minimum of 512 K (IPv4 and IPv6)</p> <p>C.5 Should support minimum of 2000 VLANs</p>	<p>C.1 Should support statefull firewall performance of min. 1.5 Gbps measured on IMIX traffic.</p> <p>C.2 Should support IPsec VPN performance of min. 750 Mbps.</p> <p>C.3 Should support NextGen firewall performance of min. 300 Mbps.</p> <p>C.4 Routing table size should be minimum of 500K (IPv4 and IPv6)</p> <p>C.5 Should support minimum of 1000 VLANs</p>
19	APPENDIX 10 – Minimum Specification for Internet Router	99	J Network Features	J.5 Should have Persistent NAT	J.5 Should have Persistent NAT or equivalent NAT feature
20	Section 3 – Scope of Work	18-19	3.1.6. Annual Maintenance Contract (AMC)	Additional Clause	g. Under AMC tab of “Commercial bid Form v3_0” 16 existing devices has been listed for AMC for contract period. The bidder can either quote for AMC of devices listed under AMC tab for the contract period or can propose for replacement of these devices along with AMC for the contract period. On proposing for replacement of these listed device, bidder shall select “ Yes ” under column G and provide the make and model of proposed device under column L & M respectively along with cost of replacement and AMC for contract period of the proposed device in rest of the column.

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21	Section 3 – Scope of Work	18	3.1.5. Change of network devices	10. All implementation shall be done by OEM onsite support and shall be done with physical presence of OEM engineers at DC and DRC.	10. All implementation shall be done either by OEM onsite physical support or by Bidder's engineers having valid certifications of proposed OEM with back-to-back support from OEM. All implementation shall be done with physical presence of engineers at DC and DRC.
22	APPENDIX 8 – Minimum Specification for Core Router and FIS Router	93	F Management and Reporting	F.5 Must support Python scripting	F.5 Shall support any scripting
23	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91	A Hardware Features	A.3 The CPE should have min 4 x 10G SFP+, 4 x 1 G SFP and 12 x 1000BaseT, all ports capable of routed LAN and WAN connectivity.	A.3 The CPE should have min 4 x 10G SFP+, 4 x 1 G SFP and 8 x 1000BaseT, all ports capable of routed LAN and WAN connectivity.
24	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91	C Device Routing Features	C.5 The device should support ECMP and Policy based routing	C.5 The device should support ECMP or Policy based routing
25	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	92	J Management Features	J.1 The device should support ZTP, SNMP, SSH, telnet capabilities	J.1 The device should support SNMP, SSH, telnet capabilities
26	Section 4 - Eligibility Criteria	28	4	ISO/TL Certificate: The Bidder should have required level of ISO 9001 and ISO 27001 certification related to Network Services, Customer services and Security. Bidder should upload a copy of relevant ISO certificate need to be produced along with the Technical bid	ISO/TL Certificate: The Bidder should have required level of ISO 9001 and ISO 27001 certification. Bidder should upload a copy of relevant ISO certificate need to be produced along with the Technical bid

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27	APPENDIX 6 – Minimum Specification for Core LAN Switch	87	B Hardware and Interface Requirement	B1.1 a. 48 x 1G/10G/25G Ports loaded with 20x10G-LR, 10x10G-SR, 8x10GigET and 8x1GigET transceivers	B1.1 a. 12x10G-SR, 4x10G-DAC, 4x1G-RJ45, 4x1G-LX, 2 x100G DAC T transceivers
28	APPENDIX 7 – Minimum Specification for Core LAN Firewalls	91	A Hardware Features	A.2 Should have minimum 16 Gig of RAM and 16 GB flash storage.	A.2 Should have minimum 8 GB of RAM and 16 GB flash storage.
29	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls	96	H UTM Features	H.13 3 years subscription for Application visibility & security, IPS, advanced URL filtering, gateway anti-virus & anti-spam and prevention against malware attack (day-0 protection) to be included with the offer.	H.13 5 years subscription for Application visibility & security, IPS, advanced URL filtering, gateway anti-virus & anti-spam and prevention against malware attack (day-0 protection) to be included with the offer.
30	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls	96	I Routing Features	I.3 Should have virtual routers functionality	This clause stands removed.
31	Section 4 - Eligibility Criteria	29	4.1 Eligibility Criteria 11	Bidder should have either owned or subcontracted service / support infrastructure at Odisha, Chennai and Hyderabad and should be able to provide efficient and effective support.	Bidder should have either owned or subcontracted service / support infrastructure / office at Chennai and Hyderabad and should be able to provide efficient and effective support.
32	3.1 Scope of work for bidder:	16	3.1.3. Network Security.	SI shall do annual internal audit of network to identify security vulnerability and resolve the same. Bank will do VAPT and other audits related to network by engaging third party auditors twice in a year. The SI shall cooperate and extend full support to the third party auditor.	SI shall do annual internal audit of network to identify security vulnerability using the support of Bidder's SOC and resolve the same. Bank will do VAPT and other audits related to network by engaging third party auditors twice in a year. The SI shall cooperate and extend full support to the third party auditor.

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				<p>The SI shall mitigate all vulnerabilities and outcome of Penetration Testing within stipulated time. The SI shall extend all support to comply with the network security activities.</p> <p>SI shall provide industry standard Vulnerability Assessment and Penetration Testing tools and</p> <p>The below security components are already implemented and managed / under implementation by the System Integrator:</p> <ul style="list-style-type: none"> • Application Delivery Controller with Web-Application firewall management • Proxy Server • Firewalls • Intrusion Prevention System • Management of other security infrastructure <p>The Selected Network Service Integrator should provide subscription, configuration and support for the existing components. The SI should place required process for any kind of changes as per security policy of bank. The selected bidder will be responsible for integrity and security of entire network architecture of bank.</p>	<p>The SI shall mitigate all vulnerabilities and outcome of Penetration Testing within stipulated time. The SI shall extend all support to comply with the network security activities.</p> <p>The Selected Network Service Integrator should provide subscription, configuration and support for the existing components. The SI should place required process for any kind of changes as per security policy of bank. The selected bidder will be responsible for integrity and security of entire network architecture of bank.</p>

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33	3.1 Scope of work for bidder:	19	3.1.8. Network FMS / NOC	4. Overall configuration of each and every equipment procured/installed under Bank' WAN network project, IP Telephony infrastructure, other Hardware etc.	4. Overall configuration of each and every equipment procured/installed under Bank' WAN network project, other Network Hardware etc.																														
34	3.1 Scope of work for bidder:	20	3.1.8. Network FMS / NOC	9. Configuration/Reconfiguration of routers, modems, switches, NTU, IDU, IP phones, Video conference etc. for network connectivity, as and when required.	9. Configuration/Reconfiguration of routers, switches, SD-WAN devices, Firewalls etc. for network connectivity, as and when required.																														
35	Section 8 – Terms and Conditions	42	8.8 Implementation schedule (SLA for Delivery)	<p>All the delivery time will be calculated from the date of release of work-order.</p> <p>The detailed delivery timelines are as under:</p> <table border="1"> <thead> <tr> <th>SL no</th> <th>Deliverables</th> <th>Due date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form"</td> <td>12 weeks from date of PO</td> </tr> <tr> <td>2</td> <td>Start of Intermediate AMC period of existing hardware till delivery along with engagement of Engineers</td> <td>01st December 2022</td> </tr> <tr> <td>3</td> <td>Delivery and installation of Tools in Bank's provided VMs</td> <td>4 weeks from date of PO</td> </tr> <tr> <td>4</td> <td>Engagement of Engineers at DC, DR and Head Office</td> <td>25th Nov 2022</td> </tr> </tbody> </table>	SL no	Deliverables	Due date	1	Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form"	12 weeks from date of PO	2	Start of Intermediate AMC period of existing hardware till delivery along with engagement of Engineers	01 st December 2022	3	Delivery and installation of Tools in Bank's provided VMs	4 weeks from date of PO	4	Engagement of Engineers at DC, DR and Head Office	25 th Nov 2022	<p>All the delivery time will be calculated from the date of release of work-order.</p> <p>The detailed delivery timelines are as under:</p> <table border="1"> <thead> <tr> <th>SL no</th> <th>Deliverables</th> <th>Due date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form"</td> <td>16 weeks from date of PO</td> </tr> <tr> <td>2</td> <td>Start of Intermediate AMC period of existing hardware till delivery along with engagement of Engineers</td> <td>01st December 2022</td> </tr> <tr> <td>3</td> <td>Delivery and installation of Tools in Bank's provided VMs</td> <td>6 weeks from date of PO</td> </tr> <tr> <td>4</td> <td>Engagement of Engineers at DC, DR and Head Office</td> <td>26th Nov 2022</td> </tr> </tbody> </table>	SL no	Deliverables	Due date	1	Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form"	16 weeks from date of PO	2	Start of Intermediate AMC period of existing hardware till delivery along with engagement of Engineers	01 st December 2022	3	Delivery and installation of Tools in Bank's provided VMs	6 weeks from date of PO	4	Engagement of Engineers at DC, DR and Head Office	26th Nov 2022
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				4	System Study by OEM and migration plan finalization	28 th Feb 2022	4	System Study by OEM and migration plan finalization	20 th Dec 2022
				5	Network Migration Audit	30 days from date of completion of network refreshment	5	Network Migration Audit	30 days from date of completion of network refreshment
				6	Submission of audit and compliance report	45 days from date of completion of audit activity	6	Submission of audit and compliance report	45 days from date of completion of audit activity
36	Section 8 – Terms and Conditions	43	8.9 Network Availability (SLA Network Uptime):	The bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may terminate the contract fully or partly, if required.			The bank will have periodical review of the availability/performance of links and data center network . If the networks are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may impose necessary penalty as per SLA terms .		
37	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 1	<p>The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.</p> <p>In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.</p>			<p>The bidder is registered as a company in India as per Companies Act, 1956 or 2013 /Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.</p> <p>In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.</p>		

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38	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 2	<p>The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>Document: Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.</p>	<p>The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>Document: Audited Financial statements for any three financial years between 2018-19, 2019-20, 2020-21 and 2021-22 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
39	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 3	<p>The bidder should have positive net worth for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>Document: The relevant documents including Balance Sheet/Profit and Loss Account/Certificate from Statutory Auditors certifying the financials are to be submitted as part of the proposal</p>	<p>The bidder should have positive net worth in any three financial years between 2018-19, 2019-20, 2020-21 and 2021-22 or the Bidder's financial years.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>Document: The relevant documents including Balance Sheet/Profit and Loss Account/Certificate from Statutory Auditors certifying the financials are to be submitted as part of the proposal</p>
40	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 5	The bidder should be in the business of providing managed Network Operation Centre or have been	The bidder should be in the business of providing managed Network Operation Centre or have been

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>managing network operation of a Data Centre of any Bank in India.</p> <p>Scanned copy of masked Purchase Order from the client with client reference on satisfactory performance on managing Network operation should be provided</p>	<p>managing network operation of a Data Centre of any Bank in India.</p> <p>Scanned copy of masked Purchase Order from the client with client reference on satisfactory performance on managing Network operation should be provided. In case the bidder's company is a result of demerger and is a wholly owned subsidiary of the parent company, bidder can submit the relevant credential or documents of parent company for this criterion.</p>
41	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 6	<p>The Bidder should have managed any data Centre network by providing dedicated network engineers for service support in any Bank or Govt. Department in India in last 5 years.</p> <p>Document: Bidder should submit client reference in client's letter hard.</p>	<p>The Bidder should have managed any data Centre network by providing dedicated network engineers for service support in any Bank or Govt. Department in India in last 5 years.</p> <p>Document: Bidder should submit client reference in client's letter hard. In case the bidder's company is a result of demerger and is a wholly owned subsidiary of the parent company, bidder can submit the relevant credential or documents of parent company for this criterion.</p>
42	Section 4 - Eligibility Criteria	27	4.1 Eligibility Criteria 7	<p>The bidder should have experience of supply of network devices of proposed OEM for hardware refreshment under scope of this RFP.</p> <p>Document: Bidder should submit relevant masked PO copy</p>	<p>The bidder should have experience of supply of network devices of proposed OEM for hardware refreshment under scope of this RFP.</p> <p>Document: Bidder should submit relevant masked PO copy. In case the bidder's company is a result of demerger and is a wholly owned subsidiary of the parent company, bidder can submit the relevant credential or documents of parent company for this criterion.</p>

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43	Section 10 - Format for Commercial Bid (Online mode only)	75	Annexure O - Commercial Bid	Commercial Bid Form v2_0.xlsx	Commercial Bid Form v3_0.xlsx

Table#2: Clarification on queries of bidders

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	Fortinet	91	Hardware Features A.2	Should have min 16 Gig of RAM and 16 GB flash storage	Remove this point Every OEM has different architecture to support and deliver the required throughput in terms of performance parameters data published in their datasheet. Due to difference hardware architecture some OEM needs more amount of RAM and some OEM needs less amount of RAM to deliver similar throughput. Specifying RAM is restricting specific model of specific OEM. Hence we request to remove this to make this more generic to ensure maximum participation and healthy competition.	Amended: Refer to Table# 1, Point# 28
2	Fortinet	91	Performance B.4	Minimum 2M concurrent sessions for IPv4 or IPv6 traffic	Minimum 6M concurrent sessions for IPv4 or IPv6 traffic 2 Million Concurrent session will be too low considering the OGB's day to day transaction and scalability, request to increase at least 6 Million concurrent session and 400,000 new sessions per second.	The RFP clause remains unchanged.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
3	Fortinet	91	MPLS Features G.1	The device should support MPLS – L2 VPN, L3VPN, Pseudo wire, VPLS, RSVP-TE and FRR	Remove this point MPLS features is not required in Firewall, as this is an internal firewall and according to proposed network diagram all MPLS lines will be terminated on the router not on the firewall.	Amended: Refer to Table# 1, Point# 1
4	Fortinet	91	OAM Features I.1	IEEE 802.3ah Link Fault Management (LFM) IEEE 802.1ag connectivity Fault Management(CFM),IP Monitoring, Flow Monitoring, BFD	Request you to change as "IP Monitoring, Flow Monitoring, BFD"	Amended: Refer to Table# 1, Point# 10
5	Fortinet		New Clause request		The proposed firewall should have 10Gbps Next generation firewall throughput(IPS & Application control enabled) Core firewall should have security features enabled	Amended: Refer to Table# 1, Point# 2
6	HPE	87	APPENDIX 6 – Minimum Specification for Core LAN Switch B10	Switch should support for different logical interface types like loopback, VLAN, SVI/RVI, Port Channel/LAG, multi chassis port channel etc	Request to please modify this as "Switch should support for different logical interface types like loopback, VLAN/SVI/RVI, Port Channel/LAG, multi chassis port channel/LACP etc". Please relax for wider OEM participations. SVI/RVI is OEM specific terminology.	Amended: Refer to Table# 1, Point# 3
7	HPE	87	APPENDIX 6 – Minimum Specification for Core LAN Switch B12	Switch should have minimum memory of 16GB and Storage of 64GB (SSD)	Request to please change this as "Switch should have minimum memory of 8GB and Storage of 1GB (Flash/SSD)".OEM to OEM solution design and architecture differs. In HPE Switch and Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 8GB RAM and 1GB Flash is sufficient to work without any performance degradation.	Amended: Refer to Table# 1, Point# 4
8	HPE	87	APPENDIX 6 – Minimum Specification for	The switch should support 100,000 IPv4 multicast routes. Should support 50,000 IPv6 multicast routes	Request to please change this as "The switch should support 4000 IPv4 multicast routes. Should support 4,000 IPv6 multicast	Amended: Refer to Table# 1, Point# 11

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			Core LAN Switch C2		routes". The multicast is form of Broadcast, so one multicast entry means route for thousands of IP Devices. Request you to kindly modify this clause.	
9	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A1	The switch should be a stackable switch with minimum 24 x 10/100/1000Base-T ports and 8 x 1G/10G SFP+ ports out of which at least 4 can be used for stacking / virtual chassis formation. If required, all 8 SFP+ ports should be configurable as uplink ports.	Request to please change this as "The switch should be a stackable switch with minimum 24 x 10/100/1000Base-T ports and 4 x 1G/10G SFP+ ports. Additional 2 ports should be there for stacking / virtual chassis formation". Please relax for wider OEM participations.	The RFP clause remains unchanged
10	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A2	The switch should support a stacking / virtual chassis of 9 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables, stacking module / license etc.	Request to please change this as "The switch should support a stacking / virtual chassis of 2 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables/stacking module / license etc".Please relax for wider OEM participations. There will be two switches only so 9 switches in a Single stack is not relevant in this scope.	Amended: Refer to Table# 1, Point# 5
11	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A3	The switch should have min. 4 GB RAM and 8 GB Flash	Request to please change this as "The switch should have min. 2 GB RAM and 512MB Flash". OEM to OEM solution design and architecture differs. In HPE Switch all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 2GB RAM and 512MB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged Clarification: The Flash memory shall be at least 2 times of RAM memory for dumping the entire runtime data to flash during troubleshooting.
12	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only C1	Switch should support minimum 64000 MAC addresses and 32000 ARP entries per system.	Request to please change this as "Switch should support minimum 32000 MAC addresses and 32000 ARP entries per system".Please relax for wider OEM participations.32k MAC is sufficient in DMZ solution.	Amended: Refer to Table# 1, Point# 6

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
13	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only C7	Switch should support ITU-T G.8032: Ethernet Ring Protection	This is not DMZ layer or DC functionality and more relevant for Campus Distribution layer. Please change as "Switch should support ITU-T G.8032: Ethernet Ring Protection or STP,MSTP,RSTP". Request to please modify for wider OEM participation. Ring protection is required in Campus edge.	Amended: Refer to Table# 1, Point# 7
14	HPE	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only F4	802.1ag -connectivity fault management	This is not DMZ layer or DC functionality and more relevant for Campus Distribution layer. Request to please remove for wider OEM participations.	Amended: Refer to Table# 1, Point# 12
15	HPE	101	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only I.1	The OEM must be placed as Leaders or Challengers in the latest Gartner Magic Quadrant for DC Network.	Please change this as "The OEM must be placed in the latest Gartner Magic Quadrant for DC Network". Request to please relax for wider OEM participations.	Amended: Refer to Table# 1, Point# 8
16	HPE	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B1	Should have minimum 8 numbers of 1G SFP+ ports	Request to please change this as "Should have minimum 6 numbers of 1G SFP ports. Router should support 10G interface. Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 9
17	HPE	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B3	Should have one 1X1GbE Out-of-Band (OOB) management ports	Request to please remove this. Console port can be used for any management. OOB port required in Switching for Manageability.	Amended: Refer to Table# 1, Point# 9
18	HPE	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B6	Support for T1/E1, ADSL2/2+, VDSL ports	Request to please change this as "Support for T1/E1, E1/T1,V.35 ports". Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 9
19	HPE	93	APPENDIX 8 – Minimum Specification for	Routing table size should be minimum of 512 K (IPv4 and IPv6)	Request to please change this as "Routing table size should be minimum of 500 K (IPv4 and IPv6)".Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 13

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			Core Router and FIS Router C2			
20	HPE	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router D1	System Memory (RAM) of 4 GB & Flash/SSD of 100 GB	Request to please change this as "System Memory (RAM) of 4 GB & Flash/SSD of 1GB".OEM to OEM solution design and architecture differs. In HPE Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 4GB RAM and 1GB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged
21	HPE	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router C1	Should support routing performance of min. 2 Gbps measured on IMIX traffic.	Request to please change this as "Should support routing performance of min. 5Gbps measured on IMIX traffic". Request to please modify for better ROI and scalable solution in Core.	The RFP clause remains unchanged
22	HPE	94	APPENDIX 8 – Minimum Specification for Core Router and FIS Router J5	Should have Persistent NAT	Request to please change this as "Should have Persistent NAT or PAT or equivalent". Request to please modify for wider OEM participation. Persistent NAT is OEM specific terminology.	Amended: Refer to Table# 1, Point# 14
23	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router B1	Should have minimum 8 numbers of 1G SFP+ ports	Request to please change this as "Should have minimum 6 numbers of 1G SFP ports. Router should support 10G interface. Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 15
24	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router B3	Should have one 1X1GbE Out-of-Band (OOB) management ports	Request to please remove this. Console port can be used for any management. OOB port required in Switching for Manageability.	Amended: Refer to Table# 1, Point# 15
25	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router B6	Support for T1/E1, ADSL2/2+, VDSL ports	Request to please change this as "Support for T1/E1, E1/T1,V.35 ports". Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 15

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
26	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router C2	Routing table size should be minimum of 512 K (IPv4 and IPv6)	Request to please change this as "Routing table size should be minimum of 500 K (IPv4 and IPv6)".Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 16
27	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router D1	System Memory (RAM) of 4 GB & Flash/SSD of 100 GB	Request to please change this as "System Memory (RAM) of 4 GB & Flash/SSD of 1GB".OEM to OEM solution design and architecture differs. In HPE Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 4GB RAM and 1GB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged
28	HPE	99	APPENDIX 10 – Minimum Specification for Internet Router J5	Should have Persistent NAT	Request to please change this as "Should have Persistent NAT or PAT or equivalent". Request to please modify for wider OEM participation. Persistent NAT is OEM specific terminology.	Amended: Refer to Table# 1, Point# 19
29	HPE	98	APPENDIX 10 – Minimum Specification for Internet Router C1	Should support routing performance of min. 1.5Gbps measured on IMIX traffic.	Request to please change this as "Should support routing performance of min. 2Gbps measured on IMIX traffic". Request to please modify for better ROI and scalable solution in Internet Gateway.	The RFP clause remains unchanged
30	Inspira Enterprise		Commercial Bid Section 1-AMC of Existing Hardware - Commercial Bid	Data Centre Chennai Core Switch 2 Juniper EX4200-24T Data Centre Chennai Core Switch 1 Juniper EX4200-24T Disaster Recovery, Hyderabad CORE SWITCH 1 Juniper EX4200-24T Disaster Recovery, Hyderabad CORE SWITCH 2 Juniper EX4200-24T	Mentioned product are Declared End of Life; Kindly suggest if non comprehensive scope will be consider or Bidder will quote new product. Kindly suggest specification of New Product back to back hardware & software support from OEM will not be possible for the said core switches. Hence request to either refresh the switches or remove it from the AMC scope.	Amended: Refer to Table# 1, Point# 20
31	Inspira Enterprise	17	3.1 Scope of work for bidder	All implementation shall be done by OEM onsite support and shall be done	Kindly Amend it to Implementation & Onsite support will be provided by SI with physical presence of SI engineers at DC and DRC.	Amended: Refer to Table# 1, Point# 21

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			3.1.5. Change of network devices	with physical presence of OEM engineers at DC and DRC.		
32	Inspira Enterprise	28	Section 4 - Eligibility Criteria 4.1 Eligibility Criteria Sr No.5	The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data center of any Bank in India. Scanned copy of masked Purchase Order from the client with client reference on satisfactory performance on managing Network operation should be provided	Kindly Amend it to supporting document as Scanned copy of masked Purchase Order from the client/Installation Certificate with client reference on Completion of Work or satisfactory performance on managing Network operation should be provided	Amended: Refer to Table# 1, Point# 40
33	Inspira Enterprise	29	Section 4 - Eligibility Criteria 4.1 Eligibility Criteria Sr No.19	The Original Supplier of Tools proposed should have minimum of CMMI Level 3 or higher for development of software. Bidder should submit relevant reference document of Original Supplier of the Tools in this regards	Kindly amend it to CMMI Level 5 for SI with expertise COE service to provide the services in DC & DR.	The RFP clause remains unchanged
34	Inspira Enterprise	87	APPENDIX 6 – Minimum Specification for Core LAN Switch B10	Switch should support for different logical interface types like loopback, VLAN, SVI/RVI, Port Channel/LAG, multi chassis port channel etc.	Request to please modify this as "Switch should support for different logical interface types like loopback, VLAN/SVI/RVI, Port Channel/LAG, multi chassis port channel/LACP etc". Please relax for wider OEM participations. SVI/RVI is OEM specific terminology.	Amended: Refer to Table# 1, Point# 3
35	Inspira Enterprise	87	APPENDIX 6 – Minimum Specification for Core LAN Switch B12	Switch should have minimum memory of 16GB and Storage of 64GB (SSD)	Request to please change this as "Switch should have minimum memory of 8GB and Storage of 1GB (Flash/SSD)". OEM to OEM solution design and architecture differs. In HPE Switch and Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 8GB RAM and 1GB Flash is sufficient to work without any performance degradation.	Amended: Refer to Table# 1, Point# 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
36	Inspira Enterprise	87	APPENDIX 6 – Minimum Specification for Core LAN Switch C2	The switch should support 100,000 IPv4 multicast routes. Should support 50,000 IPv6 multicast routes	Request to please change this as "The switch should support 4000 IPv4 multicast routes. Should support 4,000 IPv6 multicast routes". The multicast is form of Broadcast, so one multicast entry means route for thousands of IP Devices.Request you to kindly modify this clause.	Amended: Refer to Table# 1, Point# 11
37	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A1	The switch should be a stackable switch with minimum 24 x 10/100/1000Base-T ports and 8 x 1G/10G SFP+ ports out of which at least 4 can be used for stacking / virtual chassis formation. If required, all 8 SFP+ ports should be configurable as uplink ports.	Request to please change this as "The switch should be a stackable switch with minimum 24 x 10/100/1000Base-T ports and 4 x 1G/10G SFP+ ports.Additional 2 ports should be there for stacking / virtual chassis formation". Please relax for wider OEM participations.	The RFP clause remains unchanged
38	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A2	The switch should support a stacking / virtual chassis of 9 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables, stacking module / license etc.	Request to please change this as "The switch should support a stacking / virtual chassis of 2 switches and 80 Gbps Stacking bandwidth support. Feature to be enabled from day-1 with cables/stacking module / license etc". Please relax for wider OEM participations.There will be two switches only so 9 switches in a Single stack is not relevant in this scope.	Amended: Refer to Table# 1, Point# 5
39	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only A3	The switch should have min. 4 GB RAM and 8 GB Flash	Request to please change this as "The switch should have min. 2 GB RAM and 512MB Flash". OEM to OEM solution design and architecture differs.In HPE Switch all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement.Hence 2GB RAM and 512MB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged Clarification: The Flash memory shall be at least 2 times of RAM memory for dumping the entire runtime data to flash during troubleshooting.
40	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for	Switch should support minimum 64000 MAC addresses and 32000 ARP entries per system.	Request to please change this as "Switch should support minimum 32000 MAC addresses and 32000 ARP entries per	Amended: Refer to Table# 1, Point# 6

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			DMZ Switch at DC only C1		system". Please relax for wider OEM participations.32k MAC is sufficient in DMZ solution.	
41	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only C7	Switch should support ITU-T G.8032: Ethernet Ring Protection	This is not DMZ layer or DC functionality and more relevant for Campus Distribution layer.Please change as "Switch should support ITU-T G.8032: Ethernet Ring Protection or STP,MSTP,RSTP". Request to please modify for wider OEM participation.Ring protection is required in Campus edge.	Amended: Refer to Table# 1, Point# 7
42	Inspira Enterprise	100	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only F4	802.1ag -connectivity fault management	This is not DMZ layer or DC functionality and more relevant for Campus Distribution layer. Request to please remove for wider OEM participations.	Amended: Refer to Table# 1, Point# 12
43	Inspira Enterprise	101	APPENDIX 11 – Minimum Specification for DMZ Switch at DC only I.1	The OEM must be placed as Leaders or Challengers in the latest Gartner Magic Quadrant for DC Network.	Please change this as "The OEM must be placed in the latest Gartner Magic Quadrant for DC Network". Request to please relax for wider OEM participations.	Amended: Refer to Table# 1, Point# 8
44	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B1	Should have minimum 8 numbers of 1G SFP+ ports	Request to please change this as "Should have minimum 6 numbers of 1G SFP ports.Router should support 10G interface. Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 9
45	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B3	Should have one 1X1GbE Out-of-Band (OOB) management ports	Request to please remove this. Console port can be used for any management.OOB port required in Switching for Manageability.	Amended: Refer to Table# 1, Point# 9
46	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router B6	Support for T1/E1, ADSL2/2+, VDSL ports	Request to please change this as "Support for T1/E1, E1/T1,V.35 ports". Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 9

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
47	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router C2	Routing table size should be minimum of 512 K (IPv4 and IPv6)	Request to please change this as "Routing table size should be minimum of 500 K (IPv4 and IPv6)". Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 13
48	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router D1	System Memory (RAM) of 4 GB & Flash/SSD of 100 GB	Request to please change this as "System Memory (RAM) of 4 GB & Flash/SSD of 1GB". OEM to OEM solution design and architecture differs. In HPE Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement. Hence 4GB RAM and 1GB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged
49	Inspira Enterprise	93	APPENDIX 8 – Minimum Specification for Core Router and FIS Router C1	Should support routing performance of min. 2 Gbps measured on IMIX traffic.	Request to please change this as "Should support routing performance of min. 5 Gbps measured on IMIX traffic". Request to please modify for better ROI and scalable solution in Core.	The RFP clause remains unchanged
50	Inspira Enterprise	94	APPENDIX 8 – Minimum Specification for Core Router and FIS Router J5	Should have Persistent NAT	Request to please change this as "Should have Persistent NAT or PAT or equivalent". Request to please modify for wider OEM participation. Persistent NAT is OEM specific terminology.	Amended: Refer to Table# 1, Point# 13
51	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router B1	Should have minimum 8 numbers of 1G SFP+ ports	Request to please change this as "Should have minimum 6 numbers of 1G SFP ports. Router should support 10G interface. Request to please modify for wider OEM participation.	Amended: Refer to Table# 1, Point# 15
52	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router B3	Should have one 1X1GbE Out-of-Band (OOB) management ports	Request to please remove this. Console port can be used for any management. OOB port required in Switching for Manageability.	Amended: Refer to Table# 1, Point# 15

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
53	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router B6	Support for T1/E1, ADSL2/2+, VDSL ports	Request to please change this as "Support for T1/E1, E1/T1,V.35 ports". Request to please modify for wider OEM participation.	Amended: Refer to Table#1, Point# 15
54	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router C2	Routing table size should be minimum of 512 K (IPv4 and IPv6)	Request to please change this as "Routing table size should be minimum of 500 K (IPv4 and IPv6)". Request to please modify for wider OEM participation.	Amended: Refer to Table#1, Point# 16
55	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router D1	System Memory (RAM) of 4 GB & Flash/SSD of 100 GB	Request to please change this as "System Memory (RAM) of 4 GB & Flash/SSD of 1GB". OEM to OEM solution design and architecture differs.In HPE Router all the features and protocols are available from day-1, there is no licensing architecture or upgrade base feature enablement.Hence 4GB RAM and 1GB Flash is sufficient to work without any performance degradation.	The RFP clause remains unchanged
56	Inspira Enterprise	99	APPENDIX 10 – Minimum Specification for Internet Router J5	Should have Persistent NAT	Request to please change this as "Should have Persistent NAT or PAT or equivalent". Request to please modify for wider OEM participation.Persistent NAT is OEM specific terminology.	Amended: Refer to Table#1, Point# 19
57	Inspira Enterprise	98	APPENDIX 10 – Minimum Specification for Internet Router C1	Should support routing performance of min. 1.5 Gbps measured on IMIX traffic.	Request to please change this as "Should support routing performance of min. 2 Gbps measured on IMIX traffic". Request to please modify for better ROI and scalable solution in Internet Gateway.	The RFP clause remains unchanged
58	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls A2	Should have min 16 Gig of RAM and 16 GB flash storage	Remove this point Every OEM has different architecture to support and deliver the required throughput in terms of performance parameters data published in their datasheet. Due to difference hardware architecture some OEM needs more ammount of RAM and some Oem	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					needs less amount of RAM to deliver similar throughput. Specifying RAM is restricting specific model of specific OEM. Hence we request to remove this to make this more generic to ensure maximum participation and healthy competition.	
59	Inspira Enterprise			The CPE should have min 4x10G SFP+,4x1G SFP and 12x1000 BaseT,all ports capable of routed LAN and WAN connectivity		Invalid query submitted
60	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls B2	The device should support stateful firewall performance of min 5 Gbps measured on IMIX traffic	Throughput is too low considering Core firewall Kindly share the exact details	The RFP clause remains unchanged
61	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls B3	The device should Ipsec VPN performance of 1000 Mbps for IMIX packets	What is the use of VPN in Core LAN firewall;Kindly Amend	The RFP clause remains unchanged
62	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls B4	Minimum 2M concurrent sessions for IPv4 or IPv6 traffic	Minimum 6M concurrent sessions for IPv4 or IPv6 traffic 2 Million concurrent session will be too low considering the OGB's day to dat transaction and scalability, request to increase at least 6 Million concurrent session and 400,000 new sessions per second.	The RFP clause remains unchanged
63	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls G1	The device should support MPLS-L2 VPN,L3VPN,PSEUDO WIRE,VPLS,RSVP-TE and FRR	Remove this point MPLS features is not required in Firewall, as this is a internal firewall and according to proposed network diagram all MPLS lines will be terminated on the router not on the firewall. Ref: APPENDIX 5	Amended: Refer to Table# 1, Point# 1
64	Inspira Enterprise	91	APPENDIX 7 – Minimum Specification for	IEEE 802.3ah Link Fault Management (LFM) IEEE 802.1ag connectivity Fault	IEEE 802.3ah Link Fault Management (LFM) IEEE 802.1ag connectivity Fault	Amended: Refer to Table# 1, Point# 10

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			Core LAN Firewalls L1	Management(CFM),IP Monitoring, Flow Monitoring, BFD	Management(CFM),IP Monitoring, Flow Monitoring, BFD	
65	Inspira Enterprise		Section 4 - Eligibility Criteria 4.1 Eligibility Criteria Sr No.22	The OEM of Firewall must be placed as Leaders or Challengers in the latest Gartner Magic Quadrant for Enterprise Firewall	Kindly Amend it to The OEM of Firewall must be placed as Leaders in the latest Gartner Magic Quadrant for Enterprise Firewall	The RFP clause remains unchanged
66	Check point	95	B.1	Should have minimum 8 numbers of 1G SFP+ ports	Should have minimum 8 numbers of 1G GE/SFP+ ports	Amended: Refer to Table# 1, Point# 17
67	Check point	95	B.6	Support for T1/E1, ADSL2/2+, VDSL ports	Kindly clarify if these ports are in used in network	Amended: Refer to Table# 1, Point# 17
68	Check point	95	C.4	Routing table size should be minimum of 512 K (IPv4 and IPv6)	As firewall major function will be used to manage policies kindly modify this point as: NFGW must be able to manage minimum 150,000 policies without changing the hardware/software appliance from day 1	Amended: Refer to Table# 1, Point# 18
69	Check point	95	C.5	Should support minimum of 2000 VLANs	Kindly remove this point if not required	Amended: Refer to Table# 1, Point# 18
70	Check point	95	D.1	System Memory (RAM) of 4 GB & Flash/SSD of 100 GB	Internet firewall being a critical component for external traffic NGFW should have enough CPU resources, kindly modify this point to: System should have 32Gb of flash memory and 250 GB SSD	The RFP clause remains unchanged
71	Check point	95	F.6	Must support Python scripting	Kindly clarify if this is a required feature, as checkpoint provides multiple inbuilt functionalities for report modification.	Amended: Refer to Table# 1, Point# 22
72	Check point	95	G.1	MAC address learning	Kindly clarify further for this point	The RFP clause remains unchanged
73	Check point	96	I.2	Should have BGP, RIP v1/v2, OSPF, IS-IS protocols enabled	Kindly modify this point to: Should have BGP, RIP v1/v2, OSPF.	The RFP clause remains unchanged
74	Check point	96	I.3	Should have virtual routers functionality	As there are dedicated routers in the netowrk kindly remove this clause	Amended: Refer to Table# 1, Point# 30
75	Check point	96	J.3	Active/passive and Active/Active mode should be supported	Kindly modify this point to :Active/passive or Active/Active mode should be supported	The RFP clause remains unchanged
76	Check point	97	L.3	Should have IPSec VPN and SSL VPN licenses for 3000 users with concurrent users of 150 users.	Kindly modify this clause as: Should have IPSec VPN and SSL VPN licenses for 500 users with concurrent users of 150 users.	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
77	Check point	97	M.1	Must Support for 802.1p, DiffServ code point (DSCP), EXP	Kindly modify this clause as: Must Support for 802.1p/Diffserv code point,EXP	The RFP clause remains unchanged
78	Check point	91	B.1	The device should have minimum 1500 Kpps of routing and firewall performance for 64 byte packet size.	Kindly modify this clause as: The device should have minimum 1500 Kpps of routing and firewall performance for 64 byte packet size and must have capability to support 150K firewall policies	The RFP clause remains unchanged
79	Check point	91	C.4	The device should support virtual routers for multi-tenancy in future	As there are dedicated routers in the network kindly remove this clause	The RFP clause remains unchanged
80	Check point	91	A.2	Should have minimum 16 Gig of RAM and 16 GB flash storage.	Kindly modify this clause as: Should have minimum 32 Gig of RAM and Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core CPU's to protect & scale against dynamic latest security threats	The RFP clause remains unchanged
81	Check point	91	A.3	The CPE should have min 4 x 10G SFP+, 4 x 1 G SFP and 12 x 1000BaseT, all ports capable of routed LAN and WAN connectivity.	Kindly modify this clause as: The CPE should have min 4 x 10/1G SFP+/SFP and 8 x 1000BaseT, all ports capable of routed LAN and WAN connectivity.	Amended: Refer to Table# 1, Point# 23
82	Check point	91	A.4	The device should be RoHS complaint, NDPP / NDcPP certified	Kindly modify this point to :The device should be RoHS complaint/ NDPP / NDcPP certified	The RFP clause remains unchanged
83	Check point	91	B.4	Minimum 2M concurrent sessions for IPv4 or IPv6 traffic	Looking at the current architecure there are multiple concurrent connections bieng monitored by firewall therfore kindly modify this clause as: Minimum 4M concurrent sessions.	The RFP clause remains unchanged
84	Check point	91	C.5	The device should support ECMP and Policy based routing	Kindly modify this point as : The device should support ECMP or Policy based routing	Amended: Refer to Table# 1, Point# 24
85	Check point	91	F.1	The device should support 802.1p, DSCP, WRED, Hierarchal shaping and policing	Kindly modify this clause as: The device should support 802.1p/DSCP/ WRED/Hierarchal shaping and policing	The RFP clause remains unchanged
86	Check point	92	I.1	IEEE 802.3ah Link Fault Management (LFM) IEEE 802.1ag Connectivity Fault	Kindly modify this clause as: Firewall should support link aggregation	Amended: Refer to Table# 1, Point# 10

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				Management (CFM), IP Monitoring, Flow Monitoring, BFD		
87	Check point	92	J.1	The device should support ZTP, SNMP, SSH, telnet capabilities	Kindly modify this clause as: The device should support SNMP, SSH, telnet capabilities	Amended: Refer to Table# 1, Point# 25
88	SISL Infotec h	28	Section-4, Eligibility Criteria 4	ISO/TL Certificate: The Bidder should have required level of ISO 9001 and ISO 27001 certification related to Network Services, Customer services and Security	We would wish to inform you that customer services is related to ISO 20000-1_2018 certificate. So, kindly ask ISO 20000-1:2018 certificate against customer services.	Amended: Refer to Table# 1, Point# 26
89	SISL Infotec h	28	Section-4, Eligibility Criteria 5	The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank in India. Supporting documents: Scanned copy of masked Purchase Order from the client with client reference on satisfactory performance on managing Network operation should be provided	Kindly amend the clause as below: The bidder should be in the business of providing infra/ services in data centre in any Govt. Sector/ PSU/ BFSI in last five years. Supporting documents: Scanned copy of masked Purchase Order from the client with client reference on satisfactory performance.	Amended: Refer to Table# 1, Point# 40
90	SISL Infotec h	28	Section-4, Eligibility Criteria 6	The Bidder should have managed any data centre network by providing dedicated network engineers for service support in any Bank or Govt. Department in India in last 5 years. Supporting document: Bidder should submit client reference in client's letter head.	Kindly amend the clause as below: The Bidder should have dedicated engineers for service support in any Bank or Govt. Department in India in last 5 years. Supporting document: Bidder should submit client reference in client's letter hard.	The RFP clause remains unchanged
91	SISL Infotec h	28	Section-4, Eligibility Criteria 7	The bidder should have experience of supply of network devices of proposed OEM for hardware refreshment under scope of this RFP Supporting document: Bidder should submit relevant masked PO copy	Kindly amend the clause as below: The bidder should have experience of supply of network devices of any OEM for hardware refreshment under scope of this RFP	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					Supporting document: Bidder/OEM should submit relevant masked PO copy	
92	SISL Infotec h	28	Section-4, Eligibility Criteria 9	The bidder must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard Supporting Document: Proof of compliance and labor license needs to be submitted along with the quotation	Kindly amend the clause as below: The bidder must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard Supporting Document: Provide Provident fund and ESIC certificate.	The RFP clause remains unchanged
93	SISL Infotec h	29	Section-4, Eligibility Criteria 17	Bidder should have a Centre of Excellence (COE) team for network operation and security. Bidder should have a SOC team and should manage Bank's network related security to the extent of management of the same. Supporting document: The details of network engineers, COE team with qualifications and certification and SOC team details to be shared.	Kindly amend the clause as under: Bidder should have a Centre of Excellence (COE) team for network operation and security. Bidder should have a SOC team. Supporting document: The details of network engineers, COE team with qualifications and certification and SOC team details to be shared.	The RFP clause remains unchanged
94	SISL Infotec h	29	Section-4, Eligibility Criteria 19	The Original Supplier of Tools proposed should have minimum of CMMI Level 3 or higher for development of software. Bidder should submit relevant reference document of Original Supplier of the Tools in this regards. Supporting document: Relevant proof shall be submitted.	Kindly remove the clause.	The RFP clause remains unchanged
95	Sify	39 & 45	8.1 (f) & 8.14	8.1 (f) - "Warranty Period" means the period of 12 months commencing from the date of successful delivery of network devices.... 8.14 (5) - Ongoing software upgrades for	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				all major and minor releases for a period of 5 years.		
96	Sify	87	B1.1	a. 48 x 1G/10G/25G Ports loaded with 20x10G-LR, 10x10G-SR, 8x10GigET and 8x1GigET transceivers	10G-LR transceivers support longer distance (up to 10 KM) over single mode cable. In DC-DR environment usually 10G-SR transceivers with multimode cable is used. The transceiver requirement is also contradicting with the quantity mentioned in the commercial bid format. Kindly confirm transceivers requirements.	Amended: Refer to Table# 1, Point# 27
97	Sify	91	H.1	The device should support Application level visibility, Quality of experience and security with control	In the Commercial Bid Format there is a line item called License for Firewall (Proposed New Firewall for Chennai and Hyderabad). But the type of license required and the tenure is not mentioned. For the Core LAN Firewall we recommend to consider license for IPS, Malware and application security at the minimum. Revised clause should be "The device should have Application level visibility, Quality of experience and security with control. Necessary license for IPS, Malware and application security are to be included for 5 years."	Amended: Refer to Table# 1, Point# 2
98	Sify	93	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 9
99	Sify	95	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 17
100	Sify	96 & 97	H.13, O.1 & O.2	H.13 - 3 years subscription for Application visibility & security.... O.1 - 5 years onsite support O.2 - UTM subscription to be included for 5 years	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	Amended: Refer to Table# 1, Point# 29

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
101	Sify	98	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 15
102	Printlink	27	Page No-27, Clause No.-4.1, SL.No-5	The bidder should be in the business of providing managed network operation centre or have been managing network operation of a Data Centre of any Bank in India.	The bidder should be in the business of providing managed network operation centre or have been managing network operation of a Data Centre of any Bank or Govt. Department in India.	Amended: Refer to Table# 1, Point# 40
103	Printlink	45	Page No-45, Clause No-8.14	All hardware supplied should have 5years of onsite warranty or comprehensive AMC between with back to back agreement with OEM for replacement and updates from the date of delivery of same.	Requesting for sharing us existing product support Details (support period with Service Tag no.) of respective OEMs	The RFP clause remains unchanged
104	Printlink	39 & 45	8.1 (f) & 8.14	8.1 (f) - "Warranty Period" means the period of 12 months commencing from the date of successful delivery of network devices.... 8.14 (5) - Ongoing software upgrades for all major and minor releases for a period of 5 years.	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	The RFP clause remains unchanged
105	Printlink	87	B1.1	a. 48 x 1G/10G/25G Ports loaded with 20x10G-LR, 10x10G-SR, 8x10GigET and 8x1GigET transceivers	10G-LR transceivers support longer distance (up to 10 KM) over single mode cable. In DC-DR environment usually 10G-SR transceivers with multimode cable is used. The transceiver requirement is also contradicting with the quantity mentioned in the commercial bid format. Kindly confirm transceivers requirements.	Amended: Refer to Table# 1, Point# 27
106	Printlink	91	H.1	The device should support Application level visibility, Quality of experience and security with control	In the Commercial Bid Format there is a line item called License for Firewall (Proposed New Firewall for Chennai and Hyderabad). But the type of license required and the tenure is not mentioned. For the Core LAN Firewall we recommend to consider license for IPS, Malware and application security at	Amended: Refer to Table# 1, Point# 2

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					the minimum. Revised clause should be "The device should have Application level visibility, Quality of experience and security with control. Necessary license for IPS, Malware and application security are to be included for 5 years."	
107	Printlink	93	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table#1, Point# 9
108	Printlink	95	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table#1, Point# 17
109	Printlink	96 & 97	H.13, O.1 & O.2	H.13 - 3 years subscription for Application visibility & security.... O.1 - 5 years onsite support O.2 - UTM subscription to be included for 5 years	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	Amended: Refer to Table#1, Point# 29
110	Printlink	98	B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table#1, Point# 15
111	Inspiris Solutions Ltd	28	4.1 Eligibility Criteria 4	ISO/TL Certificate: The Bidder should have required level of ISO 9001 and ISO 27001 certification related to Network Services, Customer services and Security.	Requesting you to please consider Bidder ISO 9001 and ISO 27001 certificate instead of specific domain	Amended: Refer to Table#1, Point# 26
112	Inspiris Solutions Ltd	28	4.1 Eligibility Criteria 5	The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank in India.	Requesting you to please consider the bidders self-declaration letter with name of the customer along with details for the same for any BFSI / Govt /PSU customer .	The RFP clause remains unchanged
113	Inspiris	28	4.1 Eligibility Criteria 6	The Bidder should have managed any data centre network by providing dedicated	Requesting you to please consider " The Bidder should have managed any data centre	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
	Solution Ltd			network engineers for service support in any Bank or Govt. Department in India in last 5 years.	with dedicated engineers for service support in any Bank or Govt. Department /PSU in India in last 5 years."	
114	Inspiris Solutions Ltd	28	4.1 Eligibility Criteria 7	The bidder should have experience of supply of network devices of proposed OEM for hardware refreshment under scope of this RFP	Requesting you to please consider "The bidder should have experience of supply & Installation of network devices of for hardware refreshment under scope of this RFP "	The RFP clause remains unchanged
115	Inspiris Solutions Ltd	39 & 45	Section 8 - Terms and Conditions 8.1 (f) & 8.14	8.1 (f) - "Warranty Period" means the period of 12 months commencing from the date of successful delivery of network devices.... 8.14 (5) - Ongoing software upgrades for all major and minor releases for a period of 5 years.	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	The RFP clause remains unchanged
116	Inspiris Solutions Ltd	87	APPENDIX 6 – Minimum Specification for Core LAN Switch B1.1	a. 48 x 1G/10G/25G Ports loaded with 20x10G-LR, 10x10G-SR, 8x10GigET and 8x1GigET transceivers	10G-LR transceivers support longer distance (up to 10 KM) over single mode cable. In DC-DR environment usually 10G-SR transceivers with multimode cable is used. The transceiver requirement is also contradicting with the quantity mentioned in the commercial bid format. Kindly confirm transceivers requirements.	Amended: Refer to Table# 1, Point# 27
117	Inspiris Solutions Ltd	91	APPENDIX 7 – Minimum Specification for Core LAN Firewalls and Commercial Bid Format H.1	The device should support Application level visibility, Quality of experience and security with control	In the Commercial Bid Format there is a line item called License for Firewall (Proposed New Firewall for Chennai and Hyderabad). But the type of license required and the tenure is not mentioned. For the Core LAN Firewall we recommend to consider license for IPS, Malware and application security at the minimum.	Amended: Refer to Table# 1, Point# 2
118	Inspiris Solutions Ltd	93	APPENDIX 8 – Minimum Specification for	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 9

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			Core Router and FIS Router B.1			
119	Inspiris Solutions Ltd	95	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 17
120	Inspiris Solutions Ltd	96 & 97	APPENDIX 9 – Minimum Specification for Internet Gateway Firewalls H.13, O.1 & O.2	H.13 - 3 years subscription for Application visibility & security.... O.1 - 5 years onsite support O.2 - UTM subscription to be included for 5 years	The tenure of the support and subscription is contradictory in different clause. Kindly confirm for how many years support and UTM subscription is required.	Amended: Refer to Table# 1, Point# 29
121	Inspiris Solutions Ltd	98	APPENDIX 10 – Minimum Specification for Internet Router B.1	Should have minimum 8 numbers of 1G SFP+ ports	1G fiber ports are SFP type not SFP+. Kindly revise the specification to "Should have minimum 8 numbers of 1G SFP ports"	Amended: Refer to Table# 1, Point# 15
122	DXC	32	RFP 5.9	5.9 Forfeiture of EMD - e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, OGB reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.	Business to confirm Bidder requests 30 days cure period before invoking EMD	The RFP clause remains unchanged
123	DXC	41	RFP 8.5	8.5 Acceptance Procedure: Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.	8.5 Acceptance Procedure: Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance <u>upon mutually agreed terms and conditions of both the parties.</u>	The RFP clause remains unchanged
124	DXC	46	RFP 8.17	8.17 Indemnity The bidder shall indemnify, protect and save OGB and hold OGB harmless from	Bidder requests minor changes to clause 8.17 Indemnity - The bidder shall indemnify, protect and	The RFP clause remains unchanged The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.	save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from wilful any act or omission or gross negligence or wilful misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false fraudulant statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal bodily injury attributable to wilful acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty . <u>Bidder suggest below indemnification process: Indemnified party agrees to give indemnifying party a written notice of all claims, no later than 7 days of occurrence of a claim, that it is responsible for defending under the Contract, and reasonably cooperate in the defense thereof. The indemnifying party shall have sole control of the defense of the dispute as well as the settlement of any claims that are the subject of the indemnity.</u>	
125	DXC	49	RFP 8.23	8.23 Termination of Contract For Non-Performance: OGB reserves its right to terminate the contract in the	Bidder request to remove this language as it is mentioned in under clause 8.22 - For Non-Performance: OGB reserves its right to	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).	<u>terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).</u>	
126	DXC	76	RFP 8.33	Intellectual Property Rights - Intellectual Property Rights - Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder.	Request Bank to remove the said excerpts from the clause and replace with the below clause: <u>All copyrights and other intellectual property rights existing prior to the "Effective Date" will belong to the party that owned such rights immediately prior to the "Effective Date". All modifications and enhancements to, and derivative works from, pre-existing intellectual property rights will belong to the party that owned such pre-existing intellectual property rights</u> <u>Neither party will gain by virtue of this Contract any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by the other.</u>	The RFP clause remains unchanged
127	DXC	28	RFP 4.1	Point 5: The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank in India.	Bidder requests the clause to be modified as below: The bidder should be in the business of providing managed Network Operation Centre or have managed network equipments / resources / services or have been managing network operation of a data centre of any Bank in India.	Amended: Refer to Table# 1, Point# 40
128	DXC	29	RFP 4.1	Point 11: Bidder should have either owned or subcontracted service / support infrastructure at Odisha, Chennai and Hyderabad and should be	Bidder requests the clause to be modified as below: Bidder / OEM should have either owned or	Amended: Refer to Table# 1, Point# 31

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				able to provide efficient and effective support.	subcontracted or Partner service / support infrastructure at Odisha, Chennai and Hyderabad and should be able to provide efficient and effective support. Request also to remove Odhisa as there are no devices/support that we have to give at this site. All the support is at DC & DRC	
129	DXC	29	RFP 4.1	Point 12: The bidder should have Teaming Agreement or Back lining Agreement with OEM for this project, which is mandatory. MAF should mention the back to back support with regards to this RFP	Bidder requests to delete this clause as OEMs do not provide any back-to-back confirmations / agreement for RFPs. They provide the support in line with their respective global support policies.	The RFP clause remains unchanged
130	DXC	12	RFP 2.3.3	Existing network service providers	Our understanding is that WAN routers are managed by service providers. Bidders responsibility is to coordinate with service providers as and when outage is reported by service providers. Pls confirm	Clarification: The scope of bidder at regional office and branches is limited to provide L2 and L3 support for configuration of devices remotely and troubleshooting from DC / DR.
131	DXC	12	RFP 2.3.3	SDWAN	Is the Implementation and support of SDWAN part of bidders scope ?	The RFP clause remains unchanged
132	DXC	12	RFP 2.3.4	Branches are provided with routers of Juniper SSG20, HPE MSR 1003 and unmanaged switches.	We see there are certain EoL devices. How are these supported?	The RFP clause remains unchanged
133	DXC	14	RFP 3.1	Scope of work for bidder:	Can you pls let us know Who owns the current hardware and maintenance contract with OEM?	Clarification: All network devices are under ownership of Bank.
134	DXC	15	RFP 3.1.1.	Network Operations Center (NOC):	Can you pls share with us the ticket information for last 1 year? (Incident tickets, Service requests, change requests?)	The RFP clause remains unchanged
135	DXC	16	RFP 3.1.2	The SI shall manage all the network devices and setup at DC, Chennai and DR, Hyderabad. Following are the broad scope of work:	Is the scope limited only to Management of Network Devices in DC and DR?	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
136	DXC	16	RFP 3.1.4	c. Configuration of all network devices at DC, DR, Offices and Branches.	Our understanding is that the configuration and management of Network devices at Branch end is out of scope of bidder and in the scope of vendor/SP managing branch network. Please confirm	Clarification: The scope of bidder at regional office and branches is limited to provide L2 and L3 support for configuration of devices remotely and troubleshooting from DC / DR.
137	DXC	16	RFP 3.1.4	c. Configuration of all network devices at DC, DR, Offices and Branches.	Can you pls confirm if all network services in regional offices are out of scope?	Clarification: The scope of bidder at regional office and branches is limited to provide L2 and L3 support for configuration of devices remotely and troubleshooting from DC / DR.
138	DXC	14	RFP 3.1	Tools: Procure & Implement new or renew the existing Network Management Tools like Network Monitoring Systems (NMS), Reporting Tools as per best requirement for DC, DR and branch environment.	Can you pls confirm if SI shall proposed new tool or bidder can leverage existing tools?	The RFP clause remains unchanged
139	DXC	16	RFP 3.1.2	Rack mounting, unmounting, network cabling, cable guiding between racks and cable dressing and network design.	Our understanding is that the bidder needs to do Cabling only for the new devices that bidder is supplying as part of this project. Any new devices/equipment that will be installed in future is unknown right now and will be taken up on a change request basis . Please confirm	The RFP clause remains unchanged
140	DXC	16	RFP 3.1.3	Bank will do VAPT and other audits related to network by engaging third party auditors twice in a year. SI shall provide industry standard Vulnerability Assessment and Penetration Testing tools and The below security components are already implemented and managed /	Our understanding is that Bank will do VAPT testing through third party vendor. The bidders responsibility will be to remediate the findings on the in scope devices. Please confirm if our understanding is correct	Amended: Refer to Table# 1, Point# 32

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				under implementation by the System Integrator: Application Delivery Controller with Web-Application firewall management Proxy Server Firewalls Intrusion Prevention System		
141	DXC	16	RFP 3.1.3	Bank will do VAPT and other audits related to network by engaging third party auditors twice in a year. SI shall provide industry standard Vulnerability Assessment and Penetration Testing tools and The below security components are already implemented and managed / under implementation by the System Integrator: Application Delivery Controller with Web-Application firewall management Proxy Server Firewalls Intrusion Prevention System	Can your pls provide details and scope for security solution mentioned below Application Delivery Controller with Web-Application firewall management Proxy Server Firewalls Intrusion Prevention System	Amended: Refer to Table# 1, Point# 32
142	DXC	16	RFP 3.1.3	The Selected Network Service Integrator should provide subscription, configuration and support for the existing components.	Can you pls provide details on the subscription? 1. Who owns the current subscriptions? 2. Until when the current subscription is valid? 3. What features are included for each subscription?	Amended: Refer to Table# 1, Point# 32
143	DXC	17	RFP 3.1.4	network support Management of LAN network and Network hardware such as routers,	Can you pls clarify on the scope of branch and regional offices?	Clarification: The scope of bidder at regional office and branches is limited to provide L2 and L3 support for

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				switches and firewalls within the DC/DR. b. Stock management of Network hardware and consumables at DC and DR. c. Configuration of all network devices at DC, DR, Offices and Branches.		configuration of devices remotely and troubleshooting from DC / DR.
144	DXC	18	RFP & Annexure O - Commercial Bid, Commercial Bid Form 3.1.5	Change of network devices	Can you pls clarify on the scope for branch devices ownership and refresh?	Clarification: All network devices are under ownership of Bank.
145	DXC	18	RFP 3.1.5	Change of network devices	Can you pls clarify if bank intends to change the switches at branches to manageable switches for better network insight and management?	Clarification: The replacement of switches at Branches will be under scope of bank and the same will be taken care though separate project.
146	DXC	19	RFP 3.1.7	The internet gateway firewall proposed should be industry grade and should be provided with all type of security licenses	Can you pls confirm what UTM security feature licenses are required on each security devices?	Amended: Refer to Table# 1, Point# 29
147	DXC	19	RFP 3.1.7	The internet gateway firewall proposed should be industry grade and should be provided with all type of security licenses	Can you pls confirm who will own, provide and manage the SIEM solution?	Amended: Refer to Table# 1, Point# 32
148	DXC	19	RFP 3.1.8	4. Overall configuration of each and every equipment procured/installed under Bank' WAN network project, IP Telephony infrastructure, other Hardware etc.	Can you pls provide details and clarity on IP Telephony infra and scope?	Amended: Refer to Table# 1, Point# 33
149	DXC	20	RFP 3.1.8	13. Maintain and update IP address allocation & optimum management of IP addresses through DHCP/Static entry, whichever is suitable depending upon requirement. The SI is also required to understand the existing IP addressing scheme for integration and accordingly allocate the IP addresses for a new WAN/LAN segment, as per scheme	Can you pls provide details on how is IP Address Management is done today ? Is Bank using any tools for the same ? Which DNS and DHCP solutions are in place? Who will managed the DNS and DHCP service?	Clarification: Bank is managing the IP addressing in spreadsheet at DC and with network team at HO. Bank is having DNS and AD server install on premise. Bank is using static IP addressing and not having DHCP service enabled in the existing network.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
150	DXC	25	RFP 3.1.13	Data Centre Network Migration	We understand that Data centre migration will be the project in future after the SI takes over AS-IS services. This project will be through commercial change request or non-standard service request and will be billed on T&M. Pls confirm	Clarification: Bidder shall factor cost towards network migration under TCO. The activity shall be done without any additional cost to Bank.
151	DXC	14	RFP 3.1	AMC: Annual Maintenance Contract of all network related hardware like Routers, Switches and Firewalls listed in this RFP at DC and DRC.	Request the Bank to procure the AMC and any subscriptions of the existing devices till refresh to be directly procured by Bank and remove it from bidder's scope	The RFP clause remains unchanged
152	DXC	14	RFP 3.1	Audit: The SI shall engage a third party CERT-IN empaneled auditor to do end to end network migration audit including pre & post configuration audit, security configuration audit and vulnerability mitigation audit.	Our understanding is that there is no migration in scope of this RFP, only hardware refresh. Please confirm on the requirement	Clarification: The change of network from 1Gig network to 10Gig network and replacement of network devices are considered as migration activity. The configuration done on the new network shall be audited as per scope defined in the RFP.
153	DXC	15	RFP 3.1.1	Monitoring and Management shall be done on 24x7 basis for DC and DR during bank business activity and post business activity for all working and non-working days of bank. At least one Network Engineer should be physically present at DC and DR between 8 AM and 8PM during all working days and 10am to 7pm during non-working days. For any kind of network issue at DC or DR from 8PM to 8AM, L3 network engineer should extend either physical or remote network support to resolve the network issue at DC and DR.	In the section 3.1.4 the Bank has asked only for 1L1, 1L2 and 1L3 in the Data Centre. With Only one resource this is not possible to support 24x7 basis. The DC & DR Network is the Core of the Bank and has to be monitored on 24x7 basis as failure of Network will directly impact banking operations including Internet Banking. Request Bank to have 4L1 , 2L2 & 1L3 in the Data Centre and 1 L3 in the DR Site	Clarified during pre-bid meeting
154	DXC	16	RFP 3.1.4	b. All resources at DC, DR should be under bidder's payroll and should not be sub-contracted.	Request the L1, L2 not be on bidder's direct payroll. However, there will be no sub-contracting	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
155	DXC	18	RFP 3.1.5	After replacement of all hardware in place of existing hardware and on completion of the reconfiguration of entire network of Bank and on getting acceptance of completion of network refreshment by Bank, the SI shall a. Do a factory default configuration reset to remove all the data from old network devices. b. Pickup the old devices under buyback. c. Degauss all the network devices and submit a certificate for the same.	Request the degaussing requirement to be removed. The bidder will delete the configuration of the devices and factory set. This will remove all configuration files from the devices	The RFP clause remains unchanged
156	DXC	18	RFP 3.1.5	13. The SI shall manage the existing network devices from 1st December 2022 along with NOC under AMC arrangement of Bidder either through OEM directly or through third party network device AMC provider. The period of maintenance of existing devices shall be considered till delivery and installation of new devices. The cost towards maintenance of existing devices from 1st December 2022 till installation of new devices shall quoted under column "intermediate AMC period" in "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form" against each item.	Request the Bank to procure the AMC and any subscriptions of the existing devices till refresh to be directly procured by Bank and remove it from bidder's scope	The RFP clause remains unchanged
157	DXC	19	RFP 3.1.7	SI shall do proper log management and correlation and a report of the same needs to be submitted every week to the bank highlighting the gaps and ways to prevent the same. If any gaps	Corelation requires a SIEM solution that is not in scope of this bid. Request Bank to remove this requirement	Clarification: The scope of these activities are limited to the tools available under this RFP.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				are found by the Bank, the same needs to be fixed by the Bidder		
158	DXC	19	RFP 3.1.8	Perform NMS Operations to meet the SLA Targets and generate desired reports for every kind of suspicious entries, network trends, historical reports, bandwidth optimization and usage etc. on monthly and on requirement basis.	No NMS tool can provide report of suspicious entries and provided by SIEM tool only and not in scope of this bid. Request you to remove this requirement	Clarification: The suspicious entries are to be provided within the scope of the tools proposed and asked under this RFP.
159	DXC	20	RFP 3.1.8	Configuration/Reconfiguration of routers, modems, switches, NTU, IDU, IP phones, Video conference etc. for network connectivity, as and when required.	Please confirm the scope of the bidder on Models/NTU/IDU/IP Phone and Video conference. If theses equipment at Branch & DC,DR need to be managed by bidder then will require different skillset and additional manpower	Amended: Refer to Table# 1, Point# 34
160	DXC	22	RFP 3.1.10	Bidder should take appropriate defined actions to restore network availability to the location by use of available backup mediums. Bidder should ensure maximum uptime for network devices if a device experiences less than uptime defined in Service Levels in a month due to hardware failure like MUX etc. then Bidder should coordinate with respective WAN Service Provider to replace the same with an equivalent device at no additional cost to Bank.	Any MUX failure will be replaced by ISP. Please clarify the requirement and expectation from bidder	Clarification: Under this the engineers shall coordinate with the ISPs to restore the service within the SLA of the service provider or ISPs.
161	DXC	42	RFP 8.8	8.8 Implementation schedule (SLA for Delivery) - Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form"	Request you to change this to 16 weeks from the date of signing of contract because of shortage of chips globally	Amended: Refer to Table# 1, Point# 35
162	DXC	42	RFP 8.8	Start of Intermediate AMC period of existing hardware till delivery along with	Request you to kindly take this AMC out of scope as bidder will not get this AMC support from OEM for such a short time	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				engagement of Engineers -01st December 2022		
163	DXC	42	RFP 8.8	Delivery and installation of Tools in Bank's provided VMs -4 weeks from date of PO	No tools can be deployed in such a short time and this will start from signing of contract. Request you to change this to 16 weeks from signing of contract	Amended: Refer to Table# 1, Point# 35
164	DXC	42	RFP 8.8	Engagement of Engineers at DC, DR and Head Office -25th Nov 2022	The bidder will be able to deploy the FM resources 12 weeks from the signing of contract. It will not be possible to deploy it without signing of contract as resources needs to fit to Bank's criteria	Amended: Refer to Table# 1, Point# 35
165	DXC	42	RFP 8.9	Network Devices downtime that does not have application level impact - 60 mins MTR	All the Network devices in DC & DR will be on HA. No OEM can give 60 mins MTR and 6 hours is the best any OEM can give. Any single device failure will not have any impact on Bank's operations as it will be on HA at DC & DR. Request you to relax the clause	The RFP clause remains unchanged
166	DXC	42	RFP 8.9	Network down time due to improper coordination with network service provider as per clause 3.7 Network FMS / NOC point# 25	If the bank wants the bidder to coordinate with the service providers for Link management. Request Bank to add 3L1 for Link management during business hours	Clarification: The engineers at DC and DRC shall coordinate with ISPs of DC and DR locations. For ISPs of network connectivity at Branches and regional offices, Bank has engaged another vendor to provide L1 support.
167	DXC	43	RFP 8.1	1. Penalty for Delay in Transaction For every percentage or part thereof, for down time over and above last working day of November-2022, 0.001% of the Total project cost for every one day delay will be deducted as penalty for the subsequent payment to the bidder maximum up to 5% of the contract value. Penalty will not be applicable if the reason of delay is due to bank.	It is not possible to take over the operations before Nov'22. Request Bank to remove the clause in line with the new transition timelines and should be minimum 12 weeks from Contract signing	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
168	DXC	29	RFP 4.1	Point 11: Bidder should have either owned or subcontracted service / support infrastructure at Odisha, Chennai and Hyderabad and should be able to provide efficient and effective support.	Bidder requests the clause to be modified as below: Bidder / OEM should have either owned or subcontracted or Partner service / support infrastructure at Odisha, Chennai and Hyderabad and should be able to provide efficient and effective support. Request also to remove Odhisa as there are no devices/support that we have to give at this site. All the support is at DC & DRC	Amended: Refer to Table# 1, Point# 31
169	DXC	15	Scope of work 3.1.10	The network SI should configure and provide network support for all application as and when required by the bank without charging any extra cost to the bank. The support should be only for network related activity and changes.	Bidder propose that any additional application configuration and network support would be processed through change order request through mutual agreement	The RFP clause remains unchanged
170	DXC	17	Scope of work - Network Support 3.1.4.2	The Bank reserves the right to increase or decrease the number of network resources depending on its requirements at any time. The Bank also reserves the right to change the locations of helpdesks at its discretion. The Bidder is expected to quote a per resource rate (per man month rate), which shall be used in case the Bank orders for lesser or more number of seats at the helpdesk or data centre.	Bidder propose that any variation in network resources would be processed through change order request through mutual agreement	The RFP clause remains unchanged
171	DXC	18	Scope of work - Change of Network Devices - Warranty 3.1.4.2	The new hardware should have minimum of one year back to back Warranty from OEM and back to back comprehensive AMC from OEM there after till the end of contract	Bidder suggest below term : Warranty will be for the standard duration as provided by OEM. Beyond this, it will be supported as per standard AMC/ATS provided by OEM.	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
172	DXC	67	Integrity Pack Annexure k - Article 4.2	If the BUYER has terminated the contract according to Article 3, or if the BUYER is entitled to be terminate the contract according to Article 3, the BUYER shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.	Bidder request for deletion of this clause as bank will have other remedy on termination	The RFP clause remains unchanged
173	DXC	41	Contract Period and Implementation Schedule 8.4	The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of 5 years from date of release of phase purchase order.	Bidder request for clarification whether contract duration (5 years) is including or excluding transition period.	Clarification: The contract period is 5 years including transition period.
174	DXC	41	Performace Bank Gurantee 8.6	The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes), valid for 5 years, with a claim period of 60 (Sixty) days from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force.	Bidder request for below terms : - PBG of 3% of the total annual value of contract and to be renewed every anniversary on subsequent annual value. We also request the PBG will be provided only till contract expiration(5 years). - Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	The RFP clause remains unchanged
175	DXC	43	Network Availability (SLA Network Uptime): 8.9	The bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may terminate the contract fully or partly, if required.	Bidder request for deletion of this clause	Amended: Refer to Table# 1, Point# 36
176	DXC	43	Terms and Conditions - Penalty for Delay in Transaction 8.10.1	1. Penalty for Delay in Transaction For every percentage or part thereof, for down time over and above last working day of November-2022, 0.001% of the Total project cost for every one day delay will be deducted as penalty for the	Bidder request for deletion of this clause	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				subsequent payment to the bidder maximum up to 5% of the contract value. Penalty will not be applicable if the reason of delay is due to bank		
177	DXC	43	Terms and Conditions - Delay in delivery of new hardware as part of hardware refreshment: 8.10.2	2. Delay in delivery of new hardware as part of hardware refreshment: In case of any delay in delivery and go-live of new hardware as part of hardware refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form" of this RFP, bidder will be responsible for end to end support for existing End of Support hardware till the delivery and go-live of new hardware	Bidder request that Bank shall make payment for any for end to end support for existing End of Support hardware till the delivery and go-live of new hardware	The RFP clause remains unchanged
178	DXC	43	Terms and Conditions - The penalty for downtime 8.10.3	1. The penalty for downtime, if any, for network at DC, DR or branches reason attributed to the selected bidder will be calculated on monthly basis @ 0.01% of every 0.01% downtime over and above allowed MTTR as per clause 8.9 and will be deducted from quarterly payment to be bidder maximum up to 5% of the quarterly charges.	Bidder request for below terms : - Maximum overall SLA penalties should be capped at 5% of the applicable fees for that month.	The RFP clause remains unchanged
179	DXC	44	Payment terms - Recurring cost of Firewall and Software License for Tool 8.12.1	The payment towards Firewall and Software licenses as per "Section: 3 - Firewall Licenses" and "Section: 4 - Licenses for Network Tools" in "Annexure O - Commercial Bid, Commercial Bid form" will be released as annually advance on submission of proof and certificate of licenses purchased and after installation of the licenses in full	Bidder request for below terms : - Payment should be made 100% "on delivery" of firwall and software licesnes. - AMC / ATS - payment should be made annually in advance - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices.	The RFP clause remains unchanged
180	DXC	44	Payment terms - One time cost of Hardware	The payment against one time cost of Software License as per "Section 2 - Hardware Replacements and	Bidder request for below terms : - Payment should be made 80% on delivery of hardware supplied under refreshment	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			supplied under refreshment 8.12.2	Refreshments" in "Annexure O Commercial Bid, Commercial Bid Form" will be released on following process : 1. 80% of the onetime cost of Hardware proposed for replacement will be released on delivery of the respective hardware at the ordered locations. 2. On completion of installation, acceptance, go live of all system with new network devices and on completion of buyback of the listed old items along with submission of degaussing certificate, the balance 20% of the amount will be released after deduction of applicable penalties.	-and remaining 20% on installation of such hardwares - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices.	
181	DXC	44	Payment terms - AMC of hardware 8.12.3	The payment against AMC of hardware will be released as quarterly advance after deduction of penalty as applicable w.r.t previous quarter on submission of following	Bidder request for below terms : - Payment should be made annually in advance - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices.	The RFP clause remains unchanged
182	DXC	44	Payment terms - Intermediate AMC Period 8.12.4	The payment against AMC period of existing hardware from 01st December 2022 till completion of Network migration activity will be released on completion of network migration activity	Bidder request for below terms : - Payment should be made upfront at start of contract for AMC of existing hardware. - Payment should be made 100% upfront for transition charges from existing vendor - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices.	The RFP clause remains unchanged
183	DXC	44	Payment terms - Support staff 8.12.5	The payment against dedicated Support staff at head office shall be billed on quarterly basis and payment for the same will be released as quarterly arrear.	Bidder request for below terms : - Payment should be made quarterly in advance. - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					month for any delay beyond due date for non-payment of invoices.	
184	DXC	44	Payment terms - Network Migration Audit 8.12.6	The payment towards Network Migration Audit shall be released after submission of all audit and compliance reports.	Bidder request for below terms : - Payment should be made based on completion of audit - Payment Days - within 15 days from date of invoice. Bidder will charge interest @1% per month for any delay beyond due date for non-payment of invoices.	The RFP clause remains unchanged
185	DXC	47	Exit option and contract re-negotiation 8.20.b	OGB reserves its right to cancel the contract in the event of Amalgamation / Merger of Bank with other entity of bank leading to change of service integrator or service provider as per requirement of new entity post amalgamation / Merger. In such case Bank is not liable for any payment for undelivered portion of services due to termination of contract	Bidder request for below terms : - Bank to pay for the services rendered up to the point of termination, hardware and software delivered up to date of termination and the like. - Notice period of 90 days - In addition, Bidder will also charge additional termination fees as mutually agreed between parties taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs. - Bidder request right to terminate the contract/SOW, in case of non payment of "Undisputed fees" within 15 days from date of invoice and will not be liable for any service credit or liquidated damages which would otherwise be payable as a result for breach of any obligation under this contract to the extent breach occurred as a result of termination right exercised by Bidder .	The RFP clause remains unchanged
186	DXC	48	Order Cancellation 8.22	a) In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest	Bidder request for deletion of this clause	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				@ 10% per annum from the date of each such payment.		
187	DXC	48	Order Cancellation 8.22	b) Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.	<p>Bidder request for Below term :</p> <ul style="list-style-type: none"> - Bidder request for deletion of clause "the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order" - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder - Cure period of 60 days before invocation of this clause. 	The RFP clause remains unchanged
188	DXC	49	Termination of Contract 8.23	For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice..... Notice: In the event of termination, OGB will issue notice to Vendor for a period of 90 days over e-mail / registered mail.	<p>Bidder request for below terms :</p> <ul style="list-style-type: none"> - Bank to pay for the services rendered up to the point of termination, hardware and software delivered up to date of termination and the like. - In addition, Bidder will also charge additional termination fees as mutually agreed between parties taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs. - Bidder request right to terminate the contract/SOW, in case of nonpayment of "Undisputed fees" within 15 days from date of invoice and will not be liable for any service credit or liquidated damages which would otherwise be payable as a result for breach of any obligation under this contract 	The RFP clause remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					to the extent breach occurred as a result of termination right exercised by Bidder .	
189	Sify	27	4.1 Eligibility Criteria	1. The bidder is registered as a company in India as per Companies Act, 1956 / Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.	For wider participation we would request OGB to kindly amend the clause as suggested below: <i>The bidder is registered as a company in India as per Companies Act, 1956 or 2013 / Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.</i>	Amended: Refer to Table# 1, Point# 37
190	Sify	27	4.1 Eligibility Criteria	2. The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years in India. Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 and CA Certificate indicating the sales Turnover for the previous financial years mentioned above.	We would request OGB to consider the audited financials of the last 3 financial years i.e., 2019-20, 2020-21 and 2021-22. Please confirm the acceptance of our request.	Amended: Refer to Table# 1, Point# 38
191	Sify	28	4.1 Eligibility Criteria	3. The bidder should have positive net worth for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years.	We would request OGB to consider the audited financials of the last 3 financial years i.e., 2019-20, 2020-21 and 2021-22. Please confirm the acceptance of our request.	Amended: Refer to Table# 1, Point# 39
192	Sify	28	4.1 Eligibility Criteria	5. The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank in India.	To promote wider participation we would request the Bank to kindly amend the clause as suggested herewith: <i>The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank or Govt. Department in India.</i>	Amended: Refer to Table# 1, Point# 40

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					Please confirm the acceptance of our request.	
193	Sify	28	4.1 Eligibility Criteria	5. The bidder should be in the business of providing managed Network Operation Centre or have been managing network operation of a data centre of any Bank in India.	<p>During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request OGB to kindly consider the documentary evidence of the relevant projects of both the Parent Company and the Subsidiary Company (Bidder) for Eligibility Criteria compliance.</p> <p>Please confirm the acceptance of our request.</p>	Amended: Refer to Table# 1, Point# 40
194	Sify	28	4.1 Eligibility Criteria	6. The Bidder should have managed any data centre network by providing dedicated network engineers for service support in any Bank or Govt. Department in India in last 5 years.	<p>During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request OGB to kindly consider the documentary evidence of the relevant projects of both the Parent Company and the Subsidiary Company (Bidder) for Eligibility Criteria compliance.</p> <p>Please confirm the acceptance of our request.</p>	Amended: Refer to Table# 1, Point# 41
195	Sify	28	4.1 Eligibility Criteria	7. The bidder should have experience of supply of network devices of proposed OEM for hardware refreshment under scope of this RFP.	(a) We would request OGB to remove the phrase "of proposed OEM" from the clause so as to provide the Bidders the required freedom to propose the best fit solution.	Amended: Refer to Table# 1, Point# 42

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>(b) During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request OGB to kindly consider the documentary evidence of the relevant projects of both the Parent Company and the Subsidiary Company (Bidder) for Eligibility Criteria compliance.</p> <p>Please confirm the acceptance of our requests.</p>	
196	Sify	29	4.1 Eligibility Criteria	17. Bidder should have a Centre of Excellence (COE) team for network operation and security. Bidder should have a SOC team and should manage Bank's network related security to the extent of management of the same.	<p>During the FY 2020-21 our organization underwent an internal re-structuring exercise where in the Business Unit relevant for this RFP has been moved to a new company created as a wholly owned subsidiary of the main Parent Company. In view of the above we would request OGB to kindly consider the documentary evidence of the relevant projects of both the Parent Company and the Subsidiary Company (Bidder) for Eligibility Criteria compliance.</p> <p>Please confirm the acceptance of our request.</p>	The RFP clause remains unchanged
197	Sify	42	8.8 Implementation schedule (SLA for Delivery)	1. Delivery of the Network devices considered for refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O	<p>In the current global situation wherein post-pandemic business re-structuring, semiconductor shortage & Russia-Ukraine conflict has stressed and badly affected the global supply chain, the delivery timelines</p>	Amended: Refer to Table#1, Point# 35

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				Commercial Bid, Commercial Bid Form" - 12 weeks from date of PO	mentioned in the RFP cannot be met by any supplier / OEM for the items listed in BOQ. So , in view of the above valid reasons, kindly amend the clause and provide at least 6 months for the delivery of ordered equipment.	
198	Sify	42	8.8 Implementation schedule (SLA for Delivery)	2. Start of Intermediate AMC period of existing hardware till delivery along with engagement of Engineers - 01st December 2022	We would request OGB to kindly provide a period of at least 8 weeks from date of PO to start the assignment.	Amended: Refer to Table#1, Point# 35
199	Sify	42	8.8 Implementation schedule (SLA for Delivery)	4. Engagement of Engineers at DC, DR and Head Office - 25th Nov 2022	We would request OGB to kindly provide a period of at least 8 weeks from date of PO to start the assignment.	Amended: Refer to Table#1, Point# 35
200	Sify	42	8.8 Implementation schedule (SLA for Delivery)	4. System Study by OEM and migration plan finalization - 28th Feb 2022	We would request OGB to kindly rectify the clause and provide a suitable delivery timeline not less than 8 weeks from PO date.	Amended: Refer to Table#1, Point# 35
201	Sify	43	8.10 Penalty Clauses:	2. Delay in delivery of new hardware as part of hardware refreshment: In case of any delay in delivery and go-live of new hardware as part of hardware refreshment under "Section 2 - Hardware Replacements and Refreshments" in "Annexure O - Commercial Bid, Commercial Bid Form" of this RFP, bidder will be responsible for end to end support for existing End of Support hardware till the delivery and go-live of new hardware. The end to end support of EOS hardware in such case shall be free of cost.	On the eventuality of some of the deployed solutions getting declared "End-of-Support / End-of-Life" by the respective OEMs we would request OGB to allow support through 3rd Party Service Providers on "best effort" basis without back-to-back support from the respective OEMs. We would also request the Bank to provide the SLA holiday for these equipment which are not supported by the OEMs. Please confirm the acceptance of our requests.	The RFP clause remains unchanged