

**Addendum1 dated 29<sup>th</sup> October 2024**
**Clause in RFP**

Sr. No.	Clause in RFP	Clarifications/ Changes made
1	<p><b>Annexure 11 – Project Details and Scope of Work</b></p> <p>-----</p> <p>-----</p> <p>2. The vendor is required to provide comprehensive onsite annual maintenance services (preventive and as well as corrective) of Network Hardware and peripherals at Bank’s Offices / Administrative Offices / Branches and any other site where the Network Hardware have been installed / available.</p>	<p><b>Annexure 11 – Project Details and Scope of Work</b></p> <p>-----</p> <p>-----</p> <p>2. The vendor is required to provide comprehensive onsite annual maintenance services (preventive and as well as corrective) of Network Hardware and peripherals at Bank’s Offices / Administrative Offices / Branches and any other site where the Network Hardware have been installed / available.</p> <p><b>Minimum one resource is required at Bank Of Baroda Disaster Recovery Site Hyderabad for onsite coordination with Bidder/OEM’s backend support, call logging with backend support and OEM/Bidder field support personnel, ensure end-to-end response and resolution TAT as per agreed SLA with bidder and providing L1 support to the branches (From 8 am to 8 pm on Bank working days)</b></p>
2	<p><b>Annexure 14 – Commercial Bid</b></p> <p>Total 416 line items were there</p>	<p><b>Annexure 14A – Commercial Bid</b></p> <p>The bidder need to submit the revised commercial in enclosed format (Annexure 14A).  Note: Commercial Bid will be rejected if any bidder uploaded the commercial in old format available on GeM.</p>

**Addendum to Annexures**

1. Commercial Bid – Annexure 14A
2. Masked Commercial Bid – Annexure 13A.

All other Terms & Conditions are same as per our Bid Number: GEM/2024/B/5483840 dated 08<sup>th</sup> October 2024 for Annual Maintenance Contract of Cisco Network Hardware at various Branches / Offices in India.

Sr. No.	Page #	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Ban'k Response
1	1	Scope of Work	List of Assets	Serial No. of devices is missing in the list	Serial no. details is provided to OEM.
2	57	Annexure 11 – Project Details and Scope of Work	The vendor is required to provide comprehensive onsite annual maintenance services (preventive and as well as corrective) of Network Hardware and peripherals at Bank's Offices / Administrative Offices / Branches and any other site where the Network Hardware have been installed / available.	Please clarify on preventive maintainance requirement; it would be great if bank provide the flow of support requests towards partner for miantainance requirement	The vendor is required to provide comprehensive onsite annual maintenance services (preventive and as well as corrective) of Network Hardware and peripherals at Bank's Offices / Administrative Offices / Branches and any other site where the Network Hardware have been installed / available. <b>Minimum one resource is required at Bank Of Baroda Disaster Recovery Site Hyderabad for onsite coordination with Bidder/OEM's backend support, call logging with backend support and OEM/Bidder field support personnel, ensure end-to-end response and resolution TAT as per agreed SLA with bidder and providing L1 support to the branches (From 8 am to 8 pm on Bank working days)</b>
3	57	Annexure 11 – Project Details and Scope of Work	The hardware should be attended within SLA time frame from receipt of complaint. In case problems persist, hardware should be replaced within 24 hours of receiving complaint. The replaced hardware should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered.	Need current OEM back to back details; also need location details for checking feasibility of 24 HRS hardware replacement	PAN India (Locations details will be provided along with Purchase Order.)
4	57	Point No. 9, Annexure 11 – Project Details and Scope of Work	The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.	Please clarify if this point is for OEM, considering OEM back to back support spares are at OEM depo and replaced based on RMA & SLA.	This part is for Service Partner not OEM.
5	61	Annexure 12 – Service Levels	Vendor should be capable of providing an uptime of 99.90% (during AMC period), calculated on a monthly basis for each of the asset separately.	Please confirm if all deivces are deployed in HA, If not then for single device SLA should be 99.50% and combined SLA for delives in redundancy should be 99.90%	No Change
6	61	Annexure 12 – Service Levels	Time involved while any hardware or system software component is inoperative or operates inconsistently or erratically.	Please clarify on calculation of Harware failure and RMA timelines for each hardware	Same as Annexure 11 - Point 6
7	60	Payment Terms	Payable quarterly in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager.		No Change
8	61	SLA	Vendor should be capable of providing an uptime of 99.90% (during AMC period),calculated on a monthly basis for each of the asset separately Uptime percentage - 100% less Downtime Percentage Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis. Total Available Time - 24 hrs per day for seven days a week (24x7x365 basis). Unavailable Time - Time involved while any hardware or system software component is inoperative or operates inconsistently or erratically.		No Change

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9	Page no 62	Penalty for downtime:	During the AMC period, for every fall of 0.1% below the permissible level of 99.90% down time on monthly basis for each asset, penalty will be levied @ 1% of the monthly AMC price of the individual asset. The overall penalty on account of service level default during the full contract period is capped to a maximum 10% of the total AMC price of all assets in the 3 year period and the Bank shall have full right to terminate the contract under this RFP, if service level default has exceeded the maximum threshold as defined.		No Change																								
10	61-62	Post Implementation Support	The selected Vendor shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the uptime SLA and Warranty terms, down time will be calculated from the available logs or time of break-down message over telephone / SMS / e-mail whichever is earlier till the system becomes fully functional. The selected vendor will provide onsite preventive service of all the in-scope hardware once in a year during the contract period.	Do we need FMS in this.	Yes - Field Maintenance Support required.																								
11	57	Warranty and AMC of Hardware / Software / Licenses:	The hardware should be attended within SLA time frame from receipt of complaint. In case problems persist, hardware should be replaced within 24 hours of receiving complaint. The replaced hardware should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered.. Yearly preventive maintenance (if required) in consultation with the Banks team of all the equipment's needs to be conducted which should inter alia include cleaning of inside and outside of all equipment during AMC period. Preventive Maintenance will include replacement of worn-out parts etc. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of equivalent configuration), so that the work of the Bank is not affected. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.	Which AMC license need to consider in the quote.	Licenses Not Applicable in AMC.																								
12	61-62	FMS	The selected Vendor shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the uptime SLA and Warranty terms, down time will be calculated from the available logs or time of break-down message over telephone / SMS / e-mail whichever is earlier till the system becomes fully functional. The selected vendor will provide onsite preventive service of all the in-scope hardware once in a year during the contract period.	On-site preventive maintainance scope required.	Preventive maintenance include all those activity to keep the devices healthy which include software/Patches as well as hardware level maintenance. Minimum one resource is required at Bank Of Baroda Disaster Recovery Site Hyderabad for onsite coordination with Bidder/OEM's backend support, call logging with backend support, ensure end-to-end response and resolution TAT as per agreed SLA with bidder and providing L1 support to the branches (From 8 am to 8 pm on Bank working days)																								
13		Component	<table border="1"> <thead> <tr> <th>Model No</th> <th>Qty</th> <th>AMC Month</th> </tr> </thead> <tbody> <tr> <td>ASR1001X-2.5G-K9</td> <td>2</td> <td>31</td> </tr> <tr> <td>CISCO-C1-C2960X-24TD-L</td> <td>18</td> <td>43</td> </tr> <tr> <td>CISCO-N9K-C93180YC-EX</td> <td>10</td> <td>41</td> </tr> <tr> <td>N9K-C93180YC-EX</td> <td>8</td> <td>32</td> </tr> <tr> <td>WS-C2960+24TC-L</td> <td>341</td> <td>34</td> </tr> <tr> <td>WS-C2960+24TC-L</td> <td>7</td> <td>12</td> </tr> <tr> <td>WS-C2960X-48TD-L</td> <td>30</td> <td>34</td> </tr> </tbody> </table>	Model No	Qty	AMC Month	ASR1001X-2.5G-K9	2	31	CISCO-C1-C2960X-24TD-L	18	43	CISCO-N9K-C93180YC-EX	10	41	N9K-C93180YC-EX	8	32	WS-C2960+24TC-L	341	34	WS-C2960+24TC-L	7	12	WS-C2960X-48TD-L	30	34	Please share the tentative location list.	Pan India
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14	37	Important other points	The bidder should have experience in providing CISCO Network devices warranty / AMC support with minimum Order value (single or Multiple) of Rs 50 Lacs in Commercial Banks / Financial Institutions / Government / PSU Organizations in India in past 3 Years.	RFP year will be consider in Last three year	As on RFP date.
15	30	Annexure-1, Sec. 8, Letter of Undertaking from OEM	Annexure -10	OEM back to back support must or Authorization letter is sufficient	OEM Back to Back Support needed.
16		Location List	Location list not provided	Kindly share the list of Branches of BOB which are covered under AMC	PAN India (Locations details will be provided along with Purchase Order.)
17	64	Annexure-14 : Commercial Bid	Total Assets are 416	Out of 416 assets 348 assets are end of service life products so OEM will not give B2B support for that. Only way is to get the B2B support from OEM Partners only. Kindly clarify	Back to Back support needed for all assets mentioned in RFP.