



RFP for Supply, Installation and Maintenance of Network Router with 5 Years Warranty. Bid No. / RFP no. - GEM/2025/B/5782131 dated 04th January 2025

Addendum1 dated 01st February 2025

Clause in RFP

S. No.	Clause in RFP	Clarifications / Changes made
D.	Experience & Support Infrastructure	
1	The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	The Bidder should have supplied and installed at least 5 no's of routers (Maximum 2 order) in past 5 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.
2	The Bidder & OEM should provide undertaking that router proposed by them will not be reaching End of Support in next 5 years.	The Bidder & OEM should provide undertaking that router proposed by them will not be reaching End of Support in next 5 years from the Date of Installation.
3	Annexure 02 – Evaluation Terms A. Eligibility cum Technical Bid: The Eligibility criterion for the bidder to qualify this stage is clearly mentioned as below. The Bidder would need to provide valid supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP. ----- -----	Annexure 02 – Evaluation Terms A. Eligibility cum Technical Bid: Compatibility of Network Router: Bank have the right to reject the proposed product if the device does not meet the technical specifications or is not compatible with the Bank's applications. Bidder/OEM will need to demonstrate the compatibility of the proposed product with Bank's application. The Eligibility criterion for the bidder to qualify this stage is clearly mentioned as below. The Bidder would need to provide valid supporting documents as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP. ----- -----

Clarification of Pre-bid queries is enclosed as Annexure-A

Addendum to the following Annexure:

- a) Annexure 12 – Project Details Scope of Work**
- b) Annexure 14 – Masked Commercial Bid**
- c) Annexure 15 – Commercial Bid**

All other Terms & Conditions are the same as per our Bid No. - GEM/2025/B/5782131 dated 04th January 2025 for Supply, Installation and Maintenance of Network Router with 5 Years



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Warranty.

Annexure 12 – Project Details Scope of Work

1. Detailed Scope of Work:

The successful bidder shall supply and install network routers as per Bank requirement and provide maintenance support for a period of 5 years.

Description of the envisaged scope is enumerated below. However, the Bank reserves the right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

The bidder needs to quote as per the Commercial format mentioned under Annexure 15. Technical Specifications details mentioned in the table given below are minimum, however, bidder may quote for the same or higher specifications.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea from the Bidder later for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

The brief scope of Work of the successful bidder is to Supply, Commission, Installation, Configuration and Maintenance of Network router as per Bank requirement. The services covered as part of the vendor includes, but not limited to the following:

- a) Service Provider should be capable of providing the Network router that is specified under Technical Specifications mentioned in RFP.
- b) The Network router must be capable of upgrading at a later stage as and when required by the Bank.
- c) Service Provider should supply, commission, install, test, configure and maintain the Network router at various locations identified by the bank. Service Provider will also coordinate with existing MSP (Managed Services Provider) and/or networking vendors and ensure for successful installation, integration and functioning of Network connectivity.
- d) Break-fix support of supplied Network router.
- e) Bank's identified team will provide locations for delivery of Network router and configuration details & other inputs to the vendor for delivery, configuration, and support of the Network router.
- f) Service Provider should liaison with Bank's identified team / Managed Service Provider and should provide service & support of the Network router. The service calls will be logged by the Bank's identified team / Managed Service Provider & the vendor need to support & service the same in coordination with them.
- g) Service Provider must provide Escalation Matrix and SPOC details for the delivery, installation and service support for the entire project and ensure timely completion of all the activities as per the schedule.
- h) The Bank reserves the right to shift the equipment to a suitable location depending upon the need. Service Provider will arrange to install and commission the same at the shifted location. The warranty / AMC of the equipment will continue from the new location as the



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case may be & Service Provider needs to provide service & support of the same from the new location.

- i) All the parts of items supplied would be covered under comprehensive warranty. If there is any gap between Bank's requirement and OEM warranty then it will be the responsibility of Service Provider to fill up the gap.
- j) Service Provider should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for Network router from the date of its delivery.
- k) Service Provider should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.
- l) To ensure that the installation & configuration of the Network router supplied are in line with the banks technical document.
- m) If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by Service Provider at no additional cost to the Bank.
- n) For installation & commissioning work, it shall be the responsibility of Service Provider to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.
- o) Service Provider shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages caused to Bank property due to Service Provider's negligence shall be passed on Service Provider's account
- p) Service Provider shall complete the entire work and make all the systems operational (Supply, Installation, Commissioning, Acceptance of the Network router equipment and handing over to Bank within stipulated timeline mentioned in the delivery & installation section of this Contract.
- q) The OEM support shall be on 24*7*365 basis.
- r) The successful vendor shall deliver Network Routers 10 no's at Mumbai and 5 No's at Gujarat location/s.

Bank under the existing contract will have the right to order Network Routers for its sponsored Regional Rural Banks (RRBs) / Bank subsidiaries and Service Provider should be in a position to supply, install and support the Network Routers as per the requirement of Bank RRBs/subsidiaries.

The scope of work mentioned above is indicative in nature and the bank may, at its discretion, ask Service Provider to carry out any other activity which is deemed to be necessary for delivery & installation of Network router.

2. Technical Specifications of Active Components:

The proposed product should comply with the following technical specifications requirement as mentioned under:



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S No	Required Minimum Specifications	Bidder's Compliance (Yes/No)	Detail description how the solution /component would be compliant
1.	The following are the functional requirements to be met by the access router: -		
2.	Router shall have 1:1/1:N PSU redundancy from day one		
3.	The processing engine architecture must be multi-processor / multi-core based for enhanced processing		
4.	The router must support traffic management and QoS features to allocate network resources on application needs and QoS priorities.		
5.	The router must support flow-based traffic analysis feature.		
6.	The router must have hardware assisted Network Address Translation (NAT) capability as per RFC 1631.		
7.	Rack mounting kit for securing the router in standard rack are to be provided.		
8.	The router should provide 10 Gbps throughput.		
9.	The router must have redundant power supply module. The router must support 220V AC or - 2 48V DC power supply module. There should not be any impact on the router performance in case of one power supply fails. Router should be proposed with AC power supply. Power Supply: The router must have redundant power supply module. The router must support 220V AC power supply module. There should not be any impact on the router performance in case of one power supply fails.		
10.	The router processing engine architecture must be multi-processor / multi-core based for enhanced processing.		
11.	Redundancy Feature: The router must support Operating System (OS) redundancy or dual control module in 1:1 mode or able to store dual software image to ensure uptime of the		



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	system. The router in the event of failure of any one OS or control module It should be possible to boot router from redundant OS or redundant control module.		
12.	Hot Swapability: The router must support online hot insertion and removal of cards or SFP transceivers. Any insertion line card or transceivers should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way.		
13.	The router must sync to the Network Time Protocol (NTP) server.		
14.	The router must have support for flash memory for configuration and OS backup.		
15.	The router must have minimum 8 GB DRAM for configuration and OS backup in Centralized architecture or minimum 8 GB of DRAM on line card in case of De-Centralized architecture (chassis based)		
16.	Router Performance Parameter		
17.	The router must support minimum 1,500,000 IPv4 or 1,500,000 IPv6 routes entries in the routing table and should be scalable.		
18.	The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.		
19.	Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 4000 IPSEC tunnels from day 1 (Site to Site - internal/external).		
20.	The Router solution must be a enterprise grade Equipment supporting the following:		
21.	a) In-band and out-band management via console		
22.	b) Graceful Restart for OSPF, BGP, LDP, MP-BGP etc.		
23.	The proposed router should support modular OS upgrade mechanism		
24.	The router should be able to select a WAN/LAN path based on interface parameters such as reachability, load, throughput, and link cost of using a path		



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25.	Physical Parameters		
26.	The router must have the following interface as defined in the IEEE, ITU-T or equivalent		
27.	The Router should support 4x 1G Copper SFP / Port and 4 X 10G SFP+ port multimode and should be populated with all ports from day one Router should have free slots / interfaces to add additional Ethernet ports in future.		
28.	Router should support variety of interface like Ethernet 1Gig, 10Gig.		
29.	Layer 3 Routing Protocols		
30.	The router must support the IPv4 and IPv6 stack in hardware and software. It must support		
31.	both IPv4 and IPv6 routing domains separately and concurrently. It must also support the ability to bridge between IPv4 and IPv6 routing domains.		
32.	The router must support RIPv1 / RIPv2, OSPF, BGPv4 and IS-IS routing protocol.		
33.	The router should support minimum 100 VRF instances from day one		
34.	The Router should have at-least 8 GB of DRAM from day one in Centralized architecture or 8 GB of DRAM on line card in case of De-Centralized architecture (chassis based)		
35.	IPv6 Support		
36.	Should support IP version 6 in hardware.		
37.	Should support IPv6 static route, OSPFv3, IS-IS support for IPv6, Multiprotocol BGP extensions for IPv6, IPv6 route redistribution.		
38.	The router shall support dual stack IPv6 on all interfaces and IPv6 over IPv4 tunnelling, IPv6		
39.	Multicast protocols – Ipv6 MLD, PIM-Sparse Mode, and PIM – SSM, P6 Security Functions – ACL, SSH over IPv6		
40.	Support for IPv6 security – Access Control lists (standard & extended), SSH over IPv6.		
41.	The router should support for IPv6 Multicast.		



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42.	Should support IPv6 stateless auto-configuration, IPv6 neighbour discovery and, Neighbour Discovery Duplicate Address Detection.		
43.	Should support IPv6 Quality of Service		
44.	Should support IPv6 dual stack		
45.	Should perform IPv6 transport over IPv4 network (6to4 tunnelling).		
46.	Should support SNMP over IPv6 for management.		
47.	The router must perform GRE tunnelling as per RFC 1701 and RFC 1702..		
48.	The router must support router redundancy protocol like VRRP/ HSRP		
49.	Multicast		
50.	The router must support Protocol Independent Multicast Dense Mode (PIM-DM) or Sparse Mode (PIM-SM) or similar		
51.	The multicast implementation must support source specific multicast.		
52.	The router must support multicast load balancing traffic across multiple interfaces.		
53.	The router must support Any cast Rendezvous Point (RP) mechanism using PIM and Multicast Source Discovery Protocol (MSDP)	Clause Deleted	Clause Deleted
54.	Quality of Service		
55.	The router must be capable of doing Layer 3 classification and setting ToS/Diffserve bits on incoming traffic using configured guaranteed rates and traffic characteristics. The marking of the ToS/Diffserve bits should be non-performance impacting.		
56.	The router shall perform traffic Classification using various parameters like source physical interfaces, source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, 802.1p, DSCP .		
57.	The router shall support Strict Priority Queuing or Low Latency or similar Queuing to support		



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	real time application like Voice and Video with minimum delay and jitter.		
58.	The QoS policy in the router shall support dual Strict Priority Queue or Low Latency Queue per policy so that voice and video traffic can be put in different queue.		
59.	The router shall support congestion avoidance through WRED and selective packet discard using WRED through IP Precedence and DSCP.		
60.	The router should have support for minimum 8 queues per port		
61.	Scheduling should allow for round robin and weighted round robin or similar		
62.	The scheduling mechanism must allow for expedited or strict priority routing for all high priority traffic.		
63.	The scheduling mechanism must allow for alternate priority routing traffic necessary to keep from starving other priority queues.		
64.	All network based keep alives (PPP keep alives, OSPF LSAs, BGP updates etc) must be given the highest priority and route before any traffic type		
65.	The traffic must be able to be prioritized into 8 class types. Class types must be able to be mapped into 1 of 8 bandwidth constraints. Bandwidth Constraints should be assignable to in individual hardware queues.		
66.	The router shall support at least 8 queues to offer granular QoS, policing and shaping capabilities or similar features.		
67.	Queuing and Scheduling must be able to be configured on a per physical port or logical port		
68.	IPSec packets should be marked with QoS security feature		
69.	The router shall meet the following requirements for security –		
70.	The router shall support Access Control List to filter traffic based on Source & Destination IP Subnet, Source & Destination Port, Protocol Type (IP, UDP, TCP, ICMP etc) and Port Range etc.		



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71.	The router shall support unicast RPF (uRPF) or similar feature to block any communications and attacks that are being sourced from Randomly generated IP addresses.		
72.	The router shall support firewall service in hardware on all interfaces.		
73.	The router should have support for Network Address Translation (NAT) or Port Address Translation (PAT) to hide internal IP addresses while connecting to external networks.		
74.	The router shall support AAA features through RADIUS or TACACS+.		
75.	The router shall support Control Plane Policing to protect the router CPU from attacks.		
76.	The router shall provide MD5 hash authentication mechanism for RIPv2, OSPF, IS-IS,BGP.		
77.	The proposed router should have embedded support for 4000 IPsec tunnels from day one, which should be activated from day 1.		
78.	Router shall support 256-bit encryption		
79.	System Management and Administration		
80.	Routers should support configuration rollback		
81.	Support for accounting of traffic flows for Network planning and Security purposes		
82.	Should support extensive support for SLA monitoring for metrics like delay/latency/ jitter/ packet loss or RTP-Based VoIP traffic		
83.	Routers should support Software upgrades		
84.	Routers should support SNMPv2 and SNMPv3		
85.	Device should have Console, Telnet, SSH1 and SSH2 support for management		
86.	The management software should integrate with EMS (Microfocus) product suite.		
87.	Built-in troubleshooting		
88.	Extensive debugs on all protocols		
89.	Shall support Secure Shell for secure connectivity		



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90.	Should have to support Out of band management through Console and an external modem for remote management		
91.	Pre-planned scheduled Reboot Facility		
92.	Real Time Performance Monitor – service-level agreement verification probes/alert		
93.	Certifications		
94.	The proposed router should be NDPP/EAL3/EAL4, or FCC certified or equivalent		

3. Delivery Period

The successful vendor shall deliver the hardware within a period of **10 weeks** from the date of placing of purchase order by the Bank.

Vendor will have to pay late delivery charges to Bank @ 0.5% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the entire order.

Vendor shall be responsible for ensuring proper packing, delivery and receipt of all deliverables. All sealed packs boxes to be opened in the presence of Bank of Baroda officials only.

All accessories as part of the hardware / software to make the devices operational should be delivered together with the equipment. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of equipment is not acceptable, and payment would be released as per terms only after full delivery.

All Network router items to be delivered at Bank's locations as per Bank's requirement mentioned under project scope.

4. Installation

Network router Installation at Bank's locations, including unpacking of cartons/ boxes, will be the responsibility of the vendor. Successful vendor will have to install the Network router and hand it over to Bank for acceptance testing within 2 weeks from the date of deliver of the Network router at Bank locations or Bank's notification for installation of the same.

Vendor will have to pay late installation / implementation charges to the Bank @ 0.5% of the total Purchase Order Value per week or part thereof subject to maximum of 10% of the total purchase order value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.

5. TRANSPORTATION AND INSURANCE

The commercial proposal submitted by bidder should be inclusive of cost for insurance and freight (c.i.f.) etc. However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover shall be sole responsibility of the vendor till



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the acceptance of the Hardware items by Bank. The vendor should also assure that the product would be replaced with no cost to Bank in case insurance cover is not taken by them.

6. Warranty

The Hardware covering all components will remain under, onsite, comprehensive maintenance warranty for a period of five years. The service support during warranty period shall be for complete accessories supplied.

Bidder will have to provide a post-installation warranty as per the terms mentioned below:

- Comprehensive Warranty for 60 Months from the date of installation or 61 months from the date of the delivery whichever is earlier.

Bidder will have to upgrade the **Hardware/** Software (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank / MSP team.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 5 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire hardware/ equipment has to be replaced with new ones in a proactive manner. Proactive action must be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. Bidder is required to ensure that this kind of situation never arises.

The Bidders warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

The Bidder further warrants that all Goods supplied or Works carried out under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and /or material is required by the Bank's specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods or Works in the conditions prevailing in the country.

The warranty should not become void if the Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:

- a) The equipment should be attended to within 4 hours of receipt of complaint (exclusive of travelling time). In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the bidder at no extra cost to the Bank, so that normal job of the Bank may not get hampered.
- b) Warranty would cover updates/maintenance patches/bug fixes (available from the original equipment manufacturer) for system software & firmware patches/bug fixes, if any, for hardware.



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- c) Providing of all deliverables including warranty services etc. under this contract shall be the sole responsibility of the bidder. Bank will not be responsible for any delays/violation from third party OEMs.

7. Payment Terms

The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.

Wherever applicable, the Bank may require the following documents to be presented at the time of payment:

- i) Supplier's Invoice indicating, inter alia description and specification of the goods, quantity, unit price, total value;
- ii) Packing list;
- iii) Insurance certificate;
- iv) Receipt/consignment note;
- v) Manufacturer's guarantee certificate and in-house inspection certificate;
- vi) Inspection certificate issued by purchaser's inspector; and
- vii) Any other document(s) as and if required in terms of the contract.

The payment will be released as per the payment structure below:

(i) Cost of Network Router:

- 70% of the Router cost plus 100% of taxes including GST at actuals after successful delivery. The invoices for claiming the payment should be submitted along with the following documents:
 - a. Original delivery Challans dully stamped and signed by the Bank Official.
 - b. Bill of Materials (BOM) verification report signed by Bank Official.
 - c. Performance Bank Guarantee of 5% of Contact value (As per RFP format)
 - d. Confirmation letter from the OEM mentioning the serial number of Hardware and additional components along with underlying software, licenses, allied components (i.e. Operating System etc. if any) and warranty details.
 - e. Back-to-back support arrangement certificate from the respective OEM.
- 20% of the cost after one month of successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).

SNR case - Wherever installation could not be carried out by the vendor due to the Bank's dependencies like Site not ready etc. even after 60 days beyond date of delivery then the payment would be released, upon the vendor submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority on the Bank's dependencies like site is not ready etc. However, in such a case, vendor shall provide undertaking to complete installation within a week of being informed that the site is ready. In such a case, payment of 20% will be released after two months post-delivery.

The invoices for claiming the payment should be submitted along with the following document:

- a) Installation signoff report (dully stamped and signed by the Bank Official along with the



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signature of the engineers from vendor / OEM) after one month of successful installation and satisfactory functioning.

- b) Submission of certificate from Bank Authority in case site is not ready (SNR) along with letter of undertaking by vendor to complete installation within a week of being informed that the site is ready
 - c) Complete inventory details along with serial numbers of hardware delivered against PO with address.
- 10% of the cost would be payable on completion of warranty period or against Bank Guarantee (BG) as per format mentioned under Annexure 19. The BG value should be of equivalent amount issued by a scheduled commercial bank in India other than Bank of Baroda with validity till warranty period plus additional 3 months.

(ii) Installation Cost:

100% Installation charges will be released after one month of successful installation and satisfactory functioning on submission of invoice & signoff report from Bank Authority.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the Bidder. Payment will be released by IT Dept., as per above payment terms on submission of mentioned supporting documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.

8. Acceptance Test (AT)

AT shall comprise of completion of following activities:

- i. For each installed equipment and IR template should be prepared along with the technical specifications and its value as per quoted product.
- ii. Bank personnel will check the working system value against the product value before signing the acceptance of the installation of equipment
- iii. In case Bank is not satisfied with installation / configuration, party must reinstall and / or reconfigure the entire / partial solution.
- iv. Running of AT Schedule as per agreed AT Plan for systems

All the License document along with Manual of the equipment's installed should be duly submitted.

9. Right to Alter Quantities

The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions of the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities/items.

10. Affixing Asset Tags on the Equipment's

It will be the responsibility of the vendor to affix the Asset tags on each Hardware component being supplied to Bank and share the details with the Bank team. The Asset Tags printed by vendor must have the company's logo of vendor along with other details like call logging no.,



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mail id etc. The asset tag details for the Hardware component would be mutually decided by the Bank and vendor. Complete asset inventory (under the scope of this RFP) including replacement of Hardware component on account of failure is the responsibility of Vendor.

11. Handover Services

The handover services are the services provided by the bidder to Bank during the handover period of 15 days which will start after completion of operationalization of devices to facilitate an orderly transfer of the Services to Bank and/ or Managed Service Provider of the Bank. Handover Services of Network router which will be provided by the bidder after installation. The handed over shall include the following but not limited to:

- ▶ The bidder should ensure training for the user and bidder should be flexible to give training in the form of knowledge transfer to the users as and when required/demanded by the bank at any point contract period.
- ▶ The Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this assignment. The Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required.
- ▶ The Bidder shall provide licenses details.
- ▶ The Bidder must consult with Bank on any Third Party Contracts between the Bidder and Third Parties that are necessary or useful for Bank or a Third Party to perform the Services and arrange for transfer or assignment of such Third Party Contracts that Bank wishes to have transferred or assigned to Bank or a Third Party designated by Bank on commercially reasonable terms mutually acceptable to both Parties.
- ▶ All the warranties held by or in the name of the Bidder shall be assigned or transferred "As is" in the name of the Bank. The Bidder shall execute any and all such documents as may be necessary in this regard.
- ▶ The Parties shall return confidential information.
- ▶ The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.
- ▶ The Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this assignment and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.
- ▶ Handover Process of hardware directly done by the Bidder / OEM. During this handover the Bidder would transfer all knowledge, knowhow, and other things necessary for the Bank and / or its MSP to take over and continue to manage the Network router.
- ▶ The Bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank as would be required.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this assignment, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder later for omission of services on the pretext that the same was not explicitly mentioned in the Project Scope.



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12. Inspections and Tests

The Bank or its representative shall have the right to inspect and/or to test the Goods and Materials and the Works carried out by the Bidder to confirm their conformity to the Contract specifications at no extra cost to the Bank.

Should any inspected or tested Goods fail to conform to the specifications or requirements set out in the Contract, the Bank may reject the Goods, and the Bidder shall either replace the rejected Goods or make alterations necessary to meet specifications or requirements free of cost to the Bank.

The Bidder shall have the manufacturer, before making delivery, carry out a precise and comprehensive inspection of the Goods regarding quality, specification, performance, quantity and weight and issue a quality certificate certifying that the Goods are in conformity with the stipulations in the Contract. The quality certificate shall not be regarded as final with respect to quality, specification, performance, quantity and weight. Particulars and results of the tests made by the manufacturer shall be shown in a statement to be attached to the quality certificate.

If, during the warranty period, it is found that the quality or specifications of the Goods or Works are not in conformity with the Contract or if the Goods or Works are proven to be defective for any reason, including latent defects or the use of unsuitable materials, the Bank shall promptly notify the Bidder of the existence of a claim.

No clause in "Inspection and Tests" clause shall in any way release the Bidder from any warranty or other obligations under this Contract.

13. Equipment Movement/Replacement

Bank reserves the right to shift any hardware / equipment to new location/s and warranty will continue to be in force at the new location also. The bidder will be informed about old and new location/office details and when the Bank decides to shift the hardware due to operational requirements. The bidder will deploy resource(s) for decommissioning of respective equipment's at old location and Commissioning of equipment's at new location at no additional cost to the Bank. The vendor is required to update their database and provide support, Warranty/AMC etc., for the shifted devices at the new location. The bidder should also provide support for un-mounting, mounting and cabling and other components from the rack in the event of reallocation of racks or changes made in sites based on Banks requirements. No additional cost whatsoever would be paid by the Bank for all the above activities.

Component / Equipment replacement in the event of any failure / critical alert / Critical warning necessitating replacement of the equipment without impacting application services to end - Any Infrastructure component / equipment which is not available or found to be faulty which requires replacement although it is not impacting the service i.e. availability to end users, then such components should be replaced as per SLA terms.

14. Preventive Maintenance

Bidder is required to send periodic intimations on latest bug fixes and new versions/ firmware/ IOS/ Signatures/ License/ Patches/ Upgrades etc. **released by OEM** which should be implemented in Production, any failure in intimation which caused any sort of outage in BANK will be taken under SLA/Penalty.

Periodic preventive maintenance of hardware, once in QUARTER during warranty period. During the preventive maintenance the bidder should check the firmware / operating system running and upgrade to the same to latest version as released by OEM.



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The bidder should also support Bank in implementation of guidelines related to equipment, closure of audit comments.

Annexure 14 – Masked Commercial Bid

Amount (Rs.)						
S No	Description	Qty.	Per Unit Cost with 5 Years Warranty	Total Cost With 5 Years Warranty	Total GST Amount	Total Amount inclusive GST
1	Router with 5 years warranty	15	0.00	0.00	0.00	0.00
2	Installation Charges of Router	15	0.00	0.00	0.00	0.00
Total Cost of Ownership (TCO) with 5 Years Warranty (Rs.)				0.00	0.00	0.00

We abide by following terms and conditions:

- All prices to be quoted in Indian Rupee (INR) only and should be inclusive of all taxes, duties, levies, GST etc.
- Price Bid should comprise values only upto 2 decimal places. For the evaluation purpose, Bank will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places. In case of discrepancy between figures and words, the amount in words shall prevail. The Bidder has to make sure all the arithmetical calculations are accurate, and Bank should not be held responsible for any incorrect calculations. However, for the purpose of calculation, Bank will take the corrected figures / cost. The Price Bid submitted with an adjustable quote will be treated as non-responsive and Bid will be rejected.
- The Bidder should provide the commercial for every line item where the Bidder has considered the cost in the BOM. Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any additional charge. Bidder should make no changes to the quantity. If the cost for any line item is indicated as zero / blank, then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- The bidder shall include the cost of hardware with associated underlying software, licenses, allied components and services in their commercial proposal. The commercial proposals shall also include repairs, replacements, upgrades (hardware and software in lieu of end-of-life), patching and fixing any issues for the entire contract period. The TCO shall covers charges towards freight, forwarding, delivery, installation, transit insurance charges till installation, transportation, configuration / reconfiguration, Integration, Migration, Implementation, Training and Maintenance support etc.
- All hardware and associated components should be as per technical specifications requirement mentioned under Annexure 12



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Bank of Baroda



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- f. There shall be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- g. The successful Bidder must change or upgrade the **hardware**/software to ensure compliance with statutory, regulatory guidelines from RBI, TRAI, IRDA, NPCI, IBA etc. at no extra cost to the Bank.
- h. All the payments will be released as per the payment terms on submission of invoices along with all supporting documents duly stamped and signed by Project Managers of the successful bidder and Bank officials. Bank will deduct applicable TDS, if any, as per the law of the land. The successful bidder needs to provide the OEM certificates for all the hardware, software & licenses supplied to the Bank for releasing the payments.
- i. In the case of additional requirements desired by the Bank, the Bank can place the order for an additional 25% of the over and above the quantity for which Order is placed with a selected bidder.
- j. Bank reserves the right to disqualify the Bidder in case of any deviation observed in the commercial Bid.
- k. If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However, the Purchase Order will be placed on lower value.

We hereby undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name



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Annexure 15 – Commercial Bid

Amount (Rs.)

S No	Description	Qty.	Per Unit Cost with 5 Years Warranty	Total Cost With 5 Years Warranty	Total GST Amount	Total Amount inclusive GST
1	Router with 5 years warranty	15	0.00	0.00	0.00	0.00
2	Installation Charges of Router	15	0.00	0.00	0.00	0.00
Total Cost of Ownership (TCO) with 5 Years Warranty (Rs.)				0.00	0.00	0.00

We abide by following terms and conditions:

- All prices to be quoted in Indian Rupee (INR) only and should be inclusive of all taxes, duties, levies, GST etc.
- Price Bid should comprise values only upto 2 decimal places. For the evaluation purpose, Bank will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places. In case of discrepancy between figures and words, the amount in words shall prevail. The Bidder has to make sure all the arithmetical calculations are accurate, and Bank should not be held responsible for any incorrect calculations. However, for the purpose of calculation, Bank will take the corrected figures / cost. The Price Bid submitted with an adjustable quote will be treated as non-responsive and Bid will be rejected.
- The Bidder should provide the commercial for every line item where the Bidder has considered the cost in the BOM. Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any additional charge. Bidder should make no changes to the quantity. If the cost for any line item is indicated as zero / blank, then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- The bidder shall include the cost of hardware with associated underlying software, licenses, allied components and services in their commercial proposal. The commercial proposals shall also include repairs, replacements, upgrades (hardware and software in lieu of end-of-life), patching and fixing any issues for the entire contract period. The TCO shall covers charges towards freight, forwarding, delivery, installation, transit insurance charges till installation, transportation, configuration / reconfiguration, Integration, Migration, Implementation, Training and Maintenance support etc.
- All hardware and associated components should be as per technical specifications requirement mentioned under Annexure 12
- There shall be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.



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- g. The successful Bidder must change or upgrade the ~~hardware~~/software to ensure compliance with statutory, regulatory guidelines from RBI, TRAI, IRDA, NPCI, IBA etc. at no extra cost to the Bank.
- h. All the payments will be released as per the payment terms on submission of invoices along with all supporting documents duly stamped and signed by Project Managers of the successful bidder and Bank officials. Bank will deduct applicable TDS, if any, as per the law of the land. The successful bidder needs to provide the OEM certificates for all the hardware, software & licenses supplied to the Bank for releasing the payments.
- i. In the case of additional requirements desired by the Bank, the Bank can place the order for an additional 25% of the over and above the quantity for which Order is placed with a selected bidder.
- j. Bank reserves the right to disqualify the Bidder in case of any deviation observed in the commercial Bid.
- k. If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However, the Purchase Order will be placed on lower value.

We hereby undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Sr. No.	Page No.	Point / Section #	Category (Eligibility/Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
1	74	Annexure 12 – Project Details Scope of Work	3.Delivery	The successful vendor shall deliver the hardware within a period of 6 weeks from the date of placing of purchase order by the Bank	The successful vendor shall deliver the hardware within a period of 10 weeks from the date of issuing PO	Please refer RFP and subsequent Addendum
2	79	Annexure 12 – Project Details Scope of Work	13. Preventive Maintenance	Team is required to send periodic intimations on latest bug fixes and new versions/ firmware/ IOS/ Signatures/ License/ Patches/ Upgrades etc which should be implemented in Production, any failure in intimation which caused any sort of outage in BANK will be taken under SLA/Penalty.	Request this be rephrased as below: Bidder is required to send periodic intimations on latest bug fixes and new versions/ firmware/ IOS/ Signatures/ License/ Patches/ Upgrades etc which should be implemented in Production, any failure in intimation which caused any sort of outage in BANK will be taken under SLA/Penalty.	Please refer RFP and subsequent Addendum
3	10	9. Preference to make in India initiative	Eligibility	Bidders are required to comply with this guideline for Preference to MII Product and need to submit the Self- Declaration as format mentioned under Annexure II under the same notification (File No. 1(10)/2017-	Request Bank to clarify if non MII players can participate in this RFP. It has happened in the past that despite Bank clarifying in prebid response we could not bid decos the GEM portal had some country of origin limitations prohibiting us to bid. Pls do help in alignment for such cases	No Change
4	40	Annexure 02 – Bid Evaluation Terms C.Others	Eligibility Criteria Point #2	The Bidder & OEM should provide undertaking that router proposed by them will not be reaching End of Support in next 8 years	Request Bank to make this more concise specifying end of support reaching from when as in "Date of Installation" or "Date of Sign off" or anything which bank wants so appropriate specific timelines be checked for when responding	Please refer RFP and subsequent Addendum
5	71	Annexure 12 – Project Details Scope of Work	6. Warranty	Warranty should cover the following: In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired	Request bank to understand that such replacement within 24 hours is ok on weekdats but if requested on weekend ,it will be done on the next working Day so if an RMA is initiated on Sat, it shall be closed on Monday. Is this ok and accepted.	No Change
6	62	Annexure 12 – Project Details Scope of Work 1. Detailed Scope of Work:	1. Detailed Scope of Work:	The successful vendor shall deliver Network Routers 10 no's at Mumbai and 5 No's at Gujarat location/s.	Request Bank to clarify the actual cities in Gujrat where the delivery will be done	Details will be shared with successful bidder
7	65	Annexure 12 – Project Details Scope of Work 2. Technical Specifications of Active Components:	Point #19	Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 4000 IPSEC tunnels from day 1 (Site to Site - internal/external).	Request bank to raise the Ipsec tunnels ask for 6K min as seen with large banks of BOB size in India and considering scalability Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 6000 IPSEC tunnels from day 1 (Site to Site - internal/external).	No Change
8	65	Annexure 12 – Project Details Scope of Work 2. Technical Specifications of Active Components:	Point #127	The Router should support 4x 1G Copper SFP / Port and 4 X 10G SFP+ port multimode and should be populated with all ports from day one Router should have free slots / interfaces to add additional Ethernet ports in future.	Request Bank to rephrase this as below to acomodate 2*10G ports which is sufficient for Banks operations on the WAN side The Router should support 4x 1G Copper SFP / Port and 2X 10G SFP+ port multimode and should be populated with all ports from day one Router should have free slots / interfaces to add additional Ethernet ports in future.	No Change
9	59	Annexure 10 - Letter of Undertaking from OEM	Annexure 10 - Letter of Undertaking from OEM	We assure you that in the event of M/S _____ not being able to fulfill its obligation in respect of the Warranty and AMC terms defined in the _____ (OEM Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.	Request to please modify the clause as below -->We assure you that in the event of the Bidder not being able to fulfill its obligations in respect of the terms related to underlined products, as the Bidder, as defined in the RFP, underlined OEM can assist in identifying an alternate authorized reseller and extend support in accordance with the terms of our support contract with such alternate authorized reseller.	No Change
10	84	Annexure 13 – Service Levels	Availability Service Level Default	A Service Level Default will occur when the vendor fails to meet Minimum uptime (98.88%), as measured on a monthly basis.	Considering the uptime asked in this clause by bank we suggest the bank to not accept spare based proposal by OEM/Bidder to meting this uptime else it becomes becomes Banks liability considering Bank agrees to this proposal ,	No Change
11	84	Annexure 13 – Service Levels	Availability Service Level Default	A Service Level Default will occur when the vendor fails to meet Minimum uptime (98.88%), as measured on a monthly basis.	Incuse of multiple device failure at the same time , the spares might not be sufficient to maintain the uptime	No Change
12	39	Annexure 02 – Bid Evaluation Terms	D Experience & Support Infrastructure	Must have adequate stock of spares of all items supplied and would be capable of providing replacement against faulty hardware as per the SLA	Is it mandatory to provide the spares if the OEM is adding to the clause of 24 hours replacement asked in the RFP.	No Change
13	39	Annexure 02 – Bid Evaluation Terms	C Others	One bidder can bid only with one OEM and Similarly one OEM can bid only with one bidder, but both cannot bid.	Request this be modified as below to allow OEMS to participate with Min 4 bidders One bidder can bid only with one OEM and Similarly one OEM can bid only min 4 bidders, but both cannot bid.	No Change
14	39	Annexure 02 – Bid Evaluation Terms	D Experience & Support Infrastructure	Must have adequate stock of spares of all items supplied and would be capable of providing replacement against faulty hardware as per the SLA	Request the bank to mandate presence of OEMs Premium Warehouse Depot in Mumbai and hyderabad to deliver the requested SLA without the use of Spare	No Change
15	71	Annexure 12 – Project Details Scope of Work	6. Warranty	Warranty should cover the following: In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired	Request this be modified as below to ensure uptime considering the worst scenrio of multiple failures also Warranty should cover the following: In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired without using any spares	No Change

Sr. No.	Page No.	Point / Section #	Category (Eligibility/Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
16	40	D. Experience & Support Infrastructure; Point No. 1	A. Eligibility Bid Evaluation	The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Requesting you to change this clause to " The bidder should have supplied and installed at least 5 no's of Proposed OEM's routers (Maximum 2 order) in past 5 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India."	Please refer RFP and subsequent Addendum
17	65	Point 19	Technical Specifications of Active Components	Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 4000 IPsec tunnels from day 1 (Site to Site - internal/external).	As the requirement is for branch routers, max number of links would be 4 or 8. So there will be not more than 10 IPsec tunnels required on branch routers. Typically, these many number of IPsec tunnels are required on DC devices and not on branch routers. Hence request you to modify this clause as below - Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 2000 IPsec tunnels from day 1 (Site to Site - internal/external).	No Change
18	69	Point 77	Technical Specifications of Active Components	The proposed router should have embedded support for 4000 IPsec tunnels from day one, which should be activated from day 1.	As the requirement is for branch routers, max number of links would be 4 or 8. So there will be not more than 10 IPsec tunnels required on branch routers. Typically, these many number of IPsec tunnels are required on DC devices and not on branch routers. Hence request you to modify this clause as below - The proposed router should have embedded support for 2000 IPsec tunnels from day one, which should be activated from day 1.	No Change
19	67	Point 53		The router must support Any cast Rendezvous Point (RP) mechanism using PIM and Multicast Source Discovery Protocol (MSDP)	MSDP is a service provided feature used for routing multicast between different domains which represents different customers. This is not configured on CPE which is deployed on end customer premises. Brief - Router can be configured with multicast RP and can learn multicast routes from an MSDP enabled peer from the Service Provider / 3rd party Network and propagate these routes internally using PIM deployment. Hence request you to modify this clause as below - The router must support Any cast Rendezvous Point (RP) mechanism using PIM and can learn multicast routes from an MSDP enabled peer from the Service Provider / 3rd party Network and propagate these routes internally using PIM deployment.	Please refer RFP and subsequent addendum. This clause is removed
20	70	Annexure 12 – Project Details Scope of Work	3. Delivery Period	The successful vendor shall deliver the hardware within a period of 6 weeks from the date of placing of purchase order by the Bank.	Request bank to rephrase as below to accommodate 8-10 weeks of delivery pls since 6 weeks is too short from the PO order date The successful vendor shall deliver the hardware within a period of 8-10 weeks from the date of placing of purchase order by the Bank.	Please refer RFP and subsequent Addendum
21	page 61	Annexure 12 – Project Details Scope of Work	Scope	Service Provider should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.	As we understand, the service provider has shared the site requirements, including power, UPS, environmental conditions, illumination, etc. Please clarify if this is correct.	No Change. Please refer RFP for details.
22	10	9	Preference to make in India initiative	In case sufficient bidders complying with Preference to Make in India initiative are not found technically eligible as per Technical Specifications mentioned in Annexure 12 of the RFP, then Commercial bids of all technically eligible bidders will be opened.	Request you to add this clause from Previous RFP	No Change
23	40	Eligibility Criteria	D. Experience & Support Infrastructure	1. The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Request you to relax this clause as : 1. The bidder should have supplied and installed at least 5 no's of proposed routers/SD Wan devices (Maximum 2 order) in past 5 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Please refer RFP and subsequent Addendum
24	40	Eligibility Criteria	D. Experience & Support Infrastructure	3. Must have adequate stock of spares of all items supplied and would be capable of providing replacement against faulty hardware as per the SLA.	Please clarify the total number of spare devices required for this project.	No Change
25	61	Annexure 12 – Project Details Scope of Work	Detailed Scope of Work:	c) Service Provider should supply, commission, install, test, configure and maintain the Network router at various locations identified by the bank. Service Provider will also coordinate with existing MSP (Managed Services Provider) and/or networking vendors and ensure for successful installation, integration and functioning of Network connectivity.	Kindly provide location details for supplying the routers.	Details will be shared with successful bidder

Sr. No.	Page No.	Point / Section #	Category (Eligibility/Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
26	62	Annexure 12 – Project Details Scope of Work	Detailed Scope of Work:	k) Service Provider should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.	It is our understanding that the scope of work for bidders is restricted to the supply of routers, as detailed in the project's Bill of Quantities. Kindly confirm.	No Change. Please refer RFP for detailed scope of work and terms.
27	39	Eligibility Criteria	C Others	2. If the OEM is bidding directly then they cannot submit another bid simultaneously with any other partner/bidder.	Please remove this clause so that every bidder gets a fair chance to bid with preferred OEM	No Change
28	40	Eligibility Criteria	D Experience & Support Infrastructure	1. The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Please change it to Bidder/OEM	Please refer RFP and subsequent Addendum
29	61	Annexure 12 – Project Details Scope of Work	1. Detailed Scope of Work:	c) Service Provider should supply, commission, install, test, configure and maintain the Network router at various locations identified by the bank. Service Provider will also coordinate with existing MSP (Managed Services Provider) and/or networking vendors and ensure for successful installation, integration and functioning of Network connectivity.	Please share the existing vendor details as well as the existing infra details for integration purpose.	Details will be shared with successful bidder
30	62	Annexure 12 – Project Details Scope of Work	1. Detailed Scope of Work:	k) Service Provider should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.	Please clarify if anything additional is required along with the routers as we are considering the technical specifications to size our BOQ.	No Change. Please refer RFP for details.
31	40	Annexure 02 – Bid Evaluation Terms	D.Experience & Support Infrastructure	The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Request for change "The bidder should have supplied and installed at least 5 no's of routers in past 5 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Please refer RFP and subsequent Addendum
32	90	Annexure 16 – Performance Guarantee	PBG Point 3 & 8	Point 3 & 8	BG text point no-8 contains Non standard postal clause, replace with standard postal clause. BG text point no-3 contains word of indemnify and indemnified replace with word of guarantee and guaranteed.	No Change
33	40	Experience & Support Infrastructure	Eligibility	The bidder should have supplied and installed at least 5 no's of proposed routers (Maximum 2 order) in past 3 Years to Commercial Banks / Financial Institutions / Government / PSU Organizations / Private Sector / IT & ITES in India.	Requesting you to consider the experience from both Bidder or Its OEM.	Please refer RFP and subsequent Addendum
34	76	3.Delivery Period	Scope	The successful vendor shall deliver the hardware within a period of 6 weeks from the date of placing of purchase order by the Bank.	Requesting to change this to 12 weeks as there is dependency on OEM	Please refer RFP and subsequent Addendum
35	38	Annexure 02 – Bid Evaluation Terms-B-Financial	Eligibility	Must have registered an average annual turnover of Rs. 5 Crore (MSE/Startups - Rs. 2 Cr) or above during the last three completed financial years – 2021-22, 2022-23 & 2023-24* (Not inclusive of the turnover of associate companies) from Indian Operations only.	Requesting to change this clause to average annual turnover to 200 crores or above to invite bid from competent bidders	No Change
36	10	9. Preference to make in India initiative	General	Preference to make in India initiative	Requesting to remove this clause	No Change
37	70	Annexure 12 – Project Details Scope of Work-3.Delivery Period	Scope of Work	Successful vendor will have to install the network hardware and hand it over to Bank for acceptance testing within 2 weeks from the date of delivery of the network hardware at Bank locations or Bank's notification for installation of the same	Request to allow time for implementation of switches as this required coordination. Please allow for at least 8 weeks time	No Change

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38	71	Annexure 12 – Project Details Scope of Work-6.Warranty	Scope of Work	Bidder will have to upgrade the Hardware/ Software (in case of requirement) during warranty period at no cost to Bank. Patch update, security patch updates etc to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank / MSP team.	Request to share clarification on how can hardware be upgraded as specification is provided by bank and we do not know the upgrade capacity. Patch updates needs to be responsibility of MSP as this is not a managed service.	Please refer RFP and subsequent Addendum
39	76	Annexure 12 – Project Details Scope of Work-14.Preventive Maintenance	Scope of Work	Team is required to send periodic intimations on latest bug fixes and new versions/ firmware/ IOS/ Signatures/ License/ Patches/ Upgrades etc which should be implemented in Production, any failure in intimation which caused any sort of outage in BANK will be taken under SLA/Penalty.	Requesting to make this part of MSP scope.	Please refer RFP and subsequent Addendum
40	76	Annexure 12 – Project Details Scope of Work-14.Preventive Maintenance	Scope of Work	Periodic preventive maintenance of hardware, once in QUARTER during warranty period. During the preventive maintenance the bidder should check the firmware / operating system running and upgrade to the same to latest version as released by OEM. The bidder should also support Bank in implementation of guidelines related to equipment, closure of audit comments.	Requesting to make this part of MSP scope. as they have access and monitoring for the same.	No Change
41	79	Annexure 14 – Masked Commercial Bid.g	Commercial Bid	The successful Bidder must change or upgrade the hardware/software to ensure compliance with statutory, regulatory guidelines from RBI, TRAI, IRDA, NPCI, IBA etc. at no extra cost to the Bank.	Requesting to make this part of MSP scope.	Please refer RFP and subsequent Addendum
42	11	11. Sub - Contracting	General	The selected vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project. In case any particular specialized service in the prescribed in the scope of work requires subcontracting, it needs to be specified in the proposal/ response document with all the details of the work/ services. Please note that no work/services shall be subcontracted without prior permission from the Bank in writing.	We propose to include the following: The Services may be provided in conjunction with other foreign-end administrations, underlying or interconnecting third party carriers, local loop providers or any other authorized providers (collectively or individually "Third Party Service Providers"). Bidder's obligations under this RFP do not apply, unless otherwise expressly specified as part of a order form or PO, to the lines, facilities, or services provided by any Third Party Service Provider	No Change
43	11	13. Compliance with Laws	Legal	Compliance with Laws section	We propose to include the following: i)The maximum aggregate liability of Bidder, with respect to all indemnity claims under the RFP including intellectual property claims, shall in no event exceeds, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability. ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue."	No Change
44	12	14. Termination	Legal	Termination Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason. At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request for Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate his contract and may invoke performance bank guarantee or forfeit the security deposit as the case may be. Further Bank may impose such restriction/s on the defaulting bidder as it deemed fit. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In such an event, the bidder is bound to make good the additional expenditure which the Bank may have to incur for the execution of the balance of the contract.	We propose that any termination should be subject to Early Termination Charges. Further, kindly include the following: "c) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non Defaulting Party. d) Bank fails to make a payment when due and Bank fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "	No Change
45	14	21. Right to Reject Bids	Legal	Right to Reject Bids section	We propose that bank to be liable for any damages. Loss caused due to such rejection. Further, Bidder should have the right to appeal for any unconditional rejection	No Change

Sr. No.	Page No.	Point / Section #	Category (Eligibility/Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
46	21	24. Information Confidentiality	Legal	Information Confidentiality section	Bidder proposes to make this provision mutual for both Parties to protect either party's confidentiality and commercial sensitive information.	No Change
47	23	26. Confidentiality	Legal	Confidentiality section	Bidder proposes to make this provision mutual for both Parties to protect either party's confidentiality and commercial sensitive information.	No Change
48	26	32. Termination	Legal	Termination section	We propose that any termination should be subject to Early Termination Charges. Further, kindly include the following: "a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party. b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder."	No Change
49	29	34. Order / Contract Cancellation	Legal	Order / Contract Cancellation section	We propose that any termination should be subject to Early Termination Charges.	No Change
50	30	38. Publicity	Legal	Publicity The Bidder shall not make any press releases or statements of any kind including advertising using the name or any service marks or trademarks of the Company regarding the contract or the transactions contemplated hereunder without the explicit written permission of the Company. The Bidder shall not, use the Company's name as a reference, without the express written permission of the Company first being obtained, and then only strictly in accordance with any limitations imposed in connection with providing such consent. The Company agrees not to use the Bidder's trade or service marks without the Bidder's prior written consent.	We propose to make this clause mutual in both parties interest	No Change
51	31	42. Violation of Terms	Legal	Violation of Terms clause	We propose to make this clause mutual in both parties interest	No Change
52	102	25. LIMITATION OF LIABILITY	Legal	LIMITATION OF LIABILITY section	We propose clause : "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY."	No Change
53	31	15. Extension of Delivery Period and Liquidated Damages, GEM	Legal	iv. Force Majeure Conditions	We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	No Change

Sr. No.	Page No.	Point / Section #	Category (Eligibility/Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Response
54	34	18.Limitation of Liability of GeM general Terms and condition	Legal	Limitation of Liability clause	We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	No Change
55	34	19.Termination for Default of GeM general Terms and condition	Legal	If the seller does not perform its obligations within the Delivery Period / Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or Withdraw the Contract for the unsupplied portion after the expiry of the original, extended or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer. Further, Bidder proposes to have mutual right for terminating the contract for material breach or default of Customer such as non-payment as per the contract terms etc.	No Change
56	38	23.2.Indemnification of GeM general Terms and condition	Legal	The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/ services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.	This section shall be subject to the Limitation of Liability section mentioned above.	No Change
57	38	23.2.Indemnification of GeM general Terms and condition	Legal	Buyers and Sellers agree to indemnify, defend and hold harmless GeM: 23.2.1- Breach of the contract 23.2.2- 3rd party third party claims due use of the Website 23.2.3- claims made by 3rd party regarding content/ information or materials provided by Seller cause any damage to a third party; 23.2.4- Violation of any IP rights	Bidder requests to restrict this section only to claims arising from damage to tangible property, personal injury or death caused by such party's negligence or willful misconduct. Bidder further suggests addition of the following clause: With respect to all claims including those for intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO/Order giving rise to the liability	No Change
58	59	Annexure 10 - Letter of Undertaking from OEM	Annexure 10 - Letter of Undertaking from OEM	We assure you that in the event of M/S _____ not being able to fulfill its obligation in respect of the Warranty and AMC terms defined in the RFP then _____ (OEM Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.	Request to please modify the clause as below -->We assure you that in the event of the Bidder not being able to fulfill its obligations in respect of the terms related to underlined products, as the Bidder, as defined in the RFP, underlined OEM can assist in identifying an alternate authorized reseller and extend support in accordance with the terms of our support contract with such alternate authorized reseller.	No Change
59	39	Annexure 02 – Bid Evaluation Terms	C Others	One bidder can bid only with one OEM and Similarly one OEM can bid only with one bidder, but both cannot bid.	Request this be modified as below to allow OEMS to participate with Min 4 bidders One bidder can bid only with one OEM and Similarly one OEM can bid only min 4 bidders, but both cannot bid.	No Change