

Prebid response / clarifications
RFP for Selection of Service Provider for Comprehensive Assessment of Bank's Networks/ Offices
Bid No: GEM/2024/B/5746314 dated 24th December 2024

S No	Page #	Point / Section #	Category (Eligibility/Scope/Commercial /Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Clarifications to the bidder query
1	69	Annexure 11	Scope	List of offices under the scope of review.	Office Setup outside Indian geographies are to be assessed in offshore mode. Please confirm our understanding	Yes, Office Setup outside Indian geographies are to be assessed in offshore mode.
2	69	Annexure 11	Scope	Assess Network Performance: Analyse the performance of our network across different locations. This will include examining network speed, reliability, and security measures to ensure optimal performance and data protection. Performance enhancement of the network.	For network performance evaluation, the bidder can leverage BoB's existing tool/s. Bidder is not expected to bring its tool. Please confirm our understanding	As Banks tools may not suffice the requirement of the bidder, Bidder is expected to bring its own tool. However, Bidder can use Banks existing tools/reports. N.B: Data collected by tools not to be taken out of Bank.
3	70	Annexure 11	Scope	Identify Gaps and Risks: Detect any gaps or vulnerabilities in our systems and processes that could pose risks to our operations. This includes both technological and procedural gaps that may affect security, efficiency, or customer service. Compliance status assessment of peripheral network devices.	Configuration to be reviewed from the best practice perspective (on a sample basis). Please confirm our understanding	2 sample devices of each category/type per location wise, is acceptable to Bank. As Some locations are having up to 10 network devices, therefore each type of device need to be considered for comprehensive review.
4	9	Technical Scoring Parameter (Point #2)	Technical Bid Evaluation	As on RFP Submission date the bidder should have skilled employees with the highest level of certification employed with them in Network Routing & Switching. (All details should be verifiable)	This clause can be considered for removal	Please refer to an addendum
5	9	Technical Bid Evaluation (Point #3)	Technical Bid Evaluation	As on RFP Submission date the bidder should have skilled employees with highest level of certification employed with them in Security profile	This clause can be considered for removal	Please refer to an addendum
6	10	Technical Bid Evaluation (Point #4)	Technical Bid Evaluation	As on RFP Submission date the bidder should have skilled employees with highest level of certification with post certification experience	This clause can be considered for removal	Please refer to an addendum
7	11	Technical Bid Evaluation (Point #6)	Technical Bid Evaluation	Bidder should have experience in Assessment & Remediation/ deployment / managing solutions / technologies in large organizations.	Bidder requests Bank to remove Device count as it will difficult to corroborate on PO/Work Order	Please refer to an addendum
8	50	Experience & Support Infrastructure D1	Eligibility Criteria	The Bidder must have conducted at least 3 number Network Assessment for Bank/ Financial Institution with more than 5000 branches in last 3 years.	Bidder requests to dilute the clause and remove branch count as some banks may not have done Network Assessment in last 3 year hence citations will not be available .	Please refer to an addendum
9	51	Experience & Support Infrastructure D5	Eligibility Criteria	Bidder should have experience of minimum 3 years in providing the required products/ services/ solution to large (>10000 network devices) globally present companies. (Preferably having presence in more than 5 countries)	Bidder requests relaxation with respect to the number of branches and global presence. Kindly remove the clause	Please refer to an addendum
10	51	Experience & Support Infrastructure D7	Eligibility Criteria	Certification Requirements: 1. Expert level certifications in Data Center Network Design – a. CISCO 2. Expert level certification in Routing and Switching b. CISCO c. Juniper 3. Expert level certification in Network Security a. Cisco b. Juniper c. Checkpoint d. Palo Alto e. Fortinet	Bidder seeks relaxation to the professional level certification instead of expertise level certification	Please refer to an addendum

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11	69	Annexure 11 – Project Scope	Scope	The scope is to conduct a Comprehensive Assessment of Banks Wide Area Network, including peripheral Networks at selected offices & sample branches, to collect an in-depth understanding of our current technology infrastructure and network performance, identify any existing gaps, and ensure robust compliance with regulatory/industry standards.	Which all technologies are covered under the term peripherals? What types of devices need to be covered under the scope of assessment? (Routers/Firewalls/Switches/Aps/WLCs). Please furnish asset inventory in scope for assessment.	"peripherals" are connected to the "List of offices under the scope of review" via technologies like leased lines, MPLS, VPNs over internet, internet etc. Firewall, Router, switches like network devices will be under the scope of network review. Each sites ("List of offices under the scope of review") are having limited number (4-10 approx.) of such network devices for the sites connectivity to Banks Global DC/DR. Please note that Banks Global DC/DRsites are not in the "List of offices under the scope of review" , hence out of scope.
12	69	Annexure 11 – Project Scope	Scope	Sites are UAE, Kenya, Mauritius, Botswana, Uganda, Tanzania, USA, Fiji, Seychelles, UK	Please confirm if this line item is suggesting one site in each of the mentioned countries or multiple sites in these countries? In case of multiple sites in the mentioned countries, please confirm the number of sites in each country & associated inventory.	Country wise Branch (2 on sample basis) in each country will be selected. Network inventory under scope at each branch : 2-4 approx., however at head office location: 6-10 approx.
13	69	Annexure 11 – Project Scope	Scope	Other International locations (Sites are Australia, Singapore, Guyana)	Please confirm if this line item is suggesting one site in each of the mentioned countries or multiple sites in these countries? In case of multiple sites in the mentioned countries, please confirm the number of sites in each country & associated inventory.	Other International locations are having comparatively smaller network setup, hence Network inventory under scope at each location : 2-4 approx.
14	69	Annexure 11 – Project Scope	Scope	Partner networks	Need clarity on the site captured as "Partner Networks". Is there any L2 NNI/L3 NNI network in scope? Please provide details of partner network and associated inventory and technologies.	"Partner Networks" are connected via technologies like leased lines, MPLS, VPNs over internet, internet etc, through network devices inventory of 2-4 approx.
15	69	Annexure 11 – Project Scope	Scope	Cloud Landing Zone	Need clarity if the clouds in scope are public clouds. If yes, which are the public clouds in scope and what are the regions? Input for this will help identify suitable candidate for the job. Please provide details of Landing Zone components.	Azure landing zone, India. Components are Azure firewall, App gateway, VPN gateway, WAF, DDoS.
16	69	Annexure 11 – Project Scope	Scope	Co-hosting/hosting partners	Need clarity on the site captured as "Co-hosting/hosting partners". Does the scope include on-premise Data Center assessment as well? Does the assessment scope involve servers and hypervisors?	Few of the Banks websites are hosted at "Co-hosting/hosting partners", therefore the network assessment of the same will be in scope. Servers and hypervisors are not in scope.

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17	69	Annexure 11 – Project Scope	Scope	Evaluate Technology Infrastructure: Gain a detailed insight into the existing technology systems and infrastructure at each site in the list. Assessment of security posture of the peripheral network. Identification of network design gaps if any.	Request to please share more information on the technologies and network which are under the scope of assessment. High level / Low Level Architecture Is there any incumbent service provider managing the existing network? Please detail about the WAN technologies (MPLS/Internet/Ethernet/Other) in assessment scope at a high level? How will the read only access to the Bank of Baroda network provided to the bidder? How Bank of Baroda network will be reachable from Bidder's tools ecosystem Is the assessor expected to visit Bank of Baroda locations onsite or he/she can work remotely? Please share the list of applications, their hosted locations (Public CSP/On-prem DC), criticality of applications and user to application traffic flows. Is Bank using any SSE solution such as Zscaler or Prisma? If yes, is client based solution being used? If yes and if the traffic is encrypted from the client itself, will Bank of Baroda be able to provide access of the SSE solution	The WAN Architecture is generic in nature, but will be shared on engagement. Yes, but multiple. WAN is mostly on MPLS & leased line. Will be discussed/facilitated on engagement. Tools to be deployed on Banks WAN network for temporary basis by the bidder and removed/deleted after activity. Assessor expected to visit Bank of Baroda. Assessment is on network , traffic flow details will be shared on engagement. SSE is not in scope.
18	69	Annexure 11 – Project Scope	Scope	Visibility for better governance and management of the network related changes in future.	Is the bidder expected to suggest a new solution to enhance visibility, improve operational efficiency and governance of the network?	Yes, if required.
19	69	Annexure 11 – Project Scope	Scope	Assess Network Performance: Analyse the performance of our network across different locations. This will include examining network speed, reliability, and security measures to ensure optimal performance and data protection. Performance enhancement of the network.	What are the analytics, ITSM, NMS and NAC tools being currently used in the Bank environment? Will the bidder get access to the recent past reports generated by any of these tools? Will Bank of Baroda allow deployment of web crawler/other tools in the Bank of Baroda network to gather network information, configurations and topology insight? Can Bank provide VM infra to host the web crawler in their data center with the required compute?	Yes, Bank is using few of the tools and ready available reports can be facilitated. However, Bank expects that the bidder, being in the domain, may be having ready tools for assessment. The same to be brought by the bidder.
20	70	Annexure 11 – Project Scope	Scope	Identify Gaps and Risks: Detect any gaps or vulnerabilities in our systems and processes that could pose risks to our operations. This includes both technological and procedural gaps that may affect security, efficiency, or customer service. Compliance status assessment of peripheral network devices.	How is the bidder expected to assess partner networks, if any? Will Bank arrange the configuration logs and reports from partner network to share with the bidder? Bank has asked to identify procedural gaps, is bidder expected to perform an audit of the processes related to WAN followed by the Bank as well?	Bidder is not expected to assess partner networks LANs. Yes, bidder expected to perform an audit of the processes related to WAN followed by the Bank .
21	70	Annexure 11 – Project Scope	Scope	Ensure Regulatory Compliance: Verify that our offices/branches comply with all relevant regulatory standards. This will help in preventing any legal or compliance issues and ensure that our operations meet industry best practices.	Do we need to follow any other regulatory guidelines besides PCI DSS	Ensure compliance to regulations applicable to BFSI like Cyber Security Framework of RBI, RBI master direction, CERT-In advisory as well as Banks own security policies
22	70	Annexure 11 – Project Scope	Scope	Partner Network review Assess the Partner Network Integration and suggest framework for future integrations.	Request to please clarify, bidders scope for partner network integration?	Partner Network Integration from Bank end only , in scope.
23	70	Annexure 11 – Project Scope A. Consulting Bank intend to: (Assess Network Performance)	Scope	ensure optimal performance and data protection	Is this related to End point DLP? If yes, Do we have to do all End point scan? Or does this mean we need to check encryption standards for VPN's?	The scope is not for end point. The bidder need to check encryption standards for VPN's, network architecture & configuration for ensuring data protection in transit.

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24	70	Bank intend to:(Identify Gaps and Risks)☐	Scope	Detect any gaps or vulnerabilities	Vulnerability scan report will be provided by Bank or bidder?	Detect any gaps or vulnerabilities , from network assessment perspective. VA /VAPT report assessment not under scope.
25	70	Annexure - 11 Project Scope	Scope	Identify Gaps and Risks Ensure Regulatory Compliance	Did bank procure tool licenses and can be used for Vulnerability and compliance assessments? Or bidder needs to procure these tools?	Application VAPT /VAPT report assessment not under scope.
26	70	Annexure - 11 Project Scope	Scope	Assessment of security posture of the peripheral network	A tool would be needed to assess firewalls rules and suggest optimization, is bank looking for firewalls rules assessment as part of scope?	Yes Banks Global DC/DRsites are not in the "List of offices under the scope of review" , hence out of scope. Therefore firewalls rules of devices in "List of offices under the scope of review"
27	70	Controls	Scope	Review Administrative, Physical and Technical controls/safeguards of existing network	For assessment bidder follows ISO27001 / NIST cyber resiliency frameworks, kindly confirm if bank has any other framework as preference	Bidder can follow ISO27001 / NIST cyber resiliency frameworks. Bank has no other framework, as preference.
28	71	Implementation Approach	Scope	Implementation approach of all remediation activities	Some remediation activities may need solution or configuration changes, kindly confirm bank is looking for only steps for remediation but not actual implementation of remediation steps as part of scope of this RFP	Bank is looking for only steps for remediation (as per scope). The bidder to ensure that the remediation being provided is feasible.
29	71	Annexure 11 – Project Scope A.Consulting	Scope	Alignment of Bank's Architecture with Bank's Policies and Regulatory guidelines.	Request to please share Bank of Baroda's policies and regulatory guidelines reference	Will be shared post engagement
30	71	Annexure 11 – Project Scope A.Consulting	Scope	Target Network Architecture & Design, Topology, Configurations, Operations, Processes, Capacity planning & Future-readiness, Modernization roadmap, Security devices, Firewall rules deployment & review processes etc.	Please provide more insight on the Target state of architecture	Target state of architecture is industry best practice to be suggested by bidder, that Bank should follow, in case of any gap found out.
31		Generic queries	Scope	RFP	How does customer share configuration backup / Logs for validation with us?	Assessor expected to visit Bank of Baroda to work on Banks private WAN.
32		Generic queries	Scope	RFP	What are the current pain areas of the Network Infrastructure? (Any specific highlighted hardware, Software, security, service, reporting related issues)	Will be shared on engagement.
33		Generic queries	Scope	RFP	Please highlight if any particular section of the WAN network need more focus during the assessment	Sr.nos 1 & 2 of "List of offices under the scope of review"
34		Generic queries	Scope	RFP	What strategic vision of the enterprise is driving the need for this N/W assessment?	To strengthen the 8 areas mentioned (in page no 70) at the identified sites.
35		Generic queries	Scope	RFP	What is the target state of your business that the N/W needs to support including service consumption ?	By strengthening the 8 areas, the NW can be used optimally for the business requirement.
36	2	A.4 Important Dates	General	Date Extension for RFP submission	Please provide 2 weeks extension after providing response to pre-bid queries.	Please refer to an addendum
37	69	Annexure - 11 Project Scope	Scope	List of offices under the scope of review.	Since some of these offices are out of India, does bank allow the remote assessment or from bank DC/DR sites?	Yes, from bank DC/DR/Admin sites.
38	70	Annexure - 11 Project Scope	Scope	Identify Gaps and Risks Ensure Regulatory Compliance	Did bank procure vulnerability assessment tools/licenses and can be used for Vulnerability and compliance assessments? Or bidder needs to procure these tools?	VA/VAPT not under scope. However compliance assessment to be done using bidders tool

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39	70	Annexure - 11 Project Scope	Scope	Assessment of security posture of the peripheral network	Tool would be needed to assess firewalls rules and suggest optimization, is bank looking for firewalls rules assessment as part of scope?	Yes Banks Global DC/DRsites are not in the "List of offices under the scope of review" , hence out of scope. Therefore firewalls rules of "List of offices under the scope of review" are limited in number.
40	70	Annexure - 11 Project Scope	Scope	Partner Network review	How many partner networks are in scope?	5 to 8 approx.
41	70	Annexure - 11 Project Scope	Scope	Partner Network review	Does bidder need to assess partner networks integration from banks DC/DR?	Yes
42	70	Controls	Scope	Review Administrative, Physical and Technical controls/safeguards of existing network	For assessment bidder follows ISO27001 / NIST cyber resiliency frameworks, kindly confirm if bank has any other framework as preference	Bidder can follow ISO27001 / NIST cyber resiliency frameworks. Bank has no other framework, as preference.
43	71	Implementation Approach	Scope	Implementation approach of all remediation activities	Some remediation activities may need solution or configuration changes, kindly confirm bank is looking for only steps for remediation but not actual implementation of remediation steps as part of scope of this RFP	Yes, bank is looking for only steps for remediation (as per scope). However the remediation provided should be feasible.
44	71	Implementation Approach	Scope	Implementation approach of all remediation activities	Kindly confirm if bidder can use network management software of bank or need to procure and factor cost of tool in commercial proposal	Banks tools reports can be used.
45	16	8. Right to Alter Quantities	General	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 on 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.	Please provide clarity on addition and deletion of items, are there items are at site level or generic change in configuration for all the locations?	There items are at site level
46		General	Scope	RFP	Please provide the number of locations and details of local in scope for this RFP	As per Annexure - 11 Project Scope
47	50	Experience & Support Infrastructure D1	Eligibility Criteria	The Bidder must have conducted at least 3 number Network Assessment for Bank/ Financial Institution with more than 5000 branches in last 3 years.	Request bank to remove the requirement and replace it with following clause: The Bidder should have experience in consultation for Design, Supply and Implementation of Enterprise WAN Network Infrastructure for Bank/Financial institution with more than 5000 Branches in last 3 years.	Please refer to an addendum
48	50	Experience & Support Infrastructure D3	Eligibility Criteria	The Bidder should have experience in consultation for / Design, Supply and Implementation of Enterprise LAN, WAN & Data Center Network Infrastructure for minimum once in last 3 years	Please modify this clause as below. The Bidder should have experience in consultation for / Design, Supply and Implementation of Enterprise LAN or WAN or Data Center Network Infrastructure for minimum once in last 3 years	Please refer to an addendum
49	51	Experience & Support Infrastructure D5	Eligibility Criteria	Bidder should have experience of minimum 3 years in providing the required products/ services/ solution to large (>10000 network devices) globally present companies. (Preferably having presence in more than 5 countries)	We infer that Bidder should have required experience of products/ services/ solution for cumulative >10000 network devices globally present companies. Kindly confirm.	Please refer to an addendum

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50	10	5. Evaluation process Technical Bid Evaluation	Technical Bid Evaluation	5. Bidder should have conducted network architecture review for large organizations Network architecture review where more than 10000 network devices are present Network architecture review where more than 20000 network devices are present Network architecture review where more than 25000 network devices are present	Please consider to modify the clause as below: 5. Bidder should have conducted network architecture review for large organizations/ across organizations Network architecture review where more than 5000 network devices are present Network architecture review where more than 10000 network devices are present Network architecture review where more than 15000 network devices are present The required number of devices should be cumulative total of assessment done across large organizations	Please refer to an addendum
51	10,11	5. Evaluation process Technical Bid Evaluation	Technical Bid Evaluation	6. Bidder should have experience in Assessment & Remediation/ deployment / managing solutions / technologies in large organizations. Conducted Network & Security Review and successful Remediation as per recommendations provided for Large Enterprise Network (LAN, WAN & DC with more than 10K devices)	We infer Bidder should have experience in Assessment & Remediation/ deployment / managing solutions / technologies across large organizations for cumulative >10000 network devices. Kindly confirm.	Please refer to an addendum
52	10,11	5. Evaluation process Technical Bid Evaluation	Technical Bid Evaluation	6. Implemented any SDN Solution or migrated from legacy architecture to SDN comprising of 2 or more Spine switches & 20+ Leaf switches (same firmware/family) and managed them for minimum 6 months, in two or more organizations worldwide in the last 2 years.	Kindly remove this requirement from Technical evaluation	Please refer to an addendum
53	11	5. Evaluation process Technical Bid Evaluation	Technical Bid Evaluation	6. Experience in SDN implementation / migration from legacy architecture to SDN comprising of 2 or more Spine switches & 20+ Leaf switches (same firmware/family) and managed them for minimum 6 months, in two or more organizations worldwide in the last 3 years.	Kindly remove this requirement from Technical evaluation	Please refer to an addendum
54	11	5. Evaluation process Technical Bid Evaluation	Technical Bid Evaluation	6. Experience in Data Center Fabric (Leaf-Spine), VX-LAN-Deployment/Management	Kindly remove this requirement from Technical evaluation	Please refer to an addendum
55	97	28. SUBCONTRACTING	General	The Service Provider shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required by it under the contract without the prior written consent of the Bank.	Request Bank to allow Bidder's authorized partner to perform SoW with Bidder's Team.	No change

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56	28	17. Compliance with Laws	Legal	Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project. Also the bidder shall comply with the provisions of code of wages, and other labour welfare legislations. in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder. The bidder will be responsible for applicable insurance coverage such as ESI, Workmen compensation and Employer's Liability Insurance, Accident or injury to workmen Transit Insurance Comprehensive General Liability Insurance, any other insurance required under Law of Regulations or by Employer etc. The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.	Bidder agrees to comply with the applicable laws. However, all indemnities should be set out in the <i>Indemnity</i> section (section 27).	No change
57	32	27. Indemnity	Legal	Indemnity	We request indemnification should remain limited to direct losses/damages. The Bidder hereby covenants and agrees to indemnify and shall at all times keep indemnified the Bank against loss or damage that Bank may sustain as a result of third party claims arising from damage to tangible property , personal injury or death caused by bidder's negligence. However, Bidder's liability will exclude any special, without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc. For any liability excluded by the foregoing and below section (i) Bidder's overall liability shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen. (I) Further Bank sole remedy and the bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by Bank under this RFP. " This section should be read together with the Limitation of Liability clause.	No change
58	36	34. Termination	Legal	Termination	This clause shall be made mutual. The Bidder shall have the right to terminate the contract in case of : 1. Breach of material terms of the contract by the Customer including default in payment of fees. 2. Violation of applicable laws etc. Furthermore, in cas of Termination of convenience, the bank shall shall be liable to pay early termination charges.	No change

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59	38	36. Limitation of Liability	Legal	Limitation of Liability	The Bidder requests to replace the following with original 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