

**Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023**

S.No	Page No	Clause Name	Existing RFP Clause	Amended RFP Clause
1	5	terms	Purchaser/Bank/IB means Bank.	Purchaser means Bank.
2	5	terms	“Bank” means Tamil Nadu Grama Bank	“Bank” denotes and represents Tamil Nadu Grama Bank, Saptagiri Grameena Bank and Pudukkottai Bharathiar Grama Bank. However, documentation/PO/Instructions will be issued by Tamil Nadu Grama Bank on behalf of all the above three Regional Rural Banks. As such, the “Bank” wherever appearing in this RFP shall be construed accordingly.
3	8	Introduction	For convenience and purpose of this RFP, “Bank” denotes and represents Tamil Nadu Grama Bank, Saptagiri Grameena Bank and Pudukkottai Bharathiar Grama Bank. However, documentation/PO/Instructions will be issued by Tamil Nadu Grama Bank on behalf of all the above three Regional Rural Banks.	Clause deleted
4	9	PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2022 and continue to manage as on 30/09/2023 in at least one Government, private or public Banking & Financial Institutions/organizations in India
5	9	PREQUALIFICATION CRITERIA OF THE BIDDER	Additional clause	The bidder should have support center in the following locations. Any five locations of Salem, Madurai, Coimbatore, Tirunelveli, Chittoor, Tirupati, Vijayawada & Puducherry

6	9	PREQUALIFICATION CRITERIA OF THE BIDDER	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	The bidder should have supplied the quoted NMS solution, implemented and managed to monitor minimum of 2000 devices with minimum of 2 years experience as on 30.09.2023 for at least 2 customers in Government, private or public Banking & Financial Institutions/organizations in India.
7	10	Other conditions	Before deploying any engineer, the Bank has the right to assess his/her skills and retain the right to refuse/reject if resource does not have requisite skillsets and knowledge.	Before deploying any onsite resource, the Bank has the right to assess his/her skills and retain the right to refuse/reject if resource does not possess requisite skillsets and exhibit relevant knowledge.
8	18	PERFORMANCE BANK GUARANTEE	b)The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank.	b)The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank located in India except Indian Bank, Tamil Nadu Grama Bank, Saptagiri Grameena Bank and Puduvali Bharathiar Grama Bank.
9	19	ACCEPTANCE OF ORDER	Orders will be placed by the Technology Management Department - Head Office. The Successful bidder shall have to accept and acknowledge orders within 7 days from the date of the order. Bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 days from the date of purchase order otherwise it will be considered as accepted.	Orders will be placed by the Technology Management Department - Head Office of TNGB. The Successful bidder shall have to accept and acknowledge orders within 7 days from the date of the order. The bank has a right to cancel the order and forfeit the entire EMD amount if the same is not accepted within a period of 7 days from the date of purchase order.
10	19	DELIVERY & IMPLEMENTATION	Bidder shall be responsible for delivery, installation, configuration, commissioning, implementation, maintenance, management and monitoring of the offered solutions and its associated components at locations specified by the Bank or any other alternate site as per the Bank's requirement.	Bidder shall be responsible for delivery, installation, configuration, commissioning, implementation, maintenance, management and monitoring of the offered solutions and its associated components at locations( including Branches ) specified by the Bank or any other alternate site as per the Bank's requirement.
11	21	SERVICE LEVEL AGREEMENT (SLA)	b)Within 30 days from the date of acceptance of the Purchase Order, the selected Bidder shall sign and date, the Service Level Agreement (SLA) as defined in this RFP and return it to Bank. The Bidder shall be bound by the Service Levels described in this document. The SLA will be reviewed and calculated monthly. SLA for a particular month will be reviewed before 10 <sup>th</sup> day of next month.	b)Within 30 days from the date of acceptance of the Purchase Order, the selected Bidder shall execute the Service Level Agreement (SLA) as defined in this RFP and return it to Bank. The Bidder shall be bound by the Service Levels described in this document. The SLA will be reviewed and calculated monthly. SLA for a particular month will be reviewed before 10 <sup>th</sup> day of next month.

12	24	(I) HARDWARE/ SOLUTION UPTIME: Group II	Minimum 99.99% of uptime to be maintained. Deduction below minimum uptime will attract SLA penalty. Uptime will be calculated on monthly basis	Minimum 99.95% of uptime to be maintained. Deduction below minimum uptime will attract SLA penalty. Uptime will be calculated on monthly basis
13	24	Penalties due to non-renewal of AMC/ ATS:	e) The penalty will be deducted from any of the payment due to the Successful bidder.	e) The penalty will be deducted from any of the payment due to the Successful bidder and/or by invoking Performance Guarantee.
14		Coverage of Successful Bidder under the Employees' Provident Funds and Miscellaneous Provisions Act, 1952	Additional clause	The Successful bidder has to submit necessary details of all the outsourced employees for any type of services engaged either through contractors or directly whenever required by the Bank. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted on the Bank's request. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the Electronic Challan cum Return (ECR) should be submitted on the Bank's request.
15	27	INDEMNITY	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract	The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract

16	28	TERMINATION OF CONTRACT FOR CONVENIENCE	The notice of termination shall specify that termination is for the Successful bidder's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.	b)The notice of termination shall specify that termination is for the Party's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.
17	31	DISPUTE RESOLUTION /ARBITRATION	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai.	All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai and the language shall be English.
18	31	CONFLICT OF INTEREST	The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.	The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest. If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion: a) Bids submitted by holding company and its subsidiary company; b) Bids submitted by two or more companies having common director/s c) Bids submitted by partnership firms / LLPs having common partners

				d) Bids submitted by companies in the same group of promoters/management etc.																																																				
19	34	2. ONSITE TECHNICAL SUPPORT (FACILITY MANAGEMENT SERVICES)	Onsite Technical resource will also have to manage the existing network devices at branches till the migration of branch network to SD-WAN.	Onsite Technical resources should manage the existing network devices at branches for the purpose of migrating the branch network to SD-WAN and complete SD-WAN thereafter along with all the devices.																																																				
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21	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Router should support Forward Error Correction (FEC) for packet loss compensation, packet duplication functionalities	Router should support Forward Error Correction (FEC) for packet loss compensation, packet duplication functionalities or alternate functionality meeting this requirements																																																				
22	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Additional Clause	End of Support should not be less than 7 years from the date of RFP																																																				

23	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Additional Clause	The proposed solution should be capable of functioning in the traditional model of networking using BGP without the need of centralized management console/controller/control plane.
24	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	3.The Router should support minimum throughput of 1 Gbps on a single chassis from day one.	3.The Router should support minimum throughput of 1 Gbps on a single chassis from day one. The necessary SDWAN licenses for the entire throughput for the entire contract period have to be bundled with the device from day 1
25	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	The Router should be capable of IP routing protocols like OSPF, BGP, policy based routing etc and NAT. The router should also support IPv6 routing protocols like RIPng, BGP4+ and OSPFv3.	The Router should be capable of IP routing protocols like OSPF, BGP, policy based routing etc and NAT. The router should also support IPv6 routing protocols like BGP4+ and OSPFv3.
26	41	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Router should be rack mountable	Clause deleted
27	41	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Router should have in-built power supply unit (SMPS).	Clause deleted
28	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	Switch should have the following interfaces: 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface	Switch should have the following interfaces: 24 Port: 24 x 1G copper Ethernet RJ45 Interface
29	46	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	Switch should support central time server synchronization using Network Time Protocol NTP V.4 or higher	Switch should support central time server synchronization using Network Time Protocol SNTP V.4/NTP V.3 or higher
30	47	C ) TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	6) The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	6) The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses of physical interfaces on the branch device.

31		C ) TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	Additional Clause	The proposed SD-WAN controller should have high availability configured in DC and DR and the sync should happen between the controllers. The necessary licenses have to be included from day 1.
32	53	E TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION --- Point 3	The proposed SD WAN device should create per transport encryption keys to encrypt traffic.	The proposed SD WAN Controller should provide encryption keys to encrypt traffic.
33	55	E TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	There should be one single centralized management console for proposed SD- WAN solution irrespective of number of controllers, orchestrator, analytics, or any other Head-end devices installed to match Bank’s Scalability requirement.	There should be one single centralized management console for proposed SD- WAN solution irrespective of number of controllers, orchestrator, analytics, or any other Head-end devices & Routers installed to match Bank’s Scalability requirement.
34	55	E TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	30. The proposed SD-WAN solution should support granular Real-Time/near real time Monitoring and Historical Reporting like: a. Statistic bandwidth usage of available links b. Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization”	30. The proposed SD-WAN solution should support granular Real-Time/near real time Monitoring and Historical Reporting like: a. Statistic bandwidth usage of available links b. Network statistics, including continuous performance monitoring of Loss and latency for all network paths and link utilization”
35	61	TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	The tool should have option to display distance between devices in Topology Maps especially for branch gateway devices	Clause removed
36	61	TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	The tool should support VM, Hypervisor and Cluster monitoring from different vendors like VMWare, Citrix, Nutanix, Linux etc.	Clause removed

37	78	Annexure VIII FORMAT FOR BID SECURITY BANK GUARANTEE	An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs._____ Rupees (in words_____) valid up to '_____' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.	An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank except Indian Bank, TNGB, SGB and PBGB) against Earnest Money Deposit amounting to Rs._____ Rupees (in words_____) valid up to '_____' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.
38	82	ANNEXURE X NON DISCLOSURE AGREEMENT	Tamil Nadu Grama Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 and having its Head Office at No 6, Yercaud road, Hasthampatti, Salem-636007.	Tamil Nadu Grama Bank, a body corporate constituted under the Regional Rural Banks Act, 1976 and having its Head Office at No 6, Yercaud road, Hasthampatti, Salem-636007 acting for itself and on behalf of Saptagiri Grameena Bank and Pudukottai Bharathiar Grama Bank .
39	89	ANNEXURE XIV CONTRACT FORM	THIS AGREEMENT made the .....day of.....2023 Between Tamil Nadu Grama Bank, having its Head office at No 6, Yercaud Road, Hasthampatti, Salem-636007 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:	THIS AGREEMENT made the .....day of.....2023 Between Tamil Nadu Grama Bank, having its Head office at No 6, Yercaud Road, Hasthampatti, Salem-636007 acting for itself and on behalf of Saptagiri Grameena Bank and Pudukottai Bharathiar Grama Bank (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:
40	91	Annexure-XV 15.CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID	7.THE BIDDER MUST HAVE THEIR CAPTIVE SOC FOR LAST 5 YEARS IN INDIA PROVIDING SECURITY SERVICES TO VARIOUS PUBLIC/PRIVATE COMPANIES/ORGANISATIONS	Clause removed
41			Additional Clause	<p>Bank is prefer to have the following</p> <ol style="list-style-type: none"> <li>1. The uptime has to be calculated bank wise instead of solution wise.</li> <li>2. The licenses and the hardware have to be in the name of the respective bank.</li> <li>3. The installation of the software solutions should be individual instances for each bank.</li> </ol>



**42) Page No: 17 - 15. PROCUREMENT THROUGH LOCAL SUCCESSFUL BIDDER/ VENDORS (MAKE IN INDIA):**

**Existing Clause:**

Procurement through Local Successful Bidder/ Vendor (Preference to Make in India) will be done, as applicable, as per the “Public Procurement (Preference to Make in India) Order 2017 issued vide Department of Industrial Policy and Promotion (DIPP) Notification No. P-45021/2/2017-B. E-II dated 15.06.2017 and thereafter revised vide Notification No. P-45021/2/2017-PP (B.E-II) dated: 28.05.2018, No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 & No. P-45021/2/2017-PP(BE-II) dated 16.09.2020. Please also refer to Notification No. F.No.33(1)/2017-IPHW dt:14.09.2017 for the list of Electronic Products that are notified under the Public Procurement (Preference to Make in India) Order 2017.

‘Local Successful Bidder/ Vendor’ means a Successful Bidder/ Vendor or service provider whose product or service offered for procurement meets the minimum local content as prescribed under this Order.

The bidder (if local Successful Bidder/ Vendor) will have to submit a self-certification that the offered item meets the minimum local content and shall give details of the Locations at which the local value addition is made. The bidder will also submit a certificate giving the percentage of local content.

**Amended RFP Clause:**

All directives/guidelines issued by GOI/RBI/NABARD on procurement by public sector entities are applicable

**43 to 47) Additional Clauses:**

**SECTION 2 - CONDITIONS OF CONTRACT**

**43) NEGLIGENCE:**

If the successful bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given in writing by the Bank in connection with the work or contravenes the provisions of other Terms, in such eventuality, the Bank may after giving notice in writing to the successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the successful bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the successful bidder.

#### **44) RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:**

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a)An entity incorporated, established or registered in such a country; or
- b)A subsidiary of an entity incorporated, established or registered in such a country; or
- c)An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d)An entity whose beneficial owner is situated in such a country; or
- e)An Indian (or other) agent of such an entity; or
- f)A natural person who is a citizen of such a country; or
- g)A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

i.In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

## Explanation

- a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share-holders' agreements or voting agreements;
- i. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- ii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

## **45) OTHER TERMS AND CONDITIONS:**

The relationship between the Bank and Successful Bidder/s is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.

**46) SEVERABILITY:**

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this RFP shall not be affected or impaired

**47) Additional Quantity during Contract Period:**

During first year of the contract period, Bank may require additional quantity of device/switch/NMS licenses and it should be provided at the same rates as quoted by the successful bidder in RA.

**48) Fortinet Compatible devices:**

**SECTION 5 A - COMMERCIAL BID**

(on Bidder's letterhead)

[Upgradation, supply, implementation and maintenance of network with SD-WAN solution with NMS in TNGB, SGB AND PBGB]

<b>TABLE -A</b>									
<b>PROCUREMENT OF DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY and its AMC (All amount should be in INR inclusive all taxes)</b>									
S.No.	Item Description	Make and Model/ Part Number	Multiplication Factor  [A]	Procurement Cost with 3 years warranty		AMC/ATS Cost for 4 <sup>th</sup> and 5 <sup>th</sup> Year			Total Cost  [G] = [C] + [F]
				Unit Cost [B]	Total Cost [C]=[A*B]	AMC/ATS cost for 4 <sup>th</sup> Year [D]	AMC/ATS cost for 5 <sup>th</sup> Year [E]	Total AMC/ATS Cost [F] = D+E	
1	Branch end gateway device including the cost of centralised solutions for SDWAN		800						
2	Hub end gateway device		04 (DC-2 in HA and DR-2 in HA)	-	-	-	-	-	-0-
3	Centralized management application		02 (DC-1 and DR- 1)	-	-	-	-	-	-0-
4	Managed switches		110						
5	NMS		02 (DC-1 and DR- 1)						
<b>TOTAL OF TABLE -A</b>									

\*All amount in INR

<b>TABLE- B:</b>					
<b>FACILITY MANAGEMENT SERVICES [ONSITE TECHNICAL SUPPORT] FOR A PERIOD OF FIVE (5) YEARS</b>					
*All amount in INR					
<b>S.No.</b>	<b>Item Description</b>	<b>Unit Cost per Year [A]</b>	<b>No. of Resources [B]</b>	<b>No of Years [C]</b>	<b>Total cost [D] = [A*B*C]</b>
1	L2 Resource		2	5	
2	L1 Resource		2	5	
<b>TOTAL OF TABLE - B</b>					

\* - All amount should be quoted in INR inclusive of all taxes.

<b>TABLE- C:</b>				
<b>ONE TIME IMPLEMENTATION COST</b>				
*All amount in INR				
<b>S.No.</b>	<b>Solution Description</b>	<b>Quantity (Considering both DC and DRS) [A]</b>	<b>Unit Implementation Cost [B]</b>	<b>Total Implementation Cost [C] = [A*B]</b>
1				
2				
3				
4				
<b>TOTAL OF TABLE - C</b>				

\* - All amount should be quoted in INR inclusive of all taxes.

<b>TABLE- D:</b>			
<b>TOTAL COST OF OWNERSHIP (TCO ) FOR FIVE YEARS PERIOD</b>			
*All amount in INR			
<b>S.No.</b>	<b>Table Detail</b>	<b>Table Description</b>	<b>Total Cost</b>
1	Total of Table A	Procurement of Devices/ Solutions With 3 Years Warranty with AMC	
2	Total of Table B	Facility Management Services [Onsite Technical Support] for a period of five (5) years	
3	Total of Table C	One Time Implementation Cost	
<b>TOTAL OF TABLE - D</b>			

\* - All amount should be quoted in INR inclusive of all taxes.

**49)Fortinet Non Compatible devices:**

Bidder should provide a single solution (Hardware SD-WAN router and switch & Software) for the entire locations.

S.No	Page No	Clause Name	Existing RFP Clause	Amended RFP Clause
22	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	The Router should have Minimum 10 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The LAN ports should support 802.1X	The Router should have minimum 4 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports.
23	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Support for 802.1x VLANs. The LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization	The LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization
		Switch		Should have minimum of 10 LAN ports and should support 802.1x

**SECTION 5 B - COMMERCIAL BID**

(on Bidder’s letterhead)

[Upgradation, supply, implementation and maintenance of network with SD-WAN solution with NMS in TNGB, SGB AND PBGB]

<b>TABLE -A</b>									
<b>PROCUREMENT OF DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY and its AMC (All amount should be in INR inclusive all taxes)</b>									
S.No.	Item Description	Make and Model/ Part Number	Multiplication Factor  [A]	Procurement Cost with 3 years warranty		AMC/ATS Cost for 4 <sup>th</sup> and 5 <sup>th</sup> Year			Total Cost  [G] = [C] + [F]
				Unit Cost  [B]	Total Cost [C]=[A*B]	AMC/ATS cost for 4 <sup>th</sup> Year  [D]	AMC/ATS cost for 5 <sup>th</sup> Year  [E]	Total AMC/ATS Cost  [F] = D+E	

1	Branch end gateway device and switch including the cost of centralised solutions for SDWAN		1000						
2	Hub end gateway device		04 (DC-2 in HA and DR-2 in HA)	-	-	-	-	-	-0-
3	Centralized management application		02 (DC-1 and DR- 1)	-	-	-	-	-	-0-
4	Managed switches		110						
5	NMS		02 (DC-1 and DR- 1)						
<b>TOTAL OF TABLE -A</b>									

\*All amount in INR

<b>TABLE- B:</b>					
<b>FACILITY MANAGEMENT SERVICES [ONSITE TECHNICAL SUPPORT] FOR A PERIOD OF FIVE (5) YEARS</b>					
*All amount in INR					
S.No.	Item Description	Unit Cost per Year [A]	No. of Resources [B]	No of Years [C]	Total cost [D] = [A*B*C]
1	L2 Resource		2	5	
2	L1 Resource		2	5	
<b>TOTAL OF TABLE - B</b>					

\* - All amount should be quoted in INR inclusive of all taxes.

<b>TABLE- C:</b>				
<b>ONE TIME IMPLEMENTATION COST</b>				
*All amount in INR				
S.No.	Solution Description	Quantity (Considering both DC and DRS) [A]	Unit Implementation Cost [B]	Total Implementation Cost [C] = [A*B]
1				
2				
3				

4				
<b>TOTAL OF TABLE - C</b>				

\* - All amount should be quoted in INR inclusive of all taxes.

<b>TABLE- D:</b>			
<b>TOTAL COST OF OWNERSHIP (TCO ) FOR FIVE YEARS PERIOD</b>			
*All amount in INR			
<b>S.No.</b>	<b>Table Detail</b>	<b>Table Description</b>	<b>Total Cost</b>
1	Total of Table A	Procurement of Devices/ Solutions With 3 Years Warranty with AMC	
2	Total of Table B	Facility Management Services [Onsite Technical Support] for a period of five (5) years	
3	Total of Table C	One Time Implementation Cost	
<b>TOTAL OF TABLE - D</b>			

\* - All amount should be quoted in INR inclusive of all taxes.



**Clarifications to the RFP No: TMD/12/2023-24 dated 30/10/2023**

S. No.	Page No	Category /Section	RFP Clause Description	Query	Remarks	Clarifications from bank
1	8	2	Facility Management Services for existing routers, switches and new SD-WAN products, for a period of Five (5) years through this Open Tendering Procurement Process through GeM (Government e-Marketplace) portal.	Kindly clarify the duration of the contract. Is it 5 years inclusive of supply and implementation time frame or 5 years after the implementation and 1 month of OEM support?		It is clarified that contract period of 5 years starts from the date of acceptance of purchase order for FMS.
2	8	2	Bidder has to ensure that all regulatory requirements, advisories, instructions, recommendations, and any other systemic changes or new requirements necessitated out by RBI, NCIIPC, CERT-In, Ministry/ other regulatory bodies or other requirements of the Bank during the entire contract period are complied. The bid proposals should include all necessary appliances, licenses, subscriptions, services, implementation, integration, customization and maintenance of the solutions for the entire contract period.	We can comply to the current norms as specified by the regulatory authorities. However if there is a significant change in the policies / norms which may demand relooking at the architecture, solution then the same needs to be treated as a change request project. We request the bank to kindly accommodate the same.		Please adhere to the terms of RFP

3	8	2	However, Bank may also renew AMC/ATS/FM Service beyond 5 years contract at mutually agreed terms, if Bank desires	Kindly confirm the max duration up to which the bank can consider such extensions. EOL, EOS and other solution components to be planned accordingly.		It is clarified that bank at its own discretion, may extend the contract subject to End of Support of the product. Please refer the amendment issued for the End of Support timelines
4	8	2. BACKGROUND AND PURPOSE OF THE PROJECT	Bank intends to identify a Network Integrator for supplying, installation, upgradation, configuration, commissioning, maintenance and Facility Management Services for existing routers, switches and new SD-WAN products, for a period of Five (5) years through	Does this means that you are looking to upgrade the routing functionality of the existing routers with a license to enable SD-WAN functionality? The locations where you currently don't have a router will have the same solution as the locations that will have their routers upgraded		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.
5	8	2. BACKGROUND AND PURPOSE OF THE PROJECT	Bank intends to implement SD-WAN solution across its DC\DRS\branches\offices. By virtue of that, Bank intends to identify a Network Integrator for supplying, installation, upgradation, configuration, commissioning, maintenance and Facility Management Services for existing routers, switches and new SD-WAN products, for a period of Five (5) years through this Open Tendering Procurement Process through GeM (Government e-Marketplace) portal	Does this means that you are looking to upgrade the routing functionality of the existing routers with a license to enable SD-WAN functionality? The locations where you currently don't have a router will have the same solution as the locations that will have their routers upgraded		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.
6	8	2. BACKGROUND AND PURPOSE OF THE PROJECT	Facility Management Services for existing routers, switches and new SD-WAN products.	6000		Please refer the scope of RFP

7	9	1. PREQUALIFICATION CRITERIA OF THE BIDDER	1. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	As the RFP is for 1000 locations, being industry standard we would request to kindly consider 1/4 of locations supplied and deployed SDWAN solution atleast 250 to 300 locations instead of 1000 in the past 3 years and would request to amend the clause as " The bidder/OEM should have supplied and deployed SD-WAN solution in at least 250 locations in the last 3 years and continue to manage as on 30/09/2023 in at least one or more Government, private or public Banking & Financial Institutions/organizations or corporate/MNC companies in India"	Please refer the amendment
8	9	3. PREQUALIFICATION, Clause No. 2	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	We request TNGB to modify this clause as the bidder/OEM should have supplied and deployed various network devices such as routers, switches, gfirewall, SD-WAN ect. solutions atleast on 10000 devices before 30/09/2019 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/ BFSI/ Telecommunication/ organizations in India.		Please adhere to the terms of RFP

9	9	3. PREQUALIFICATION, Clause No. 2	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	We request TNGB to modify the clause as under. The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least one Government, private or public Banking & Financial Institutions/organizations in India		Please refer the amendment
10	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India.	The bidder would like to propose this point to be drafted as : The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India.  Drafted as  The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations and continue to manage for a period of 15 months in at least one Government, private or public Banking & Financial Institutions/organizations in India.		Please refer the amendment
11	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	We kindly request to consider to relax the clause as 1000 quantities in past 5years through multiple PO from 2 customers. Referring the associated bank M/s Indian Bank RFP "CO/ITD/CNW/306/R1/2022-23", the eligibility criteria asks for 1000 qty in past 5years from one customer. But the asked criteria is on higher side than Indian bank RFP & hence requesting to relax this clause.		Please adhere to the terms of RFP

12	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	Point # 2 - The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions / organizations in India.	Point # 2 - The Bidder / OEM should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions / organizations in India.	Request to allow OEM experience certificate also. As SD-WAN is a critical service for service access from branch location & since the number of branches are high , OEM's eligibility and manpower support are required for the success of the project.	Please adhere to the terms of RFP
13	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India .	Please include OEM and Bidder		Please adhere to the terms of RFP
14	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	We request TNGB to modify this clause as the bidder/OEM should have supplied and deployed various network devices such as routers, switches, gfirewall, SD-WAN ect. solutions atleast on 1000 devices before 30/09/2019 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/ BFSI/ Telecommunication/ organizations in India.		Please adhere to the terms of RFP
15	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	2.The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking &	We request to modify this clause as the bidder/OEM should have supplied and deployed various network devices such as routers, switches, firewall, SD-WAN etc. solutions at least on 10000 devices before 30/09/2019 and continue to manage as on 30/09/2023 in at least two Government, private or		Please adhere to the terms of RFP

			Financial Institutions/organizations in India	public Banking & Financial Institutions/ BFSI/ Telecommunication/ organizations in India		
16	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	We request TNGB to modify this clause as the bidder/OEM should have supplied and deployed various network devices such as routers, switches, gfirewall, SD-WAN ect. solutions atleast on 10000 devices before 30/09/2019 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/ BFSI/ Telecommunication/ organizations in India.		Please adhere to the terms of RFP
17	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2021 and continue to manage as on 30/09/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations and continue to manage as on 31/10/2023 in at least two Government, private or public Banking & Financial Institutions/organizations in India ,bidder can provide multiple POs	we request bank to amend this clause	Please refer the amendment
18	9	3. PREQUALIFICATION, Clause No. 10	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	We understand this criteria has to be met by OEM (Else / or) the Bidder should have been supplied. implemented and managed to monitor minimum 1500 devices in the last 3 years and should be in continued to monitor as on 31/3/2023 for one customer in india		Please adhere to the terms of RFP

19	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	Point # 10 - NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	Request to allow NMS experience for 1000 devices from 31.03.2020 – 31.03.2023 for at least one (1) customer in India	Kindly Consider the change / amendment request	Please refer the amendment
20	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	Kindly requesting to include this clause as "The Bidder/ OEM should quoted should have been supplied, implemented and managed to monitor the quoted NMS solution to minimum 1000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 2 customers in India."		Please refer the amendment
21	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India	Please include OEM and Bidder		Please adhere to the terms of RFP
22	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 2 customers in India.	we request bank to amend this clause	Please refer the amendment
23	9	1. PREQUALIFICATION CRITERIA OF THE BIDDER	1. PREQUALIFICATION CRITERIA OF THE BIDDER	NMS solution quoted should have been supplied, implemented and managed to monitor minimum 5000 devices from 31.03.2020 and continue to monitor as on 31.03.2023 for 3 customers in India.	Request to kindly amend the clause as "Any NMS solution quoted should have been supplied, implemented and managed to monitor minimum 1000 devices in last 3 years.	Please refer the amendment
24	9	3. PREQUALIFICATION CRITERIA	Point # 7 - The Bidder should be an authorised highest level partner of OEM of solutions quoted in the bid.	Request to modify the clause as Bidder should be a registered partner	Kindly Consider the change / amendment request	Please adhere to the terms of RFP

		OF THE BIDDER		& should provide tender specific MAF to be eligible to participate.		
25	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	Bidder should have minimum average turnover of Rs.40 Cr. (Rupees Forty Crores only) in each of the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY-2020-21, 2021-22, 2022-23)	We request TNGB to modify this clause as the bidder Bidder should have minimum average turnover of Rs.18 Cr. (Rupees Eighteen Crores only) in one of the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY-2020-21, 2021-22, 2022-23)		Please adhere to the terms of RFP
26	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	5 The bidder should have positive net worth and should not have been eroded by more than 30% during the last three consecutive financial years (Balance sheet and Profit & Loss statement certified by CA) have to be submitted	We request TNGB to modify this clause as the bidder bidder should have positive net worth and should not have been eroded by more than 10% during the last three consecutive financial years (Balance sheet and Profit & Loss statement certified by CA) have to be submitted		Please adhere to the terms of RFP
27	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	The bidder should have positive net worth and should not have been eroded by more than 30% during the last three consecutive financial years (Balance sheet and Profit & Loss statement certified by CA) have to be submitted	The bidder should have positive net worth FOR last three consecutive financial years (Balance sheet and Profit & Loss statement certified by CA) have to be submitted	we request bank to amend this clause	Please adhere to the terms of RFP
28	9	3. PREQUALIFICATION CRITERIA OF THE BIDDER	8 The Bidder should have Office in Chennai	We request TNGB to modify this clause as the bidder /OEM should have Office in Chennai		No change. Please adhere to the terms of RFP
29	10	4	Bank reserves right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP	Bidder request to remove the given clause related to Termination for convenience. And before implementing any termination , provide 30 days as cure period.		It is clarified that notice period of 90 days will be given for termination. Please adhere to the terms of the RFP



30	13	EMD	Bidder has to submit the Earnest Money Deposit (EMD) of Rs.20 Lakhs (Rupees Twenty Lakhs Only)	Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of EMD.		It is clarified that EMD exemption is applicable as per GFR guidelines
31	16	ii) Determination of L1 Bidder and Awarding of Contract	The bidder who has cleared the technical requirement and quoted the lowest amount in RA shall be declared successful bidder	The bidder who has cleared the technical requirement and quoted the lowest amount in bid shall be declared successful bidder	Request you to make it an L1 bid instead of RA	Please adhere to the terms of RFP
32	17		Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the successful bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.	In force majeure, Bank's non performance should not include non-payment since it'll materially impact the bidder. All completed services must not be unpaid under this provision.		Please adhere to the terms of RFP
33	18	21	a) The successful bidder will have to submit Performance Bank Guarantee amounting to 10% of Contract value within one month from purchase order issued & initially valid for a period of 5 years from the date of contract with claim period of another additional 12 months.	Bidder request to change the PBG % from 10 % of TCO to 3 % of ACV		Please adhere to the terms of RFP

34	19	Section No. 2 - Conditions of Contract. Clause no. 23	<p>Bank shall have the right to conduct audits on the service provider by its internal or external auditors, or by agents appointed to act on its behalf and to obtain any copies of any review reports and findings made on the service provider in conjunction with the services performed for the bank. The bidder should allow RBI/NABARD or persons authorized by RBI/NABARD to access the Bank's documents, records of transactions and other necessary information given to, stored or processed by the service provider / Sub-Service provider within a reasonable time. This includes information maintained in papers and electronic formats. The Service provider shall recognize the right of the regulatory authorities to cause an inspection to be made of their books and account by one or more of its officers or employees or other persons.</p>	<p>We propose to modify as follows:- At TNGB 's sole cost and expense, TNGB or its accredited auditor may audit Bidder 's ("TC")Facilities and related records and documents solely pertaining to TC 's provisioning of Services to TNGB during the Service Term of the audited Service. TNGB shall provide TC not less than thirty (30) days' prior written notice of any such audit request provided, however, if TNGB 's audit request is directly related to compliance with any directives of a Governmental Authority and TNGB provides reasonably acceptable documentation of such request, TC will endeavour to meet such other timelines as may be reasonably required by such Governmental Authority. Subject to the Auditor entering into a confidentiality agreement with TC on reasonably acceptable terms, the Parties shall each, at their own cost, reasonably co-operate with the Auditor and provide reasonable non-privileged information requested by the Auditor relating to the audited Services, (including making available knowledgeable personnel and pertinent documents and records, e.g., copies of ISO, ISAE or other relevant reports or certifications) to assist in formulating and appropriately limiting the scope of the audit. The scope and proposed audit schedule shall be mutually agreed by the Parties. TNGB will perform such audit during TC's normal business</p>		Please adhere to the terms of RFP
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				hours, not more than one (1) time in any calendar year during the Service Term of the audited Service in accordance to generally accepted auditing standards. Any audit conducted by or on behalf of TNGB shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge.		
35	19		Bank shall have the right to conduct audits on the service provider by its internal or external auditors, or by agents appointed to act on its behalf and to obtain any copies of any review reports and findings made on the service provider in conjunction with the services performed for the bank.	Such auditor must not be a competitor or related to any competitor of the bidder in a manner detrimental to the bidder		Please adhere to the terms of RFP
36	20	26. PAYMENT TERMS Delivery of all the Appliances/ Hardware and applicable licenses	Delivery of Hardware/appliances and Software/ Licenses and deployment of FM resources Payment Amount - 50 % of [A]+[B]	We request TNGB to modify the clause as under. Delivery of Hardware/appliances and Software/ Licenses and deployment of FM resources Payment Amount - 80 % of [A]+[B]		Please adhere to the terms of RFP
37	20	26. PAYMENT TERMS Delivery of all the Appliances/ Hardware and applicable licenses	Post successful Implementation and after Signoff Payment Amount - 50 % of [A] 50% of [B] 50% of [C] 3 months after Sign- Off - 50% of [C]	Post successful Implementation and after Signoff Payment Amount - 20 % of [A] 20% of [B] 100% of [C]		Please adhere to the terms of RFP
38	20	26	Payment Terms	Request to release the complete payment for A.B & C post successful delivery and installation based on the site wise sign off		Please adhere to the terms of RFP

39	20	26. Payment Terms		We kindly request to consider the release of 80% by delivery of hardware & licenses & deployment of FM. Remaining 20% after the successful implementation completion		Please adhere to the terms of RFP
40	20	Clause 26	Payment Terms	Request Bank to modify the payment terms as follows: <ul style="list-style-type: none"> <li>• Against Delivery please ask for 90% of A+B ( As Against 50% of A + B as per the RFP )</li> <li>• Against Installation of Sign Off 10% of A + B and 90% of C ( As against 50% of A + B and 50% of C )</li> <li>• 3 Months after Sign Off 10 % of C</li> <li>• AMC Cost to be paid Annual in Advance ( Not as Halfyearly in Advance as per RFP )</li> <li>• FMS – Resources Cost – Quarterly in Advance</li> </ul>		Please adhere to the terms of RFP
41	21	27	Liquidated Damages	Request to waive off the Liquidated Damages		Please adhere to the terms of RFP
42	21	27	Maximum LD : 10%	Bidder request to cap the max penalty to 5% of ACV		Please adhere to the terms of RFP
43	21	27	Liquidated damages	Kindly confirm the liquidated damages percentage for delay in supply of Onsite technical resources		It is confirmed that LD is applicable for delay in supply of Onsite technical resources
44	21	Liquidated Damages	Penalty of 0.50% of Device Cost / License cost for every week's delay or part thereof for Delivery of all the Devices/ Licenses Penalty of 0.50% of Device Cost + License cost for every week's delay or part thereof for Installation and Integration of all Devices and Go-Live of solution, SIGN-OFF	Penalty of 0.50% of Device Cost / License cost undelivered for every week's delay or part thereof for Delivery of all the Devices/ Licenses Penalty of 0.50% of Device Cost + License not implemented for every week's delay or part thereof for Installation and Integration of all Devices and Go- Live of solution, SIGN-OFF		No change. Please adhere to the terms of RFP

45	21	26	Facility management services: E Shall be paid quarterly in arrears on submission of Invoices and requisite documents	We request the bank to consider Quarterly in advance for the payment towards Facility management services		Please adhere to the terms of RFP
46	22	28 (f)	All proposed FM resources as per RFP, must be on the company payroll. Resources from franchise/partners on outsourcing mode are not acceptable. All resources should clear interview process by Bank officials/Bank appointed consultants. Before replacing/changing the existing resources, a minimum 2-month (60 Days) notice is required, and Bank's consent is to be obtained.	We request the bank for the following: 1. Kindly relax the resources being on the payroll of the company. NTT proposes to use its authorized payroll management firms to fulfill the requirements of the RFP. Hence PF/ESI and other statutory requirements will be fulfilled by the authorized firm of NTT. We request AAI to kindly consider this and relax this clause accordingly. 2. Since this is a SLA and penalty driven contract, NTT requests the bank to relax the interview process. 3. We request the bank to make the notice period as 30 days for L1 resources and 45 days for L2 resources. This is the market standard for the L1 and L2 resources.		No change. Please adhere to the terms of RFP
47	22	28(a)	If failure of any supplied component leads to significant downtime (>12 hours) more than thrice within a span of six months, then the Bidder has to replace the component or equipment with a similar or higher capable model from the same OEM with the same or higher specifications as mentioned in the RFP at Bidder 's own cost.	We request the bank to consider 3 to 4 working days for the replacement of devices at the branch location. For the DC/DR location 2 to 3 working days will be required for spares replacement.		It is clarified that branch end devices has to be replaced within next working day of the bank. No change in DC DR locations

48	22	28. SERVICE LEVEL AGREEMENT (SLA)	SERVICE LEVEL AGREEMENT (SLA) for Hardware/ Solution and Service uptime:	Downtime of any one component of the solution may contribute to the total downtime of the solution. Downtime will start from the time of notification of malfunction/non-function of the device by the Bank TAMIL NADU GRAMA BANK REF: TMD/12 /2023-24 dated 30/10/2023 Page 23 of 91 or the Successful bidder till restoration of the services/components which will be notified by either the Bank or the Successful bidder.	From "total downtime of the solution" we understand end to end complete solution for 1000 sites. Please confirm	It is clarified that "total downtime of the solution" indicates end to end complete solution deployed for all the sites
49	23	(I)HARDWARE/ SOLUTION UPTIME	Group-II Minimum 99.99% of uptime to be maintained. Deduction below minimum uptime will attract SLA penalty. Uptime will be calculated on monthly basis.	SLA required is 99.99% whereas in penalty clause it is written as 99.95%. Please clarify the SLA %. Bidder also request to reduce the amount of Penalty in each slab by 50%.		Please refer the amendment for SLA. No change in reduction of penalty
50	23	28. SERVICE LEVEL AGREEMENT (SLA)	(I) HARDWARE/ SOLUTION UPTIME, Group – I Response Time	a) Response to be provided within 15 minutes. b) Faulty equipment has to be brought up or replacement of same or higher configuration has to be done within 24 hours.	Response / Rectification / Replacement for the fault raised is subject to the bank's premises or person availability. In case of delay from Bank's side downtime for non-availability should be excluded	Accepted in case Bank's dependency is involved for delay

51	23	28. SERVICE LEVEL AGREEMENT (SLA)	(I) HARDWARE/ SOLUTION UPTIME, Group – I Resolution Time & Penalty	<table border="1"> <thead> <tr> <th>Duration (In Hrs)</th> <th>Penalty (in Rs)</th> </tr> </thead> <tbody> <tr> <td>Downtime &gt;= 24 Hour and &lt; 48 hours or part thereof</td> <td>3,000</td> </tr> <tr> <td>Downtime &gt;= 48 Hour and &lt; 72 hours or part thereof</td> <td>5,000</td> </tr> <tr> <td>Downtime &gt;= 72 hours or part thereof</td> <td>15,000</td> </tr> </tbody> </table>	Duration (In Hrs)	Penalty (in Rs)	Downtime >= 24 Hour and < 48 hours or part thereof	3,000	Downtime >= 48 Hour and < 72 hours or part thereof	5,000	Downtime >= 72 hours or part thereof	15,000	<p>Cosidering that the overall project cost or the per location defined by bank is too high and will make the Bidder overall project in loss, We request bank to ammend the penalty clause as below</p> <table border="1"> <thead> <tr> <th>Duration (In Hrs)</th> <th>Penalty (in Rs)</th> </tr> </thead> <tbody> <tr> <td>Downtime &gt;= 24 Hour and &lt; 48 hours or part thereof</td> <td>2% of the branch AMC cost</td> </tr> <tr> <td>Downtime &gt;= 48 Hour and &lt; 72 hours or part thereof</td> <td>5% of the branch AMC cost</td> </tr> <tr> <td>Downtime &gt;= 72 hours or part thereof</td> <td>8% of the branch AMC cost</td> </tr> </tbody> </table>	Duration (In Hrs)	Penalty (in Rs)	Downtime >= 24 Hour and < 48 hours or part thereof	2% of the branch AMC cost	Downtime >= 48 Hour and < 72 hours or part thereof	5% of the branch AMC cost	Downtime >= 72 hours or part thereof	8% of the branch AMC cost	Please adhere to the terms of RFP
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52	24	Penalties due to non-renewal of AMC/ ATS	a) Penalty for non-renewal of AMC/ATS will be imposed in case of failure to renew AMC/ATS charges as per the agreed terms for the appliances/system under scope.	Bidder request that Bank has to initiate the renewal in advance after end of contract period. And there should not be any penalty if equipment goes into end of life or end of support from OEM after end of initial contract of 5 years.		For end of support details, please refer amendment.  No change in penalty clause																
53	24	(I) HARDWARE/ SOLUTION UPTIME	% of Uptime Penalty (in Rs) >99.95 No penalty >=98% to <99.95% 5,00,000 >=97% to <98% 10,00,000 >=96% to <97% 25,00,000 <96% 50,00,000	% of Uptime Penalty (in Rs) >99.95 No penalty >=98% to <99.95% 1,00,000 >=97% to <98% 2,00,000 >=96% to <97% 3,00,000 <96% 4,00,000		Please adhere to the terms of RFP																

54	24	Response Time for SLA	<p>If the central solution goes down for any reason:</p> <p>c) Response to be provided within 15 minutes.</p> <p>d) Alternate HA equipment to be made operational into production environment within 30 minutes.</p> <p>e) Faulty equipment has to be brought up or replacement of same or higher configuration has to be done within 4 hours.</p>	<p>If the central solution goes down for any reason:</p> <p>c) Response to be provided within 2 hours.</p> <p>d) Alternate HA equipment to be made operational into production environment within 4 hours.</p> <p>e) Faulty equipment has to be brought up or replacement of same or higher configuration has to be done within 24 hours.</p>		Please adhere to the terms of RFP
55	24	28. SERVICE LEVEL AGREEMENT (SLA)	<p>(I) HARDWARE/ SOLUTION UPTIME, Group – 2 Response Time</p>	<p>If the central solution goes down for any reason:</p> <p>c) Response to be provided within 15 minutes.</p> <p>d) Alternate HA equipment to be made operational into production environment within 30 minutes.</p> <p>e) Faulty equipment has to be brought up or replacement of same or higher configuration has to be done within 4 hours.</p> <p>Penalty amount in % will be calculated on Cost of respective solution including AMC/ATS (except Facility Management and Implementation Charges) for 5 years.</p>	<p>We assume that no penalty will be levied in case HA solution is UP and working in case any one Hub end gateway device is not working.</p>	<p>It is clarified that no penalty will be levied if Alternate HA equipment is made operational into production environment within 30 minutes of downtime</p>
56	24	28. SERVICE LEVEL AGREEMENT (SLA)	<p>(I) HARDWARE/ SOLUTION UPTIME, Group – 2 Response Time</p>	<p>If the central solution goes down for any reason:</p> <p>c) Response to be provided within 15 minutes.</p> <p>d) Alternate HA equipment to be made operational into production environment within 30 minutes.</p> <p>e) Faulty equipment has to be brought up or replacement of same or higher configuration has to be done within 4 hours.</p>	<p>Please note replacement of faulty equipment is not possible in 4 hrs. Adequate time for arrangement and shipment will be required. We advise bank to keep a cold standby option also in the bid and make in compulsory for all bidders.</p>	Please adhere to the terms of RFP



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57	24	28. SERVICE LEVEL AGREEMENT (SLA)	(I) HARDWARE/ SOLUTION UPTIME, Group – 2 Resolution Time & Penalty	<table border="1"> <thead> <tr> <th>% of Uptime</th> <th>Penalty (in Rs)</th> </tr> </thead> <tbody> <tr> <td>&gt;99.95</td> <td>No penalty</td> </tr> <tr> <td>&gt;=98% to &lt;99.95%</td> <td>5,00,000</td> </tr> <tr> <td>&gt;=97% to &lt;98%</td> <td>10,00,000</td> </tr> <tr> <td>&gt;=96% to &lt;97%</td> <td>25,00,000</td> </tr> <tr> <td>&lt;96%</td> <td>50,00,000</td> </tr> </tbody> </table>	% of Uptime	Penalty (in Rs)	>99.95	No penalty	>=98% to <99.95%	5,00,000	>=97% to <98%	10,00,000	>=96% to <97%	25,00,000	<96%	50,00,000	<p>Cosidering that the overall project cost or the per location defined by bank is too high and will make the Bidder overall project in loss, We request bank to ammend the penalty clause as below</p> <table border="1"> <thead> <tr> <th>% of Uptime</th> <th>Penalty (in Rs)</th> </tr> </thead> <tbody> <tr> <td>&gt;99.95</td> <td>No penalty</td> </tr> <tr> <td>&gt;=98% to &lt;99.95%</td> <td>2% of the Central location AMC Cost</td> </tr> <tr> <td>&gt;=97% to &lt;98%</td> <td>3% of the Central location AMC Cost</td> </tr> <tr> <td>&gt;=96% to &lt;97%</td> <td>4% of the Central location AMC Cost</td> </tr> <tr> <td>&lt;96%</td> <td>5% of the Central location AMC Cost</td> </tr> </tbody> </table>	% of Uptime	Penalty (in Rs)	>99.95	No penalty	>=98% to <99.95%	2% of the Central location AMC Cost	>=97% to <98%	3% of the Central location AMC Cost	>=96% to <97%	4% of the Central location AMC Cost	<96%	5% of the Central location AMC Cost	Please adhere to the terms of RFP
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58	25	VI) Penalties related to Facility Management/ Onsite Technical Support	c) The payment for Facility Management/ Onsite Technical Support Resource will be deducted for the number of days of unavailability of the resource. Further penalty of additional Rs.10,000/- (Rupees Ten Thousand only) per resource (L1/L2) per day, as applicable, will be levied for each resource unavailable [if appropriate substitute/replacement of the unavailable resource is not provided].	Bidder request to reduce the penalty to Rs 1000 per resource per day.		Please adhere to the terms of RFP																								

59	25	31	Warranty - Complete solutions with all its hardware components supplied should be covered under comprehensive 3 years warranty & comprehensive on-site back-to-back AMC & ATS for 2 years post expiry of warranty period. Also, the software/ applications where only licenses to be supplied should be covered for comprehensive 1 year warranty and back-to-back ATS for next four (4) years post expiry of warranty period.	All warranties as received from OEM shall be passed on as is - no further warranties can be extended by the bidder		Please adhere to the terms of RFP
60	25	28 VI (a)	Holidays/off days, if any, clubbed in between the period of absence and holidays/off-days preceding or succeeding the absence period will also be counted in the period of absence while calculating penalty	We request the bank not to club holidays / off days preceding or succeeding the absence period for the calculation of penalty.		Accepted. In case of any critical issue during holidays is not attended then penalty will be imposed.
61	25	28 VI (b)	Penalty due to absence of any engineer in one quarter will be capped at 120% of the Quarterly FM amount for that resource.	We request the bank to kindly relax this and cap the FMS penalty also to 10% of the TCV of the bid.		Please adhere to the terms of RFP
62	21 to 25	Section No. 2 - Conditions of Contract. Clause no. 27 & 28	27. Liquidated Damages & 28. Service Level Agreement	We would like to modify as follows:- Bidder's sole liability and TNGB 's sole remedy for damages arising out of or relating to any act or omission relating to the furnishing of or the failure to furnish services (including but not limited to mistakes, omissions, interruptions, failure to transmit or establish connections, failure to satisfy service levels or specifications, delays, errors or other defects) is limited to any applicable credit allowances due and/or TNGB 's right to terminate a particular service under the applicable service level guarantee as set forth in the relevant service schedule(s).		Please adhere to the terms of RFP

63	28	Section No. 2 - Conditions of Contract. Clause no.37	<p>37. TERMINATION OF CONTRACT FOR CONVENIENCE</p> <p>(a) Either party, by 180 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.</p> <p>(b) The notice of termination shall specify that termination is for the Successful bidder's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.</p> <p>(c) The equipment maintenance services for which renewals happened within thirty (30) days after the Successful bidder's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices. For the remaining services, the bank may elect:</p> <p>i. to have any portion completed and delivered at the Contract terms and prices; and / or</p> <p>ii. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed Services.</p>	<p>We propose to include a portion of early termination charges to be paid by TNGB in the event of an early termination by it which shall be equal to fee payable for the unexpired minimum agreed term.</p>		<p>Please adhere to the terms of RFP</p>
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64	28	37	<p>(a) Either party, by 180 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.</p> <p>(b) The notice of termination shall specify that termination is for the Successful bidder's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.</p> <p>(c) The equipment maintenance services for which renewals happened within thirty (30) days after the Successful bidder's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices. For the remaining services, the bank may elect:</p> <ul style="list-style-type: none"> <li>i. to have any portion completed and delivered at the Contract terms and prices; and / or</li> <li>ii. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed Services.</li> </ul>	Bidder request to remove the Termination for Convenience clause.		Please adhere to the terms of RFP
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65	28	38	<p><b>38. TERMINATION OF CONTRACT FOR DEFAULT</b></p> <p>The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :</p> <p>a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or</p> <p>b. if the Successful bidder fails to perform any other obligation(s) under the Contract.</p> <p>c. If the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.</p>	<p>Before imposing any termination, Bidder request to please provide the 30 days as a cure period before such action.</p>		<p>Please adhere to the terms of RFP</p>
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66	27-28	<p>Section No. 2 - Conditions of Contract.          Clause no.35          INDEMNITY</p>	<p>The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under this contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed/ deployed/services utilized by the bidder or bidders in connection with the performance/ discharge of any system/ obligations covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to confirm and effectuate the purchase contract and to protect the Bank during the tenure of Purchase Order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation, etc., thereon. In the event of any third party raising</p>	<p>We propose the below mentioned clause :- Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for TNGB the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives stated above are not available, Bidder may so notify TNGB and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this is TNGB's sole and exclusive remedy for any intellectual property infringement claims.</p>		<p>Please adhere to the terms of RFP</p>
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			claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the solution supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank. Successful bidder will also assume full responsibility of any loss and/or damages, cost, expenses, etc., caused due to malfeasance/misfeasance of any of its solution and/or due to any of their onsite engineer/representative.			
67	30	44	Limitation of Liability	We request following Limitation of Liability to replace current provision: The liability of bidder under the scope of this project (including all indemnities) is limited to the value of the dues payable to the bidder in the 12 months immediately preceding the event giving rise to the claim under the relevant order.		No change. Please adhere to the terms of RFP

68	30-31	<p>Section No. 2 - Conditions of Contract. 44. LIMITATION OF LIABILITY</p>	<p>Successful Bidder's aggregate liability under the Contract shall be limited to a maximum of the Contract value. For the purposes of this clause, Contract value at any given point of time, means the aggregate value of the purchase orders, paid by Bank to the Successful Bidder that gives rise to claim, under this Contract. In the following circumstances limitation of liability shall not apply and the Successful Bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank:</p> <p>a) Liability of Successful Bidder for third party claims for IP Infringement. b) Liability of Successful Bidder (including third party claims) in case of bodily injury (including Death); c) Liability of Successful Bidder (including third party claims) in case of damage to real property and tangible property caused by the Successful bidder s' gross negligence. d) Liability of the Successful Bidder in case of gross negligence or wilful misconduct attributable to the Successful Bidder while providing services under this Contract. e) Liability of the Successful Bidder in case of fraudulent acts or wilful misrepresentation attributable to the Vendor regarding the services</p>	<p>We propose the below mentioned 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 of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, 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 Customer Order Form /PO giving rise to the liability. Nothing in this agreement shall be construed as limiting the liability of either party for (a) personal injury or death resulting from the negligence of a party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct</p>		<p>Please adhere to the terms of RFP</p>
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			<p>provided under this Contract.</p> <p>f) Breach of the confidentiality.</p> <p>g) Employment liabilities for Successful Bidder's staff relating to the period of their employment within contractual period while working with Bank.</p> <p>h) Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/government bodies/court/tribunals etc. in relation to this Contract, owing to the fault of the Successful Bidder.</p>			
69	33	1. SCOPE OF WORK	Upgrade the existing SD-WAN compatible routers of make quoted in this tender and connect to the hub end gateway device.	Pls share the list of devices with model numbers.		The list of devices will be shared to the successful bidder
70	33	1. SCOPE OF WORK	To configure and manage existing network devices in DC & DR sites during the contract period	Pls provide clarity on the list and type of network devices have to be managed in DC and DR		It is clarified that L2, L3 switches and routers have to be managed in DC and DR
71	33	1. SCOPE OF WORK	To coordinate with link service providers to enable availability of branch connectivity	Pls provide the existing underlay inventory interms of no. of links and providers. Scope for the Day-2 support from underlay link management perspective, ticket dump of last 6 months		Link service providers list will be provided to the successful bidder
72	33	1	Scope Of Work	Need clarity on the list of locations under Scope and Hardware required		Please refer banks website for location details

73	33	1.5	Provide Facility Management services at Chennai to manage the solution for the period of Five years as detailed below	Please provide clarity for the FMS service is provided for how many locations. Also request for the Hardware Inventory list as well as current network architecture for which Bidder will be responsible to manage and maintain other than the new Hardware		It is clarified that FMS resource should be available at Chennai. In case of any activities/DR drill, the resource should be available Hyderabad as per bank's request.
74	33	Scope	2. Upgrade the existing SD-WAN compatible routers of make quoted in this tender and connect to the hub end gateway device	Please share the details of existing SD-WAN compatible routers. In commercial BID format , We are not finding any space to provide the upgrade charges and management thereof for existing boxes.		It is clarified that all the charges including upgrade should be factored within the total commercials - Table D
75	33	Scope of Work	7. To provide network architecture diagrams and update them minimum once in a quarter and whenever there is any change in the network architecture		we required detail clarification from bank.	It is clarified that the L2/L3 resource of successful bidder should provide/ alter the network architecture diagram of the bank in case of network level changes and every quarter
76	33	1(A)	Scope of work: To coordinate with link service providers to enable availability of branch connectivity	Kindly share the total number of links available along with the details of the service providers. NTT will do the coordination with the service providers for the link availability in case of link outages. Availability SLAs will be owned by the service providers only and there is no link availability penalty associated to NTT. Kindly confirm the understanding.		Link service providers list will be provided to the successful bidder.  The understanding is correct. Penalty will not be levied to the successful bidder in case of link outage. Anyhow the FMS resource has to promptly monitor and follow up to ensure critical connections are meeting the SLA of ISP.

77	33	1. SCOPE OF WORK	2. Upgrade the existing SD-WAN compatible routers of make quoted in this tender and connect to the hub end device	Will it be an upgrade or complete replacement? Proposed SD-WAN Solution may not be of the same Principal Vendor so will you consider complete replacement of existing SD-WAN routers?		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.
78	33	1. SCOPE OF WORK	5. Provide Facility Management services at Chennai to manage the solution for the period of Five years as detailed below	Need more details about the scope for this		It is clarified that FMS resource should be available at Chennai. In case of any activities/DR drill, the resource should be available Hyderabad as per bank's request.
79	34	1. SCOPE OF WORK	The Bank intends to provide virtual infrastructure (VM) for the required solutions to have easy manageability and Bank will provide the necessary system hardware in Bank's VM environment as per requirement for solutions mentioned in the Hardware sizing as per Annexure-XIII by the Bidder.	pls confirm whether bank will provide the required switches for the LAN and WAN connectivity.		It is clarified that the requirement furnished as per Annexure XIII will be provided by the bank.
80	34	Scope of Work	Only after successful running of solutions for one-month period, the solutions will be taken over by successful bidder's facility management/ onsite support engineers for providing further services as per scope of work of this RFP document.		Bank has to clarification whether it is Demo or POC	It is clarified that it is neither Demo nor POC. After successful running of the solution for a period of one month in production environment, it should be handed over to FMS team for maintenance.

81	34	Scope of Work	23. The devices supplied under scope of this RFP should be production grade devices and not spare devices. For HA, each security solution every device should be identical in terms of licenses and configuration and should be configured from Day 1.		Required clarification from Bank	It is clarified that only brand new devices should be supplied. The devices provided for HA should be identical with respect to specifications, configuration and license and terms.
82	34	20	Scope of work: Bidder has to take necessary periodic backup like Configuration, logs etc as per bank's policy.	Our understanding is that the infra for backup/log storage will be provided and maintained by the bank. Kindly confirm.		It is clarified that your understanding is correct. Bank will provide the infra of storage and hardware. But the maintenance have to be taken care by onsite resources.
83	34	22	Scope of work: The successful Bidder has to provide necessary support during DR Drill, Cyber Drill or any other such activity undertaken by the Bank.	Kindly share the frequency of the DR / Cyber drills. Also our understanding is that the DC/DR is common for all the three banks - TGB, SGB and PGB.		It is clarified that the frequency of the DR/ Cyber drills will be usually twice in a year. Your understanding is right that DC/DR is common for all the three banks - TNGB, SGB and PBGB.
84	34	2	Onsite technical support: Onsite Technical resource will also have to manage the existing network devices at branches till the migration of branch network to SD-WAN.	We request the bank to kindly share the following. 1. Total number of branches under SDWAN and under traditional networking currently. 2. Make and model of the traditional network devices 3. Ticket dump of the existing network infra - Last 3 months dump will be required.		Please refer the amendment and the requested details will be shared to the successful bidder. Meanwhile you may contact the OEM for the device details.

85	34	2	Onsite technical support: Onsite Technical resource will also have to manage the existing network devices at branches till the migration of branch network to SD-WAN.	Our understanding here is that the FMS resources are to be deployed immediately from the date of award of contract since the existing infra has to be managed. Kindly confirm.		It is clarified that FMS should be deployed within 90 days from the date of acceptance of PO.
86	34	2	Onsite technical support: The successful Bidder should ensure reporting any incident & take approval from bank in writing to remediate the incident immediately.	We request the bank to kindly relax this clause and allow the team to work on the incident. In parallel the team can update the bank officials about the incident and provide RCA for P1 incidents.		It is clarified that the approval can be taken from bank staff through E mail for speedy resolution. Please adhere to the terms of RFP
87	34	1. SCOPE OF WORK	18. The Bank intends to provide virtual infrastructure (VM) for the required solutions to have easy manageability and Bank will provide the necessary system hardware in Bank's VM environment as per requirement for solutions mentioned in the Hardware sizing as per Annexure-XIII by the Bidder.	Will you be able to provide VMs dedicated for SDWAN Orchestration platform, means not a under a shared hosted environment, and also VMs for Primary and Backup Headend nodes on separate Host servers both physically and geographically?		It is clarified that the requirement furnished as per Annexure XIII will be provided by the bank.
88	34	1. SCOPE OF WORK	20. Bidder has to take necessary periodic backup like Configuration, logs etc as per bank's policy.	Are you considering managing the VM level snapshots and backups or will you rely on configuration backups only?		It is clarified that configuration backup, logs only as per bank's policy
89	33 & 34	1. SCOPE OF WORK 2. ONSITE TECHNICAL SUPPORT (FACILITY MANAGEMENT SERVICES)	6. To configure and manage existing network devices in DC & DR sites during the contract period. 2. a) The successful Bidder has to provide onsite technical support [Facility Management Services] resources for maintenance and monitoring of the new and existing solutions for a period of five (5) years as per scope of this RFP. Onsite Technical resource will also have to manage the existing	Will the successful bidder take over the complete NOC operations including the complete existing network components ?		It is clarified that the FMS support supplied by successful bidder should exclusively manage the DC & DR network components and also liaison with existing engineers available at Regional office\Head office of the bank for branch network components

			network devices at branches till the migration of branch network to SD-WAN.			
90	35	3	Requirement of manpower: Work timing is 08.00 hrs to 20.00 hrs subjected to change as per Bank's requirement	Since it is core network infra of the bank, our recommendation is to have 24*7 monitoring and management of the infra. Accordingly, we request the bank to provide 2 L1 seats and 1 L2 seat to cover 24*7 operations. For L3 - we recommend 1 dedicated resource covering the general shift of the bank during bank working days.		Please adhere to the terms of RFP
91	35	3. REQUIREMENT OF MAN POWER	a) Work timing is 08.00 hrs to 20.00 hrs subjected to change as per Bank's requirement. Also, based on Bank's requirement due to any technical issue, any resource may be asked to attend Office beyond Bank's business hours and/ or on holidays without any additional cost to the Bank. Bank holidays list may be downloaded from <a href="http://www.indianbank.in">www.indianbank.in</a>	Even if the work hours shifted in a later stage, is it correct to understand per day 12 hours should be covered by the NOC team ?		It is clarified that in later stages shifting of working hours will be as per Govt. laws. Only in extraordinary circumstances/ critical issues have to be attended as per bank's requirement.
92	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Delivery of Hardware/ Appliance/ Licenses at respective locations*	We request TNGB to modify the delivery of all Hub end gateway devices, Branch end gateway device, Centralized management application, Managed switches and NMS with Ticketing feature to Within 16 weeks from date of PO acceptance		Please refer the amendments

93	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Implementation/ Integration/Go Live/ Sign-Off at respective locations	We request TNGB to modify the Implementaion / Integration/ Go-live /Signoff timelines of all Hub end gateway devices, Branch end gateway device, Centralized management application, Managed switches and NMS with Ticketing feature to Within 12 weeks from date of delivery / acceptance		Please refer the amendments
94	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Commencement of Facility Management Services at respective locations *	We request TNGB to modify the Commencement of Facility Management Services at respective of all Hub end gateway devices, Branch end gateway device, Centralized management application, Managed switches and NMS with Ticketing feature to Within 180 days from date of PO acceptance subject to implementation and handover of the solution.		Please refer the amendments
95	37	DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Implementation/ Integration/Go Live/ Sign-Off at respective locations . 1(Hub end gateway devices) 2. ( Branch end gateway device) 3.( Managed switches) within 10 weeks	1.Request bank to consider 4 weeks for implementation of Hub end gateway devices post delivery of Hardware/ software/ Licences. 2.Request Bank to consider 8 weeks for implementation for Branch end gateway device	First implementation of Hardware will happen at Hub end gateway. Then we should take around 10 Branch locations as pilot and run stability test of the solution before we start roll out for the branches. Also OEM will deliver material at central location and then bidder has to move the material to respective locations which itself will take around 2-3 weeks.	Please refer the amendments
96	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF	Hub end gateway devices: Implementation/ Integration/Go Live/ Sign-Off at respective locations - Within 10 weeks from date of PO acceptance	Kindly consider 12 weeks for the Implementation/ Integration/Go Live/ Sign-Off at respective locations		Please refer the amendments

		THE SOLUTIONS:				
97	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Hub end gateway devices: Implementation/ Integration/Go Live/ Sign-Off at respective locations - Within 10 weeks from date of PO acceptance	Kindly consider 16 weeks for the Implementation/ Integration/Go Live/ Sign-Off at respective locations		Please refer the amendments
98	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Centralized management application-Implementation/ Integration/Go Live/ Sign-Off at respective locations - Within 4 weeks from date of PO acceptance- - Within 5 weeks from date of PO acceptance	We have the dependency from the bank to arrange the required infra as per annexure XIII.		The timeline will be relaxed on genuine grounds in case of any delay in arranging the required infra from bank side. Penalty will not be applicable for that period only.
99	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Managed Switches- Implementation/ Integration/Go Live/ Sign-Off at respective locations - Within 8 weeks from date of PO acceptance- - Within 10 weeks from date of PO acceptance	Kindly consider 16 weeks for the Implementation/ Integration/Go Live/ Sign-Off at respective locations		Please refer to the amendments
100	37	6 /A.1	Delivery of Hardware/ Appliance/ Licenses at respective locations - Hub end gateway devices - Within 8 weeks from date of PO acceptance	We request to extend the delivery timelines from 8 weeks to 16 weeks from the date of PO acceptance		Please refer to the amendments
101	37	6 /A.1	Implementation/ Integration/Go Live/ Sign-Off at respective locations - Hub end gateway devices - Within 10 weeks from date of PO acceptance	We request to extend the delivery timelines from 10 weeks to 18 weeks from the date of PO acceptance		Please refer to the amendments



102	37	6 /A.2	Delivery of Hardware/ Appliance/ Licenses at respective locations - Branch end gateway device - Within 8 weeks from date of PO acceptance	We request to extend the delivery timelines from 8 weeks to 16 weeks from the date of PO acceptance		Please refer to the amendments
103	37	6 /A.2	Implementation/ Integration/Go Live/ Sign-Off at respective locations - Branch end gateway device - Within 12 weeks from date of PO acceptance	We request to extend the delivery timelines from 12 weeks to 24 weeks from the date of PO acceptance		Please refer to the amendments
104	37	6 /A.3	Delivery of Hardware/ Appliance/ Licenses at respective locations - Centralized management application - Within 4 weeks from date of PO acceptance	We request to extend the delivery timelines from 4 weeks to 6 weeks from the date of PO acceptance		Please refer to the amendments
105	37	6 /A.3	Implementation/ Integration/Go Live/ Sign-Off at respective locations -Centralized management application - Within 5 weeks from date of PO acceptance	We request to extend the delivery timelines from 5 weeks to 8 weeks from the date of PO acceptance		Please refer to the amendments
106	37	6 /A.4	Delivery of Hardware/ Appliance/ Licenses at respective locations - Managed switches - Within 8 weeks from date of PO acceptance	We request to extend the delivery timelines from 8 weeks to 16 weeks from the date of PO acceptance		Please refer to the amendments
107	37	6 /A.4	Implementation/ Integration/Go Live/ Sign-Off at respective locations -Managed switches - Within 10 weeks from date of PO acceptance	We request to extend the delivery timelines from 10 weeks to 20 weeks from the date of PO acceptance		Please refer to the amendments
108	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Delivery of Hardware/ Appliance/ Licenses at respective locations* : 8 Weeks/4 weeks	Considering the current global chipset crisis, it will not be feasible to deliver the HW in such a short span of time. Bidder request it to extend as per mutually agreed timeline. Consequently, the timeline for installation and Warranty transfer should also be increased.		Please refer to the amendments

109	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Implementation Branch end gateway device - Within 12 weeks from date of PO acceptance	Kindly requesting to extend the implementation for branch end gateway devices from 12 weeks to 20 weeks		Please refer to the amendments
110	37	6. DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS:	Implementation Managed Switches - Within 10 weeks from date of PO acceptance	Kindly requesting to extend the implementation for Managed Switches from 10 weeks to 16 weeks		Please refer to the amendments
111	37	6	Delivery Timelines	Request Bank to clarify the timelines for delivery	The RFP mentions 8 weeks of delivery from the date of PO acceptance and the Implementation is 10 weeks from the date of PO acceptance which means only 2 weeks is allotted to Implementation	It is clarified that your understanding is correct, please refer to the amendments
112	37	delivery and implementation		implementation of switches, sd wan, head end and branch routers in 10 weeks from po date	we request bank to modify to 16 weeks from PO date. we request bank to amend this clause	Please refer the amendment
113	38	B. Additional deliverables:	i) The required Licenses for all the Routers to have the Central Management is to be provided along with each Router. An additional 100 Device License to be provided on day 1 itself for future/buffer requirement	Pls confirm, do we need to only factor the additional license or also the CPEs.		It is clarified that only additional license have to be factored
114	38	6 /A.5	Delivery of Hardware/ Appliance/ Licenses at respective locations - NMS with Ticketing feature - Within 4 weeks from date of PO acceptance	We request to extend the delivery timelines from 4 weeks to 10 weeks from the date of PO acceptance		Please refer to the amendments

115	38	6 /A.5	Implementation/ Integration/Go Live/ Sign-Off at respective locations -NMS with Ticketing feature - Within 10 weeks from date of PO acceptance	We request to extend the delivery timelines from 10 weeks to 14 weeks from the date of PO acceptance		Please refer to the amendments
116	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	8 . The router should Support Application Visibility and Control (AVC), IPSEC VPN with AES256 Encryption, SHA512 authentication from day one.	Drafted as  The router should Support Application Visibility and Control (AVC), IPSEC VPN with AES256 Encryption, SHA512 authentication, IDS/IPS, AMP , URL Filtering from day one. The proposed SD WAN solution must support Advance security features such as IDS/IPS, AMP , URL Filtering.		Please adhere to the terms of RFP
117	40	Point No:1	The Router should have Minimum 10 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The LAN ports should support 802.1X	The LAN ports should support 802.1X shouldn't be a part of router capability as the users are not terminated directly on the router but on a switch. Is there any particular need for these many ports as the users would connect to the switch which gets terminated on the router? Kindly reduce the port count to 4 universal ports that can be converted into WAN/LAN.		Please refer to the amendments

118	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 1	The Router should have Minimum 10 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The LAN ports should support 802.1X	Request for Changes: The Router should have Minimum 4 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The 8 port Switch supporting 802.1X to be provided.	Having Separate Switch supporting 802.1X will create dependency with same OEM to go for NAC.  Further, most of the OEMs doesn't have 8 port Devices for branch end device. Hence request to consider as option to provide 4 port SDWAN Router & 8 port Switch which enable customer for fair competition policy.	Please refer to the amendments
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119	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 1	The Router should have Minimum 10 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The LAN ports should support 802.1X	Request for Changes: The Router should have Minimum 4 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports. Of the same, minimum two ports should be WAN ports and rest can be LAN ports. The 8 port Switch supporting 802.1X to be provided.	Having Separate Switch supporting 802.1X will create dependency with same OEM to go for NAC.  Further, most of the OEMs doesn't have 8 port Devices for branch end device. Hence request to consider as option to provide 4 port SDWAN Router & 8 port Switch which enable customer for fair competition policy.	Please refer to the amendments
120	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	The Router should support minimum throughput of 1 Gbps on a single chassis from day one.	Is this throughput an bi-directional or uni directional?		It is clarified that the throughput meant to be irrespective of direction

121	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 3	The Router should support minimum throughput of 1 Gbps on a single chassis from day one.	Request for Changes: The Branch Router should support aggregate SDWAN bandwidth of minimum 100 Mbps from day one.		It is clarified that the product is purchased for next 5 years. The throughput is given considering the internet/bandwidth upgradation that may occur in the near future
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122	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 4	The Router should be capable of IP routing protocols like OSPF, BGP, policy based routing etc and NAT. The router should also support IPv6 routing protocols like RIPng, BGP4+ and OSPFv3.	Request for Changes: The Router should be capable of IP routing protocols like OSPF, BGP, policy based routing etc and NAT. The router should also support IPv6 routing protocols like RIPng / BGP4+ / OSPFv3.	Request to consider RIPng as an optional routing protocol since it is an older technology that none of the Indian telecom companies are currently using nor any enterprise customer. There is no additional benefit that TNGB can obtain from this protocol. For your information, Indian Banks also use BGP for WAN and iBGP/OSPF for LAN. We have given Indian Bank example since TNGB is a RRB of the said bank  RIPng is prone to routing loops when the routing tables are reconstructed. Especially when RIPng is implemented in large networks that consist of several hundred routers, RIPng might take an extremely long time to resolve routing loops.	Please adhere to the terms of RFP
123	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 5	Support for 802.1x VLANs. The LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization	Request for Changes: The Dedicated 8-port Switch / SDWAN Switch ports must support for 802.1x VLANs. The Dedicated 8-port Switch / SDWAN LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization	Please refer to Sr. No. 1 for justification to avoid repetition, as we are proposing a solution alongside our switch	Please refer the amendments

124	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Router should be configured on day one on-premises SD-WAN without any additional hardware.	Pls confirm does bank needs serial converter or additional transceivers, what does additional hardware mean, pls elaborate. How many serial links are present currently? if the serial links are available then the media converters are required, are these considered as additional hardware?		It is confirmed that serial converter, additional transceivers are not required. Only the related cables, adapters etc are required for SDWAN boxes
125	40	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 11	Router should support Forward Error Correction (FEC) for packet loss compensation, packet duplication functionalities	Request for Changes: Router should support Forward Error Correction (FEC) for packet loss compensation, packet duplication functionalities or alternate better functionality	There are alternative functionalities that are specific to SD-WAN OEM. These can also be achieved through different solutions with our technology	Please refer the amendments
126	41	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 18	The router should have USB or similar port for loading configuration.	Request for Change: The router should have USB or similar port for loading configuration or same can be achieved by pushing configuration from the controller	Loading configuration via USB is legacy method. SDWAN being a new technology can load configuration from the controller. This can be achieved by all SDWAN OEMs.	It is clarified that this feature is meant for initial configurations/loading and reloading OS
127	41	BRANCH END GATEWAY DEVICE	Router should be rack mountable	Kindly remove this point	Since most of the Vendors Branch End Gateway Devices are Desktop types. Hence requesting Bank to remove this point.	Clause removed
128	41	BRANCH END GATEWAY DEVICE	Router should have in-built power supply unit (SMPS)	Kindly remove this point	Since most of the Vendors Branch End Gateway Devices are by default comes with the External DC Power Adapters. Hence requesting Bank to remove this point.	Clause removed



129	41	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 24	Router should have in-built power supply unit (SMPS).	Request for Changes: Gateway Routers should have in-built power supply unit (SMPS)	<p>Branch end are lower end devices and doesn't require SMPS and power adaptors can meet the requirement.</p> <p>Request to consider Power adaptor insted of SMPS since at branch lower end devices are sufficient which is cost effective and there is no impact on SLA as well as TNGB avoid inflated cost. There is no additional benefit that TNGB can obtain from this SMPS but as a result increase in the hugh cost. For your information, Indian Banks also use adaptor base branch device. We have given Indian Bank example since TNGB is a RRB of the said bank and they save cost too without any impact on services.</p>	Please refer the amendments
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130	41	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 24	Router should have in-built power supply unit (SMPS).	Request for Changes: Gateway Routers should have in-built power supply unit (SMPS)	<p>Branch end are lower end devices and doesn't require SMPS and power adaptors can meet the requirement.</p> <p>Request to consider Power adaptor insted of SMPS since at branch lower end devices are sufficient which is cost effective and there is no impact on SLA as well as TNGB avoid inflated cost. There is no additional benefit that TNGB can obtain from this SMPS but as a result increase in the hugh cost. For your information, Indian Banks also use adaptor base branch device. We have given Indian Bank example since TNGB is a RRB of the said bank and they save cost too without any impact on services.</p>	Please refer the amendments
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131	41	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE --- Point 24	Router should have in-built power supply unit (SMPS).	Request for Changes: Gateway Routers should have in-built power supply unit (SMPS)	Branch end are lower end devices and doesn't require SMPS and power adaptors can meet the requirement.  Request to consider Power adaptor insted of SMPS since at branch lower end devices are sufficient which is cost effective and there is no impact on SLA as well as TNGB avoid inflated cost. There is no additional benefit that TNGB can obtain from this SMPS but as a result increase in the hugh cost. For your information, Indian Banks also use adaptor base branch device. We have given Indian Bank example since TNGB is a RRB of the said bank and they save cost too without any impact on services.	Please refer the amendments
132	41	A) TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	29) Router should be capable to send logs to centralized logging server.	Router should be capable to send logs to the centralized logging server located on-premise.		Please adhere to the terms of RFP
133	41	Point No:	The router should allow doing configurations, policy management, patch upgrades without the need of central management solution.	This is not the functionality of an SD-WAN solution but traditional routers/firewall		Please adhere to the terms of RFP
134	41		The router should allow doing configurations, policy management, patch upgrades without the need of central management solution.	This is not the functionality of an SD-WAN solution but traditional routers/firewall		Please adhere to the terms of RFP

135	41		B. Technical Specification of Managed Switch -Hardware and Interface requirement (Point no.5)	24 Port: 24 x 1/10G copper Ethernet RJ45 Interface	As per the Switch specifications, the throughput on the 24 Ports is mentioned to be as 24 x 1/10G. In the event of providing 10G support on all the 24 Ports, there is a mismatch in the following parameters 1.Uplink of only 2 x 10Gbps 2. Thoroughput of only 48Gbps	Please refer the amendments
136	41		B. Technical Specification of Managed Switch -Hardware and Interface requirement (Point no.6)	2x10Gb SFP+ with SR Modules for uplinks from Day 1	Request bank to change to 24x 1G copper and 2x10G SFP+ or 4x10G SFP+	Please adhere to the terms of RFP
137	41		B. Technical Specification of Managed Switch -Hardware and Interface requirement (Point no.7)	Switch should have following minimum throughput of 48Gbps	Request for change: Switch should have following minimum throughput of 128 Gbps	Please adhere to the terms of RFP
138	42	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	Switch should support VLAN Configurations (minimum 64 VLANs).	Request you to modify Switch Should Support Min 4K VLAN as per industry standards , Modify clause as Switch should support VLAN Configurations (minimum 4K VLANs).		Please adhere to the terms of RFP
139	42		B. Technical Specification of Managed Switch-Basic requirement (Point no.5)	The switch should send logs to Centralized management servers (Minimum two).	Request for change: (minimum one) as the switch can only provide logs to single syslog server	Please adhere to the terms of RFP
140	42	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES - Basic Requirements - Point 5	The switch should send logs to Centralized management servers (Minimum two).	Request for Changes: The switch should send logs to Centralized management servers (Minimum one).	The management Server is down, alternate server will get sync up. Hence request to consider as minimum one.	Please adhere to the terms of RFP
141	42	MANAGED SWITCHES Section 4B : Point-6	The switch should have electric switch to power on and off in built	Kindly remove this point	Since most of the Vendors L2 switches doesn't comes with the inbuilt ON/OFF switch.	Please adhere to the terms of RFP

					Hence requesting Bank to remove this point.	
142	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES - Basic Requirements - Point 6	The switch should have electric switch to power on and off in built.	Request for Removal: This facilities facilitates only specific OEMs. Hence request for removal.	This is specific to certain OEM, hence request for removal.	Please adhere to the terms of RFP
143	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	The switch should have electric switch to power on and off in built	This is Vender specific clause , Request you yo delete this		Please adhere to the terms of RFP
144	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES - Point 6	The switch should have electric switch to power on and off in built.	Request for Removal: This facilities facilitates only specific OEMs. Hence request for removal.		Please adhere to the terms of RFP
145	42	MANAGED SWITCHES Section 4B : Point-9	Switch should operate in Temperature Range 0°C-50°C	Switch should operate in Temperature Range 0°C-45°C	Since these switches are placed inside the office environment where the room temperature is below 40°C. Hence, requesting Bank to modify the upper limit into 45°C.	Please adhere to the terms of RFP
146	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES - Point 9	Switch should operate in Temperature Range 0°C-50°C	Request for Changes: Switch should operate in Temperature Range 0°C-45°C		Please adhere to the terms of RFP
147	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES -	Switch should operate in Temperature Range 0°C-50°C	Request for Changes: Switch should operate in Temperature Range 0°C-45°C		Please adhere to the terms of RFP

		Basic Requirements - Point 9				
148	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	Switch should operate in Temperature Range 0°C-50°C	Based Tamil Nadu Temperature & Hot Conditions Equipment withstand higher Temperature, we request you to modify clause as Switch should operate in Temperature Range 0 degC to +65 degC		Please adhere to the terms of RFP
149	42	MANAGED SWITCHES	24 Port: 24 x 1/10G copper Ethernet RJ45 Interface 2x10Gb SFP+ with SR Modules for uplinks from Day 1		bank has to clarification whether it is Multi Gig or 1 Gig switch & SFP module MMD or SMD.	Please refer the amendments
150	42		B. Technical Specification of Managed Switch-Hardware interface requirement (point no.24)	The Switch Should support Access from CLI to configure the ACL automatically from any NAC solution proposed to procured by the Bank in future. Proposed switch should support any OEM Network Access Control (NAC) solution whenever bank deploys in it's network. All the required features should be available in the proposed switch from Day 1 for integration with Bank's NAC solution	Request for change: The Switch Should support Access from CLI to configure the ACL automatically from any NAC solution proposed to procured by the Bank in future. As, the ACL push will only be done if the NAC is from the same OEM	Please adhere to the terms of RFP
151	43	MANAGED SWITCHES	Switch ports should support Auto/Manual Speed Negotiation for 100 Mbps/1 Gbps		Required clarification from Bank - Point 15 contradicting with 5 & 6	Please refer the amendments. Requirement of 10 G port removed
152	43	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	Switch should have the following interfaces: 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface	As per the application 10RJ45 not applicable for 48Gbps Switch , Please modify clause as " Switch should have the following interfaces: 24 Port: 24 x 1G copper Ethernet RJ45 Interface		Please refer the amendments
153	43	B TECHNICAL SPECIFICATIONS FOR	2x10Gb SFP+ with SR Modules for uplinks from Day	request you yo modify clause as 4x10Gb SFP+ with SR Modules for uplinks from Day		Please adhere to the terms of RFP

		MANAGED SWITCHES				
154	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	Switch should have following minimum throughput of 48Gbps	We request you to modify clause as The switch should have following minimum throughput of 154 Mpps & 208Gbps		No change. Please adhere to the terms of RFP
155	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	Switch OEM Should have deployed minimum 4000 Switches in Gov Bank		No change. Please adhere to the terms of RFP
156	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	We request you add this clause that Switch should support a minimum of 16K MAC addresses.		No change. Please adhere to the terms of RFP
157	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	Type -1 switch is placed in Critical aggregation locations where STP is not advised to run due to high converge time, Request you to delete this Clause or Modify it as " Switch should have 50ms protection or equivalent Loop avoidance techniques		Please adhere to the terms of RFP
158	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	The 24-port Electrical switches can be stacked using 4 of the 8 SFP+ ports for dedicated stacking of 80Gbps		No change. Please adhere to the terms of RFP
159	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	The Switch should be certified against TEC GR for Switches		No change. Please adhere to the terms of RFP
160	43	B TECHNICAL SPECIFICATION S FOR	add this clause	The Switch should meet listed in Trusted Source Portal as per guidelines of Government of India		Please adhere to the terms of RFP

		MANAGED SWITCHES				
161	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	The OEM of Switches and SDWAN should meet the Policy of land border (Insertion of rule 144 (xi)in GFR 2017. Copy of the policy enclosed)		Please refer the amendments
162	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	The MAC ID set of devlcies proposed should be listed in Inda		Please adhere to the terms of RFP
163	43	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES	add this clause	IPR of offered Switch should be within India		Please adhere to the terms of RFP
164	44	MANAGED SWITCHES Section 4B : Point-37	The Switch should support Multilevel security on console access to prevent unauthorized users from altering the switch configuration.	The Switch should support Multilevel security on CLI & GUI access to prevent unauthorized users from altering the switch configuration.	The physical Console access can be either disable or enable through the configuration. Only the CLI and GUI access can be controlled using the multilevel security.	Please adhere to the terms of RFP
165	45	MANAGED SWITCHES	Switch should support for MOTD banner displayed on all connected terminals at login and security discrimination messages can be flashed as per Bank's requirement	Kindly remove this point	We request the Bank to remove the clause	Please adhere to the terms of RFP
166	45	B TECHNICAL SPECIFICATION S FOR MANAGED SWITCHES - Security - Point 50	Switch should support for MOTD banner displayed on all connected terminals at login and security discrimination messages can be flashed as per Bank's requirement	Request for Removal: This facilities facilitates only specific OEMs. Hence request for removal.	This is specific to certain OEM, hence request for removal.	Please adhere to the terms of RFP



167	46		B. Technical Specification of Managed Switch-Security (point no.24)	Switch should support central time server synchronization using Network Time Protocol NTP V.4 or higher	Please add NTP/SNTP	Please refer the amendments
168	47	C ) TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION	6) The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses of physical interfaces on the branch device.		Accepted. Please refer the amendments
169	47	SD WAN	The Proposed SD WAN solution should support Hybrid deployment where Non SD WAN sites and SD WAN enabled sites would interoperate in the SD WAN topology.		we required detial clarificatioin from bank.	It is clarified that the proposed solution should facilitate communication between SD-WAN and non SD-WAN sites
170	47	SD WAN	The Proposed SD WAN solution should ensure that during various phases of implementation, the performance, security, etc. of the existing network setup is not compromised.	Kindly remove this point		No change. Please adhere to the terms of RFP
171	47	C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION --- Point 6	The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	Request for Clarification: Kindly explain the TNGB usecase for this point.		The usecase details will be shared to the successful bidder
172	47	C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION --- Point 6	The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	Request for Clarification: Kindly explain the TNGB usecase for this point.		The usecase details will be shared to the successful bidder

173	47	Table- C Point no : 12	The proposed SD WAN solution should support seamless application accessibility across DC 's & Branches during auto failover of WAN links and load balancing link, the session must be able to use 2 links simultaneously by distributing the packets across multiple links.	Please specify the required Internet bandwidth of each links		The bandwidth details will be shared to the successful bidder
174	47	SECTION 4 - SPECIFICATION S AND ALLIED TECHNICAL DETAILS C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION - Point 5	The proposed SD WAN solution should ensure that any change in physical connectivity (change in service provider or IP address) does not require any change in virtual private network configuration in the controller or physical device at location.	This is fine In case of dynamic IP assignment by ISP or internal DHCP server, however, a static IP change will need configuration changes and VPN connectivity will be re established, apart from that no change is required. Besides SDWAN forms branch to branch VPN tunnels automatically, or do you mean a VPN connectivity between SDWAN to non-SDWAN branch? Please clarify what sort of change in VPN you are asking for?		It is clarified that the requirement is for VPN tunnels between SD-WAN devices
175	47	SECTION 4 - SPECIFICATION S AND ALLIED TECHNICAL DETAILS C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION - Point 6	6. The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	SDWAN forms branch to branch VPN tunnels automatically, or do you mean a VPN connectivity between SDWAN to non-SDWAN branch? Can you please clarify this point further?		It is clarified that the requirement is for VPN tunnels between SD-WAN devices
176	47	C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION --- Point 6	The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	Request for Clarification: Kindly explain the TNGB usecase for this point.		The usecase details will be shared to the successful bidder

177	48	TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	The proposed SD WAN solution must not require additional software plug-ins or agents on servers hosting the application.	As per the other clauses in the RFP (scope of work, point no. 18) , tNGB would provide the VMs to spin the headends. Does it mean beyond that component?		It is clarified that agents or plug-ins should not be available in the VMs provided by the bank
178	48	C ) TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	21) The proposed SD WAN solution must not require additional software plug-ins or agents on servers hosting the application.	Need more clarity.		It is clarified that agents or plug-ins should not be available in the VMs provided by the bank
179	48	SECTION 4 - SPECIFICATIONS AND ALLIED TECHNICAL DETAILS C TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION - Point 18	18 The proposed SD WAN solution must require configuration of the WAN bandwidth as part of the basic configuration process. The available WAN bandwidth can change due to network routing changes and other network events, and the solution must dynamically adjust its consumption of WAN bandwidth in response to packet loss.	WAN bandwidth can be configured during WAN link configuration however, available bandwidth is purely controlled and managed by ISP. A configured bandwidth doesn't guarantee that this would be the actual bandwidth. QoS and Traffic shapping polices can help different users and App bandwidth utilization requirements. Can you adjust this point under QoS/Traffic shapping ?		It is clarified that it is QoS requirement
180	48	C TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION --- Point 23	The proposed SD WAN solution can be integrated with AD, NTP Server, TACACS, TACACS+, PIM, CMDB, common Monitoring tools available in the market, NAC- HP-Aruba, Forescout, Cisco and Fortinet.	Request for Changes: The proposed SD WAN solution can be integrated with AD, NTP Server, TACACS / TACACS+, common Monitoring tools available in the market. The Dedicated 8-port Switch / SDWAN LAN port solution can be integrated with NAC- HP-Aruba, Forescout, Cisco and Fortinet.	The NAC related points applies to Dedicated Switch / SDWAN LAN port. Hence request to consider Dedicated Switch in addition to SDWAN.	Please adhere to the terms of RFP
181	49	TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	User (i.e. end user IP) utilization from bandwidth over the customized time period and real time	Pls specify the timelines		It is clarified that, the customised time period may vary and it is not fixed.
182	49	Point No:26	The proposed SD WAN solution should support deployment on proposed SD-WAN Branch devices/appliances and provides	Does this mean that the existing fortinet need to be upgraded to have the SD-WAN functionalities		It is clarified that bank is looking for a single solution for the entire locations including the

			consolidated SD-WAN capabilities without the need for additional hardware.			locations where the upgradable routers are available.
183	50	TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	The proposed SD WAN solution should support integration with Bank's Email solution (MS O365), Bank's SMS Gateway solution	confirm what is the SMS GW solution bank is using.		The details will be provided to successful bidder
184	50	TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	All the proposed devices, viz, SDWAN Controller, SDWAN Central devices, SDWAN edge devices should be of the same OEM. Bank is currently having SD-WAN solution of make Fortinet. The solution proposed by the bidder should be compatible with the existing SD-WAN solution of the Bank	Since there is an existing SDWAN solution, please clarify if any other SDWAN solution will be select. Pls clarify if the bidder can propose another make for switches?		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.
185	50	TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	Proposed Central Device Should support of identifying home grown or custom applications used in the enterprise from day one	kindly elaborate, As per the standard practice the custom applications can be made by OEM after being informed to them during delivery phase		Accepted. After the delivery phase, the custom applications have to be made by OEM within the given implementation timeline
186	50	SD WAN	Proposed Central Device Should support of identifying L3, L4 and L7 applications from day one		we required detail clarification from bank.	It is clarified that SD WAN should be capable of steering traffic based on applications
187	50	Point No:35	All the proposed devices, viz, SDWAN Controller, SDWAN Central devices, SDWAN edge devices should be of the same OEM. Bank is currently having SD-WAN solution of make Fortinet. The solution proposed by the bidder should be compatible with the existing SD-WAN solution of the Bank.	Does this means that you would want to continue with Fortinet SD-WAN offering as there wont be any solution that can integrate with Fortinet to manage and monitor their appliances in their dashboard?		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.

188	50	C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION --- Point 43	The Proposed Central Device 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, MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	Request for Changes: The Proposed Central Device 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(LAN port / seperate Switch), MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	We can provide Switch in addition which supports 802.1p	Please adhere to the terms of RFP
189	50	C TECHNICAL SPECIFICATION S FOR SD WAN SOLUTION --- Point 43	The Proposed Central Device 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, MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	Request for Changes: The Proposed Central Device 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(LAN port / seperate Switch), MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	We can provide Switch in addition which supports 802.1p	Please adhere to the terms of RFP
190	50	Point No:35	All the proposed devices, viz, SDWAN Controller, SDWAN Central devices, SDWAN edge devices should be of the same OEM. Bank is currently having SD-WAN solution of make Fortinet. The solution proposed by the bidder should be compatible with the existing SD-WAN solution of the Bank.	Does this means that you would want to continue with Fortinet SD-WAN offering as there wont be any solution that can integrate with Fortinet to manage and monitor their appliances in their dashboard?		It is clarified that bank is looking for a single solution for the entire locations including the locations where the upgradable routers are available.

191	50	Table-C Point no : 35	All the proposed devices, viz, SDWAN Controller, SDWAN Central devices, SDWAN edge devices should be of the same OEM. Bank is currently having SD-WAN solution of make Fortinet. The solution proposed by the bidder should be compatible with the existing SD-WAN solution of the Bank.	As mentioned bidder solution should be compatible with existing SD-WAN Solution. Could you please share the list of your existing SD WAN devices including brand name, model no, internet bandwidth, locations detail etc.		The list of devices will be shared to the successful bidder
192	50	C TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION --- Point 43	The Proposed Central Device 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, MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	Request for Changes: The Proposed Central Device 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(LAN port / seperate Switch), MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	We can provide Switch in addition which supports 802.1p	Please adhere to the terms of RFP
193	51	HUB END GATEWAY DEVICE	The Proposed Central Device must have the following interface :- a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity b. Console port for configuration of Device USB Port for loading Software\Firmware	The Proposed Central Device must have the following interface :- a. 8X1/10 G fiber ports with Multimode SFP+ modules and 8X1 G Copper ports b. Console port for configuration of Device USB Port for loading Software\Firmware	As per our understanding, Bank needs 8No of 1/10G Multimode Interfaces along with 8No of 1G Copper Interfaces. Requesting Bank to modify the point accordingly	Please refer the amendment
194	51	HUB END GATEWAY DEVICE	In the proposed SD WAN solution, it should be possible to have control and data communication on two different paths. For example, use only primary connectivity (based upon Link	Kindly remove this point		Please adhere to the terms of RFP

			characteristics (Latency, Jitter, PLR)) for business critical communication and use secondary connectivity for other communication.			
195	51	D TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE	In the proposed SD WAN solution, it should be possible to have control and data communication on two different paths. For example, use only primary connectivity (based upon Link characteristics (Latency, Jitter, PLR)) for business critical communication and use secondary connectivity for other communication.	Pls elaborate, the statement is on data and control plane but the second statement is on app aware routing. Would like to know what bank wants to convey.		It is clarified that the data communication refers to the traffic of different applications used in the bank
196	51	D) TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE	2) The Proposed Central Device must have the following interface :- a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity b. Console port for configuration of Device USB Port for loading Software\Firmware	2 The Proposed Central Device must have the following interface :- a. 4X1/10 G fiber ports with SFP+ modules and 4X1G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1G Copper ports for LAN connectivity b. Console port for configuration of Device USB Port for loading Software\Firmware		Please adhere to the terms of RFP

197	51	HUB END GATEWAY DEVICE	The Proposed Central Device must have the following interface :- a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity b. Console port for configuration of Device USB Port for loading Software\Firmware	The Proposed Central Device must have the following interface :- a. 8X1/10 G fiber ports with Multimode SFP+ modules and 8X1 G Copper ports b. Console port for configuration of Device USB Port for loading Software\Firmware	As per our understanding, Bank needs 8No of 1/10G Multimode Interfaces along with 8No of 1G Copper Interfaces. Requesting Bank to modify the point accordingly	Please adhere to the terms of RFP
198	51	Section 4D : Point-2	The Proposed Central Device must have the following interface :- a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity b. Console port for configuration of Device USB Port for loading Software\Firmware	The Proposed Central Device must have the following interface :- a. 8X1/10 G fiber ports with Multimode SFP+ modules and 8X1 G Copper ports b. Console port for configuration of Device USB Port for loading Software\Firmware	As per our understanding, Bank needs 8No of 1/10G Multimode Interfaces along with 8No of 1G Copper Interfaces. Requesting Bank to modify the point accordingly	Please adhere to the terms of RFP
199	51	Point No:2	a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity	Is there any use case of having 10G WAN ports as there arent any 10G WAN links that are currently available for corporate usage.		Usecase will be shared to successful bidder
200	51	Point No:2	a. 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for WAN (routable ports) and 4X1/10 G fiber ports with SFP+ modules and 4X1/10 G Copper ports for LAN connectivity	Is there any use case of having 10G WAN ports as there arent any 10G WAN links that are currently available for corporate usage.		Usecase will be shared to successful bidder
201	51	Table-D Point no : 4	The proposed SD WAN solution should be provided with HA (High Availability) at DC and DR having Active/Passive or Active/Active configurations. Should be capable	In active/active scenario we have to cater the same licenses for DR device as well. It will increase the cost.		It is clarified that the replication of DC infra for SD WAN solution should be available at DR site



			of auto & manual failover in case active device failure (minimum 2 at DC and 2 at DR)			
202	52	HUB END GATEWAY DEVICE	The proposed SD WAN device should be able to deploy In-line mode.		we required detail clarification from bank.	It is clarified that the device should be deployed in the transit of logical flow of traffic from WAN edge to Firewall
203	52	D TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE	The Central components of proposed SD-WAN solution including but not limited to Orchestrator, Controller/Manager, Analytic engine or Analytic function ability, Hub/gateway, or any other component should support at least 2000 branches. Proposed SD WAN solution should be able to support minimum 2 links which must work in active-active mode and create tunnel from DC & DR location. Centralized hardware needs to be sized to handle 5000 links (one network link has 2 Mbps bandwidth) from Day-1. If any load balancers are required, bidder should provide without any additional cost to the bank.	Pls provide the current hub bandwidths and projected hub throughput requirement to right size the CPE.		It is clarified that HUB throughput should be sized based on the throughput of branch end devices for the mentioned number of branches
204	52	Point No:13	Centralized hardware needs to be sized to handle 5000 links (one network link has 2 Mbps bandwidth) from Day-1. If any load balancers are required, bidder should provide without any additional cost to the bank.	Are you referring to 5000 VPN tunnels or is it 5000 WAN terminations		It is clarified that we are referring to 5000 WAN terminations only

205	52	Table- D Point no : 13	<p>The Central components of proposed SD-WAN solution including but not limited to Orchestrator, Controller/Manager, Analytic engine or Analytic function ability, Hub/gateway, or any other component should support at least 2000 branches. Proposed SD WAN solution should be able to support minimum 2 links which must work in active-active mode and create tunnel from DC &amp; DR location. Centralized hardware needs to be sized to handle 5000 links (one network link has 2 Mbps bandwidth) from Day-1. If any load balancers are required, bidder should provide without any additional cost to the bank.</p>	<p>Does this mean that we will consider the Internet Bandwidth of 2 Mbps per link for entire remote branches of TNGB, SGB , PBGB. Or you will share the required internet bandwidth details</p>		<p>It is clarified that the 2 Mbps bandwidth is mentioned for MPLS links only and bank in the near future may provision internet connectivity for branches</p>
206	53	D) TECHNICAL SPECIFICATIONS FOR HUB AND GATEWAY DEVICE	<p>21) Proposed Central Device should be automatically able to retrieve the network LAN information without running any separate routing protocols like BGP, OSPF between the edge devices</p>	<p>If the LAN network is not Layer2, then there has to be a routing protocol to exchange the routing information. If this is the LAN information of remote CPEs, the route learning is automated. However, even in this case, there will be an underlying routing protocol. Need more clarity on this point.</p>		<p>It is clarified that sharing of LAN segment details should be on overlay without any dependency of underlay</p>

207	53	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION - -- Point 3	The proposed SD WAN device should create per transport encryption keys to encrypt traffic.	Request For Changes: The proposed SD WAN Controller should provide encryption keys to encrypt traffic.	Per Transport encryption is legacy solution. In SDWAN it is transport agnostic.  Request to consider "The proposed SD WAN Controller should provide encryption keys to encrypt traffic" since it is an older technology and most of the Enterprise companies are not using. There is no additional benefit that TNGB can obtain from this protocol. For your information, Indian Banks also use SD WAN Controller provided encryption keys to encrypt traffic. We have given Indian Bank example since TNGB is a RRB of the said bank.	Please refer the amendment
208	53	D TECHNICAL SPECIFICATIONS FOR HUB AND GATEWAY DEVICE --- Point 19	The Proposed Central Device must have hardware assisted Network Address Translation (NAT) capability as per RFC 1631	Request for Changes: The Proposed Central Device must have Network Address Translation (NAT) capability as per RFC 1631	SDWAN is software based, hence request to remove hardware assisted	Please adhere to the terms of RFP

209	53	E)TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION - -- Point 3	The proposed SD WAN device should create per transport encryption keys to encrypt traffic.	Request For Changes: The proposed SD WAN Controller should provide encryption keys to encrypt traffic.	<p>Per Transport encryption is legacy solution. In SDWAN it is transport agnostic.</p> <p>Request to consider "The proposed SD WAN Controller should provide encryption keys to encrypt traffic" since it is an older technology and most of the Enterprise companies are not using. There is no additional benefit that TNGB can obtain from this protocol. For your information, Indian Banks also use SD WAN Controller provided encryption keys to encrypt traffic. We have given Indian Bank example since TNGB is a RRB of the said bank.</p>	Please refer the amendment
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210	53	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION -- Point 3	The proposed SD WAN device should create per transport encryption keys to encrypt traffic.	Request For Changes: The proposed SD WAN Controller should provide encryption keys to encrypt traffic.	Per Transport encryption is legacy solution. In SDWAN it is transport agnostic.  Request to consider "The proposed SD WAN Controller should provide encryption keys to encrypt traffic" since it is an older technology and most of the Enterprise companies are not using. There is no additional benefit that TNGB can obtain from this protocol. For your information, Indian Banks also use SD WAN Controller provided encryption keys to encrypt traffic. We have given Indian Bank example since TNGB is a RRB of the said bank.	Please refer the amendment
211	54	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	The proposed SD WAN solution must be capable of exporting traffic statistics to Net Flow / SIEM collector, excel, text file, etc.	Pls confirm the SIEM collector bank is referring to.		It is clarified that bank is referring SIEM which is purchased through SOC tender
212	55	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	There should be one single centralized management console for proposed SD-WAN solution irrespective of number of controllers, orchestrator, analytics, or any other Head-end devices installed to match Bank's Scalability requirement.	we assume TNGB is referring to centralised orchestrator as central control management console for SDWAN, Pls confirm.		It is clarified that your understanding is correct

213	55	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	In the proposed SD WAN solution, the system must be able to monitor ISP link parameters like link quality, link usage and link congestion and should be able to provide historical data on the same for a period of minimum 3 months. Bidder shall also provide and maintain Backup solution including hardware software & licenses for taking Backup without any additional cost to the bank. Bidder shall integrate the proposed solution with Bank's Syslog server.	TNGB is providing VMs and storage as per the RFP. we assume TNGB provides the backup and licenses as well, Pls clarify.		It is clarified bank will provide the infra as per Annexe XIII including backup as well
214	55	E) TECHNICAL SPECIFICATIONS FOR CENTRALISED MANAGEMENT APPLICATION	30) The proposed SD-WAN solution should support granular Real-Time/near real time Monitoring and Historical Reporting like: a. Statistic bandwidth usage of available links b. Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization"	Need more clarity on 'packet ordering'. Generally may SD-WAN uses link score that is computed based on various metrics. Request to remove 'packet ordering'		Please refer the amendment
215	57	TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	Automatically learn devices that supports SNMP, HTTP, Ping, WMI, JMX, SOAP, REST API, PDC, SSH and Telnet along with any required protocol to communicate to the devices.	Please clarify the need of WMI, JMX, SOAP, PDC features if the RFP scope is to monitor, Manage Network devices		It is clarified support is sought for the discovery of all devices/services capable of communicating over network
216	57	F TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	8 . The tool should be able to discover the network links connected to network devices with ip address and should be capable of monitoring the links' performance and provide insights for fault analysis	Basic Fault and Performance module – need total device count.		The list of devices will be shared to the successful bidder

217	57	F TECHNICAL SPECIFICATION S FOR NMS WITH TICKETING FEATURE	1 . The solution should be compatible to run on Linux operating system	Application Lite – need total windows / Linux Server Count to monitor the services and process availability.		It is clarified that the proposed NMS solution should be capable of running on Linux operating system installed servers
218	57	NMS WITH TICKETING FEATURE	Section F: Ticketing module	Need total technician/engineer counts. We are mapping only the Incident management and any other process is required please mention		It is clarified that role based access in ticketing module is required. The no. of users should be atleast six. For processes, kindly refer scope of work
219	57	Section F: Ticketing module		Need total technician/engineer counts. We are mapping only the Incident management and if any other process/Feature is required in ticketing solution please mention		It is clarified that role based access in ticketing module is required. The no. of users should be atleast six. For processes, kindly refer scope of work
220	57	NMS Tool		The below modules only have been factored on NMS which is Base Fault and Performance, NetFlow, QoS, Application Lite, AIOPS and DC / DR - Let me know if any pother module need to be factored		Please refer the scope/technical specifications of RFP for inclusion of modules
221	58	TECHNICAL SPECIFICATION S FOR NMS WITH TICKETING FEATURE	The tool should provide complete Network monitoring system including IT Infrastructure Monitoring (Network, Server, Application & Database ports, Storage, VMs, UPS).	Please clarify the monitoring and management of Server, Application, Database ports, Storage, VMs scope in this RFP		It is clarified that the proposed NMS solution should provide visibility on the availability of mentioned services/devices

222	58	Table- F-C Point no : 1	The tool should provide complete Network monitoring system including IT Infrastructure Monitoring (Network, Server, Application & Database ports, Storage, VMs, UPS).	Please share the Inventory lists of existing assets/devices for each bank separately. How many licenses will be require for NMS.		The inventory list of existing assets will be shared to the successful bidder. The license required will be atleast 1200.
223	59	TECHNICAL SPECIFICATION S FOR NMS WITH TICKETING FEATURE	Provide standard reports that display current status of nodes and interfaces. Reports could be viewed on daily graph (5 minute average), weekly graph (15 mins average), monthly graph (1 hour average) and yearly graph (1 day average)	<p>Poller data retention was mentioned as 3 months in the SI no:3 in Page no. 20.</p> <p>Please clarify the overall data retention for NMS data and Ticket dump</p>		It is clarified that the overall data retention should be atleast for 6 months
224	60	Minimum Specification TECHNICAL SPECIFICATION S FOR NMS WITH TICKETING FEATURE	Clause no F	Additional clause for TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	<p>In order to avoid tempering with SLA calculation, we recommend authority to select solution with in-built database for ensuring better control and flexibility along with lower TCO, we request the authority to incorporate the below clause:</p> <p>"The monitoring module of proposed solution must not use any third party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations."</p>	Please adhere to the terms of RFP



225	60	Minimum Specification TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	Clause no F	Additional clause for TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	<p>In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the EMS specification:</p> <p>"The proposed EMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."</p>	Please adhere to the terms of RFP
226	60	Minimum Specification TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	Clause no F	Additional clause for TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	<p>n order to select established NMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:</p> <p>"NMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."</p>	Please adhere to the terms of RFP

227	60	Minimum Specification TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	Clause no F	Additional clause for TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	<p>In order to select EMS solution from reputed OEM (as per Govt. of India guidelines) along with long term existence and offering proven solution in industry, we would request you to add following clause in the specification.</p> <p>"The proposed EMS solution OEM should be Make in India and must have a presence in India for More than 10 years"</p>	Please adhere to the terms of RFP
228	60	Minimum Specification TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	Clause no F	Additional clause for TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	<p>Adding the following clause in the RFP requiring ITIL alignment and ITIL4 certification for Monitoring and Event Management justifies the adoption of best practices, quality assurance, and standardized IT service management. It ensures improved efficiency and vendor expertise while setting clear expectations and demonstrating a commitment to continuous improvement in IT practices.</p> <p>The proposed EMS solution should be aligned with ITIL framework principles and certified with ITIL4 with minimum 7 practices.</p>	Please adhere to the terms of RFP

229	61	TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	The tool should have option to display distance between devices in Topology Maps especially for branch gateway devices	Please clarify the need of calculating distance between devices in Topology since NMS can plot the branches and devices in the maps based on Lat and Long values but difficult to capture the distance if it is in the same building, across cities, etc...		Please refer the amendment
230	61	TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	The tool should support VM, Hypervisor and Cluster monitoring from different vendors like VMWare, Citrix, Nutanix, Linux etc.	Request to remove the IT infrastructure monitoring scope since this RFP is for network monitoring and management		Please refer the amendment
231	61	F TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	G-1 . The tool should provide REST APIs to integrate with IT Infrastructure Management, Configuration Management, Network Management, CRM tools to automate Events to Ticket	Ticketing module –need total technician/engineer counts. Mapping only the Incident management, and any other process is required please mention. General Queries: AIOPS – Standard features will enable it as per compliance points. DC-DR – Requirement please confirm Implementation support – onsite or remote or both mix and match. Check with customer.		It is clarified that role based access in ticketing module is required. The no. of users should be atleast six. For processes, kindly refer scope of work. The implementation support should be both mix and match.
232	61	F TECHNICAL SPECIFICATIONS FOR NMS WITH TICKETING FEATURE	4 . The proposed monitoring solution should be able to monitor network traffic by capturing flow data from network devices, including Cisco Netflow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NetStream data and also sampled Netflow data. The tool should have capability to alternatively capture flow data via packet capture.	Netflow-need total end points counts / Active IPs count (including end points like laptop / desktop) and QOS Link-need Logical link counts for across all 3 banks. (like DC to Branch, DC to DR links)		The count will be atleast 1200

233	61	NMS WITH TICKETING FEATURE	The proposed monitoring solution should be able to monitor network traffic by capturing flow data from network devices, including Cisco Netflow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NetStream data and also sampled Netflow data. The tool should have capability to alternatively capture flow data via packet capture.	Need total end points counts / Active IPs count across all 3 banks (including end points like laptop / desktop)		The count will be atleast 1200
234	61	Section FH: Point 4	The proposed monitoring solution should be able to monitor network traffic by capturing flow data from network devices, including Cisco Netflow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NetStream data and also sampled Netflow data. The tool should have capability to alternatively capture flow data via packet capture.	Need total end points counts / Active IPs count across all 3 banks (including end points like laptop / desktop) for netflow		The count will be atleast 1200
235	63	SECTION 5 - COMMERCIAL BID		Request to share the address of all the locations.		The address details of the branches are available in the Bank's website. The other location details will be shared to the successful bidder
236	63	Table A; Point No:1	Branch end gateway device including the cost of centralised solutions for SDWAN - 800	If we add all the branches of the three banks TNGB having over 656 branches in Tamil Nadu State, SGB having over 236 branches and PBGB having over 46 branches, the total sum is 938. Isnt 138 branches not a part of this tender?		It is clarified that the bank is having about 200 SD-WAN devices now. The additional quantity required is 800. Also, please note that the bank is looking for a single solution for the entire locations including the locations where the

						upgradable routers are available.
237	63	Table A; Point No:2	Hub end gateway device	Do all the three banks have their DC in the same central location where only a set of Hub end gateway devices are catering to all the three banks?		Yes, all the three banks have the DC in same central location.
238	63	Table A; Point No:2	Hub end gateway device	Won't the bank branches from any of the three banks not have any same IP LAN segment?		It is clarified that each branch is provisioned with unique IP LAN segment
239	63	Commercial Format		Total Device Count not mentioned in RFP for monitoring purpose. Please share all Make & Model & device count with to respected to three banks.		The count will be atleast 1200. The Make & Model will be shared with the successful bidder
240	88	Annexure XIII	Hardware resources to be provided by Bank	Need clarity on the Hardware to be Supplied by the Bidder or Bank		It is clarified that the requirement furnished as per Annexure XIII will be provided by the bank.
241	New Clause	Please Add this Clause in the RFP	Make in India Preference	As per the GOI directive all government procurements needs to support Indian OEM/ Domestic Manufacturer and their services as per the OM No: P-45021/2/2017-BE-II. DPIIT web link : <a href="https://dpiit.gov.in/public-procurements">https://dpiit.gov.in/public-procurements</a> As per GOI Guidelines "Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in		It is clarified that all directives/guidelines issued by GOI/RBI/NABARD on procurement by public sector entities are applicable

				public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products." Hence request you to kindly restrict the Tender for Indian OEM/ Domestic Manufacturer only		
242	New Clause	Please Add this Clause in the RFP	Make in India Preference	As per the GOI directive all government procurements needs to support Indian OEM/ Domestic Manufacturer and their services as per the OM No: P-45021/2/2017-BE-II. DPIIT web link : <a href="https://dpiit.gov.in/public-procurements">https://dpiit.gov.in/public-procurements</a> As per GOI Guidelines "Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products." Hence request you to kindly restrict the Tender for Indian OEM/ Domestic Manufacturer only		Please refer the amendment
243	New Clause	Please share the detail/add in the RFP		Desired Internet Throughput/Bandwidth at each remote locations/branches		It is clarified that the throughput requirement for branch end devices is 1 Gbps and bank in the near future may

						provision internet connectivity for branches
244	NewClause	Please share the detail/add in the RFP		Please share the list of the Central locations & remote branches of ( TNGB, SGB , PBGB)		The address details of the branches are available in the Bank's website. The other location details will be shared to the successful bidder
245	NewClause	Please share the detail/add in the RFP		Total no of Users at each location/branch ( TNGB, SGB , PBGB)		The requested detail is outside the scope of RFP
246	NewClause	Please share the detail/add in the RFP		What are the Applications used at each branches : Data, Video or VoIP		The details will be shared during implementation
247	NewClause	Please share the detail/add in the RFP		Initially how many branches need to be consider in Phase -1 for all 3 banks and please specify the remote branches detail		Please adhere to the timelines specified in the RFP. The details of the branches are available in Bank's website.
248	NewClause	Please share the detail/add in the RFP		If bank requires any security features in the SDWAN devices.Please specify it.		Please adhere to the specifications of the RFP
249	NewClause	Please share the detail/add in the RFP		Please share the details of existing Internet connections in Central and all remote locations i.e. MPLS/ADSL/4G		The details will be shared with the successful bidder
250	NewClause	Please share the detail/add in the RFP		Is there any 4G enable SDWAN devices will require at central & remote locatons.		No. Please refer the scope/specifications of the RFP
251	NewClause	Please share the detail/add in the RFP		Please share the details of existing Internet Bandwidth connectivity at Central and all remote locations ( TNGB, SGB , PBGB).		As of now, Bank is having MPLS connectivity and in the near future internet connectivity may be

						provisioned for branches
252	NewClause	Please share the detail/add in the RFP		Please specify the qty of Helpdesk users for ticketing.		The count should be atleast six.
253	NewClause	Please share the detail/add in the RFP		Kindly share the locations of each remote branches		The address details of the branches are available in the Bank's website
254		BRANCH END GATEWAY DEVICE		New Clause To Be Considered: Router should be upgradeable to latest In-Device security features like IDS, IPS, Anti-Malware, Anti-Virus, Botnet Filtering and Internet Threat Protection features without any hardware replacement.	Since the Bank is planning to implement SD-WAN functionality from day one, kindly include the Security features like IDS, IPS, Anti-Malware, Anti-Virus, Botnet Filtering and Internet Threat Protection features without any hardware replacement in the future.	Please adhere to the terms of RFP
255		GENERAL	GENERAL	Should we consider NMS as dedicated instance in On-Prem and ITSM (Ticketing) in Bidders NOC		It is clarified that NMS should be implemented On-Prem
256		GENERAL	GENERAL	Please provide us last 6 months ticket dump to understand the ticket flow and category type to size the IT and resources		The details required will be shared with the successful bidder on need to know basis
257		NMS WITH TICKETING FEATURE			Total Device Count not mentioned in RFP to monitoring purpose. Please share all Make & Model & device count with to respected to all banks.	The count will be atleast 1200
258		NMS WITH TICKETING FEATURE	Application Lite	Need total windows / Linux Server Count to monitor the services and process availability.		The count will be shared during implementation



259		NMS WITH TICKETING FEATURE	DC- DR		How it will deployed Active/Active or Active/Passive.	It is clarified that the deployment type will be Active/Passive for DC-DR
260		DC- DR	NMS Tool	is DC-DR deployment necessary - yes /no , if yes How it will deployed Active/Active or Active/Passive.		Yes. It should be deployed in Active/Passive mode in DC-DR
261		NMS WITH TICKETING FEATURE	Link Monitoring	We need total logical links across all banks.		The details will be shared with the successful bidder
262		NMS WITH TICKETING FEATURE	Implementation Support	onsite or remote or both mix and match.		The implementation support should be both mix and match.
263		NMS WITH TICKETING FEATURE			we required detial clarification from bank on setup whelter it is Multitentant; If it is multitenant Model then we required User counts for Each bank	It is clarified that separate user logins are required for individual banks
264			General query	Is there an incumbent vendor managing the existing infra of the bank? If yes, when is the current contract expiring?		The requested detail is outside the scope of RFP
265			General query	Our understanding is that the infra provided by the bank for the implementation of NMS/ticketing and other solution stack of the RFP, will be monitored and managed by the bank and its vendor. Kindly confirm.		The requirements captured in Annexure- XIII will be provided and maintained by the Bank
266			General Query	Request Bank to clarify whether non-Make in India vendors can participate in the BID		It is clarified that GFR guidelines will be applicable for Make in India clause

267			General Query	Request Bank to clarify what is the		Incomplete question
268			NMS Tool	Total number of login users required for NMS		The user requirement is atleast six
269			NMS Tool	Deployment type for three banks ( single license with multi tentancy for NMS & Ticketing Solution / three separate license for NMS & Ticketing Solution		It is clarified that single license with separate user logins for indiviual banks should be available
270		NMS Tool		ADDITIONAL Licenses: The required Licenses for all the Routers to have the Central Management is to be provided along with each Router. An additional 100 Device License to be provided on day 1 itself for future/buffer requirement - Let us know if this also be added in NMS licensensing as deliverables		The NMS requirement of the Bank is atleast 1200