

Amendments 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

S.No	Page No	Clause Name	Existing/Amended RFP Clause	Revised RFP Clause
1	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	6. The switch should have electric switch to power on and off in built.	Clause removed
2	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	9.Switch should operate in Temperature Range 0°C-50°C	9.Switch should operate in Temperature Range up to 45°C
3	42	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	7.Switch should have following minimum throughput of 48Gbps	7.Switch should have following minimum throughput of 88Gbps
4	43	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	20.Switch should support for different logical interface types like loopback, VLAN, SVI	20.Switch should support for different logical interface types like loopback, VLAN
5	45	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	45.Switch should support IP Source Guard to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP , MAC address and port	45.Switch should support IP Source Guard or functionally equivalent feature to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP , MAC address and port
6		B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES	Additional clause	The switch should support the applicable safety and compliances like FCC, CE, RCM, VCCI, BSMI, UL, CB, RoHS2
7	51	D TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE	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	2. a. 8X1/10 G fiber ports with Multimode SFP+ modules and 8X1 G Copper ports – WAN/LAN configurable

8	53	D TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE	19. The Proposed Central Device must have hardware assisted Network Address Translation (NAT) capability as per RFC 1631	19. The Proposed Central Device must have hardware/software assisted Network Address Translation (NAT) capability as per RFC 1631
9		Additional clause	Applicable for all devices & solution/tools	The required licenses as per the specifications should be available & activated as instructed by Bank
10		Additional clause	Branch & Hub End Device	The solution should support IPv6 on WAN & LAN
11	Additional clause	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	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.	The proposed solution should be capable of functioning in the traditional model of networking using BGP with/without the need of centralized management console/controller/control plane.
12	Additional clause	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	Applicable for Fortinet make	The proposed branch end device should be equivalent or higher model of existing Fortinet devices
13		Additional clause	Applicable for all devices	The device age (manufacture date) should be less than 1 year as of the date of supply. Also, it should be available in O.E.M's website for enquiry based on serial number for date of manufacture & supply throughout the contract period.

14) Fortinet Non Compatible Devices (Non Fortinet Make) – Technical Specifications & Commercial Bid:

Bidder should provide a single solution (Hardware SD-WAN router and switch & Software) for the entire locations. The following features modifications are applicable for Fortinet non compatible devices. All other features are given in the technical specifications (page: No – 39 to 62) remain same.

S.No	Page No	Clause Name	Existing RFP Clause	Amended RFP Clause
1	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	The Router should have minimum 4 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports.	The Router should have minimum 4 Numbers of configurable (LAN or WAN) 100/1000 Ethernet Ports.
2	40	A TECHNICAL SPECIFICATIONS FOR BRANCH END GATEWAY DEVICE	The LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization	The switch should change VLANs based on security posture of NAC clients. Should support Change of Authorization

3	50	C TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION	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	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(SDWAN LAN port / separate Switch), MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques
4		Switch	Should have minimum of 10 LAN ports and should support 802.1x	Should have minimum of 10 LAN ports; minimum throughput of 20Gbps and comply the technical specifications of Managed switch proposed (Page No: 42 to 46 of RFP).

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]

TABLE -A									
PROCUREMENT OF DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY and its AMC (All amount should be in INR inclusive all taxes)									
S.No.	Item Description	Make and Model/ Part Number	Multiplication Factor [A]	Procurement Cost with 3 years warranty		AMC/ATS Cost for 4 th and 5 th Year			Total Cost [G] = [C] + [F]
				Unit Cost [B]	Total Cost [C]=[A*B]	AMC/ATS cost for 4 th Year [D]	AMC/ATS cost for 5 th 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-SDWAN Box 890-Switch						
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)						
TOTAL OF TABLE -A									

*All amount in INR

TABLE- B:					
FACILITY MANAGEMENT SERVICES [ONSITE TECHNICAL SUPPORT] FOR A PERIOD OF FIVE (5) YEARS					
*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	
TOTAL OF TABLE - B					

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

TABLE- C:				
ONE TIME IMPLEMENTATION COST				
*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				
TOTAL OF TABLE - C				

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

TABLE- D:			
TOTAL COST OF OWNERSHIP (TCO) FOR FIVE YEARS PERIOD			
*All amount in INR			
S.No.	Table Detail	Table Description	Total Cost
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	
TOTAL OF TABLE - D			

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

Annexure-XV

15. CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

[UPGRADATION, SUPPLY, IMPLEMENTATION AND MAINTENANCE OF NETWORK WITH SD-WAN SOLUTION IN TNGB, SGB AND PBGB]

REF: TMD/12/2023-24 dated 11/10/2023

The technical bid document should mandatorily comprise of the following:

S.No.	Description of Documents required	Remarks	Submitted (Yes/No)	Supporting Documents Submitted/Remarks
1	EARNEST MONEY DEPOSIT (EMD)	TO BE SUBMITTED IN ORIGINAL		
2	COPY OF CERTIFICATE OF INCORPORATION OR ANY OTHER CERTIFICATE OF REGISTRATION ISSUED BY COMPETENT AUTHORITY FROM GOVERNMENT OF INDIA.	DOCUMENTS TO BE SUBMITTED		
3	CERTIFIED COPY OF ISO 27001:2013 (OR LATER) CERTIFICATES	DOCUMENTS TO BE SUBMITTED		
4	PERFORMANCE CERTIFICATE & PO SUPPORTING THE CLAIM FROM THE RESPECTIVE ORGANIZATION SHOULD BE SUBMITTED ALONG WITH CONTACT DETAILS OF THE COMPANY.	DOCUMENTS TO BE SUBMITTED		
5	AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FINANCIAL YEARS I.E., FY2020-21, FY2021-22 & FY2022-23	DOCUMENTS TO BE SUBMITTED		
6	BOARD RESOLUTION IN FAVOUR OF AUTHORIZED PERSON AND POWER OF ATTORNEY/ AUTHORIZATION LETTER (FROM AUTHORIZED PERSON EXECUTED ON STAMP PAPER OF APPROPRIATE VALUE)	DOCUMENTS TO BE SUBMITTED		
7	A) TECHNICAL AND FUNCTIONAL SPECIFICATIONS	As per Specifications and allied technical details section		
	B) TECHNICAL AND FUNCTIONAL SPECIFICATIONS – COMPLIANCE CERTIFICATES/APPROVALS	Submitted from Regulatory body		
8	BID FORM	Annexure I of RFP		
9	INTEGRITY PACT	Annexure II of RFP		
10	BIDDER'S INFORMATION	Annexure III of RFP		
11	PERFORMANCE CERTIFICATE	Annexure IV of RFP		
12	UNDERTAKING FOR NON- BLACKLISTED	Annexure V of RFP		
13	TURNOVER CERTIFICATE NETWORTH CERTIFICATE	Annexure VI of RFP		
14	MANUFACTURER'S (OEM) AUTHORISATION FORM	Annexure VII of RFP		
15	FORMAT FOR BID SECURITY BANK GUARANTEE	Annexure VIII of RFP		
16	FORMAT FOR PERFORMANCE BANK GUARANTEE	Annexure IX of RFP		
17	NON-DISCLOSURE AGREEMENT	Annexure X of RFP		
18	UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	Annexure XI of RFP		
19	ESCALATION MATRIX	Annexure XII of RFP		
20	HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS	Annexure XIII of RFP		
21	CONTRACT FORM	Annexure XIV of RFP		

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

Sl. No.	RFP Points	RFP Clause	Queries / Required Changes	Remarks	Clarifications from Bank
1	49)Fortinet Non Compatible devices:	The LAN port should change VLANs based on security posture of NAC clients. Should support Change of Authorization	Request for Clarification: As per the Corrigendum, SDWAN and Switch has been included as alternative option (Fortinet Non Compatible devices). Hence the "change VLANs based on security posture of NAC clients. Should support Change of Authorization" applies for the Switch and not for SDWAN. Please clarify.	Security posture of NAC Clients (802.1x) and Change of Authorization are applicable for the only for the Switch port, since provided separately. The SDWAN LAN interface will act as a trunk port connecting to the switch. Hence request to change LAN port to Switch.	please refer the amendment
2	49)Fortinet Non Compatible devices:	Branch end gateway device and switch including the cost of centralised solutions for SDWAN	Request for Clarifications: Kindly clarify on the existing number of users per branch location.	Fortinet Compatible devices also has 8 LAN ports and 2 WAN ports. Non-Fortinet Compatible devices has advantage of connecting more WAN ports (since there TNGB plans to connect additional Internet link in future) and additional Switch provided for LAN. Hence request to consider as 8-ports. Further, if 8-port we can provide with on-off switch with power adaptor.	Please adhere to the terms of the RFP
3	49)Fortinet Non Compatible devices:	Switch - Should have minimum of 10 LAN ports and should support 802.1x	What the number of expected increase in the number of users in 2nd year, 3rd year, 4th year and 5th year?		
4	49)Fortinet Non Compatible devices:		What the total number of expected users at the end of 5th years for which is procuring through this tender?		
5	49)Fortinet Non Compatible devices:		Request for Changes: Switch - Should have minimum of 8 LAN ports and should support 802.1x		
6	49)Fortinet Non Compatible devices: SECTION 5 B - COMMERCIAL BID	1) Branch end gateway device and switch including the cost of centralised solutions for SDWAN -- 1000 Numbers	Request for Clarifications: Total number of 24 port Switches required is 110. Kindly clarify how many number of Switches are at the branches / HUB(DC/DR).		
7			Request for Clarifications: How many number of users are there for 24-port Switch Branch locations.		
8			Request for Changes: The 24-port Switches will support in connecting the existing users in the large branch locations. Hence request for reduction of Switches for the Fortinet Non Compatible Devices category.	This will reduce the Bank's expense on the additional switches (specified in Fortinet Non Compatible devices), spent for branch locations.	please refer the amendment

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

9	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.	4.1.1 Request for additional information: Request you to provide plan for upgrading the b/w for 3rd year and 5th year		Details will be shared to the successful bidder only.
			4.1.2 Request for additional information: Is any plan for procuring Broadband at branch locations in future? If yes then provide details on which year and how much b/w going to be procured. (Note: This need to be consider based on RBI guideline)		
			4.1.3 Request for additional information: What is the total aggregated b/w at the end of 5 year of this contract for which tender has been floated.		
			4.1.4 Request for Changes: The Branch Router should support minimum throughput of 100 Mbps on a single chassis from day one.	Excessive provisioning without taking into consideration the important aspects like available stock/ Solutions (as mentioned above), outstanding dues/supplies, past consumption pattern in tender since Bank is using total b/w of 4Mbps (As per Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 --- Point 205)	
10	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 Clarifications: As per Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 --- Point 205, it clarifies the existing MPLS is 2Mbps and with 2 links it aggregate to 4Mbps. Even 10 times of the branch bandwidth is 40Mbps. Hence request for below changes (reducing 1 Gbps to 100Mbps)	Even for any patch update or AV update in future can be done at regular intervals with TRL policy set in SDWAN, which enables even distribution of bandwidth and effective utilization.	Please adhere to the terms of the RFP
11	Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 -- -- Point 205	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	Request for Clarifications: Kindly update on the future bandwidth upgrade for the Branch MPLS links in 2nd year, 3rd year, 4th year and 5th year.		Details will be shared to the successful bidder only.
Request for Clarification: Please clarify whether the Branch internet link will be 3rd connection apart from existing 2 MPLS links?					
Request for Clarification: Kindly clarify on the internet link bandwidth planned for 2nd year, 3rd year, 4th year, 5th year?					

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

14			Request for Clarification: Is there any upcoming applications which will be launched and used by branch locations? What are those additional applications? When it is planned to be launched?		Details will be shared to the successful bidder only.
15	D) TECHNICAL SPECIFICATIONS FOR HUB END GATEWAY DEVICE -- Page 13	Centralized hardware needs to be sized to handle 5000 links (one network link has 2 Mbps bandwidth) from Day-1.	Request for Clarification: What is the number of branches increase in last 3 Financial years FY2022-23, FY2021-22, FY2020-21?		Details will be shared to the successful bidder only.
16			Request for Clarification: What is the expected number of branches planned increase in the next 2 years, 3 years, 4 years and 5 years?		
17	Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 -- Point 203	It is clarified that HUB throughput should be sized based on the throughput of branch end devices for the mentioned number of branches	Request for Clarification: Kindly update on the existing HUB / DC / DR location link bandwidth and what is the maximum utilization.		Please adhere to the terms of the RFP
18			Request for Clarification: Kindly clarify whether we have the size the throughput of our own based on the number of locations and ensure that the device supports sufficient bandwidth, links and SDWAN tunnels.		
19	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 Clarification: The SDWAN integration will happen with either one for AAA authentication namely AD/ TACACS / TACACS+ / PIM. Please confirm. Kindly make with optional as either one option.		

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

20	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(SDWAN LAN port / seperate Switch) , MPLS EXP, DSCP and by some well-known application types through Application Recognition techniques	Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 -- For Fortinet Non Compatible devices, the 802.1p applies only for Switch, hence request to clarify.	please refer the amendment
21	D TECHNICAL SPECIFICATIONS FOR HUB END 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	NAT implementations while adhering to the RFC 1631 can be either software or hardware based implementations. The implementation is hardware or software is vendor / oem specific. While we understand that the requirement is to be compliant to RFC 1631 / Support NAT, we request that Bank to remove any reference that can make the clause / phrase / words (e.g. hardware based or software based) vendor specific.	please refer the amendment
22	Amendments to the RFP No: TMD/12/2023-24 dated 30/10/2023 - -- Point 23	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.	Request for Clarification: We request the bank to clarify that the ability to function as a traditional router is restricted to the configuration of the WAN Interface and associated protocols for first time bring up / connection at No other capabilities should be allowed to be configured the branch without the centralized management system.	One of the key aspects of SD-WAN implementation is centralized management that allows for controlled and restricted access to the devices deployed in the branch. This ensures that no unauthorized access that cannot be centrally logged using a local authentication occurs. While device is capable of under lay routing, it should be always centrally managed without any local CLI / GUI access for configuration. However, the WAN related configuration including WAN IP Address, WAN Routing Protocols like BGP, OSPF and Static Routing should be limited configuration elements can be locally configured at the time of device installation or device provisioning prior to the deployment locally (at the branch site) during first time configuration. We request the Bank to clarify that minimum configuration pertaining to the WAN interface and corresponding protocols only should be configurable locally for first time connection to centralized management system. No other configuration should be made available via CLI or GUI locally for security reasons.	please refer the amendment

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

				Local configuration is a security risk as it uses local authentication mechanism and by-passes all centralized authentication & authorization controls enforced by the bank like LDAP / TACACS+ / Active Directory based AAA. The configuration changes also become "un-audit" logged potentially creating a backdoor into the network. Any such local configuration access without centralized AAA should be actively discouraged keeping in mind the security considerations.	
23	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES -- Basic Requirements - Point 5	The switch should send logs to Centralized management servers (Minimum two).	Request for Clarifications: Logs are sent to the primary / active centralized management system, that is configured as the log receiver. There syslog are backedup to the secondary / centralized management backup server and these logs are exportable to any SIEM tool.		Please adhere to the terms of the RFP
24	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 is OEM specific. Most of Switch OEM are having SMPS inside and providing without power adaptor, hence there is no provision for on and off built-in electric switch.	Most modern switches include SMPS to terminate electrical power on the device. Such models comes with ON/OFF Switch on the device, unlike order legacy switches that don't have SMPS.	Please refer the amendment
25	B TECHNICAL SPECIFICATIONS FOR MANAGED SWITCHES - Hardware and Interface Requirement - point 20	Switch should support for different logical interface types like loopback, VLAN, SVI	Request for Changes: Switch should support for different logical interface types like loopback, VLAN.	Request to remove SVI, since it applies for L3 Switches for inter VLAN routing. The requirement is for L2 Switch only. Hence request for removal of SVI.	Please refer the amendment
26	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 Clarification: Switch comes with web based GUI. Hence kindly update whether Banner is a critical line item or it is preferred to have Banner.	Request that the Bank consider this feature or make it nice to have. This comes from the background that all management functions have transitioned to being GUI based and CLI is no longer a preferred method to configure and manage the switches.	Please adhere to the terms of the RFP
27	Amendments to the RFP No: TMD/12/2023-24	The bidder should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2022	Request for Changes: The bidder / OEM should have supplied and deployed SD-WAN solution in at least 1000 locations before 30/09/2022 and continue to	SD-WAN is relatively newer technology and requires constant intervention from OEM as there are not many skillfully trained partners in the bidder ecosystem in India. Keeping in mind the Bank's interest, we request	Please adhere to the terms of the RFP

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

	dated 30/10/2023 - -- Point 25	and continue to manage as on 30/09/2023 in at least one Government, private or public Banking & Financial Institutions/organizations in India	manage as on 30/09/2023 in at least one Government, private or public Banking & Financial Institutions/organizations in India	that the clause be modified to include the OEM along with the bidder.	
28	Amendments 2 to the RFP No: TMD/12/2023-24 dated 30/10/2023 - -- Point 2	The bidder should have minimum of two years' experience as on 30.09.2023 for implementing, managing single NMS solution, monitoring minimum of 2000 devices for at least 1 customer (single order) in Government, private or public Banking & Financial Institutions/organizations in India.	Request for Changes: The bidder / OEM should have minimum of two years' experience as on 30.09.2023 for implementing, managing single NMS solution, monitoring minimum of 2000 devices for at least 1 customer (single order) either in Government, private or public Banking & Financial Institutions/organizations or Enterprise in India.	SD-WAN is relatively newer technology and any NMS managing the SD-WAN implementation requires constant intervention from OEM as there are not many skillfully trained partners in the bidder ecosystem in India who manage the NMS managing a large SD-WAN network. Keeping in mind the Bank's interest, we request that the clause be modified to include the OEM along with the bidder.	Please adhere to the terms of the RFP
29	Page No: 8 2. BACKGROUND AND PURPOSE OF THE PROJECT	Facility Management Services for existing routers, switches and new SD-WAN products.	By Facility Management you mean racking, power and cabling? Can you please elaborate this further?		Please refer the scope of work of RFP for FMS (L1. L2 & L3)
30	Page 51 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	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, you need 8 no of 1/10G Multimode Interfaces along with 8 no of 1G Copper interfaces. Kindly modify the points accordingly	Please refer the amendment
31	BRANCH END GATEWAY DEVICE	Additional point	Router should be upgradeable to latest In-Device security features like IDS,IPS, antimalware, antivirus, botnet filtering and internet threat protection features etc without	since the banking is moving towrdas more API based and Internet based application to their end customers , the importance of enabling the internet in branches in inetvibale . Consdiring the lcoal internet break out ,	Please adhere to the terms of the RFP

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

			any hardware replacement. The threat intelligence should be from the same OEM	the new SDWAN devices should be capable to upgrade without any HW replacement	
32	BRANCH END GATEWAY DEVICE	Additional point	The solution should support end-to-end IPv6 on both LAN, WAN and on the overlay		Please adhere to the terms of the RFP
33	Page 42 MANAGED SWITCHES	6. The switch should have electric switch to power on and off in built.	Requesting you to kindly remove this point	Since most of the standardised switching Vendors L2 switches doesn't comes with the inbuilt ON/OFF switch, Requesting you to kindly remove this point	Please refer the amendment
34	Page 42 MANAGED SWITCHES	7. Switch should have following minimum throughput of 48Gbps	Switch should have following minimum throughput of 88Gbps for the 24 port switches, 20 Gbps for the 8 Port switches	As per the industry standard request the bank to consider the 88Gbps throughput for 24 port, 20 Gbps for 8 Port switches	Please refer the amendment
35	Page 42 MANAGED SWITCHES	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 setup where the room temperatures are below 40 degree, requesting you to modify the upper limit into 45 degrees.	Please refer the amendment
36	Page 43 MANAGED SWITCHES	12. Switch should be rack mountable and should be supplied with necessary mounting kit	Requesting you to kindly remove this point for 8 port switch	24 port switch should be Rack Mountable	Please adhere to the terms of the RFP
37	Page 45 MANAGED SWITCHES	45.Switch should support IP Source Guard to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP , MAC address and port	Switch should support IP Source Guard or equivalent feature to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP , MAC address and port	Switch should support IP Source Guard or equivalent feature to prevents a malicious hosts from spoofing or taking over another host's IP address by creating a binding table between the client's IP , MAC address and port	Please refer the amendment
38	MANAGED SWITCHES	Additional point	Switch must support micro-segmentation to block intra-VLAN traffic to prevent the direct client-to-client traffic visibility at the layer-2 VLAN layer.		Please adhere to the terms of the RFP
39	MANAGED SWITCHES	Additional point	The switch should support the following safety and compliances FCC, CE, RCM, VCCI, BSMI, UL, CB, RoHS2		Please refer the amendment
40	MANAGED SWITCHES	Additional point	The make of switch & SDWAN device should be from the same OEM	It is operationally easier to manage switch and SDWAN device from same OEM , there wont be any compatibale issue . Both can be centrally manged .All Major OEM having both SDWAN+Switch options	Please adhere to the terms of the RFP
41	Page 25 VI) Penalties related to Facility Management/	a) Penalty due to absence of any engineer in one quarter will be capped at 120% of the Quarterly FM amount for that resource.	Considering the limited number of resources (only 4), achieving the desired shift timings (24/7) is not feasible. Therefore, we request the bank to contemplate the inclusion of additional resources.		It is clarified that bank reserve rights to increase the onsite resources as and when required during the contract

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

	Onsite Technical Support				period based on the agreed price with successful bidder
42	Page 35 1. INDIVIDUAL ROLE & RESPONSIBILITIES OF ONSITE AND ONCALL TECHNICAL SUPPORT RESOURCES	<p>Level 3 Support:</p> <ul style="list-style-type: none"> a)) Review of network architecture and optimize it b) Support in DR drill activities c) Prepare RCA, Designs, Reports and present to appropriate teams and authorities d) Software upgrade of network devices e) Compliance to Auditor observations f) Creation of base line document and bringing configuration changes to the systems after obtaining approval from Bank g) Prepare a backup plan for each site/device with the single & high availability modules h) Complete project management of L1, L2 resources deployed under this project i) Direct interaction with L1/ L2 FM resources for better understanding of the deployed systems and their optimum management as part of knowledge base and updation j) Resource should suggest the Bank on new and improved ways and means to enhance the efficiency of the systems under scope by suggesting new performance improvement 	<p>While the L3 support has been indicated as on-call, the provided scope necessitates a dedicated L3 resource at the bank's site. This is crucial as the resource should possess comprehensive knowledge of the end-to-end solution deployed and comply with the bank's requirements. Therefore, we kindly request your consideration to have the L3 resource dedicated on-site.</p>		Please adhere to the terms of the RFP

Clarifications 3 to the RFP No: TMD/12/2023-24 dated 30/10/2023

		k) Participate in monthly review meetings			
43	Page 26 1. SCOPE OF WORK	a) The successful bidder should provide on-site preventive maintenance on regular interval i.e. quarterly, for all the new and existing solutions/ Appliances under the scope of this RFP.	Kindly provide us with details regarding the current solutions that are intended to be included in this preventive maintenance effort.		The details will be shared with the successful bidder
44	Page 48 C TECHNICAL SPECIFICATIONS FOR SD WAN SOLUTION		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.	Can you provide information about the NAC (Network Access Control) solution implemented at the bank, which necessitates integration?	It is clarified that Bank refers the NAC solution to be implemented in near future.
45	Page 35 1. REQUIREMENT OF MAN POWER			Given that the bank has over 800 branches with DC/DR, managing 24/7 monitoring with only 4 resources is not feasible. Therefore, we recommend increasing the resource count by an additional 4 L1 resources. This will ensure the presence of 1 L1 resource for each shift, providing continuous monitoring for the entire network of the bank.	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. Also, bank reserve rights to increase the onsite resources as and when required during the contract period based on the agreed price with successful bidder