

S. NO.	RFP Point no/Title	Clause No. in RFP	Page no in RFP	Details provided in RFP/Amendment/Clarification	Query/ Changes Requested	Bank's Remark
1	INVITATION FOR BIDS (IFB)	5	5	<b>Clause as per Clarification,</b> It is clarified that all bidders should also submit their indicative commercial bids	To estimate AMC charges as part of indicative commercial bid, indicative device model number along with OEM is required. Request to share.	Please refer additional amendment
2	Qualification Criteria for Bidders	2.1.J	10	<b>Clause as per Amendment:-</b> The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in any two private or PSU bank /Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India for last three (03) years as on 31.03.2020. Copy of work order / Client's testimonial should be submitted by the bidder.	The bidder should be currently supporting minimum 2 Nos of ASR 1000 series Cisco Routers in 2 private PSU banks / Scheduled commercial banks /public or private Ltd companies/ government (state and central)/insurance companies in India during last 3 years as on 31.3.2020 . Bidder should provide Copy of work order / Client's testimonial.  Request you to modify the clause as under: The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in two private or PSU banks / public or private Ltd companies/ Insurance Companies/ Govt. Department in India for at least 1 (One) year during last three (03) years as on 31 Mar, 2020. Copy of work order / Client's testimonial should be submitted by the bidder.	Please refer revised amendment
3	Qualification Criteria for Bidders	2.1.k	10	<b>Clause as per Amendment:-</b> The Bidder should be supporting minimum 2 Nos	Bidder should be currently supporting minimum 2 Nos of	Please refer revised amendment

				of Cisco nexus 7000/9000 series switches in at least one private or PSU bank /Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India for last three (03) years as on 31.03.2020. Copy of work order / Client's testimonial should be submitted by the bidder.	Cisco nexus 7000/9000 series switches each in at least 1 private PSU banks / Scheduled commercial banks /public or private Ltd companies/ government (state and central)/insurance companies in India during last 3 years as on 31.3.2020. Bidder should provide Copy of work order / Client's testimonial	
4	Qualification Criteria for Bidders	2.1.i	10	<b>Clause as per Amendment:</b> - The bidder should have an arrangement with OEMs for providing AMC support. Authorization letter from respective OEMs in favour of the bidder should be submitted by the bidder. In case of non-availability of the specific arrangement with OEMs other than Cisco, the bidder should have an arrangement with ASPs of the OEM for providing AMC support. Suitable replacement of equipment of similar or higher capacity of respective OEM/Cisco make. Authorization letter from respective OEMs/ASPs in favour of the bidder should be submitted by the bidder.	It is mentioned that "Suitable replacement of equipment of similar or higher capacity of respective OEM/Cisco make". In what scenario suitable replacement of equipment to be done? If we have AMC coverage from both Cisco and ASP, is this still applicable. Please clarify.	It is clarified that suitable replacement of equipment to be done when the faulty equipment is beyond repair. It is applicable for devices of any OEM.
5	Qualification Criteria for Bidders			Additional	REQUEST FOR CONSORTIUM OR SPV OR ALLIANCE	It is clarified that consortium/SPV/Alliance of bidders is not allowed in the bid.
6	Man Power (FMS) - ZO		11	Additional	Request bank to provide minimum resource count beyond the seats to ensure right sizing of resource. Also change the commercial table to reflect the	No Change

**Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipments**
**12.06.2020**

					same	
7	Manpower Requirements for NOC - General Shift	2	12	<b>Clause as per Clarification</b> , General Shift covers all days except bank holidays	Please share current weekly bank holidays apart from Sunday.	Please refer <a href="http://www.Indianbank.in">www.Indianbank.in</a> and Government of India Notifications.
8	Timeframe for Completion of Project	1	14	<b>Clause as per Amendment</b> - Delivery of hardware and software to be supplied through this RFP. - 8 weeks from the date of Issue of Purchase Order.	10 weeks from the date of Issue of Purchase Order acceptance.	No Change
9	Timeframe for Completion of Project	2	14	<b>Clause as per Amendment</b> - Installation and Operationalization of complete solution - 12 weeks from the date of Purchase Order	Installation, configuration of Service Desk and NMS (Definition of installation means the hardware, software and license is installed to operate independent of other solutions.) - 13 weeks from the date of Purchase Order acceptance.	Please refer revised amendment
					Installation, configuration of rest of the solutions (Definition of installation means the hardware, software and license is installed to operate independent of other solutions.)- 13 weeks from the date of Purchase Order acceptance.	
					Integration of complete solution (Definition - Integration of the solution as per solution design) - 15 weeks from the date of Purchase Order acceptance.	
					UAT (Sign off) and Operationalization of complete solution. (After integration completion & signoff given by Bank's officials.) - 16 weeks from the date of Purchase Order	



					acceptance. Installation and Operationalization of complete solution - 15 weeks from the date of Purchase Order	
10	Maintenance of equipment	3	14	<b>Clause as Clarification</b> - Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of purchase order acceptance. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	Please refer additional Amendment
11	Man Power (FMS)	4	14	<b>Clause as per Amendment</b> -Within 10 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	16 weeks from the date of Purchase Order acceptance subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training. 50% L1/L1+ engineers in Central NOC Chennai by 12 weeks. Balance in 16 Weeks from the date of purchase over acceptance. All L2 and L3 engineers will be 16 weeks from the date of Purchase Order acceptance (interview to be excluded to avoid further delay as bidder is delivering the outcome) 16 weeks from the date of	Please refer revised amendment



					Purchase Order acceptance subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	
12	THE EQUIPMENT LIST FOR PROVIDING MAINTENACE SERVICES	5	14	<b>Clause as per amendment :-</b> There are approximately 7608 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7608 b) Total Routers – 6102 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, AAA, Compression Engine, Load Balancers) - 17	OEM's have requested Asset List with S/No Details for providing Indicative pricing. Kindly request Bank to provide Detailed Asset List or exlcude Indicative Commercials for Technical Bid Submission	Please refer additional amendment
13	1. Tool Installation and Operationalization Services	4.a	25	<b>Clause as per Amendment :-</b> Target - 12 weeks from the date of Purchase Order Penalty: - Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 12 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 12 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part	<p>we request bank to extend the implementation time frame from 12 weeks to 24 weeks time frame. We request bank allow SI to implement the tools or joint implementation by SI &amp; OEM. Only OEM implementation will have challenge which include the direct liability on SI on behalf of OEM which will be challenge for approval.</p> <p>Target - 15 weeks from the date of Purchase Order Penalty: - Penalty will be applicable if the installation and Operationalization is not completed as per the scope of</p>	Please refer revised amendment and refer RFP page no 11



				thereof for every subsequent week subject to a maximum of 10% of the total contract value excluding AMC charges.	the RFP within 12 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 12 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week	
14	Link monitoring and uptime (For links of service providers who provided SLA – other than BSNL/MTNL)	4.h	33	<b>Clause as per Amendment</b> , If during the currency of contract, links (apart from BSNL/MTNL, VSAT Links) is down; following penalties will be applicable:-	Agreement for links with service provider has been done by Indian Bank. Bidder has no stake in those agreements. In this scenario we request to you remove penalty clauses for link failure for service providers with SLA (non BSNL/MTNL). Bidder will closely monitor and manage the tickets for link failure and will ensure closure at the earliest possible of time.	No Change
15	Termination for Convenience	9b,9c	35	9b. Bank will pay for the services availed till the date of termination on submission of invoices and documents. 9c. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed	Kindly request bank to clarify if Services and Partially Completed Services include Product (HW/SW) also as overall Services being provided by Bidder	Yes



				Services.		
16	Settlement of Disputes	10.d.ii	36	10.D.ii) the bank shall pay the Successful bidder any monies due to the Successful bidder	Kindly request bank to clarify if "due " term means all the products delivered and service rendered?	It is clarified that the term due in this context means the delivery of equipment /SW is accepted by the bank and successful bidder is eligible to receive the payment
17	Device Maintenance	Additional	46	<b>Clause as per Clarification,</b> The successful bidder should assign field support engineers to attend to requirements at branches which require onsite visit.	Please share total number of such visits, across India, in last one year.	It is clarified that the visits are as per industry standard
18	Device and Link Monitoring, Device Maintenance, Link Maintenance	C,D,E	51-54	Additional	We are setting up helpdesk only for Network operations. Either Bank's users should be restricted from making any non-network related calls (such as a network issue on individual pc or any other issue) or if Bank insists their user can make any calls, then bank should amend RFP for adding up Service Desk scope also, since it would involve Service Desk engineers to handle these calls.	It is clarified that Service calls which are not falling under the scope of this RFP will be handled by the bank.
19	Device Maintenance	24	53	<b>Clause as per Amendment: -</b> In case of failure of any network equipment like router/modem/switch etc. at any of the branches / administrative offices / Offsite ATM sites, engineer of the successful bidder should replace the same at the location. If spare equipment is not available with the successful bidder then they should collect the spares from the zonal office till replacement device is arranged. The	We understand AMC of modems are not in scope present RFP. Please confirm.	Yes



				activity for bringing up branch network should be done as per the SLA defined in the RFP. The faulty equipment, which was replaced, should be handed back to the concerned IT Officer at Zonal Office of the Bank and a receipt should be taken from ZO. Further, the successful bidder should follow up with the vendor who is providing AMC /Warranty services for the equipment and get the equipment replaced and the change in equipment should be updated in the asset database.		
20	Network Amalgamation	K	59	Additional	Field activity related to network amalgamation to be excluded from the scope of the RFP as this will attract additional cost to bidder without the effort clarity. With operations team sized to run smooth operations and will not have bandwidth to do project activities, bank is required to add scope of project and separately demand for commercial along with timelines.	It is clarified that, Network Amalgamation is the part of the scope.
21	Hardware Sizing	Additional	84	<b>Clause as per Clarification;</b> Instead of Physical Hardware, can a bidder propose equivalent VM, to be hosted on Bank's existing hardware at Data Center ? Answer: Yes.	We understand, if we propose VMs, physical hardware is not required to be quoted. Please confirm.	It is clarified that VM are acceptable provided it is sized suitably to meet the requirement as per scope of the tender.