

RFP REF: CO/ITD/CNW/1315/R1/2018-19dated 18.12.2018 for "Supply, Installation, Configuration, Testing, Commissioning, Warranty and Maintenance of Managed Network Switches with Network Configuration and Change Management(NCCM) Software for Branches, Offsite ATMs and Administrative Offices"

Clarifications

S. No	Clause number	Page no	Clause as per RFP	Bidders request	Clarifications from the Bank
1	Section-II-(2) Qualification criteria for Bidders	7	The Bidder should have earned Net Profit during last three financial years of the Bidder	Request Bank to Change the clause as one of follows. Bidder should have earned Net/Operating profit in 2 out of last 3 years. (or) Bidder should have earned Net/Operating profit for last 2 years (FY 17-18 & 16-17) (or) The bidder or its parent company (bidder should be 100% owned subsidiary of the parent company) has registered net profit for at least two financial years	Please refer Amendment 1
2	Section-II-(2) Qualification criteria for Bidders	7	The equipment quoted should be in the leaders quadrant of Gartners Magic quadrant for wired and wireless LAN Access Infrastructure for last three years (2015,2016,2017)	Does NCCM require to be in leadership quadrant?	It is clarified that Managed switches should only be in the leadershipquadrant. NCCM software should be of the same OEM.
3	Section-II-(4) Timeframe for completion of project	10	Purchase order for supply of devices will be issued for the entire quantity of equipment's called for in the bid. Equipment should be supplied within eight weeks from the date of issue of delivery instructions. The successful bidder should arrange for obtaining Road Permit wherever required.	Delivery of switches to be made as 12 weeks from the date of issue of delivery instructions.	Please refer Amendment 2
				We request you to amend this clause as centralised delivery in chennai, However we the bidder will do the central delivery, staging & own the shipment till it get delivered to the end location.	Please adhere to the terms and conditions of RFP
	Section-II-(4)	10	The replacement of existing unmanaged switches should be	Request to extend timeline as follows: Replacement of existing switches 120	Please adhere to the terms and conditions of



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	Timeframe for completion of project		completed within 60 days from the date of delivery of switches. The switches to connect new branches are to be installed within 14 days of issuing such communication. The Management software should be installed centrally within eight weeks from the date of issue of purchase order.	days Implementation of Switches in New Branches: 45 days. Management software Installation requested to be extended to 12 weeks	RFP
5	Section-II-(4) Timeframe of Completion of Project	10	The Management software should be installed centrally within eight weeks from the date of issue of purchase order	We request you to amend this clause as 12 weeks timefor the delivery & completion of installation.	Please adhere to the terms and conditions of RFP
6	Section-III-(17) Signing of the contract	16	Within 15 (fifteen) days of acceptance of the Purchase Order, the successful Bidder shall sign and date the Contract and return it to the Bank (Format- 7 in section V). Acceptance of purchase order should be submitted within 7 days from the date of issue of purchase order along with authorization letter	we request you to amend this clause as within 30 days	Please adhere to the terms and conditions of RFP
7	Section-IV-(9) Service Level Agreement	23	If the successful bidder fails to rectify the branch Managed Switches within 24 hours either by rectification of fault or replacement by a standby device, the Bank shall levy penalty at rate of Rs.1000/- per day or part thereof from 24 Hours from	Request Bank to change penalty to 250/- Per day	Please adhere to the terms and conditions of RFP



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			reporting the issue to the Bidder. However, the total amount of penalty deducted will be pegged at total AMC charges payable for six years for that particular switch		
8	Section-IV-(9) Service Level Agreement	23	<p>If the successful bidder fails to maintain the guaranteed uptime for Network Management server, Penalty for non-maintenance of uptime will be deducted as under:</p> <p>Availability calculated on monthly basis Penalty Amount</p> <p>>99.50% No penalty</p> <p>98.99% to < 99.50% 0.1% of total value for every hour or part thereof</p> <p>98.50% to < 98.99% 0.2% of total value for every hour or part thereof</p> <p>97.99% to < 98.50% 0.3 % of total value for every hour or part thereof</p> <p>97.95% to <97.99% 0.5 % of total value for every hour or part thereof</p> <p><97.95% 1 % of total value for every hour or part thereof</p> <p>The maximum penalty levied as mentioned above shall not be more than the 50% of total AMC amount payable(exclusive of Taxes) for one Year.</p>	We request you to cap the penalty charges @ 10% of respective quarterly downtime charges	Please adhere to the terms and conditions of RFP



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9	Section-IV-(10.2) Installation payment	24	Installation payment (20%) can be claimed by the successful bidder once the installation of the Managed Switches and Management Software is completed at respective sites as informed by the Bank	We request you to release this 20% payment against the completion of every 100 locations installation completed. This will enable us to get our approval from our CFO office.	Please refer Amendment 3
				Payment - Completion of Every 100 Switches, request payment to be released.	Please refer Amendment 3
10	Section-IV-(11) Liquidated damages	25	If the Successful bidder fails to deliver the equipment within the period(s) specified, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of Invoice price of the delayed equipment for each week or part thereof of delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount	Liquidated damages applicable 0.5% /week to maximum of 5% for the delayed equipment	Please adhere to the terms and conditions of RFP
11	Section-IV-(11) Liquidated damages	25	If the Successful bidder fails to deliver the equipment within the period(s) specified, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of Invoice price of the delayed equipment for each week	Request Bank to make pegged amonth to 5% LD	Please adhere to the terms and conditions of RFP



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			or part thereof of delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount		
12	Technical bid -1 Tech Specification (a)Managed switches	32	Type-II - 2 number of 10 Gbps SFP+ port with transceivers from same OEM. Type-III - 2 number of 10 Gbps SFP+ port with transceivers from same OEM	Please specify SFP+ (Single Mode or Multi mode)	It is clarified as SFP+ transceivers of Multimode
13	NCCM			How old data to be preserved in NCCM? HW sizing will be done based on this information	It is clarified that minimum of one year data should be available in NCCM
14	NCCM			NCCM requires any ITSM integration?	Please refer page number 44 clause (6) Management of NCCM
15	NCCM			Any customized dashboard required?	Please refer page number 44 clause (1) Reporting of NCCM
16	NCCM General requirement (11)	40	The solution should be deployed in High Availability mode in DC and Standby mode in DR Site, all the required licenses to be provisioned from day one		It is clarified that Hardware level redundancy should be provided at DC.

