

Amendments 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

S.No	RFP Point No/Title	Clause No	Page No in RFP	Clause as per RFP	Amended Clause
1	Description	1.3	9	The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, proper asset management of all IT or Non IT assets of the bank and to protect all the endpoints and servers from vulnerabilities by applying security patches released by OEMs, ITSM for services management and also to enhance the services performance of existing System and application by installing various fixes/enhancement released by respective OEMs.	The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, asset management of all IP and Non IP IT assets of the bank and patch management is to protect all the endpoints and servers from vulnerabilities by applying security patches released by respective OEMs. ITSM for services/ change and problem management for enhancing the service performance of existing Systems and applications.
2	Qualification Criteria for Bidders	2.1.d	9	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU bank/Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India during last three (03) years as on 31.03.2020. Bidder should provide Copy of work order / Client's testimonial.
3	Qualification Criteria for Bidders	2.1.e	9	The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU bank /Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India during last three (03) years as on 31.03.2020. Bidder should provide Copy of work order / Client's testimonial.
4	Qualification Criteria for Bidders	2.1.g	9	The bidder should have their own NOC setup or should have established and maintaining	The bidder should have their own NOC setup or should have established and maintaining NOC

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				NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU bank/Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India during last three (03) years as on 31.03.2020. Bidder should provide Copy of work order / Client's testimonial.
5	Qualification Criteria for Bidders	2.1.i	10	The bidder should have an arrangement with other 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, suitable replacement of equipment of similar or higher capacity of Cisco make to be provided in case SLA is breached.	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.
6	Qualification Criteria for Bidders	2.1.j	10	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 in India for last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder.	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.
7	Qualification Criteria for Bidders	2.1.k	10	The Bidder should be supporting minimum 2 Nos of Cisco nexus 7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three years (ending 31.12.2019).	The Bidder should be supporting minimum 2 Nos of Cisco nexus 7000/9000 series switches in atleast 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

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					31.03.2020. Copy of work order / Client's testimonial should be submitted by the bidder.
8	Qualification Criteria for Tools	4.a and 4.b	10	Tools quoted (ITSM and NMS) should be available in Gartner quadrant /Forrester wave 2019.	Tools quoted (ITSM and NMS) should be available in Gartner quadrant /Forrester wave 2019 or the latest available report.
9	Qualification Criteria for Tools	4.c	10	Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019 or the latest available report of Gartner/Forrester wave/IDC unified endpoint management
10	Qualification Criteria for Tools	5	10	Tools quoted in this bid should have been supplied and implemented by the OEM/bidder in at least one private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years	Tools quoted in this bid should have been supplied and implemented by the OEM/bidder in at least one private or PSU bank/Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India during last three (03) years as on 31.03.2020 for atleast 3000 network devices and 3000 network links. Bidder should have to submit datasheet for the quoted tools for technical evaluation.
11	Manpower Requirements for NOC	B.1	11	Additional Clause for Seat availability on holidays	"Seat" refers to the number of resources must be available in defined shift as per RFP on all days except bank holidays. It is bidder responsibility to arrange an engineer in holidays in case of exigencies. However, for DC (Chennai) and DR (Mumbai) location, resources must be available for 24*7*365
12	Tentative list of Zonal Offices	42 (Zone Name)	13	Cuddalore	Cuddalore
13	Timeframe for Completion of Project	4.1	14	Delivery of hardware and software to be supplied through this RFP. - 6 weeks from the date of Issue of Purchase Order.	Delivery of hardware and software to be supplied through this RFP. - 8 weeks from the date of Issue of Purchase Order.

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14	Timeframe for Completion of Project	4.2	14	Installation and Operationalization of complete solution - 10 weeks from the date of Purchase Order.	Installation and Operationalization of complete solution - 12 weeks from the date of Purchase Order
15	Timeframe for Completion of Project	4.4	14	Man Power (FMS) - 8 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.	Man Power (FMS) - 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	THE EQUIPMENT LIST FOR PROVIDING MAINTENACE SERVICES	5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	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
17	For AMC charges:	3	15	Proof of back lining of all the equipments with the respective OEM has to be submitted.	Proof of back lining of all the equipment's with the respective OEM has to be submitted within 30 working days from date of PO.
18	Cost of Bid Document & Bid Security (Earnest Money Deposit)	4.c	19	The bidder will forfeit the Bid Security a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form. Or b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security. Both the demand draft towards cost of bid document and bank guarantee towards bid	The bidder will forfeit the Bid Security a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form. Or b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security. Both the demand draft towards cost of bid document and bank guarantee towards bid

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				security have to be submitted offline on or before 19/05/2020, 03.00 PM to the address mentioned under schedule 5 of this tender.	security have to be submitted offline on or before 08/06/2020, 03.00 PM to the address mentioned under schedule 6 of this tender.
19	Deadline for submission of Bids	9	20	Additional Clause	Based on Government of India guidelines regarding COVID -19 pandemic, bank may increase the deadline for submission of bid.
20	Obligations of the Company; Confidentiality	2.1	24	The Company either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the bank's business or operations without the prior written consent of the bank. The successful bidder and the employees deployed in bank premises should sign the Non-Disclosure Agreement (NDA) as per format-10 with the bank.	The Company either during the term or after the expiration of this contract shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the bank's business or operations without the prior written consent of the bank. The successful bidder and the employees deployed in bank premises should sign the Non-Disclosure Agreement (NDA) as per Annexure-XII with the bank.
21	Service Level Agreement for services	4	24	Additional Clause for Service Level Agreement for services (Penalty excluding LD)	The overall penalty for SLA (Penalty excluding LD) will be pegged at 10% of the total contract value.
22	Tool Installation and Operationalization Services	4.a.	25	Target - 10 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 10 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 10 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	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 thereof for every subsequent week

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				for every subsequent week subject to a maximum of 10% of the total contract value.	subject to a maximum of 10% of the total contract value excluding AMC charges.
23	Criteria for Service level computation	b	27	If the link is up either with primary or secondary back up medium and if the users at that site can access all remote sites and all applications, it will not be considered as downtime.	If the link is up either with primary or secondary back up medium and if the users at that site can access all remote sites and all applications, it will not be considered as downtime for site.
24	Incident Restoration SLA for NOC	4.e	28	If any incident occurred due to configurations changes or during change management procedure above mentioned penalties will be applicable. It will be bank's discretion to assign the appropriate severity parameter to the incident.	If any incident occurred due to configurations changes made by bidder or during change management procedure executed by bidder above mentioned penalties will be applicable. It will be bank's discretion to assign the appropriate severity parameter to the incident.
25	Note a)	4.e	29	The response time for all types of Help Desk services (related to network) incidents shall be within 15 min.	The response time for Help Desk incidents (related to network) are as mentioned below :- a) Critical - Within 15 Minute b) High - Within 15 Minute c) Medium - Within 30 Minute d) Low - Within 1 hour
26	Incident Restoration SLA for NOC	4.e	29	Root Cause Analysis (RCA) of any incidents should be communicated to the Bank within 24 hours from the time of occurrence of the incident/issue.	Root Cause Analysis (RCA) of any incidents should be communicated to the Bank within 72 hours from the time of occurrence of the incident/issue.

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27	Asset and Patch Management Solution	4.f	30	<p>1. For Severity Level - C1 (A) a) 1 – no penalty b) 2 to 5 incidents – 2% (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP c) Above 5 incidents – 2.5% (per incident up-to 15%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP</p>	<p>Penalty Terms for the above Activity 1. For Severity Level - C1 (A) a) 1 – no penalty b) 2 to 5 incidents – 1% (Per Incident) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution. c) Above 5 incidents – 1.5% (per incident up-to 10%) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution.</p>
28	2. For Severity Level – C2 (B)	4.f	30	<p>2. For Severity Level – C2 (B) a) 1 to 5 incidents – no incidents b) 5 to 10 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP c) 11 to 20 incidents – 0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software</p>	<p>2. For Severity Level – C2 (B) a) 1 to 5 incidents – No Penalty b) 5 to 10 incidents – 0.5 % (Per Incident) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution. c) 11 to 20 incidents – 0.75 % (Per Incident up to</p>

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				(yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP d) Above 20 incidents – 1 % (Per Incident up to 15%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	10%) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution. d) Above 20 incidents – 1 % (Per Incident up to 15%) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution.
29	SLA for NOC Resources (Zonal Offices across India (L1 Resources))	a	31	Maximum of 18 days leave of absence in a year is admissible for engineers at Zonal Offices. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.	Maximum of 18 days leave of absence in a year is admissible for an engineer at Zonal Offices and replacement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.1000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.
30	SLA for Manpower Support	v	31	As per bank's requirement, Bank reserves the right to instruct successful bidder for deploying additional L1 engineers at the desired locations for the same cost quoted for L1 engineer in reverse auction.	As per bank's requirement, Bank reserves the right to instruct successful bidder for deploying additional L1 engineers (within 6 weeks from date of PO for deploying additional engineer) at the desired locations for the same cost quoted for L1 engineer in reverse auction.
31	3. For Severity Level – C3 (C)	4.f	31	3. For Severity Level – C3 (C) a) 1 to 10 incidents – No penalty b) 10 to 20 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost	3. For Severity Level – C3 (C) a) 1 to 10 incidents – No penalty b) 10 to 20 incidents – 0.5 % (Per Incident) of yearly software support charges of asset and



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				<p>of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP</p> <p>c) Above 20 incidents –0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP</p>	<p>patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution.</p> <p>c) Above 20 incidents – 0.75 % (Per Incident up to 10%) of yearly software support charges of asset and patch management tool (purchased through this RFP) will be charged subject to a maximum of five years of software support charges of asset and patch management tool including cost of software pertaining to asset and Patch management solution.</p>
32	SLA for NOC Resources (Centralized NOC (L3 Resources, Project Manager/Operation Manager and Tool SME))	c	32	<p>Maximum of 18 days leave of absence in a year is admissible for engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.15,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.</p>	<p>Maximum of 18 days leave of absence in a year is admissible for engineers. Suitable replacement or alternate arrangement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.15,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.</p>
33	SLA for NOC Resources (DR for NOC (L2 and L3 Resources), ITSM (L2 Resources))	d	32	<p>Maximum of 18 days leave of absence in a year is admissible for engineers at DR for NOC (L2 and L3 Resources). For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.</p>	<p>Maximum of 18 days leave of absence in a year is admissible for engineers at DR for NOC (L2 and L3 Resources). Suitable replacement or alternate arrangement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.</p>

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34	SLA for ITSM, Asset and Patch Management Resources (ITSM (L1 and L2 Resources) and Tool SME)	a	33	Maximum of 18 days leave of absence in a year is admissible for engineers at admin offices (DC/HO/DR). For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.	Maximum of 18 days leave of absence in a year is admissible for engineers at admin offices (DC/HO/DR). Suitable replacement or alternate arrangement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.						
35	Service Level Agreement for services	4.h	Additional Clause	Link monitoring and uptime (For links of service providers who provided SLA – other than BSNL/MTNL)	<p>The Successful bidder should ensure that the SLA Committed by the link providers are met. If there is a reduction in the SLA, it is treated as the NOC team has not adequately followed up with link service providers, resulting in increased downtime.</p> <p>The scope of work for monitoring of links is detailed in Scope of Work-Section C- Device and Link Monitoring.</p> <p>If during the currency of contract, links (apart from BSNL/MTNL, VSAT Links) is down; following penalties will be applicable:-</p> <table border="1" data-bbox="1525 1094 2128 1370"> <thead> <tr> <th data-bbox="1525 1094 1608 1246">S.N o.</th> <th data-bbox="1608 1094 1845 1246">Network link connecting location</th> <th data-bbox="1845 1094 2128 1246">Applicable Penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="1525 1246 1608 1370">A</td> <td data-bbox="1608 1246 1845 1370">Data Centre, DR site, NDR site, Treasury, Head</td> <td data-bbox="1845 1246 2128 1370">If during the currency of contract, the SLA for Data</td> </tr> </tbody> </table>	S.N o.	Network link connecting location	Applicable Penalty	A	Data Centre, DR site, NDR site, Treasury, Head	If during the currency of contract, the SLA for Data
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							Office and Corporate Office.	Centre, DR site, NDR site, Treasury, Head Office and Corporate Office links for any service provider other than BSNL/MTNL goes 1% below the SLA committed by the service provider for the quarter, For every 1% increase in down time Rs. 2000/- will be charged subject to a maximum of Rs.20,000/- per link per month.
						B	Zonal Offices, , FGM offices, Corporate Branches and Service Branches	If during the currency of contract, the SLA for Zonal Offices, FGM offices, Corporate Branches and Service Branches links for any service provider other than BSNL/MTNL goes 1%

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						below the SLA committed by the service provider for the quarter, For every 1% increase in down time Rs. 500/- will be charged subject to a maximum of Rs.5,000/- per link per month.	
					C	Branch	If during the currency of contract, the SLA for branch link (other than defined in A & B) for any service provider other than BSNL/MTNL goes 1% below the SLA committed by the service provider for the quarter, For every 1% increase in down time Rs. 200/- will be charged subject to a maximum of



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					Rs.500/- per link per month.
<p>The above mentioned penalties (A,B and C) will be deducted from Manpower Charges.</p>					
36	Termination For Convenience	9.B	35	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.	The notice of termination shall specify that termination is for the bank'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.
37	Adoption of Integrity Pact	22.4	38	Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates	Clause stands deleted
38	Adoption of Integrity Pact	22.8	38	Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.	Clause stands deleted
39	INSTRUCTIONS TO BIDDERS FOR E-TENDERING	Clause 10	39	Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in the RFP, However physical documents, to be	Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in the RFP, However physical documents, to be submitted offline, can be

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				submitted offline, can be submitted until the next working day up to the appointed time as mentioned in RFP. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.	submitted until the next working day up to the appointed time as mentioned in RFP. Extension/ advancement of submission date and time will be at the sole discretion of the Bank. Based on Government of India guidelines regarding COVID - 19 pandemic, bank may increase the deadline for submission of bid.
40	SECTION VI ; Form of Bid	Annexure-I	43	We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.	We agree to abide by this for the bid validity period specified (120 days after the last date for submission of bid prescribed by the Bank) and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.
41	Device Maintenance	24	53	In case of failure of any network equipment like router/modem/switch/VSAT/RF Equipment 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 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	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 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.

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				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.	
42	Patch Management	9	66	Patch management should have capability to restrict installing software manually.	Clause stands deleted
43	Patch Management	1	67	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux, Aix, Solaris etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.
44	Section - VI Technical Bid	Annexure – III	70	Additional Clause	We agree to abide by this for the bid validity period specified (120 days after the last date for submission of bid prescribed by the Bank) and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.
45	Bandwidth Monitoring	12	83	Should help in locating and isolating infected computers in case of virus outbreak	Should help in locating and isolating infected computers in case of abnormal utilization of bandwidth

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46	IP Address, DNS, DHCP Management	20	85	Should be able to discover VDC on Cisco Nexus and individually handles configuration backup and restore	Clause stands deleted
47	Technical Specification for Asset and Patch Management	34	92	The Solution should have ability to either change the parameters for the individual control or enable/disable controls based upon security requirements	Clause stands deleted
48	Technical Specification for Asset and Patch Management	36	92	The System should be able to recognize software whose file name has been changed by the user by reading the original header information. (e.g. team.exe is renamed as work.exe)	Clause stands deleted
49	Patch Management	13	93	The Solution must include agent software that is deployed on all managed devices having OS (All flavours of Windows Server and End points with supported OS. HP-UX Solaris, IBM, AIX, Linux Red Hat (Desktop, Enterprise) versions).	The Solution must include agent software that is deployed on all managed devices having OS (All flavours of Windows Server and End points with supported OS. Linux Red Hat (Desktop, Enterprise) versions).
50	Patch Management	18	94	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the endpoints/ Servers (All flavours of Windows Server and End points with supported OS. HP-UX, Solaris, IBM, AIX, Linux Red Hat (Desktop, Enterprise)	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the endpoints/ Servers (All flavours of Windows Server and End points with supported OS. Linux Red Hat (Desktop, Enterprise)
51	Common Features for Asset and Patch Management	19	96	The Solution must support the following OS platforms with agent/agentless and functionality coverage: All flavours of Windows Server and End point supported OS. HP-UX Solaris, IBM AIX, Linux Red Hat (Desktop, Enterprise) versions	The Solution must support the following OS platforms with agent/agent less and functionality coverage: All flavours of Windows Server and End point supported OS. Linux Red Hat (Desktop, Enterprise) versions

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52	Common Features for Asset and Patch Management	3	96	The resource utilization used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will be under 10MB and CPU utilization on average be no more than 2%.	The resource utilization(Network bandwidth/Quality Of Service) used by the agent on the system must be configurable and the agent footprint will be such that memory requirements will be under 50 MB and CPU utilization on idle state should not be more than 2 %
53	Tool software license cost	Note.1	109	Approximate count of network devices and network links is 15000	Total number of network devices is approximately 15000 and total number of links is approximately 15000.
54	NON DISCLOSURE AGREEMENT	Annexure-XII	111	The Bank is interiliac engaged in the business of banking and has engaged M/s._____ Limited to manage, monitor the bank network and maintain bank network equipment and provide allied services.	The Bank is interiliac engaged in the business of banking and has engaged M/s._____ Limited 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
55	Service Level Agreement for services	Annexure-XVIII	123	Additional Clause	"The RFP, Contract Form, NDA & other related document entered in to between the Purchaser and Supplier shall be deemed to be part and parcel of this Agreement and the terms not covered herein shall be covered by the terms specified in RFP, Contract Form, NDA & other related document. In the event of inconsistency between the provisions contained herein and the terms specified in RFP, Contract Form, NDA & other related document the provisions contained in RFP, Contract form, NDA shall prevail. "
56	Additional Clause	2.4	24	Additional Clause	The relationship between the bank and the successful bidder is on principal to principal basis. Nothing contained herein deemed to create any association, partnership, joint venture or relationship or principal and agent or master and

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					servant or employer and employee between the bank and the successful bidder hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power of authority, whether express or implied to create any such duty or obligation on behalf of the other party.
57	Qualification Criteria for Tools (Additional Clause)	2.2.6	11	MAKE IN INDIA	For "MAKE IN INDIA" solutions, Gartner/Forrester Wave /IDC conditions is exempted. It is clarified that, Make in India solutions must satisfy the technical specifications mentioned in the RFP and solution should have been implemented in any private or PSU/Scheduled commercial banks / public or private Ltd companies / Government (State and Central) / Insurance Companies in India for minimum 3000 network devices and 3000 network links during last three (03) years as on 31.03.2020. All the quoted tools as per RFP should not be on cloud. Bidder should provide Data Sheets of the solutions for technical evaluation along with supportive document of tool eligibility document.
58	Section IV - Conditions of Contract	23	38	Additional Clause	<p><u>Comprehensive Onsite Warranty</u></p> <ul style="list-style-type: none"> The Service Provider warrants that the Goods supplied under the Contract are new, unused, of the most recent or current model(s) and they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Service Provider further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Purchaser's Specifications) or from any act or omission of the Service Provider, that may develop under normal use of the supplied Goods in the conditions



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					<p>prevailing in the country of final destination.</p> <ul style="list-style-type: none"> • The Service Provider has to provide 3 year warranty support and AMC support from 4th year to 5th year for the hardware supplied under the contract. • The Service Provider has to provide 1 year warranty support and AMC/ATS support from 2nd year to 5th year for the software supplied under the contract. • Upon receipt of such notice, the Service Provider shall, repair or replace the defective Goods or parts thereof, without cost to the Purchaser. • If the Service Provider, having been notified, fails to remedy the defect(s), the Purchaser may proceed to take such remedial action as may be necessary, at the Service Provider's risk and expense and without prejudice to any other rights which the Purchaser may have against the Service Provider under the Contract as per the SLA.
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