

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
1	18	3 (a). Bill of material	2Engineer (1 - L2 Engineer from OEM and 1 – L2 engineer from Bidder for the initial period of one year, commencing after successful installation of SD WAN routers at 25 branches)	While there is a 1-year warranty and 4 year AMC for the infrastructure being supplied, the resources are being requested for a period of 1 year only. Ideally the resources has to be throughout the duration of the contract. Request the bank to kindly consider this and allow resources to be available throughout the duration of the contract.	Please refer amendment
2	18	clause (b)	The Bidder's yearly turnover should be minimum Rs.100 crores during last three financial years (i.e. 2019-2020, 2020-2021 & 2021-2022*)	Kindly consider 100 crores turnover for two out of three preceding financial years. As lockdown restriction impact, we couldn't mark the target of 100 crores during FY 2020-2021. Kindly requesting to consider this clause modification.	Please refer amendment
3	19	Page 19 3.a) Bill of Material - S no .2	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller] -1+1) – one box should be capable to handle the full load	SDWAN solution will contain - Controller /Analytics will be provided in two cluster in DR/DC , Bank is ok with the setup ?	No, Please adhere RFP terms and conditions and refer amendments
4	19	Page 19 3.a) Bill of Material - S no .3	*SD-WAN Central Device/Gateway/Head End Router (with 1-year warranty and 4 years AMC) at DC in HA mode. [As per the Specification of SD-WAN Gateway/Head End Router] - (1+1) – one box should be capable to handle the full load	Please clarify this point	It is clarified that, clause is self-explanatory.
5	19	3 (a) Bill of Material Page 19	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] (1+1) – one box should be capable to handle the full load	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] <del>(1+1) – one box should be capable to handle the full load</del> <b>The Controller solution (Physical/Virtual) should be capable to handle the Full Load.</b>	Please refer amendment
6	19	3 (a) Bill of Material Page 19	SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN	SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] <del>(1+1)</del>	Please refer amendment

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			controller] (1+1) – one box should be capable to handle the full load	<del>one box should be capable to handle the full load</del> <b>The Controller solution (Physical/Virtual) should be capable to handle the Full Load.</b>	
7	19	SECTION-III CONDITIONS OF CONTRACT Clause : 2) Eligibility Criteria (j) Page No. 19	The bidder should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years through multiple purchase orders. However, at least single purchase order of minimum 300 quantities is mandatory. Documentary proof from the concerned organization for having supplied and maintaining the solution is to be submitted.	<p>We request below modification:</p> <p>The bidder should have supplied/<b>under execution</b> and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years through multiple purchase orders. However, at least single purchase order of minimum 300 quantities is mandatory. Documentary proof from the concerned organization for having supplied and maintaining the solution is to be submitted.</p> <p><b>Ongoing Project shall be considered.</b></p> <p><b>OR</b></p> <p>The bidder should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum <del>1000</del> <b>300</b> quantities in past 5 years through multiple purchase orders. However, at least single purchase order of minimum <del>300</del> <b>100</b> quantities is mandatory. Documentary proof from the concerned organization for having supplied and maintaining the solution is to be submitted.</p>	Please refer amendment

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				<b>Ongoing Project shall be considered.</b>	
8	19	SECTION-III CONDITIONS OF CONTRACT 2) Eligibility Criteria g) Page 19	The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years."	The proposed router of same make must have been supplied and installed by the bidder/OEM in at least <del>One (01)</del> <b>Three (03)</b> Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years."	Please refer amendment
9	19	clause(g)	The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years."	Please request you to relax the clause as below "The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI globally with minimum 1000 quantities in past 5 years."	Please refer amendment
10	19	Page 19 3.a) Bill of Material - S no .2	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller] -1+1) – one box should be capable to handle the full load	SDWAN solution will contain - Controller /Analytics will be provided in two cluster in DR/DC , Bank is ok with the setup ?	No, Please adhere RFP terms and conditions
11	19	Page 19 3.a) Bill of Material - S no .3	*SD-WAN Central Device/Gateway/Head End Router (with 1-year warranty and 4 years AMC) at DC in HA mode. [As per the Specification of SD-WAN Gateway/Head End Router] - (1+1) – one box should be capable to handle the full load	Please clarify this point	It is clarified that, clause is self-explanatory. Please refer amendment
12	19	Eligibility Criteria	g) The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years.	Requesting Bank to modify the clause as " The proposed router of same make must have been supplied and installed by the bidder in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years."	No Change, Please adhere RFP terms and conditions.
13	19	Page 19 3.a) Bill of Material - S no .2	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years	SD-WAN Central Manager Solution is designed with high resilient architecture & even in the case	No, Please adhere RFP terms and conditions

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			AMC). [As per the Specification of SD-WAN controller] -1+1) – one box should be capable to handle the full load	of non-availability, the SD-WAN setup will remain running without any production impact.  Hence we are recommending to have HA between DC & DR and not as HA in DC & HA in DR.	and refer amendments
14	19	Page 19 3.a) Bill of Material - S no .2	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller] -1+1) – one box should be capable to handle the full load	Headend components have to be connected N-S and E-W for communication via bank's existing Firewall and Layer3 switches as the prerequisite and we assume bank will allow the same. Pls clarify.	It is clarified that, solution design will be discussed with successful bidder.
15	19	Page 19 3.a) Bill of Material - S no .2	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller] -1+1) – one box should be capable to handle the full load	SDWAN solution will contain - Controller /Analytics will be provided in two cluster in DR/DC , Bank is ok with the setup ?	No, Please adhere RFP terms and conditions
16	19	Page 19 3.a) Bill of Material - S no .3	*SD-WAN Central Device/Gateway/Head End Router (with 1-year warranty and 4 years AMC) at DC in HA mode. [As per the Specification of SD-WAN Gateway/Head End Router] - (1+1) – one box should be capable to handle the full load	Please clarify this point	Please refer amendment
17	20	Page 20 - notes	The Purchase Order may be placed in part or full by the Bank. The quantity or number of equipment to be purchased is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The successful bidder has to advise the Bank/Network Integrator about the movements of their shipment well in advance.	whether bank will place the order for 2300 devices with phase wise delivery or it will place order phase wise , Please clarify	It is clarified that, bank will issue PO in phase wise manner
18	20	2 (f) Eligibility Criteria Page No 20	The bidder should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt.	The bidder/OEM should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations	Please refer amendment

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		Section III - Conditions of Contract	organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years through multiple purchase orders. However, at least single purchase order of minimum 300 quantities is mandatory	/PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India or any Global Organisation with minimum <b>250 quantities</b> in past 5 years through multiple purchase orders. However, at least single purchase order of minimum 100 quantities is mandatory	
19	20	3 (g) Eligibility Criteria Section III - Conditions of Contract 20	The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India with minimum 1000 quantities in past 5 years."	The proposed router of same make must have been supplied and installed by the bidder/OEM in at least One (01) Schedule Commercial Bank/PSU/Govt. Organization/Govt. Unit/BFSI in India or any Global Organisation with minimum 1000 quantities in past 5 years."	Please refer amendment
20	20	Page 20 - notes	The Purchase Order may be placed in part or full by the Bank. The quantity or number of equipment to be purchased is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The successful bidder has to advise the Bank/Network Integrator about the movements of their shipment well in advance.	whether bank will place the order for 2300 devices with phase wise delivery or it will place order phase wise , Please clarify	It is clarified that, bank will issue PO in phase wise manner.
21	20	3) Delivery Schedule and Deliverables from the Bidders 3.a) Bill of Material	On site resource /Facility Management at NOC/DC or any other location finalized by the Bank. 2 Engineer (1 - L2 Engineer from OEM and 1 – L2 engineer from Bidder for the initial period of one year, commencing after successful installation of SD WAN routers at 25 branches)	As OEMs dedicated onsite resources and meeting the SLAs will be difficult, Requesting bank to modify " Bidder should supply 2-L2 Onsite engineers with proposed OEM certificate.	No Change, Please adhere RFP terms and conditions.
22	20	Page 20 - notes	The Purchase Order may be placed in part or full by the Bank. The quantity or number of equipment to be purchased is only indicative.	Whether Bank will Award a Contract for entire 2300 Branches along with Central Site Components on Day-1. (Or) Initially, with Central	It is clarified that, bank will issue PO in phase wise manner.

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			No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The successful bidder has to advise the Bank/Network Integrator about the movements of their shipment well in advance.	Site Components with 25 PoC Sites and later for the balance locations.	
23	20	Page 20 - notes	The Purchase Order may be placed in part or full by the Bank. The quantity or number of equipment to be purchased is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The successful bidder has to advise the Bank/Network Integrator about the movements of their shipment well in advance.	whether bank will place the order for 2300 devices with phase wise delivery or it will place order phase wise , Please clarify	No, It is clarified that, bank will issue PO in phase wise manner.
24	21	3 (b)General Responsibilities Page 21	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 60% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 60% (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross <b>85%</b> of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond <b>85%</b> (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance	No Change, Please adhere RFP terms and conditions.

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			to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	
25	21	3.b) (4)- General Responsibilities- pg. no. 21	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 60% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 60%, the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	Penalty of 5000 Rs per week shall be settled in the form of Credit note by the bidder	No, it will be deducted as per RFP terms and conditions.

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26	21	3 (b)General Responsibilities Page 21	<p>The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 60% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 60% (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, &amp; SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.</p>	<p>The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross <b>85%</b> of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond <b>85%</b> (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, &amp; SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.</p>	No Change, Please adhere RFP terms and conditions.
27	21	3.b) (6)- General Responsibilities- pg. no. 21	<p>Bidder to provide all the necessary hardware and software required to make the solution &amp; equipment work strictly as per technical specifications mentioned in the RFP. The technical specifications specified in this document are minimum and the bidder can quote equivalent or higher technical specifications to meet the Bank's requirements.</p>	<p>If CPE services are within our scope, we request Indian Bank to allow the bidder for charging CPE rental from an Entity other than the bidder. Hence Indian Bank will receive separate invoices</p>	No Change



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			However, no weightage would be given for higher configurations.		
28	21	SECTION-III, 3.a Bill of Material	Bidder will jointly with bank review the racking, stacking, cabling Plan, POST, in line with OEM's best practices.	Please elaborate this point. Whether its an review or a field visit is required?	It is clarified that, installation of SDWAN router at branch end falls under bidder scope. In order to avoid delay in installation, bidder should visit the site for arranging pre-requisites pertaining to router installation.
29	21	3 (b)General Responsibilities Page 21	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 60% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 60% (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, &	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross <b>85%</b> of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond <b>85%</b> (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/year/ previous payments/ forthcoming	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	payments/Performance Bank Guarantee held with the Bank.	
30	22	SECTION-III, 3.b General responsibilities	Bidder will consult bank stakeholders and OEM services for configuration related changes within Data Centre on SDWAN Controllers and Headend	Request to convert this point as SDWAN Controller or Headend because our proposition model is a distributed control system and not centralized controller deployment	No Change, Please adhere RFP terms and conditions
31	23	3 (b) General responsibilities	Bidder will be responsible for all hands and feet support at branch locations to install or replace faulty/incorrect SD-WAN Routers, physical Rack and Stack, Active/Passive Cabling, Firmware Upgrade, Deployment of Start-up Config, Providing Remote Access (including console access) and collecting of troubleshooting information as required during all phases of the project.	We understand that the hands and feet support has to be through out the duration of the contract. Kindly confirm. Also kindly allow for provision in the commercial bid to quote for this particular service.	No Change, Please adhere RFP terms and conditions
32	23	SECTION-III, 3.b General responsibilities	Successful Bidder shall ensure that during various phases of implementation, the performance, security, etc. of the existing setup is not compromised. Vendors shall discuss with the Bank and the Bank's Network Integrator in order to finalize the configuration of the equipment as per the requirement of the Bank.	Whether Security is enabled at DC/DR locations or its distributed across branches? Whether Bank has planned to enable the security elements at each branch SDWAN Device?	It is clarified that, Bank will discuss implementation plan with successful bidder.
33	23	SECTION-III, 3.b General responsibilities	Bidder will be responsible for all hands and feet support at branch locations to install or replace faulty/incorrect SD-WAN Routers, physical Rack and Stack, Active/Passive Cabling, Firmware Upgrade, Deployment of Start-up Config, Providing Remote Access (including console access) and collecting of troubleshooting information	Request to remove Passive cabling which shall not be Bidder scope	It is clarified that, passive cabling scope is limited to central location (DC,DR)

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			as required during all phases of the project.		
34	23	3.b) General Responsibilities, Point 13, Page No: 23	Bidder will be responsible for conducting Business Reviews Quarter to update on progress of OEM deliverables, jointly plan focus areas and deliverables for next Quarter	Business reviews quarterly are made usually during the operations phase (w.r.t Day 2 Operations), Pls help us to understand by elaborating the expectation here .	It is clarified that, review meeting will be done during installation and operation phase also.
35	23	3.b) General Responsibilities, Point 25, Page No: 23	Bidder will be responsible for all hands and feet support at branch locations to install or replace faulty/incorrect SD-WAN Routers, physical Rack and Stack, Active/Passive Cabling, Firmware Upgrade, Deployment of Start-up Config, Providing Remote Access (including console access) and collecting of troubleshooting information as required during all phases of the project.	Scope for Active/Passive cabling is limited to connecting WAN links and LAN devices from SDWAN CPE. Pls clarify.	It is clarified that, passive cabling scope is limited to central location (DC,DR)
36	24	SECTION-III, 3.c) Scope of SDWAN Dep in DCs	Engage OEM Professional Services to implement and configure the solution components in banks Data Centres at Chennai and Mumbai, such as, etc.,	Whether the proposed SDWAN CPE should be enabled with Security license or Bank has a different security layer. If SDWAN device should perform security then what are the security related features to be enabled in the DC SDWAN CPE	No Change
37	24	SECTION-III, 3.c) Scope of SDWAN Dep in DCs	Bidder will be responsible to work with bank to integrate with existing DC network services, such as, DC Routers Etc.,	Request bank to clarify whether the proposed SDWAN Router will replace the existing Edge Router at DC/DR Sites	No, Please adhere RFP terms and conditions
38	24	3.c) Scope of SDWAN Deployment in Data Centres, Point No. 3, Page No: 24	e) Integration with Network Services, such as, Load Balancers, Firewalls, VPN Concentrators, IDS, IPS, WAF, DNS and NTP	Kindly provide the make and models for LB, FW, VPN Concentrators, IDS/IPS and WAF. Along with clear scope of work from the bidder perspective for this integration	It is clarified that, details of LB, FW, VPN Concentrators, IDS/IPS and WAF will be shared with successful bidder.
39	25	SECTION-III, 3 d) Branch Migration Technical support service	Bidder will be responsible to migrate all the contracted branches on the SDWAN Controller	Whether branch existing CPE will be replaced with proposed SDWAN CPE or both will co-exist? Whether security features required to be enabled	It is clarified that, Bank will discuss implementation plan

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			b) Bidder will define and integrate with Data Centre Network like R&S, WAN Edge, branch R&S required for branch migration	in the proposed SDWAN ? What are the SDWAN features to be enabled in the SDWAN CPE?	with successful bidder.
40	26	SECTION-III, 3.e) facility management	Monitoring and Management of SD-WAN solution including Router deployed.	Request to remove this point, since Operations is going to be handled by Bank / Bank's NI	No Change, Please adhere RFP terms and condition and refer amendment
41	26	3.d) Branch Migration Technical Support Services, Point No. 5e, Page No. 26	e) Remediation of audit results will be shared and reviewed with Bank. Remediation actions will be executed jointly by Bidder in consultation with bank.	We assume this is only during the project implementation time and not part of Day 2 Ops. Pls confirm. Bank need to provide necessary procedure during audit with the selected bidder, same will be mutually discussed during Kick-off call.	It is clarified that, bidder has to perform audit and remediation of audit result as per bank's requirement. However, Bank will inform bidder in advance.
42	27	3.e) Facility Management, Point No. 5, Page No: 27	Patch Management - The successful bidder must ensure that all supplied & installed equipments & solutions are updated with patches as and when they are released after due testing. Critical patches should be applied immediately. Bidder should ensure supplied SDWAN solution should be compatible or to be integrated with existing bank's NMS, Ticketing Solution, Asset and Patch Management tool.	We assume the scope is only during implementation phase. Kindly provide the name of the tools bank is having for Asset management and Patch management. Pls elaborate the need of intergration with bank's patch management tool since SDWAN patch management is carried out with the Headend itself. Patch management & bug fixes is Day-2 operation activity and not part of current scope	It is clarified that, Bank is using Microfocus solution as NMS. Integration with bank's patch management tool provide automated patch updation if integrated properly. Patch management & bug fixes falls under RFP scope.
43	28	3.f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT / Point No. 2.a	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order.	Across industries are experiencing delay in semiconductor deliveries due to chip shortage. Request bank to amend the delivery timelines from Eight(08) weeks to Twelve (12) weeks.	Please refer amendment

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44	28	3.f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT	a) The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order.	We request Bank to please provide the at least 40 weeks for the hardware delivery as there is huge delay from all the OEM due to semi conductor issue	Please refer amendment
45	28	3 (f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT Page 28	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order.	Due to supply chain constrain majority of SDWAN OEM takes delivery time from 6 to 8 months. We request to amend the clause as "The delivery of the equipments ordered, should be delivered within Thirty Two (32) weeks from the date of placement of purchase order."	Please refer amendment
46	28	3 (f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT Page 28	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order.		Please refer amendment
47	28	3.f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT / Point No. 2.a	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order.	Across industries are experiencing delay in semiconductor deliveries due to chip shortage.  Request bank to amend the delivery timelines from Eight(08) weeks to Sixteen (16) weeks.	Please refer amendment
48	29	3.f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT	b) The successful bidder will be required to perform a site inspection at its own cost to verify the appropriateness of the sites before the commencement of delivery. The successful bidder will guide and provide the necessary layout plan and such other information to the Purchaser for preparation of site. Thereafter the successful bidder shall inspect the site to verify its appropriateness	Bidder will provide the pre checklist to bank for site readiness and bank can arrange the things as per the check list , to avoid the multiple visits	It is clarified that, bidder has to ensure the site readiness. However, Bank will provide necessary support wherever necessary.

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			before installation of the equipments.		
49	29	Page 29 -3.F - Point .3	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order	Can bank change the delivery timelines to 22 Week from the date of PO, as there is ship shortage in the market , delivery are delayed , request abn to consider the request of 22 week foe delivery	Please refer amendment
50	29	SECTION-III, 3. Delivery , installation, AMC etc.,	The successful bidder will be required to perform a site inspection at its own cost to verify the appropriateness of the sites before the commencement of delivery. The successful bidder will guide and provide the necessary layout plan and such other information to the Purchaser for preparation of site. Thereafter the successful bidder shall inspect the site to verify its appropriateness before installation of the equipments.	This point is demanding Bidder to make 2 visits before equipment installation. Bidder shall give a standard design and Bank shall take care of the necessary site inspection using their FMS vendor	It is clarified that, bidder has to ensure the site readiness. However, Bank will provide necessary support wherever necessary.
51	29	SECTION-III, 3. Delivery , installation, AMC etc.,	e) The Bank reserves the right to shift any equipment delivered by the Vendor from one destination to another at its cost for which the Vendor shall extend all assistance and install the equipment at the new site.	Request Bank to include a One time shifting charges in the commercial bit (if not included)	No, Please adhere RFP terms and conditions.
52	29	Page 29 -3.F - Point .3	The delivery of the equipments ordered, should be delivered within Eight (08) weeks from the date of placement of purchase order	Can bank change the delivery timelines to 22 Week from the date of PO, as there is chip shortage in the market , delivery are delayed , request bank to consider the request for 22 week for delivery	Please refer amendment
53	30	3.f)DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT	All the Hardware items should be supplied with One (01) years on-site comprehensive warranty, which will start from the date of installation of hardware. Subsequently,	We request bank to please define the warrant start date for SRN cases	It is clarified that, clause is self-explanatory.

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			the bidder shall provide the on-site comprehensive AMC support of Hardware items for Four (04) years.		
54	30	Page 30 - Sn.4	All the software/licenses items should be perpetual in nature. The additional support (AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 & Year 5, or at the rate of Year 5, whichever is lesser. The Bidder must factor the costs in the Price Schedule accordingly. The Warranty, ATS, SA, AMC should have back to back OEM active support and supporting documents for the same should be provided for releasing of respective payments. Further, all the obligations of the warranties should be covered under the AMC/ ATS including replacement of the items & its parts.	Can bank look at subscription based model for the licensing instead of Perpetual .need clarification ??	No Change, Please adhere RFP terms and conditions
55	30	3 (f) Warranty, AMC/ ATS etc. Scope Page 30	All the software/licenses items should be perpetual in nature.	All the software/licenses items should be perpetual in nature or subscription should be provided for 5 years as per contract duration	No Change, Please adhere RFP terms and conditions
56	30	4. Warranty, AMC/ATS etc scope	A) The Bidder shall provide the onsite comprehensive maintenance (Warranty, AMC, ATS) during entire contract period of (5 years) for all the hardware, software & services within the scope of work. All the Hardware items should be supplied with One (01) years on-site comprehensive warranty, which will start	Bank to kindly confirm that warranty, support, AMC/ATS conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank. All implied warranties are hereby excluded. All patches, upgrades, bug fixes, preventive maintenance will be provided by the OEM.	It is clarified that, warranty, support, AMC/ATS conditions in respect of products/software supplied will be back lined with OEM. Backlining paper to be submitted to the bank. Bank will reach to bidder in case of

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>from the date of installation of hardware. Subsequently, the bidder shall provide the on-site comprehensive AMC support of Hardware items for Four (04) years.</p> <p>All the software/licenses items should be perpetual in nature. The additional support (AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 &amp; Year 5, or at the rate of Year 5, whichever is lesser. The Bidder must factor the costs in the Price Schedule accordingly. The Warranty, ATS, SA, AMC should have back to back OEM active support and supporting documents for the same should be provided for releasing of respective payments. Further, all the obligations of the warranties should be covered under the AMC/ ATS including replacement of the items &amp; its parts.</p> <p>B) The AMC cost of the hardware items should be quoted at minimum 8% of the item cost.</p>		<p>issue. Bidder will provide the services in co-ordination with OEM.</p>



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
57	30	3 (f) Warranty, AMC/ ATS etc. Scope Page 30	All the software/licenses items should be perpetual in nature.	All the software/licenses items should be perpetual in nature or subscription should be provided for 5 years as per contract duration	No Change, Please adhere RFP terms and conditions
58	30	Page 30 - Sn.4	All the software/licenses items should be perpetual in nature. The additional support (AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 & Year 5, or at the rate of Year 5, whichever is lesser. The Bidder must factor the costs in the Price Schedule accordingly. The Warranty, ATS, SA, AMC should have back to back OEM active support and supporting documents for the same should be provided for releasing of respective payments. Further, all the obligations of the warranties should be covered under the AMC/ ATS including replacement of the items & its parts.	SDWAN licenses work on Subscription model for all the OEM's, Can bank look at subscription based model for the licensing instead of Perpetual .need clarification ??	No Change, Please adhere RFP terms and conditions
59	30	Page 30 - Sn.4	All the software/licenses items should be perpetual in nature. The additional support (AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 & Year 5, or at the rate of Year 5, whichever is lesser. The Bidder must factor the costs in the Price Schedule accordingly. The Warranty, ATS, SA, AMC should have back to back OEM active support and supporting documents for the same should be provided for releasing of respective payments. Further, all the obligations of the warranties should be	Can bank look at subscription based model for the licensing instead of Perpetual .need clarification ??	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			covered under the AMC/ ATS including replacement of the items & its parts.		
60	30	3 (f) Warranty, AMC/ ATS etc. Scope Page 30	All the software/licenses items should be perpetual in nature.	All the software/licenses items should be perpetual in nature or subscription should be provided for 5 years as per contract duration	No Change, Please adhere RFP terms and conditions
61	30	Pg. No. 30,Section II, 3.f, 4-Warranty, AMC/ ATS etc. Scope	All the software/licenses items should be perpetual in nature.	Bidder needs the clarification that the HW and licenses will be in the name of the bank.	Yes, HW and licenses will be in the name of the bank.
62	30	Page 30 - Sn.4	All the software/licenses items should be perpetual in nature. The additional support (AMC/ATS/Services etc.) in case of extension of contract after five years, is required to be provided by the Bidder at a rate equivalent to the average of support rate of Year 4 & Year 5, or at the rate of Year 5, whichever is lesser. The Bidder must factor the costs in the Price Schedule accordingly. The Warranty, ATS, SA, AMC should have back to back OEM active support and supporting documents for the same should be provided for releasing of respective payments. Further, all the obligations of the warranties should be covered under the AMC/ ATS including replacement of the items & its parts.	SDWAN licenses work on Subscription model for all the OEM's, Can bank look at subscription based model for the licensing instead of Perpetual .need clarification ??	No Change, Please adhere RFP terms and conditions
63	31	SECTION-III, 3 Warranty AMC / ATC,	E) Back to Back OEM active support should be available for the hardware, software, third party applications, OS, Database Licenses etc. supplied by the successful Bidder in the contract and supporting documents for the same should be provided for releasing of respective payments.	Request clarification on " Third party application"	Please refer amendment

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
64	32	3.f) DELIVERY, INSTALLATION, AMC, WARRANTY, SECURITY, MONITORING and AUDIT	<p>N) The successful bidder will not subcontract or delegate or permit anyone other than its own personnel to provide maintenance during warranty and maintenance period without the prior written consent of the Purchaser. In such a case, the Purchaser will have the discretion to forfeit the Performance Security.</p>	<p>It is a standard practice and norm within the telecom industry to perform certain mandate work through sub-contractors and in case we are supposed to take permission for such activity from customer, this invariably would delay the process of timely provisioning and meeting of time lines agreed between Parties. It is agreeable that Bidder would be solely liable for such third party sub-contractors</p>	<p>No Change, Please adhere RFP terms and conditions</p>
65	32	5. Security monitoring and audit	<p>a) Bank has already implemented Cyber Security Operation Centre (C-SOC) wherein monitoring of all critical servers mainly application &amp; database servers would be done for its security, uptime/ downtime, performance, user access to system, parameter changes etc. would be monitored based on different logs from servers and devices. Bidder should provide necessary logs of system, application users and database etc. for integration with SOC. For integration of SOC with the system being provided by the bidder, required support and tools (if any for log generation and pushing to SOC) would be required from bidders at no additional cost to the bank. Bidder shall ensure creation of secure repository of logs for current and</p>	<p>Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bidder to the Bank.</p>	<p>It is clarified that, Bank will inform bidder to perform audit in advance. Please refer RFP terms and conditions</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>future analysis, which will be provided to the Bank as and when required. As one of the critical components of Bank, the proposed solution should have the capability to communicate with SOC by means of Secured transfer of logs and no extra charge shall be paid to the Bidder for this. In case of requirement, the bidder shall provide required scripts, program to integrate with SIEM. The vendor shall provide all the data/information through their equipments/ systems installed in the Bank, as required by the Bank, so that rules configured under SIEM provide meaningful data. b) IT assets, Management of the same, documentation, version control, configuration / parameter controls, Change Management etc. should meet industry standards and expectations.</p> <p>c) Bidder should comply with all the points with respect to Vendor Risk Management (Annex-1 Point No11) as mentioned in RBI Circular Ref No: RBI/2015-16/418</p> <p>DBS.CO/CSITE/BC.11/33.01.001/ 015-16</p>		

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>dated 02-06-2016 and amendments thereon. As mentioned in the aforesaid circular, Bidder should consider to take steps in maintaining confidentiality, integrity and availability of the data owned by the Bank specially customer information, irrespective of whether the data is stored/in transit within themselves or with customers or with the third-party vendors. d) Further the Bank will be doing the risk assessment of the selected bidder on periodic basis as per the Bank's internal policy. Bidder has to provide the required support/data for Banks analysis. Further if the rating of the bidder falls under the High Risk Category then Bank may choose to terminate the contract with the bidder, as per the terms of the RFP</p>		
66	32	SECTION-III, 3 Warranty AMC / ATC,	<p>The successful bidder will not subcontract or delegate or permit anyone other than its own personnel to provide maintenance during warranty and maintenance period without the prior written consent of the Purchaser. In such a case, the Purchaser will have the discretion to forfeit the Performance Security.</p>	<p>Request to revise this point as "Only Bidder's authorized person is allowed to do maintainance"</p>	<p>No Change, Please refer RFP terms and conditions</p>
67	33	B) TECHNICAL SPECIFICATIONS OF SD-WAN	3. 4G	<p>Assuming bank shall provide ethernet handoff for 4G connectivity in case applicable. Pls provide the</p>	<p>It is clarified that, details of 4G</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
		CONTROLLER, Point No. 33, Page No. 64		no. of sites where 4G supported CPEs have to be considered.	connectivity will be shared with successful bidder.
68	34	6. Third Party Audit	<p>A) Third Party Auditor (TPA), if required, may be selected and appointed by the Bank at its own cost. The audit may cover one or more of the following aspects of the project: -</p> <p>a) Penetration testing of the systems and networks (External and Internal)</p> <p>b) Application Security Assessment</p> <p>c) System Performance Testing/ Monitoring</p> <p>d) Review and Assessment of Security Policies</p> <p>e) Data Quality Review</p> <p>The Bidder shall be required to share the testing documents and standards with the designated third party wherever applicable/ required.</p> <p>B) The Bank may appoint the TPA for the entire project period including the Operation and maintenance period. The TPA may conduct quarterly/bi-annual/annual audits as per the decision of the Bank.</p> <p>C) Based on the audit reports submitted by the TPA, the selected Bidder shall make the required changes to the application and incorporate the suggestions of the auditor at no extra cost to the Bank. The purchaser shall recover costs from the pending payments or performance security</p>	<p>Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bidder to the Bank.</p>	<p>No Change, Please adhere RFP terms and conditions</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			on failure of the Bidder to make the required changes.		
69	35	3 (g - 2 )	Bidders shall provide Maintenance support of the supplied equipments at the Branches/offices.	We understand that the hands and feet support has to be through out the duration of the contract. Kindly confirm. Also kindly allow for provision in the commercial bid to quote for this particular service.	No Change, Please adhere RFP terms and conditions
70	35	3 (g-3)	Successful bidder/OEM shall fix any security findings/vulnerabilities identified by various security agencies hired/consulted by the Bank without any additional cost during the contract period.	Our understanding is that the scope is limited to the SDWAN related security findings and vulnerabilites. Pl confirm.	It is clarified that, scope is limited to SDWAN related security findings and vulnerabilities and associated issues. Please refer RFP terms and conditions
71	35	SECTION-III, 3.g Operations management	The successful bidder should review the performance of the equipment/technology deployed with the bank on a bi-annual basis and take necessary upgrades, i.e. of equipment and software, as and when required without any additional cost to the Bank.	If Bank is increasing the BW or adding more and more application which demands SDWAN equipment upgrade, it cannot be done free of cost. Request bank to clarify this point	No Change, Please refer RFP terms and conditions It is clarified that, SDWAN equipment upgrade depends on various parameter based on solution specification and RFP Specification. However, Bank will review the requirement (in case hardware upgrade required) with bidder.
72	35	SECTION-III, 3.g Operations management	The successful bidder shall implement proactive procedures to address trends identified from performance and monitoring data.	What is the proactiveness required ?? SDWAN can capture the real time data and reactive corrections can be taken	It is clarified that, based on real time data, policy profiling will be created.

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
					However, detailed discussion will be conducted during solution designing with successful bidder.
73	36	5- Payment Terms- pg. no. 36	a) Payment for Branch devices, Central location devices, License or any other cost: i. Payment on Delivery of Goods: Site-wise Payment of 50% of the cost of equipment shall be made by Head Office of the bank, who have placed the purchase order, on receipt of the specified goods at the site, submission of the documents specified as per RFP and on submission of Performance Security pursuant to RFP. ii. Payment on installation of Goods: Site-wise Payment of 30% of the cost of equipment shall be made by Head Office of the bank, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents as specified in the RFP. iii. Site-wise payment of 20% of the cost of the equipment shall be made by Head Office of the Bank, who has placed the purchase order, after one month of successful installation & commissioning at the site and signoff. If the installation and commissioning is delayed due to reasons which are attributable to the bank by more than 90 days from the date of delivery of equipment's at the respective location,	In absence of payment as per agreed timelines by Indian Bank, Bidder shall have right to suspend the services along with levy of penal charges.	No Change, Please adhere RFP terms and conditions



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>remaining 20% of payment will be released. Payment invoices to be submitted with minimum lot size of 500 devices. However, Bank accept the separate invoices, where delivery, installation and commissioning is delayed due to reasons which are attributable to the bank.</p> <p>b) Payment of Annual Maintenance Charges Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the Head Office of the bank who has placed the purchase order, on Quarterly basis in Arrear, at the Contract rates, within thirty days from the date of completion of warranty/maintenance period, subject to satisfactory services rendered during the previous year of warranty/maintenance and on submission necessary documents for AMC agreement to the concerned office. The successful bidder must submit the quarterly Preventive maintenance reports, proof of backlining document with OEM as well as all visit reports along with the invoice for payment of AMC charges. The AMC amount shall be released (after warranty period) on entering into an Agreement by the Head Office of the bank as per Standard AMC Agreement format with the purchaser for Annual Maintenance of the supplied goods.</p> <p>c) Payment of Manpower Charges - Payable quarterly in arrears for actual number of engineers deployed. Consequent upon its selection, the successful bidder along with</p>		

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>the acceptance letter shall submit the details of the Bank Account (Account Number, Name of the Bank where account is maintained, IFSC Code etc., as required for electronic mode of payment) authenticated by the Authorised signatory. Any change in the above, should immediately be intimated to the Purchaser, duly authenticated by the Authorised Signatory of the successful bidder. The successful bidder's request(s) for payment shall be made to the Purchaser in writing, accompanied by the invoice describing, as appropriate, the Goods delivered and services performed, the documents submitted and upon fulfilment of other obligations stipulated in the Contract. Payments shall be made promptly by the Purchaser but in no case later than Sixty (60) days of submission of the invoice/claim, supported by all required documents, by the successful bidder. Payment will be made to the successful bidder in Indian Rupees only. Successful bidder should raise invoices branch wise clearly stating that GST number pertaining to that particular state.</p>		
74	38	3 (g - 14) Operations management	<p>Successful bidder is responsible to implement the Bank's network &amp; security policies, which may change from time to time and also provide the necessary assistance during the periodical IS Audits / others Audits carried out by the Bank/ it's appointed auditors/ consultants</p>	<p>Our understanding here is that the scope is limited to the SDWAN infra being supplied and implemented as part of this RFP to the bank. Kindly confirm. Also is the bank expecting the 2 onsite engg's proposed in the RFP to perform this task. Pls clarify.</p>	<p>W.r.t. scope Please adhere RFP terms and conditions and refer amendment.</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
75	38	3 (g-15) Operations management	Successful bidder will be responsible to assist/ co-ordinate with Network Operation Centre/ Security Operation Centre / System Integrator/ Bank in resolving the issues related to Network & Security issues at DC/DRS and Bank's Wide Area Network issues related to DC/DRS.	Our understanding here is that the scope is limited to the SDWAN infra supplied and implemented by the bidder as part of this RFP. Pls confirm.	W.r.t. scope please refer RFP terms and condition and refer amendment.
76	38	3 (g - 16) Operations management	The proposed SD-WAN solution OEM must provide training for a period of Seven (07) days to customer personnel at no additional cost to the Bank.	Kindly confirm on the following: 1. Venue of training and infrastructure required for training - We understand bank will provide the same. 2. Mode of training expected - Online / manual based 3. Any certifications / evaluation method to be followed for training	It is clarified that, venue will be provided by Bank. Mode of training can be online/offline based on availability of engineer/officers. Certification can be add-on for the resources.
77	38	SECTION-III, 3.g Operations management	Successful bidder is responsible to implement the Bank's network & security policies,	Please elaborate what is to be done from Security perspective on SDWAN	It is clarified that, Security perspective on SDWAN will be discussed with successful bidder.
78	38	Operation Management, 13d, Page No:38	d) The vendor should be responsible to integrate routers to SIEM under CSOC. The vendor should properly co-ordinate with Bank's other vendors managing Firewalls, CSOC and others servers/devices.	Onetime implementation will be done any ongoing configuration changes would be bank's responsibility	It is clarified that, ongoing changes on provided solution will be done by deployed engineer (as per RFP). However, Bank's SI will also be engage in the activity. Please refer amendment.

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
79	39	5) Payment Terms	Payment Terms Payment for Branch devices, Central location devices, License or any other cost: 1 50% Payment on Delivery of Goods: Site-wise 2 30 % on Installation 3 20 % after one month	We request Bank to please amend the clause as below Payment Terms Payment for Branch devices, Central location devices, License or any other cost: 1 70% Payment on Delivery of Goods: Site-wise 2 20 % on Installation 3 10 % on PBG submission	No Change, Please adhere RFP terms and conditions
80	39	3) Payment Terms a) Payment for Branch devices, Central location devices, License or any other cost:	Payment Terms Payment for Branch devices, Central location devices, License or any other cost: 50% Payment on Delivery of Goods: Site-wise 30 % on Installation 20 % after one month	<b>Request customer to amend clause as below:</b> We request Bank to please amend the clause as below Payment Terms Payment for Branch devices, Central location devices, License or any other cost: 85% Payment on Delivery of Goods: Site-wise 10% on Installation 5% after one month	No Change, Please adhere RFP terms and conditions
81	39	a) Payment for Branch devices, Central location devices, License or any other cost:	i. Payment on Delivery of Goods: Site-wise Payment of 50% of the cost of equipment shall be made by Head Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods at the site, submission of the documents specified as per RFP and on submission of Performance Security pursuant to RFP. ii. Payment on installation of Goods: Site-wise Payment of 30% of the cost of equipment shall be made by Head Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents as specified in the RFP. iii. Site-wise payment of 20% of the cost of the equipment shall be made by Head Office	We request bank to amend the Clause as under: i. Payment on Delivery of Goods: Site-wise Payment of 70% of the cost of equipment shall be made by Head Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods at the site, submission of the documents specified as per RFP and on submission of Performance Security pursuant to RFP. ii. Payment on installation of Goods: Site-wise Payment of 20% of the cost of equipment shall be made by Head Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents as specified in the RFP. iii. Site-wise payment of 10% of the cost of the equipment shall be made by Head Office of the Bank, who has placed the purchase order, after	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			of the Bank, who has placed the purchase order, after one month of successful installation & commissioning at the site and signoff. If the installation and commissioning is delayed due to reasons which are attributable to the bank by more than 90 days from the date of delivery of equipment's at the respective location, remaining 20% of payment will be released.	one month of successful installation & commissioning at the site and signoff. If the installation and commissioning is delayed due to reasons which are attributable to the bank by more than 90 days from the date of delivery of equipment's at the respective location, remaining 10% of payment will be release	
82	39	5) Payment Terms	Payments shall be made promptly by the Purchaser but in no case later than Sixty (60) days of submission of the invoice/claim	Requesting Bank to modify the clause as " Payments shall be made promptly by the Purchaser but in no case later than Thirty (30) days of submission of the invoice/claim".	Please refer amendment
83	39	a) Payment for Branch devices, Central location devices, License or any other cost:	Payment on Delivery of Goods: Site-wise Payment of 50% of the cost of equipment shall be made by Head Office of the bank	Requesting Bank to modify the clause as "Payment on Delivery of Goods: Site-wise Payment of 70% of the cost of equipment shall be made by Head Office of the bank"	No Change, Please adhere RFP terms and conditions
84	39	Operation Management, 18, Page No:39	The proposed SD-WAN solution OEM must provide training for a period of Seven (07) days to customer personnel at no additional cost to the Bank. The responsibility for arranging the training will be of the successful bidder. The proposed SD-WAN solution vendor/bidder must train personnel of the customer for at least period of 2 weeks.	Pls clarify the training duration.	It is clarified that, Clause is self-explanatory.
85	40	5) Payment Terms	Payment of Annual Maintenance Charges Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the Head Office of the bank who has placed the purchase order, on Quarterly basis in Arrear,	We request bank to please provide the annual advance payment for the AMC	No Change, Please adhere RFP terms and conditions
86	40	a) Payment for Branch devices, Central location	ii. Payment on installation of Goods: Site-wise Payment of 30% of the cost of	Requesting Bank to modify the clause as "ii. Payment on installation of Goods: Site-wise Payment of 30% of the cost of equipment shall	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
		devices, License or any other cost:	equipment shall be made by Head Office of the bank,	be made by Head Office of the bank. If the installation and commissioning is delayed due to reasons which are attributable to the bank by more than 60 days from the date of delivery of equipment's at the respective location, remaining 30% of payment will be released."	
87	40	5) Payment Terms	Payment invoices to be submitted with minimum lot size of 500 devices.	Requesting Bank to modify the clause as "Payment invoices to be submitted with minimum lot size of 200 devices."	No Change, Please adhere RFP terms and conditions
88	40	Pg. No. 40,Section II, 5.b-Payment terms	Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the concerned Head Office of the Purchaser who has placed the purchase order,on Quarterly basis in Arrear	Bidder requests it to change to annual advance in line with payment to OEMs.	No Change, Please adhere RFP terms and conditions
89	41	a) SLA for device uptime 1) Central Site (DC & DR) Device	<b>Central Site (DC &amp; DR) Device:-</b> Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder.  However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for four years for all supplied equipment.	<b>Request customer to amend clause as below:</b> Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at 10% of total AMC charges payable for the respective quarter for the respective equipment.	No Change, Please adhere RFP terms and conditions
90	41	a) SLA for device uptime 2) Branch Devices	<b>Branch Devices:-</b> Bank shall levy penalty at rate of Rs.500/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for four years for that particular equipment.	<b>Request customer to amend clause as below:</b> Bank shall levy penalty at rate of Rs.100/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at 5% of total AMC charges payable for the respective quarter for the respective equipment.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
91	41	8) SLA	· The successful bidder has to maintain 99.99% of the uptime of the equipment's/devices installed at the central site.	Request bank to revise this as 99.9% for Equipment or 99.99% for the site	No Change, Please adhere RFP terms and conditions
92	41	b) SLA for Manpower	Maximum of 18 days leave of absence in a year is admissible for deployed engineers (1 from OEM and 1 from Bidder). For each day the engineer is absent beyond the permissible period penalty @ Rs. 2,000/- per day will be charged.	Requesting Bank to considered 2 OEM certified deployed engineers. And also the penalty amount is too high, request bank to consider 500/- per day for For each day the engineer is absent beyond the permissible period .	Please refer amendment
93	42	Pg. No. 42,8-SLA	In case of device uptime below 80.00 % (inclusive of branch and central site), Bank reserves the right to invoke the Performance Bank Guarantee (PBG) and the contract will be terminated.	Before imposing any termination, Request Indian bank to please provide the 30 days as a cure period before such action.	No Change, Please refer "Termination for Convenience" clause
94	43	Timeframe for completion of activities	Hardware delivery within 8 weeks	We request Bank to please provide the at least 40 weeks for the hardware delivery as there is huge delay from all the OEM due to semi conductor issue	Please refer amendment
95	43	Timeframe for completion of activities	For Branch Site - Within (Six) 06 weeks after the installation of the 25 PoC site (including all associated accessories) at the locations specified by the bank.	We request bank to please provide at least 10 weeks for the branch installations as no are high	No Change, Please adhere RFP terms and conditions
96	43	Timeframe for completion of activities	Installation, Configuration & Commissioning of ordered Network equipment & solutions.	Whether PO will be released for complete Lot or Central component + 25 POC sites in one shot and rest of the locations in another PO	It is clarified that, PO for Central component + 25 POC sites will be issued in phase-1, whereas other location PO will be shared in phase wise manner.
97	43	9) Timeframe for completion of activities	Delivery of ordered hardware (including all associated accessories) at tentative locations specified in Purchase Order. - Within 08	We request bank to increase the delivery timelines to atleast 16 weeks.	Please refer amendment

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			weeks from issue of Notification of Award (NOA)/Purchase Order.		
98	43	9) Timeframe for completion of activities	Installation, Configuration & Commissioning of ordered Network equipment & solutions.- For Branch Site - Within (Six) 06 weeks after the installation of the 25 PoC site (including all associated accessories) at the locations specified by the bank. For central site along with 25 PoC site - Within (Six) 06 weeks of the delivery of ordered hardware (including all associated accessories) at the location specified.	We request bank to increase the timelines for Installation, Configuration & Commissioning as under: Installation, Configuration & Commissioning of ordered Network equipment & solutions.- For Branch Site - Within (twelve) 12 weeks after the installation of the 25 PoC site (including all associated accessories) at the locations specified by the bank. For central site along with 25 PoC site - Within (twelve) 12 weeks of the delivery of ordered hardware (including all associated accessories) at the location specified.	Please refer amendment
99	43	9) Timeframe for completion of activities	Liquidated/Penalty Damages For Branch site Rs.1000/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 10% of the contract price of the delayed goods/unperformed services. For central site along with 25 PoC site - Rs.5000/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 10% of the contract value.	We request Bank to reduce the maximum deduction to 5% of the contract price of the delayed goods/unperformed services.	No Change, Please adhere RFP terms and conditions
100	43	Pg. No. 43,Section II, 9.2- Timeframe for completion of activities	Delivery of ordered hardware- Within 8 weeks	Considering the current global chipset crisis, it will not be feasible to deliver the HW in such a short span of time. Bidder request it to extend to 16 weeks. Consequently, the timeline for installation and Warranty transfer should also be increased.	Please refer amendment



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
101	44	10. Insurance	<p>10) Insurance</p> <p>The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to all equipments due to non-availability of storage cum erection policy, the supplier has to bear the losses. In case of discrepancy in hardware/software supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance. If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of goods, then 0.1% of the invoice value will be deducted from the payment for each insurance.</p>	<p>Kindly confirm that the Bidder will provide transit insurance upto the Client location. Kindly remove the requirement of the additional 3months insurance and the 0.1% deduction as these are not acceptable.</p>	<p>No Change, Please adhere RFP terms and conditions</p>
102	45	7 Liquidated Damages- pg. no. 45	<p>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</p>	<p>We request Indian Bank provide a cure period to rectify the delay in installing before levying liquidated damages. Additionally request Indian Bank to note that any liquidated damages or penalty mentioned in the RFP shall be settled by way of Credit Note</p>	<p>No Change, Please adhere RFP terms and conditions</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			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.		
103	45	Liquidated Damages	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.	As per industry standard, we request bank to reduce the capping to max 5%.	No Change, Please adhere RFP terms and conditions
104	45	Pg. No. 45,13-Liquidated damages	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.	Bidder request to reduce to penalty % to 0.2% of the invoice value and cap the total amount of liquidated damages to 3% of the contract value.	No Change, Please adhere RFP terms and conditions
105	46	18) Indemnity Clause Page No. 46	18) Indemnity Clause	Requesting it to be restricted to equipment's billed to customer under this Agreement. Since there is no IPR /ownership under Internet service. Indemnity shall be limited to any Act which	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
				constitutes a knowing breach of IP and which is directly attributable to Bidder.	
106	46	17. Limitation of Liability	<p>17) Limitation of Liability Supplier 's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.</p> <p>This limit shall not apply to third party claims for</p> <p>a. IP Infringement indemnity</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor. For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.</p>	<p>Kindly confirm the revision of the clause: Supplier's aggregate liability under the contract shall be limited to a maximum of the annual contract value. This limit shall not apply to third party claims for</p> <p>a) IP Infringement indemnity related to Bidder services.</p> <p>b) Bodily injury (including Death) and damage to real property and tangible property caused by Supplier's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the Supplier that gave rise to claim, under this tender. Neither party shall be shall be liable for indirect, special and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p>	No Change, Please adhere RFP terms and conditions
107	46	18. Indemnity Clause	<p>18) Indemnity Clause If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages</p>	<p>We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p>	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.		
108	46	Sec 19 Page 46	Disclaimer	Bidder proposes to make this clause mutual, both parties shall not be held laible for any indeirect or consequential damages	No Change, Please adhere RFP terms and conditions
109	47	20. Patent Rights Clause	20) Patent Rights The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.	We request that provisions related to Patent rights be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	No Change, Please adhere RFP terms and conditions
110	47	22. Intellectual Property Rights	22) Intellectual Property Rights Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. In the event that the Deliverables become the	Any software license supplied to the Bank will be subject to End User License Agreement between the Bank and Software Licensor and terms therein shall prevail as the Software License is concerned. Please confirm your understanding in this regard. Further we request that provisions related to IPR be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed product. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party. Notwithstanding the foregoing, neither party</p>		

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors.</p>		
111	48	Sec 25, Page 48	Settlement of Disputes	In case parties are unable to appoint arbitrator, the appointment shall be made by court of competent jurisdiction as per provisions of arbitration and conciliation act. Further Bidder proposes arbitration proceeding to be conducted at either Delhi or Mumbai	No Change, Please adhere RFP terms and conditions
112	50	31- Termination for Convenience- pg. no. 50	<p>Bank, by 90 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. 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. The Equipments that are delivered in working condition and ready for</p>	<p>1. Incase of termination of contract by Indian Bank without cause or for convenience, Indian Bank shall be required to pay exit charges (termination convenience fee) to cover for all losses to Service Provider as mutually agreed between Indian Bank and Service Provider for terminating the contract for reasons other than mentioned in the RFP. Request Indian Bank to revise the clause accordingly.</p> <p>2. Under what conditions will the Contractor be able to terminate the contract from their end?</p>	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			deployment as on date of service provider's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices.		
113	50	31. Termination for Convenience	31)Termination for Convenience Bank, by 90 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. 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.	For the purpose of clarity, we request adding the following clause in continuation to the clause on Termination for Convenience. In case of termination for convenience, Bank shall also agree to pay, at a minimum besides invoices for services availed till date of termination: (i) costs for performing or supplying deliverables as at the date of the termination notice; and (iii) costs that may be incurred by Successful bidder, which it is unable to mitigate or recover.	No Change, Please adhere RFP terms and conditions
114	50	Termination for Convenience	Bank, by 90 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. 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.	Requesting Bank to remove the clause.	No Change, Please adhere RFP terms and conditions
115	50	Pg. No. 50,31-Termination for Convenience	Bank, by 90 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. 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.	Bidder request to remove the termination for convenience clause.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
116	51	32) Termination for Default Page No. 51	<p>32) Termination for Default</p> <p>b. if the successful bidder fails to perform any other obligation(s) under the Contract.</p> <p>c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p>	<p>Under sub clause b - Requesting customer to qualify such failure to perform as per SLA. Non performance of services under this clause shall mean performance of services below threshold levels as agreed in the SLA for 3 (consecutive )SLA measurement periods due to acts directly attributable to Bidder. In such case Customer shall render 30 days cure period to rectify the breach and if such breach is not cured by Bidder then Customer may terminate particular link under the contract which is not performing. If breach is cured then customer shall not terminate such links</p> <p>Under sub clause c- This needs to be qualified and ascertained conclusively by competent court</p>	No Change, Please adhere RFP terms and conditions
117	51	32. Termination for Default	<p>32)Termination for Default The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:</p> <p>a. if the successful bidder fails to deliver any or all of the Goods and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;</p> <p>b. if the successful bidder fails to perform any other obligation(s) under the Contract.</p> <p>c. If the successful bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>d. In case of successful Bidders revoking or</p>	<p>Kindly confirm that the Bank may only terminate if at the end of the 30days Bidder is unable to remedy the breach. Further termination shall not affect our rights already accrued under the contract for payment of Goods or Services already provided before the date of termination. Further Bidder may not held liable for any excess costs due to delays caused by the OEM or other service providers involved.</p>	No Change, Please adhere RFP terms and conditions



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			<p>cancelling their Bid or varying any of the terms in regard thereof without the consent of the Bank in writing. 'For the purpose of this clause: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition. In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.</p>		
118	51	Sec 32, Page 51	Termination for Default	<p>Bidder request before issuance of termination notice, a cure period of 30-days be given to Bidder for curing the breach and in case Bidder is not able to cure the breach within the cure period notice, Bank may termination the order after giving written notice to Bidder.</p>	<p>No Change, Please adhere RFP terms and conditions</p>

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
119	52	Sec 34 Page 52	Confidentiality	Bidder proposes to make this clause mutual, both parties shall protect Confidential Information/data of each other.	No Change, Please adhere RFP terms and conditions
120	53	35. Negligence	35)Negligence In connection with the work or contravenes the provisions of other Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	kindly confirm that any cancellation or termination of contract will be done only after giving 30 days written notice to the Bidder to cure or remedy the default and only upon failure of the Bidder to remedy or cure such default.	No Change, Please adhere RFP terms and conditions
121	55	40 - General terms	Call logging facility to be made available on 24*7 basis	Kindly elaborate the scope here. Is the bidder expected to set up a toll free number / email / portal for the bank for its users to log tickets? If yes, is it expected to be in Onsite or can the bidder use their platform to provide this service from remote. Pls clarify. We also understand that the call logging facility has to be provisioned throughout the course of the contract. Pls confirm. Allow for provision in the commercial bid to quote for call logging facility.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
122	56	40) General Terms	Call logging facility to be made available on 24*7	Where this should be deployed ? At bidder's NOC ?	It is clarified that, Call logging facility to be made available on 24*7 at bidder's NOC as well as customer's NOC. Bidder should provide portal for the same.
123	61	A) Technical specifications of SD-WAN Solution	Bidder may require to create logical separation (including routing table) of branch LAN traffic and any other traffic. Solution should allow to create minimum of 4 segments at each branch.	Request bank to clarify what is ment by other traffic. Other traffic means does it Voice / Video kind of traffic or bank is taking about branch to branch traffic?	It is clarified that, other traffic refers to traffic received other than branch traffic. Please adhere RFP terms and conditions.
124	61	A) Technical specifications of SD-WAN Solution	The centralized management console shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the solution.	The centralized managed tool will have partial capabilities., it can capture syslog , it should be integrated a separte NMS tool which has complete features. Hope Bank is already having a NMS tool in place	No Change, Please adhere RFP terms and conditions
125	62	(A)Technical Specification of SDWAN solution Page 62	Log server & associated components to be provisioned by bidder for managing the entire log of all the DC, DR, Branches in-scope devices and same should be kept for at least 6 months before archival in media.	Bank has highlighted to send logs to SIEM and integration with SOC. Typically SYSLOG servers are available in SOC which collects logs from various system and keep the logs for required duration as per bank's compliance requirement. Please clarify if bidder needs to provision separate SYSLOG server for SDWAN or existing SYSLOG servers can be leveraged for SDWAN solution.	No separate SYSLOG server to be provided by bidder, Please adhere RFP terms and conditions
126	62	A) Technical specifications of SD-WAN Solution	The solution must support device health monitoring for all the devices within the solution scope.	Existing NMS will have the complete health monitoring system. Deployed SDWAN tool will be able to export syslog messages to NMS	No Change, Please adhere RFP terms and conditions
127	62	A) Technical specifications of SD-WAN Solution	Solution should provide traffic visibility per site: Link availability, bandwidth usage per access circuit, bandwidth usage per	Solution should provide traffic visibility per site: Link availability, <b>bandwidth or data</b> usage per access circuit, <b>bandwidth or data</b> usage per	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			application, latency, packet loss, QoS per access circuit etc.	application, latency, packet loss, QoS per access circuit etc.	
128	62	A) Technical specifications of SD-WAN Solution	The solution should provide self-service portal to configure & manage the WAN.	Generally configuration will be pushed from the central Manager., What is the self service portal Bank is asking? Whether bank already has a Self service portal ?	It is clarified that, Clause is self-explanatory.
129	62	Technical specifications A) Technical specifications of SD-WAN Solution, Point 19, Page No. 62	The solution should support VRRP or equivalent to maintain hardware level redundancy in DC, DR & NDR	NDR is not mentioned anywhere in the RFP, Pls clarify.	Please refer amendment
130	63	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER / Point No.11	Solution should support packet duplication and forward error correction to improve voice and video applications	There are different ways of implementation on different OEM solutions to improve voice and video applications, Packet duplication and Forward Error correction are few of those methods. However OEM can have its own proprietary way of achieving the same.  Request bank to include "or equivalent" to allow other competitive Technology Solutions as well.	Please refer amendment
131	63	page 63 :TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER	13 Solution should able to provide an abstraction of policy orchestration between control, data and application policies.	Please share more details for this point. As to what is meant by policy abstraction	It is clarified that, clause is self-explanatory.
132	63	(B) Technical Specification of SDWAN Controller Page 63	System must support transport such as MPLS, LTE, VSAT.	While SDWAN supports any type of last mile connectivity i.e. MPLS, LTE, VSAT we would like to highlight bank that due to encryption, application visibility, logs etc. minimum bandwidth requirement per branch is 256 Kbps or higher. We request bank to take note of minimum bandwidth requirement in case of VSAT connection.	Noted
133	63	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER	System should be able to support by Separating the control plane from the data plane and integrating the WAN and branch networks into a single end-to end	Few OEM's platform doesn't separate the control plane , instead it works on a distributed control plane architecture. Request to change the word as " Separate or Integrated"	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			framework that uses policies to manage traffic.		
134	63	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER	System should able to support of Scalability & High availability Architecture.	What is the scalability in terms of BW and tunnels, bank is looking for at DC/DR and branches. Whether Dual SDWAN CPEs to be considered at branches for high availability	No, bank is not looking for dual SDWAN CPEs at branches for high availability
135	63	D) Specification of SD-WAN Router at Branches	Completely separate Control Plane and Data Plane communication and path.	Completely OR Logical separate Control Plane and Data Plane communication and path.	No Change, Please adhere RFP terms and conditions
136	63	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER / Point No.11	Solution should support packet duplication and forward error correction to improve voice and video applications	There are different ways of implementation on different OEM solutions to improve voice and video applications, Packet duplication and Forward Error correction are few of those methods. However OEM can have its own proprietary way of achieving the same.  Request bank to include "or equivalent" to allow other competitive Technology Solutions as well.	Please refer amendment
137	64	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER / Point No. 20	Support for Remote Authentication Dial-In User Service (RADIUS) and AAA.	To achieve the AAA, Radius and Tacacs are the protocols and Tacacs based AAA implementations are widely known in the Enterprises. As Radius has shortcomings compared to Tacacs.  Request bank to include Tacacs as well and amend it as 'Support for Remote Authentication using Dial-In User Service (RADIUS) or Tacacs for AAA'	Please refer amendment
138	64	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER / Point No. 35	Bank should have the ability to encrypt traffic on an individual basis. Bank should have the choice to enable encryption on a per WAN-connection basis, with the default setting being IPsec encryption.	SD-WAN is an overlay technology where End-To-End virtual path/tunnel is formed for traffic forwarding where application and important attributes should be provided for detailed information.  Request bank to reword it as	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
				"System should be able to provide near real time behavioral analytics of Application traffic for granular visibility and capacity planning and policies"	
139	64	page 64 :TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER	36 System should be able to provide real time behavioural analytics and also provide predictive analysis of the application from network standpoint to avoid future outages	Versa SDWAN solution provide real time and historical behavioral analysis. Please share more details on the expectation for predictive analysis	It is clarified that, Predictive analysis refers to alarms associated with warnings like CPU /memory utilization
140	64	Page -64 TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER Point no.18	The proposed SD WAN solution should be scalable to cater up to 7000 Bank Branches each with dual transports.	We need provide this from Day 1 , please clarify	The proposed SD WAN solution should be scalable to cater up to 5000 Bank Branches each with dual transports from day1 and scalable upto 7000 Bank Branches without extra cost.
141	64	(B) Technical Specification of SDWAN Controller Page 64	The router should support IPSec encryption of control plane and data plane flows	The router should support IPSec/SSL encryption of control plane and IPSec encryption for data plane flows	No Change, Please adhere RFP terms and conditions
142	64		The Router should support functionality to protect the route processor from unnecessary or malicious levels of traffic, including DOS attacks	Please clarify in details	It is clarified that, clause is self-explanatory.
143	64	B) TECHNICAL SPECIFICATIONS OF SD-WAN CONTROLLER	System should be able to provide real time behavioral analytics at each hop and also provide predictive analysis of the application from network standpoint to avoid future outages	Need to more clarity? Are you looking for AI kind of integration?	It is clarified that, analytic pattern will be discussed at the time of solution design with successful bidder.

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
144	64	Page 64, Clause 24	The router should support IPSec encryption of control plane and data plane flows	Requesting Bank to change the clause to The router should support IPSec/TLS/DTLS encryption of control plane and data plane flows	No Change, Please adhere RFP terms and conditions
145	65	C) Specification of SD-WAN Gateway/Head End Router at DC and DR / Point No. 10	Policy Route policies, app-aware routing, control policy, data policy, ACL policy, VPN member- ship policy, service advertisement and insertion policy	VPN member- ship policy, service advertisement and insertion appear more vendor specific terms. Request bank to clarify what is the expectation from functionality standpoint and amend the terms to be vendor/OEM neutral.	No Change, Please adhere RFP terms and conditions
146	65	C) Specification of SD-WAN Gateway/Head End Router at DC and DR / Point No. 12	Multicast IGMP v1/v2, PIM	SD-WAN provides the ability to use multiple links of same or different type. Assuming that the bank intends to use both the available MPLS circuits from multiple providers in an active-active manner at the Branch, how does the bank intend to use a classical mechanism for multicast with two MPLS circuits simultaneously? Request bank to remove this requirement.	Please refer amendment
147	65	C) Specification of SD-WAN Gateway/Head End Router at DC and DR / Point No. 16	The Router should be IPv6 Ready Logo Phase-2 certified/Equivalent Certifications	There is very low implementation of IPV6 based features in the Enterprises. Primarily for Intranet/VPN based setup. Thus essentially required features are used in such deployments. Solutions support essential IPv6 feature as required to meet the business needs will need more time to get IPV6 logo Ready Phase-2 certified.  Request bank to allow time for certification and exempt this clause for Make In India OEMs.	Please refer amendment
148	65	page 65: Specification of SD-WAN Gateway/Head End Router at DC and DR	Router should support minimum 7000 IPSEC tunnels & scalable to 20000 IPsec tunnels from day 1 (No additional licensing should be required for scalability)	IPSEC tunnels are scalable horizontally. Please let us know if it is an acceptable term for the scaling requirement.	Yes, IPSEC tunnels can be scalable horizontally.
149	65	page 65: Specification of SD-WAN Gateway/Head End Router at DC and DR	Policy Route policies, app-aware routing, control policy, data policy, ACL policy, VPN	Please provide more clarity, what is expected from "service advertisement and insertion policy"	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			member- ship policy, service advertisement and insertion policy		
150	65	(C) Specification of SD-WAN Gateway/Head End Router at DC and DR Page 65	Router should support minimum 7000 IPSEC tunnels & scalable to 20000 IPsec tunnels from day 1 (No additional licensing should be required for scalability)	Router should support minimum 7000 IPSEC tunnels & <b>scalable to 14000</b> IPsec tunnels ( <b>with single or multiple routers horizontally scalable</b> ) from day 1 (No additional licensing should be required for scalability)	No Change, Please adhere RFP terms and conditions
151	65	(C) Specification of SD-WAN Gateway/Head End Router at DC and DR Page 65	The router should support IPsec encryption of control plane and data plane flows	The router should support IPsec/ <b>SSL encryption</b> of control plane and <b>IPsec encryption</b> for data plane flows	No Change, Please adhere RFP terms and conditions
152	65	(C) Specification of SD-WAN Gateway/Head End Router at DC and DR Page 65	Clause missing in Specification	<b>Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate</b>	No Change, Please adhere RFP terms and conditions
153	65		Router should support minimum 7000 IPSEC tunnels & scalable to 20000 IPsec tunnels from day1 (No additional licensing should be required for scalability)	Request you to change this clause to " <b>Solution</b> should support minimum 7000 IPSEC tunnels & scalable to 20000 IPsec tunnels from day 1 (No additional licensing should be required for scalability)"	No Change, Please adhere RFP terms and conditions
154	65		The router should support the following security features: Zero-trust, whitelisting, tamper-proof module, DTLS/TLS, IPsec, ESP-256-CBC, Authentication Header, HMACSHA1	Please clarify in details regarding Zero-trust, whitelisting, DTLS/TLS requirement for SD-WAN fabric	Mentioned parameters are defined considering security aspects. Detailed usecase will be discussed during solution designing with successful bidder.
155	65		The router should provide mechanisms for DDOS protection, NAT traversal and control plane protection	Request you to change this clause to "The router should provide mechanisms for DDOS protection, NAT traversal"	No Change, Please adhere RFP terms and conditions
156	65		The Router should be IPv6 Ready Logo Phase-2 certified/Equivalent Certifications	Request you to remove this clause for wider participation	Please refer amendment



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
157	65	page 65: Specification of SD-WAN Gateway/Head End Router at DC and DR	Router should support minimum 7000 IPSEC tunnels & scalable to 20000 IPsec tunnels from day 1 (No additional licensing should be required for scalability)	IPSEC tunnels are scalable horizontally. Please let us know if it is an acceptable term for the scaling requirement.	No Change, Please adhere RFP terms and conditions
158	65	page 65: Specification of SD-WAN Gateway/Head End Router at DC and DR	10 Policy Route policies, app-aware routing, control policy, data policy, ACL policy, VPN membership policy, service advertisement and insertion policy	Please provide more clarity, what is expected from "service advertisement and insertion policy"	No Change, Please adhere RFP terms and conditions
159	65	Page 65, Clause 11	Should have 12 GB of DRAM from day-1 which can be scalable up to 48 GB.	Requesting Bank to change the clause to Should have minimum 12 GB of DRAM from day-1	Please refer amendment
160	65	Page 65, Clause 1	Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from Day-1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	As per the RFP specification of SD-WAN Router at Branches Point No. 2, Bank have requested only 10Mbps SD-WAN feature license from Day-1.  Hence requesting Bank to remove the Fiber connectivity option.	Please refer amendment
161	65	page 65: Specification of SD-WAN Gateway/Head End Router at DC and DR	The Router should be IPv6 Ready Logo Phase-2 certified/Equivalent Certifications	Certification is in progress. This is in roadmap. Request to allow with undertaking to deliver within defined timelines.	Please refer amendment
162	66	D) Specification of SD-WAN Router at Branches / Point No.6	Router should have DES, 3DES and AES Standards. Should support IPsec with IKEv2 and Suite-B Encryption.	DES, 3DES are weaker encryptions and AES is de facto world standard now.  Request bank to amend it as "Router should have DES/3DES/AES Standards. Should support IPsec with IKEv2 or equivalent and Suite-B Encryption."	No Change, Please adhere RFP terms and conditions
163	66	D) Specification of SD-WAN Router at Branches / Point No.9	Shall have 802.1p class of service and marking, classification, policing and shaping.	SD-WAN Router/Edge Devices do look up on the IP Packets and make the decisions primarily using IP Header info. 802.1p is applicable at Layer2 level-mainly Ethernet Switching devices. Also, there is no prevalent use case for 802.1p from SD-WAN perspective.  Request bank to exclude this in SD-WAN context.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
164	66	D) Specification of SD-WAN Router at Branches / Point No.11	Routers should support AAA using RADIUS and TACACS+	Radius and Tacacs+ are the protocols for AAA where Radius has certain weaknesses and not recommended due to the same.  Request bank to amend it as "Routers should support AAA using RADIUS or TACACS+"	Please refer amendment
165	66	D) Specification of SD-WAN Router at Branches / Point No.15	Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate	Inclusion of foreign certification such as NDPP or EAL3 or common criteria certificate is restrictive against local Make In India suppliers.  Request bank to excluded as compliance clause for MII OEMs.	Please refer amendment
166	66	D) Specification of SD-WAN Router at Branches / Point No.18	Router should be IPv6 phase 2 logo ready	There is very low implementation of IPV6 based features in the Enterprises. Primarily for Intranet/VPN based setup. Thus essentially required features are used in such deployments. Solutions support essential IPv6 feature as required to meet the business needs will need more time to get IPV6 logo Ready Phase-2 certified.  Request bank to allow time for certification and exempt this clause for Make In India OEMs.	Please refer amendment
167	66	Page 66: Specification of SD-WAN Router at Branches	2 Router should have provision for at-least aggregate 10 Mbps SD WAN feature license from Day-1  5 Router should support minimum 100 Mbps of throughput with services like IPSec and NAT enabled	At any point of time, only one license key can be active on the device. Please clarify if the bandwidth requirement should be considered for 10M or 100M	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
168	66	C) Specification of SD-WAN Gateway/Head End Router at DC and DR Page No 66 Section V ,PART I - Functional and Technical Requirements	Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate	Request to remove this clause	Please refer amendment
169	66	(D) Specification of SD-WAN Router at Branches Page 66	Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Router should be modular in architecture with minimum 2 No. of 100/1000BaseT Ethernet WAN and 2 LAN ports from day 1. Out of 2 WAN ports, One port should provide both copper and fiber connectivity	Please refer amendment
170	66	(D) Specification of SD-WAN Router at Branches Page 66	<b>Additional Clause</b>	<b>The Branch Router must support Firewall, IPS, URL Filtering, Anti-Malware solution from Day 1</b>	No Change, Please adhere RFP terms and conditions
171	66		Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Request you to change this clause "Router should be modular in architecture with 3 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 2 WAN ports, which is copper interface "	Please refer amendment
172	66		Router should have DES, 3DES and AES Standards. Should support IPSec with IKEv2 and Suite-B Encryption.	Request you to relax this clause for wider participates	No Change, Please adhere RFP terms and conditions
173	66		Router should support static Routes, OSPFv2, OSPFv3, BGP4, Policy based routing, IPv4 and IPv6 tunnelling	Request you to change this clause for "Router should support static Routes, OSPFv2, BGP4, Policy based routing, IPv4"	No Change, Please adhere RFP terms and conditions
174	66		Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate	Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate/ ICSA	Please refer amendment
175	66		Router should be IPv6 phase 2 logo ready	Request you to relax this clause for wider participates	Please refer amendment
176	66		Router should support up to 0° to 40°C of Temperature	Request you to change this clause for "10° C to 35° C (50° to 95° F)"	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
177	66	Page 66: Specification of SD-WAN Router at Branches	1 Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Please help to understand the use-case for SFP connectivity and if it will be acceptable to use 4 Cu 1G ports.	Please refer amendment
178	66	Page 66: Specification of SD-WAN Router at Branches	2 Router should have provision for at-least aggregate 10 Mbps SD WAN feature license from Day-1  5 Router should support minimum 100 Mbps of throughput with services like IPSec and NAT enabled	At any point of time, only one license key can be active on the device. Please clarify if the bandwidth requirement should be considered for 10M or 100M	Please adhere RFP terms and conditions
179	66	D) Specification of SD-WAN Router at Branches / Point No.1	Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Edge/Branches have copper based WAN termination as bandwidth requirement is not that high. Also, port with dual mode Copper and Fiber is something OEM specific, not a generic specification for Branch type requirements.  Request Bank to amend it as "The solution should support one fiber port with the additional fiber to copper converter."	Please refer amendment
180	66	D) Specification of SD-WAN Router at Branches / Point No.9	Shall have 802.1p class of service and marking, classification, policing and shaping.	SD-WAN Router/Edge Devices do look up on the IP Packets and make the decisions primarily using IP Header info. 802.1p is applicable at Layer2 level-mainly Ethernet Switching devices.Also, there is no prevalent use case for 802.1p from SD-WAN perspective.  Request bank to exclude this in SD-WAN context.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
181	66	D) Specification of SD-WAN Router at Branches / Point No.11	Routers should support AAA using RADIUS and TACACS+	Radius and Tacacs+ are the protocols for AAA where Radius has certain weaknesses and not recommended due to the same.  Request bank to amend it as "Routers should support AAA using RADIUS or TACACS+"	Please refer amendment
182	66	D) Specification of SD-WAN Router at Branches / Point No.15	Proposed router should be certified with EAL3 or above /NDPP/ common criteria certificate	Inclusion of foreign certification such as NDPP or EAL3 or common criteria certificate is restrictive against local Make In India suppliers.  Request bank to excluded as compliance clause for MII OEMs.	Please refer amendment
183	66	(D) Specification of SD-WAN Router at Branches Page 66	The Branch Router must support Firewall, IPS, URL Filtering, Anti-Malware solution from Day 1	Since the SD-WAN technology will allow the Bank to terminate Internet link directly on the Branch Router, it is very important to Secure the Branch device from Internet based threats.	Please adhere RFP terms and conditions
184	66	Page 66: Specification of SD-WAN Router at Branches	1 Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from day 1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Please help to understand the use-case for SFP connectivity and if it will be acceptable to use 4 Cu 1G ports.	Please refer amendment
185	67	page 67: Specification of SD-WAN Router at Branches	H The Controller based WAN solution with the above features should be available for all interfaces supported on the Router, namely Ethernet, Serial.	Serial link is supported via converter, please confirm it is acceptable.	Yes
186	67	D) Specification of SD-WAN Router at Branches	Two-factor Device Authentication of Branch Router to participate in the WAN Network. One Factor defines the Edge Device is from the same OEM and Second Factor will define it is for Bank only.	Request bank to clarify what is the kind of second authentication they are looking for? Is it going to be certificate or preshared key provided by Bank?	It is clarified that, Two-factor Device Authentication will be discussed with successful bidder at

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
					the time of solution designing.
187	67	page 67: Specification of SD-WAN Router at Branches	H The Controller based WAN solution with the above features should be available for all interfaces supported on the Router, namely Ethernet, Serial.	Serial link is a legacy technology and is supported via converter, please confirm it is acceptable.	Yes
188	68	Pg. No. 68,Part II-Commercial Bid	Table A	There is no placeholder for Installation charges in the table. Please specify where will the installation charges will go.	It is clarified that, installation charges are inclusive in project cost. Please adhere RFP terms and conditions
189	83	Pg. No. 83,Annexure VII, Section 10-Integrity Pact	Examination of Books of Accounts	Financial information available in the public domain related to this opportunity will only be made available, if required.	No
190	101	3 (g) - Operations management 1 (g) - Operations management	The successful bidder should review the performance of the equipment/technology deployed with the bank on a bi-annual basis and take necessary upgrades, i.e. of equipment and software, as and when required without any additional cost to the Bank	We understand that this biannual review has to be performed for the entire duration of the contract. Accordingly, our recommendation is to consider the support resources for the entire duration of the contract.	Please refer amendment
191	107	4 (c) - Availability of onsite engineers	The onsite engineer should be available on working days of the bank. The working day means any branch of the bank is working in any part of the country.	We request the bank to relax this clause. Since the engg's will be deployed at a specific location - we request the bank to allow the engg's to follow the leave policy of that particular location or alternatively standardize the leave calendar for the resources.	Please refer amendment
192	109	5 (b) - SLA for manpower	Maximum of 18 days leave of absence in a year is admissible for deployed engineers (1 from OEM and 1 from Bidder). For each day the engineer is absent beyond the permissible	Our understanding here is that these 18 days are over and above Sundays and public holidays as declared by the bank. Pls confirm. Also we request the bank to consider penalty of INR 500/- per day for engineer absenteeism	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			period penalty @ Rs. 2,000/- 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.	beyond the approved man days. Kindly also also clarify the allowed medical leaves for the resource per year.	
193	109	5 (b) - SLA for manpower	If there is any delay in deployment/replacement of engineers for 1 month or more, 10% of the monthly charges payable for total engineers will be deducted as penalty every month.	We request the bank to kindly relax it to 5% of the particular engg as against the total engg mentioned in the RFP.	No Change, Please adhere RFP terms and conditions
194	109	Pg. No. 109,6-Timeframe for completion of activities	In case, deductions on account of Liquidated Damages and/or Service Level Penalties reaches 20% of the total contract price, Bank reserves the right to terminate the contract.	Before imposing any termination, Request Indian bank to please provide the 30 days as a cure period before such action.	No Change, Please adhere RFP terms and conditions
195	110	7) 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.	<b>Request customer to amend clause as below:</b> 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 5% of the total contract value of delayed portion.	No Change, Please adhere RFP terms and conditions
196	110	6) Timeframe for completion of activities 3) Installation, Configuration & Commissioning of ordered Network equipment & solutions	Installation, Configuration & Commissioning of ordered Network equipment & solutions. <b>Time</b> <b>Duration</b> For Branch Site - Within (Six) 06 weeks after the installation of the 25 PoC site (including all associated accessories) at the locations specified by the bank. For central site along with 25 PoC site - Within (Six) 06 weeks of the delivery of ordered hardware (including all associated accessories) at the location	<b>Request customer to amend clause as below:</b> Installation, Configuration & Commissioning of ordered Network equipment & solutions. <b>Time</b> <b>Duration</b> For Branch Site - Within (Six) 06 weeks after the installation of the 25 PoC site (including all associated accessories) at the locations specified by the bank. For central site along with 25 PoC site - Within (Six) 06 weeks of the delivery of ordered hardware (including all associated	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
			specified. <b>Penalty</b> For Branch site - Rs.1000/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 10% of the contract price of the delayed goods/unperformed services. For central site along with 25 PoC site - Rs.5000/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 10% of the contract value.	accessories) at the location specified. <b>Penalty</b> For Branch site - Rs. 200/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 5% of the contract price of the delayed goods/unperformed services. For central site along with 25 PoC site - Rs. 1000/- for the delayed Goods or unperformed Services for each week of delay or part thereof up to a maximum deduction of 5% of the total contract value of delayed portion.	
197	120	Checklist Page no. 120	The bidder should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years.	We request below modification:  The bidder should have supplied / <b>under execution</b> and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years.  <b>Ongoing Project shall be considered.</b>	No Change, Please adhere RFP terms and conditions
198	120	Checklist Page no. 120	The bidder should have supplied and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum 1000 quantities in past 5 years.	We request below modification:  The bidder should have supplied / <b>under execution</b> and maintaining SDWAN (Software Defined Wide Area Network) solution in any Govt. organizations /PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank)/ BFSI in India with minimum <del>1000</del> <b>300</b> quantities in past 5 years.	No Change, Please adhere RFP terms and conditions



S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
				Ongoing Project shall be considered.	
199	63		System should be able to support by Separating the control plane from the data plane and integrating the WAN and branch networks into a single end-to-end framework that uses policies to manage traffic.	Request you to change this clause to "System should be able to support by Separating the <b>control plane/ Management</b> from the data plane and integrating the WAN and branch networks into a single end-to-end framework that uses policies to manage traffic."	No Change, Please adhere RFP terms and conditions
200	NA	General	Subcontracting	Subcontracting is not allowed as per RFP for Day 2 scope, However pls confirm is it allowed or not during the implementation phase (Post Pilot Phase).	No Change, Please adhere RFP terms and conditions
201	18	Clause 2	In SECTION-III, CONDITIONS OF CONTRACT, 2) Eligibility Criteria	Kindly include this clause in Eligibility Criteria "OEM should be leader in Gartner Quadrant atleast 2 years in last 3 years	No Change, Please adhere RFP terms and conditions
202	18	Clause 2	In SECTION-III, CONDITIONS OF CONTRACT, 2) Eligibility Criteria	Kindly include this clause in Eligibility Criteria "OEM should be leader in Gartner Quadrant atleast 2 years in last 3 years as on 31.05.2022"	No Change, Please adhere RFP terms and conditions
203	19	Clause 3.a	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] (1+1) – one box should be capable to handle the full load	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] Instead of (1+1) one box to handle the full load, please change to the Controller solution (Physical/Virtual) should be capable to handle the Full Load.	Please refer amendment
204	19	Clause 3.a	SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] (1+1) – one box should be capable to handle the full load	SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD WAN controller] Instead of (1+1) one box to handle the full load, please change to the Controller solution (Physical/Virtual) should be capable to handle the Full Load.	Please refer amendment

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
205	19	Clause 2	*SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DC (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
206	19	Clause 4	*SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DR (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
207	19	Clause 2	*SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DC (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
208	19	Clause 4	*SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DR (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
209	19	Clause 2	*SD-WAN Controller or Manager etc., at DC in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DC (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
210	19	Clause 4	*SD-WAN Controller or Manager etc., at DR in HA mode (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	*SD-WAN Controller or Manager etc., at DR (with 1-year warranty and 4 years AMC). [As per the Specification of SD-WAN controller]	No Change, Please adhere RFP terms and conditions
211	20	Clause 6	On site resource /Facility Management at NOC/DC or any other location finalized by the Bank  2 Engineer (1 - L2 Engineer from OEM and 1 – L2 engineer from Bidder for the initial period of one year, commencing after successful installation of SD WAN routers at 25 branches)	On site resource /Facility Management at NOC/DC or any other location finalized by the Bank  2 Engineer (1 - L2 Engineer OEM Certified from Bidder and 1 – L2 engineer from Bidder for the initial period of one year, commencing after successful installation of SD WAN routers at 25 branches)	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
212	21	Clause 3.a	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 60% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 60% (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	The successful bidder has to ensure that at any instance, the utilization of the CPU or Memory or Storage, etc. of the Hardware/Servers installed should not cross 85% of the utilization at any given point of time of the total available resources respectively. In case, if the usage of any of the component (CPU, Memory, Storage, etc.) goes beyond 85% (for 5000 Routers), the successful bidder has to provide the additional resources to maintain the service level within 1 month of the incident notified by the Bank to the successful bidder, at no additional cost to the Bank. In case, if the successful bidder does not provide additional resources to maintain the service level, the penalty amounting to INR 5,000/- per week is to be levied on the bidder. The amount of penalty will be recovered from Annual Maintenance charges of the devices installed (routers, & SD-WAN Solution) payable for subsequent Quarter/ year/ previous payments/ forthcoming payments/Performance Bank Guarantee held with the Bank.	No Change, Please adhere RFP terms and conditions
213	30	Clause 3.f	All the software/licenses items should be perpetual in nature.	All the software/licenses items should be perpetual in nature or subscription should be provided for 5 years as per contract duration	No Change, Please adhere RFP terms and conditions
214	43	Clause 9 (point 3)	For central site along with 25 PoC site - Within (Six) 06 weeks of the delivery of ordered hardware (including all associated accessories) at the location specified.	For central site along with 25 PoC site - Within (Sixteen) 16 weeks of the delivery of ordered hardware (including all associated accessories) at the location specified.	No Change, Please adhere RFP terms and conditions

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
215	6	Clause 7	Make In India	Request Bank to provide a weightage (QCBS/Scoring) based on the local content percentage (%) instead of Purchase Preference like Class-I & Class-II	No Change, Please adhere RFP terms and conditions
216	63	B, b, e, h	In SECTION-V, PART I - Functional Technical Requirements, The word "Controller" mentioned in multiple points	Most SD-WAN OEMs use the word "Manager or Orchestrator" instead of the word "Controller" to denote the device performing the Centralized Management task for the SD-WAN solution.  Request to replace the word "Controller" with "Controller / Manager / Orchestrator" wherever it appears.  Kindly note, Bank have already mentioned the word "Controller/Manager" in Points B-37 (Page No.64), and B-38 (Page No.68)	No Change, Please adhere RFP terms and conditions
217	Page 66	Clause 1	Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from Day-1. Out of 4 WAN ports, One port should provide both copper and fiber connectivity.	Router should be modular in architecture with 4 No. of 100/1000BaseT Ethernet WAN/LAN ports from Day-1.	Please refer amendment
218	Page 66	Clause 2	Router should have provision for at-least aggregate 10 Mbps SD WAN feature license from Day-1	Router should have provision for at-least aggregate <b>100 Mbps</b> SD WAN feature license from Day-1	No Change, Please adhere RFP terms and conditions
219		General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	It is clarified that, RACK Space, Proper power supply and earthing will be arranged and maintained by bank.
220		General	Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer	It is clarified that, Storage Insurance to be done by bidder to

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
				attribute than customer has to bear the cost for lost/damaged as well as new device.	handle this kind of situations.
221		General	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	It is clarified that, Bank will provide Central spoke for project development.
222		General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	It is clarified that; bidder has to ensure the site readiness. However, Bank will provide necessary support wherever necessary.
223		General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	It is clarified that, Bank will share the local person details. Downtime would not be counted incase reason is attributable to bank
224		General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	It is clarified that, SLA will be calculated based on tickets raised by customer as well as bank's NMS solution.
225		General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder	It is clarified that, SLA exemption can be provided to bidder in case the reason is attributable to bank subjected to proper

S.No	Page No	Clause Number	RFP Clause	Query	Bank's Reply
				engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	submission of documents.
226		Annexure-VII NON DISCLOSURE AGREEMENT	4. Term 6. Return of confidential information 12. Indemnity clause	For Clause 4 - Requesting Survival shall be limited for 2 years post termination  For clause 6 - One copy of all information shall be retained for its archival, compliance and legal purpose by Receiving party.  For Clause 12- Can be agreed provided always that the Disclosing Party shall forthwith give written notice to the Receiving Party of the above loss and damage and satisfactory documentary evidence of such actual loss and damage	No Change, Please adhere RFP terms and conditions