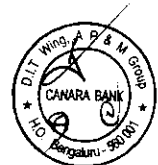


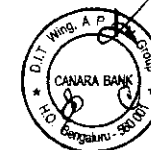
Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	9	7. Existing Infrastructure:	7.1. Canara Bank has established state-of-the-art two tier MPLS network connectivity to connect its Data Centre - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. Presently Bank has around 6200 Branches and 10000 + ATMs across India.	How many number of ATMs are part of the Banks branch LAN network and how many of the ATMs are stand alone units (WAN)	Approximately 6000 ATMs connected to LAN Network and 4000 plus ATMs are stand alone units.
2	9	7. Existing Infrastructure:	7.2. All the Branches/ATMs are connected to DC/DRC via MPLS connectivity over various last mile connectivity like MPLS, VSAT, CDMA, 3G/4G VPN, VPNoBB, RF etc.	Provide us bandwidth details of last mile connectivity (MPLS, VSAT , CDMA, 3G/4G VPN , VPNoBB , RF etc) to the branches and ATMs	Minimum 256 Kb
3	24	43. Delivery, Installation, Integration and Commissioning:	43.1. Bank shall provide the address and contact details for delivery of Network Access Control (NAC) Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Amendment request. We request bank to amend the delivery period from 5 weeks to 8 weeks for non-road permit locations. Delivery period for permit locations from 6 weeks to 10 weeks.	Bidder has to comply with RFP Terms.
4	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Amendment Requested. The successful bidder should ensure installation , configuration , integration and commissioning of the delivered hardware and software and complete all the works specified in the scope of work at the bank branch /office within 12 weeks from the date of delivery of all the materials for each ordered locations	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
5	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	In reference to clause no 46 on page 25 of the RFP, the implementation will be completed within 6 months from successful completion of implementation the date of pilot)	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
6	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Is this timeline is refering to NAC DC & DR implementation , pls clarify	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.



7	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	If this timeline is referring to NAC DC & DR implementation, pls extend the same to 2 months including both locations <u>Reason for extension:</u> Deployment of NAC solution at DC and DR requires one month of effort in each location including OEM support if required. Following are the sequence of activities at one location 1.Project Kick-off - 1 Day 2.BOQ verification - 2 Days 3.Work shop with client to discuss the solution for implementation - 1 Day 4.Configuration template preparation - 5 Days 5.Off line configuration of the devices - 10 days 6. OEM / Tac support - 3 Days 6. Testing and troubleshooting - 3 Days 7.Final configuration - 6 days	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
8	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	In reference to clause no 46 on page 25 of the RFP, the implementation will be completed within 6 months from successful completion of implementation the date of pilot)	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
9	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	In reference to clause no 46 on page 25 of the RFP, the implementation will be completed within 6 months from successful completion of implementation the date of pilot)	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
10	24	43. Delivery, Installation, Integration and Commissioning:	43.1. Bank shall provide the address and contact details for delivery of Network Access Control (NAC) Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 5 weeks from the date of acceptance of the Purchase Order for non-road permit locations. The Delivery period for Road Permit locations will be 6 Weeks. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Delivery of hardware, software and other items cannot be accomplished in 5 weeks of time as the order logging and realization process to placing orders with OEM for any bidder would itself take about one and half weeks. Request you to put considerate delivery timelines of 8-10 weeks from acceptance of PO by bidder.	Bidder has to comply with RFP Terms.
11	24	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Request to dilute the installation and configuration to be more than 4 weeks as it is to be conducted at multiple locations.	Bidder has to comply with RFP Terms.



12	25	44. Pilot Implementation:	Bidder has to provide a detailed implementation plan. 20 Branches/ Admin offices/ ATMs across India having different modes of connectivity will be provided by Bank Team. Bidder has to showcase all the solution functionalities in these locations to Bank. Implementation of the solution has to be according to the plan shared to Bank. Bidder has to seamlessly integrate the solution with AD, NTP Server, TACACS, SIEM, DLP, ATP or any other security solutions desired by Bank. At the end of the successful conclusion of the pilot implementation phase, the solution shall be accepted by the Bank.	1) Provide asset type details and quantity that will be part of the 20 branches for pilot purpose . 2) We require details of AD , NTP Server, TACACS , SIEM , DLP , ATP or any other security solutions to understand the technical requirements and scope to carry out integration activity.	Details will be provided to successful bidder
13	25	46. Implementation of NAC Solution:	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below: Sl. No. No. of Location Phase Implementation Timelines a. Upto 2000 Phase 1 Within 6 months from the date of successful completion of pilot implementation. b. 2001 to 4000 Phase 2 c. 4001 to 6000 Phase 3 d. More than 6001 Phase 4	Kindly clarify on the locations count some places in this rfp its mentioned as 6200 branches and here its mentioned more than 8000 branches . We also require IT asset types branch wise along with type of network connectivity and bandwidth size, switch type (managed or unmanaged switch , switch make and model number), branch location details along with pin codes .	1) 8000 locations are comprising of branches and other location e.g. Offsite ATMs etc. 2) Details will be provided to successful bidder
14	25	44. Pilot Implementation:	Bidder has to provide a detailed implementation plan. 20 Branches/ Admin offices/ ATMs across India having different modes of connectivity will be provided by Bank Team. Bidder has to showcase all the solution functionalities in these locations to Bank. Implementation of the solution has to be according to the plan shared to Bank. Bidder has to seamlessly integrate the solution with AD, NTP Server, TACACS, SIEM, DLP, ATP or any other security solutions desired by Bank. At the end of the successful conclusion of the pilot implementation phase, the solution shall be accepted by the Bank.	Pls provide 35 working days excluding above two months for pilot roll out. Any delay attributing to configuration on the existing AD, NTP Server,TACACS,SIEM, DLP, ATP and other security solutions is excluded from given timelines Reason for extension: To roll out at Pilot at 20 locations as we have to touch upon all the end machines at the branches and engineer may have to travel if required to all this locations. And also we have to integrate the NAC solution to existing AD, NTP Server,TACACS,SIEM, DLP, ATP and other security solutions 1. Integration of AD, NTP Server,TACACS,SIEM, DLP, ATP and other security solutions into NAC solution at DC-DR - 20 Days 2. NAC agents installation onto end points at 20 locaitons - 10 days 3.Testing and troubleshooting - 5 days	The Following clause is added in the RFP: "44.2 The successful bidder has to complete the Pilot Implementation and Acceptance of the solution within 4 weeks from the completion of Installation phase. Delay in completion of Pilot implementation will attract LD of 0.1% per week of the overall project cost."
15	25	46. Implementation of NAC Solution:	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below: Sl. No. No. of Location Phase Implementation Timelines a. Upto 2000 Phase 1 Within 6 months from the date of successful completion of pilot implementation. b. 2001 to 4000 Phase 2 c. 4001 to 6000 Phase 3 d. More than 6001 Phase 4	Clause 43.2 states installation timelines is 2 weeks from PO and clause 46.1 states 6 months, pls clarify which time lines is applicable for what milestone	For Clause 43.2 The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only. For Clause 46.1 The timeline is mentioned for roll out of the complete solution from the date of successful completion of Pilot implementation.

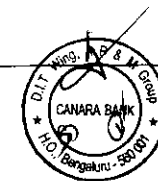


Pre-Bid Queries and Replies for RFP 14/2017-18 Dated 25/09/2017 for Supply, Installation, Integration and Maintenance of Network Access Control (NAC) Solution

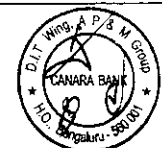
16	25	46. Implementation of NAC Solution:	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below: Sl. No. No. of Location Phase Implementation Timelines a. Upto 2000 Phase 1 Within 6 months from the date of successful completion of pilot implementation. b. 2001 to 4000 Phase 2 c. 4001 to 6000 Phase 3 d. More than 6001 Phase 4	Request Bank to provide the count of endpoints sperad across 8000 locations	Already mentioned in RFP.
17	26	48. 48. Pre-Dispatch Inspection (PDI):	48.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.	At times the product could be delivered at customer site by the OEM facility. Hence, kindly modify the clause as "Bidder's/OEM site/facility	RFP Clause is modified as under: "48.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure."
18	26	49. Uptime:	49.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.999% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	Uptime of 99.999% would be extremely stringent. Request to dilute the same as 99.95%	Bidder has to comply with RFP Terms.
19	27	50. Penalties/Liquidated Damages:	50.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under. 50.1.3. However, the total Penalty/LD to be recovered under above clauses 50.1.1, and 50.1.2 shall be restricted to 10%(Plus GST) of the total value of the order(exclusive of Taxes).	Amendment requested However the total penalty /LD to be recovered under above clauses 50.1.1. and 50.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of taxes)	Bidder has to comply with RFP Terms.
20	27	50. Penalties/Liquidated Damages:	50.2. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under: 50.2.2. However, the total Penalty/LD to be recovered under above clauses 50.2.1 shall be restricted to 10% (Plus GST) of the payable amount for that phase (exclusive of Taxes).	Amendment Requested However the total penalty /LD to be recovered under above clauses 50.2.1. shall be restricted to 5% (Plus GST) of the payable amount for the that phase (exclusive of taxes)	Bidder has to comply with RFP Terms.



21	27	50. Penalties/Liquidated Damages:	50.3. Penalties/Liquidated damages for not maintaining uptime: 50.3.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under: Level of availability calculated on monthly basis Penalty amount 1. 99.999% to 100% No Penalty would be deducted 2. 98.998% to < 99.900% 0.10%(Plus GST) on total order value for every hour or part thereof. 3. 97.980% to 98.970% 0.20%(Plus GST) on total order value for every hour or part thereof. 4. 96.970% to 97.960% 0.30%(Plus GST) on total order value for every hour or part thereof. 5. 96.960% to 97.950% 0.50% (Plus GST) on total order value for every hour or part thereof. 6. <95.95% 1.00%(Plus GST) on total order value for every hour or part thereof.	Amendment Requested The Maximum penalty levied as per above clause (50.3.1) shall not be more than 10% (Plus GST) of AMC amount payable (exclusive of taxes) for one year	Bidder has to comply with RFP Terms.																
22	27	50. Penalties/Liquidated Damages:	50.3.2. The maximum penalty levied as per above clause (50.3.1)shall not be more than the 50%(Plus GST) of AMC amount payable(exclusive of Taxes) for oneYear.	What will be the penalty terms during warranty period	Bidder has to comply with RFP Terms.																
23	27	50. Penalties/Liquidated Damages:	50.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under. 50.1.3. However, the total Penalty/LD to be recovered under above clauses 50.1.1, and 50.1.2 shall be restricted to 10%(Plus GST) of the total value of the order(exclusive of Taxes).	Request bank to cap the uptime penalty to 5%	Bidder has to comply with RFP Terms.																
24	28	51. Pricing & Payments:	51.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.	We request bank to consider revising the clause and accept prices escalation in case the USD fluctuations are significantly high and un reasonable during both warranty and AMC period	Bidder has to comply with RFP Terms.																
25	28	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <thead> <tr> <th>Payment Stages</th> <th>Percentage of payment</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </tbody> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Request bank to amend this clause and consider following a) Delivery of hardware /appliance : 60% b)Installation, configuration and commissioning : 10% c) Implementation of NAC Solution Phase 1 : 5% d) Implementation of NAC Solution Phase 2 : 5% e)Implementation of NAC Solution Phase 3 : 5% f)Implementation of NAC Solution Phase 4 : 5% g) Warranty : 10%	Bidder has to comply with RFP Terms.
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26	28	52	Payment Terms:	What will be payment terms in case site is not ready ?	Bidder has to comply with RFP Terms.																
27	28	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <thead> <tr> <th>Payment Stages</th> <th>Percentage of payment</th> </tr> </thead> <tbody> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </tbody> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Payment terms: 60% on delivery of H/W and S/W 10% on installation and comissioning of of H/W and S/W 5% on implimentation of NAC solution in Phase-1 5% on implimentation of NAC solution in Phas-2 5% on implimentation of NAC solution in Phase-3 5% on implimentation of NAC solution in Phase-4 10% after completion of warranty or submission of BG after releasing 90%	Bidder has to comply with RFP Terms.
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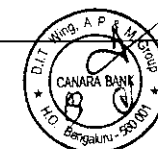
28	28	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <tr> <td>Payment Stages</td> <td>Percentage of payment</td> </tr> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Request to dilute the payment % as following: 60% against delivery, 10% on installation and Configuration, 5% each on implementation of NAC for each of the phases (1, 2, 3 & 4), 10% on warranty or submitting BG of equivalent amount.	Bidder has to comply with RFP Terms.
Payment Stages	Percentage of payment																				
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29	29	53. Order Cancellation/Termination of Contract:	Additional clause	30 days advance written notice to be given by the Bank to the selected bidder	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.																
30	29	53. Order Cancellation/Termination of Contract:	Additional clause	, "The Bidder may terminate this Agreement and / or any SOW upon written notice to the Bank if the Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder.	Clause suggested by the Bidder is not acceptable to the Bank. Bidder has to comply with RFP Terms.																
31	31	54. Local Support:	54.7. Response Time and Meantime to Restore [MTTR] 54.7.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	We request bank to amend this clause as follows Response time shall be 1 hours and MTTR shall be 4 hours. Time specified above is from lodging of complaint	The solution should have an uptime of 99.999%. Hence the clause has to be complied with.																
32	31	54. Local Support:	54.5. The Bidder is responsible for providing Onsite Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical persons/ product developer etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.	Pls provide a deviation to offer off site incident Management as it may save cost to the Bank Reason for extension: With onsite incident management we have to factor a tool to manage incident and provide 24/7 hands and feedt support to manage the tool, which would jack up the bid commercials. With off site arrangement we can deliver trough our GDC which is supporting various clients across Globe	RFP Clause is modified as under: "45.5 The Bidder is responsible for providing Onsite support for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical persons/ product developer etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank."																
33	31	54. Local Support:	54.7. Response Time and Meantime to Restore [MTTR] 54.7.1. Response Time and Meantime to Restore [MTTR] 54.7.2. <u>Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.</u>	Request Bank to extend MTTR to 4 hrs Reason for extension: <ul style="list-style-type: none"> ▫ 15 mins to acknowledge the ticket ▫ 30 mins to assigning an engineer to ticket ▫ 30 to 45 mins to analyzing and diagnose the issue. ▫ Another 60 minutes required for troubling shooting if the issue is local ▫ Another 90 minutes requiredIf the issue requires OEM TAC support ▫ And 30 minutes to test, take confirmation and close the call 	The solution should have an uptime of 99.999%. Hence the clause has to be complied with.																



34	31	56. Training:	Bidder has to provide hands on, in-depth 50 Hours OEM training to identified 10 Bank officials every year during the contacted period. The training should be held in Bangalore and Mumbai. The training should cover in-depth operational and troubleshooting features of the solution. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank.	Request Bank to allow us to complete one time 50hrs training in one consecutive stretch, beginning Monday through Saturday at a single location, either at Bangalore or at Mumbai after the installation completion Reason for extension: Yearly OEM training may add additional cost on the bid commercials. In case bank agrees DD can provide Hands on training through our consultants for one or two day every year at one location	RFP Clause is modified as under: "Bidder has to provide OEM training to minimum 6 nos. of Bank officials which should cover operational, administration & troubleshooting features of the solution. The training should be arranged in Bangalore. Bidder has to provide user manual and Technical documentation both in hard and soft copies to the Bank. Bidder should provide similar training during the contract period at the same cost, if required by the bank."																
35	32	58. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	58.4. The Bank will pay AMC charges for Network Access Control (NAC) Solution (including OS) and Other Items after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Amendment Requested The Bank will pay AMC charges for (NAC) Solution (including OS) and other items after the end of the warranty period . Such payment shall be released yearly in advance . Penalties if any will be recovered from the balance 10% bank guarantee.	Bidder has to comply with RFP Terms.																
36	33	63	Intellectual Property Rights	Bidder is not the OEM / manufacturer and the IP infringement indemnity shall be limited to what Bidder gets from the OEM. Bidder shall pass-on the IP infringement indemnity to the Bank that it gets from the OEM.	Bidder has to comply with RFP Terms.																
37	34	65	Indemnity	The indemnity stated in the RFP is very wide thereby we request Bank that indemnity be restricted to third party claim(s) for bodily injury including death, damage to tangible property due to gross negligence and willful misconduct of Bidder and infringement of intellectual property rights only.	Bidder has to comply with RFP Terms.																
38	35	65. Indemnity:	65.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	To make the contract feasible and commercially viable; The maximum aggregate liability of each party under this Contract for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Annual Contract Value. Neither party shall be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damage.	Bidder has to comply with RFP Terms.																
39	37	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Payment Stages</td> <td style="text-align: right;">Percentage of payment</td> </tr> <tr> <td>Delivery</td> <td style="text-align: right;">40 %</td> </tr> <tr> <td>Installation</td> <td style="text-align: right;">10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td style="text-align: right;">10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td style="text-align: right;">10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td style="text-align: right;">10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td style="text-align: right;">10 %</td> </tr> <tr> <td>Warranty</td> <td style="text-align: right;">10 %</td> </tr> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Payment Terms a. Delivery of Hardware / Appliance and Software 80% b. Installation, Configuration and Commissioning of Hardware/Appliance and Software 10% c. Warranty 10%	Bidder has to comply with RFP Terms.
Payment Stages	Percentage of payment																				
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Implementation of NAC (P 3)	10 %																				
Implementation of NAC (P 4)	10 %																				
Warranty	10 %																				



40	44	Annexure-3 Eligibility Criteria Declaration Criteria no. d	<u>Eligibility Criteria:</u> The Bidder should have positive Net Worth as on 31/03/2017. <u>Documents to be submitted:</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	Amendment Requested The bidder should have Positive EBITDA in 2 out of 3 previous financial years	Bidder has to comply with RFP Terms.
41	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	Amendment Requested Bidder or OEM should have supplied NAC in any schedule commercial bank in India for at least 5,000 devices /end points	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."
42	45	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<u>Eligibility Criteria:</u> Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Public Sector Bank in India for minimum 10,000 devices/endpoints and in a Global Bank with minimum 1,00,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints.	Considering most PSU banks in India are currently going ahead with the NAC solution, can this be relaxed to minimum of 5,000 + devices / endpoints in any Enterprise customer or Defence Forces in India, or the OEM should be being actively considered in other PSU bank in tenders which are waiting award.	<u>Eligibility Criteria is modified as under:</u> "Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Scheduled Commercial Bank/PSU/Govt. Organization in India for minimum 10,000 devices/endpoints and in a Global Bank/Enterprise with minimum 1,00,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints."
43	45	Annexure-3 Eligibility Criteria Declaration Criteria no. h	<u>Eligibility Criteria:</u> OEM of the Proposed solution should be in leaders quadrant of Gartner's latest magic quadrant for Network Access Control for the latest magic quadrant published in December, 2014. <u>Documents to be submitted:</u> Bidder has to submit the Gartner Magic quadrant report for December 2014.	The clause states latest magic quadrant and yet it refers to MQ of 2014. This is a contradictory to each other. Also considering the MQ being referred is December 2014, since then a lot has changed in terms of the solution, in terms of the threats and efficiency of the NAC solution along with the players in the NAC space. Also, what was necessarily a leader in 2014 need not be today. Hence request you to remove this	Bidder has to comply with RFP Terms.
44	45	Annexure-3 Eligibility Criteria Declaration Criteria no. i	<u>Eligibility Criteria:</u> Bidder and OEM both should have ISO certificate. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.	Can you please specify which ISO certification is being asked for. ISO in itself is not a certificate	Bidder has to comply with RFP Terms.



45	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	Bidder/OEM should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices / endpoints.	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."
46	45	Annexure-3 Eligibility Criteria Declaration Criteria no. i	<u>Eligibility Criteria:</u> Bidder and OEM both should have ISO certificate. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.	Please rephrase to "Bidder should have ISO certificate"	Bidder has to comply with RFP Terms.
47	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	Bidder/OEM should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices / endpoints.	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."
48	45	Annexure-3 Eligibility Criteria Declaration Criteria no. i	<u>Eligibility Criteria:</u> Bidder and OEM both should have ISO certificate. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.	Please rephrase to "Bidder should have ISO certificate"	Bidder has to comply with RFP Terms.
49	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	Bidder/OEM should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices / endpoints.	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."



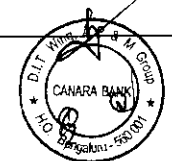
50	45	Annexure-3 Eligibility Criteria Declaration Criteria no. i	<u>Eligibility Criteria:</u> Bidder and OEM both should have ISO certificate. <u>Documents to be submitted:</u> Bidder should provide valid ISO Certificate.	Please rephrase to "Bidder should have ISO certificate"	Bidder has to comply with RFP Terms.
51	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	We request you to change the same as "Bidders/OEM should have supplied NAC in any schedule or commercial Bank in India for at least 10,000 devices / Endpoints	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."
52	45	Annexure-3 Eligibility Criteria Declaration Criteria no. g	<u>Eligibility Criteria:</u> Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints.	We request you to kindly amend this to bidder/OEM Justification: Frontier as an organization has implemented NAC solution in only one Private Organization and also recently been awarded with PO from Vijaya Bank for NAC solution for their 1970 branches. We request you to please amend it to bidder/oem.	<u>Eligibility Criteria is modified as under:</u> "Bidder should have supplied NAC (Network Access Control) in any schedule commercial Bank/PSU/Govt. Organizations in India for at least 10,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank in India duly mentioning the solution name and the no. of Devices/endpoints."
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54	53	Annexure-10 Technical Requirements for Network Access Control Solution A. General Requirement	1. Attach solution document containing detailed bill of material (Product ID/Part ID, Product description, Make, Model, OS details, License Details, Version, date of release, end of sale & support date, product development path etc.) for 3+3 years.	Clause A-6 takes care of the requirement and hence request you to remove this clause. Also please clarify if the support required is for 3 years with per year AMC cost 4th year onwards?	The Solution should be provided with 3 years warranty and with 3 years AMC.
55	53	Annexure-10 Technical Requirements for Network Access Control Solution A. General Requirement:	1. Attach solution document containing detailed bill of material (Product ID/Part ID, Product description, Make, Model, OS details, License Details, Version, date of release, end of sale & support date, product development path etc.) for 3+3 years	Clause A-6 takes care of the requirement and hence request you to remove this clause. Also please clarify if the support required is for 3 years with per year AMC cost 4th year onwards?	The Solution should be provided with 3 years warranty and with 3 years AMC.
56	53	Annexure-3 Eligibility Criteria Declaration Criteria no. f	<u>Eligibility Criteria:</u> Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Public Sector Bank in India for minimum 10,000 devices/endpoints and in a Global Bank with minimum 1,00,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints.	The Bidder should provide proof of having supplied and Maintained minimum 10,000 Endpoint Security Licenses in any Scheduled Commercial / Governments/ PSU in India during the immediate preceding two years (2015-16 & 2016-17)	<u>Eligibility Criteria is modified as under:</u> "Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Scheduled Commercial Bank/PSU/Govt. Organization in India for minimum 10,000 devices/endpoints and in a Global Bank/Enterprise with minimum 1,00,000 devices/endpoints. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints."
57	53	Annexure-10 Technical Requirements for Network Access Control Solution A. General Requirement	1. Attach solution document containing detailed bill of material (Product ID/Part ID, Product description, Make, Model, OS details, License Details, Version, date of release, end of sale & support date, product development path etc.) for 3+3 years.	Clause A-6 takes care of the requirement and hence request you to remove this clause. Also please clarify if the support required is for 3 years with per year AMC cost 4th year onwards?	The Solution should be provided with 3 years warranty and with 3 years AMC.



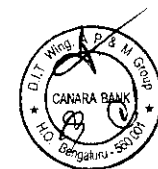
58	53	Annexure-10 Technical Requirements for Network Access Control Solution A. General Requirement	2. Solution should integrate seamlessly with Bank's existing IT infrastructure comprising of routers, switches, firewalls, IPS and other network devices of various OEMs e.g. CISCO, HP, Checkpoint, Juniper, Citrix etc., various types of WAN links (MPLS, VSAT, CDMA, 3G, VPNoBB, RF etc.) and computers, printers, scanners, IP Phones, CCTVs, Kiosks (ATM, Passbook Update Machines, Cash/Cheque deposit machines), CDMA modem, VSAT IDUs (IP Star, Hughes), Operating Systems (Windows, Linux, Android, MAC), Application softwares etc.	Kindly provide the network inventory. Bank should consider upgrading the switches if in case the switches do not support dot1x and Change of Authorization. This is needed to check the comptability. Since the bank is asking for posture check and remediation for it. The switches should at a minimum support change of authorization and url redirect.	Details will be provided to successful bidder
59	54	Annexure-10 Technical Requirements for Network Access Control Solution B. Licensing Requirement	Solution and its various features should not have any licensing restriction on number of users, concurrent connections, total connections, new connections, number of Vlan, zones, number of policies, number of appliances, other network parameters, number of equipment / servers etc as per the RFP specification.	Kindly Remove This Clause Justification: Device licenses will be provided as per the sizing details in the RFP. There is no system currently available that has Unlimited scale, hence it is not possible to comply.	The solution should not have any restrictions for the no. of endpoints as already provided in the RFP.
60	55	Annexure-10 Technical Requirements for Network Access Control Solution E. Capacity & Architecture Requirement	1.The NAC solution should support minimum 60,000 users, scalable up to 1,50,000 users 2. The NAC solution should be able to handle minimum 1,50,000 devices including 20,000 Network devices and scalable up to 3,00,000 devices.	Please clarify how many end points requires posture checking?	Technical Requirement is modified as under: "2. The NAC solution should be able to handle minimum 1,00,000 devices/endpoints and scalable up to 3,00,000 devices/endpoints. The solution should perform discovery, profiling, posturing, remediation for minimum 1,00,000 devices/endpoints from day 1."
61	55	Annexure-10 Technical Requirements for Network Access Control Solution A. General Requirement	16. Solution should integrate with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any other solution as per Bank requirement. The bidder should support Bank for above integration.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
62	55	Annexure-10 Technical Requirements for Network Access Control Solution D. Broad Requirement:	16. Solution should integrate with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any other solution as per Bank requirement. The bidder should support Bank for above integration.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.



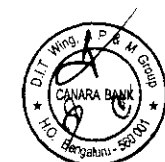
63	55	Annexure-10 Technical Requirements for Network Access Control Solution C. Broad Requirement	16. Solution should integrate with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any other solution as per Bank requirement. The bidder should support Bank for above integration	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
64	55	Annexure-10 Technical Requirements for Network Access Control Solution E. Capacity & Architecture Requirement	8. Solution should support multilocation load sharing and failover facility	RFP is not clear whether bank requires Active-Active solution across DC and DR . Active- Active solution ensures bank will have below benefits 1. NAC infrastructure in DC & DR will be effectively utilized. 2. Users will have better experience For Eg : Users in Mumbai can authenticate with NAC servers in DR so that there is less chances for authentication time outs 3. Expensive WAN links are effectively utilized . Requesting bank to consider active - active NAC solution across DC and DR and auto failover functionality	Bidder has to comply with RFP Terms.
65	55	Annexure-10 Technical Requirements for Network Access Control Solution C. Broad Requirement	Solutions must support agent, agentless and dissolvable agent method for performing endpoint profiling, base-lining, health check and prevention.	Solutions must support agent/ agentless / dissolvable agent method for performing endpoint profiling, base-lining, health check and prevention Justification: Kindly change the requirement to any of the types of Agents. Each vendor has different type of implementation while achieving the same result. Hence it will not be restrictive.	Technical Requirement is modified as under: "Solution must support agent/agentless/dissolvable agent method for performing endpoint profiling, base lining, health check and prevention."
66	55	Annexure-10 Technical Requirements for Network Access Control Solution E. Capacity & Architecture Requirement	1. The NAC solution should support minimum 60,000 users, scalable up to 1,50,000 users 2. The NAC solution should be able to handle minimum 1,50,000 devices including 20,000 Network devices and scalable up to 3,00,000 devices.	The NAC solution should support minimum 60,000 users, 20,000 Network devices, 20,000 ATMs & Associated devices scalable up to 2,00,000 Devices. Justification: The two points mentioned is confusing the actual scalability requirement. Hence we suggest the Bank to provide the Total number of Devices. Ideally if Bank defines Username Devices that needs posturing and remediation and non-Username Devices (Common devices like Printer, CCTV Cameras etc) it is very helpful to size the Licenses and hardware.	Technical Requirement is modified as under: "2. The NAC solution should be able to handle minimum 1,00,000 devices/endpoints and scalable up to 3,00,000 devices/endpoints. The solution should perform discovery, profiling, posturing, remediation for minimum 1,00,000 devices/endpoints from day 1."



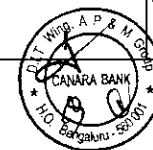
67	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	5. All external facing interfaces are programmable, which means APIs are available to extend the system to support different authentication protocols, identity stores, health evaluation engines, port and vulnerability scanning engines, SIEM, Firewall, IDS/IPS solutions etc. Bidder has to provide the APIs	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
68	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	8. Automation with other tools like AV, AD, DLP, Anti ATP etc. to define network role based on other information such as known vulnerabilities, jailbreak status etc.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
69	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement:	5. All external facing interfaces are programmable, which means APIs are available to extend the system to support different authentication protocols, identity stores, health evaluation engines, port and vulnerability scanning engines, SIEM, Firewall, IDS/IPS solutions etc. Bidder has to provide the APIs.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
70	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement:	8. Automation with other tools like AV, AD, DLP, Anti ATP etc. to define network role based on other information such as known vulnerabilities, jailbreak status etc.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
71	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	5. All external facing interfaces are programmable, which means APIs are available to extend the system to support different authentication protocols, identity stores, health evaluation engines, port and vulnerability scanning engines, SIEM, Firewall, IDS/IPS solutions etc. Bidder has to provide the APIs	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.



72	56	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	8. Automation with other tools like AV, AD,DLP,Anti ATP etc. to define network role based on other information such as known vulnerabilities, jailbreak status etc.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procured by the Bank"	Bidder has to comply with RFP Terms.
73	57	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	18. The solution must be an easy-to-deploy hardware platform that utilizes identity based policies to secure network access and includes an integrated set of capabilities bundled under one policy platform: a. Built-in guest management and device/user on boarding b. Web based management interface with Dashboard c. Reporting and analysis with custom data filters d. Data repository for user, device, transaction information e. Rich policies using identity, device, health, or conditional elements f. Deployment and implementation tools.	"Web based management interface with Dashboard" should be rephrased to "GUI based management interface with dashboard"	Bidder has to comply with RFP Terms.
74	57	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement:	18. The solution must be an easy-to-deploy hardware platform that utilizes identity based policies to secure network access and includes an integrated set of capabilities bundled under one policy platform: a. Built-in guest management and device/user on boarding b. Web based management interface with Dashboard c. Reporting and analysis with custom data filters d. Data repository for user, device, transaction information e. Rich policies using identity, device, health, or conditional elements f. Deployment and implementation tools.	"Web based management interface with Dashboard" should be rephrased to "GUI based management interface with dashboard"	Bidder has to comply with RFP Terms.
75	57	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	18. The solution must be an easy-to-deploy hardware platform that utilizes identity based policies to secure network access and includes an integrated set of capabilities bundled under one policy platform: a. Built-in guest management and device/user on boarding b. Web based management interface with Dashboard c. Reporting and analysis with custom data filters d. Data repository for user, device, transaction information e. Rich policies using identity, device, health, or conditional elements f. Deployment and implementation tools.	"Web based management interface with Dashboard" should be rephrased to "GUI based management interface with dashboard"	Bidder has to comply with RFP Terms.



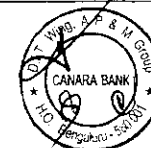
76	57	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	21. Solution should offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services per endpoint	Profiling is the most important part of NAC solution , with profiling bank will have visibility on devices getting connected to network . Most of the customers use it as an authorization source to provide additional level of security . For Eg: device will get full access to network only if device is user authenticated + windows 7 laptop + Dell laptop then only provide access to the network. Or if bank want to take a quick decision to block only windows XP laptops (due to some security issues), profiling information ensures we will be able to block those devices as it can be used as authorization source. Different vendors have feature based licenses for profiling as it need to be regularly updated. Requesting bank to confirm whether bank need to consider profiling licenses for all devices getting connecting to network	Bidder has to comply with RFP Terms.
77	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	49. Should provide a Registered Endpoints Report, which provides information about a list of endpoints . The report should provide the following: a. Logged in Date and Time b. MAC Address c. Identity Group d. Endpoint Policy e. Static Assignment f. Endpoint Policy ID g. Device Registration Status etc.	1. This point is specific to one OEM . Please refer https://www.cisco.com/c/en/us/td/docs/security/ise/1-1-1/user_guide/ise_user_guide/ise_mydevices.html#40377 2. Requesting bank to change specs to " Solution should support various reports which includes IP address , MAC address , Endpoint service policy and compliance reports.	Technical Requirement is modified as under: "49. Solution should provide a Registered Endpoints Report, which provides information about a list of endpoints. The report should provide the following: a. Logged in Date and Time. b. MAC Address c. Identity Group d. Endpoint Policy e. Endpoint Policy Name/ID f. Device Registration Status etc."
78	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	47. Solution should deliver customizable self service portals (portal themes, text, banners, background color, images) and custom web pages which should allow end users to interact for device on boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms.	OEM specific clause. Kindly remove	Bidder has to comply with RFP Terms.
79	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	49. Should provide a Registered Endpoints Report, which provides information about a list of endpoints . The report should provide the following: a. Logged in Date and Time b. MAC Address c. Identity Group d. Endpoint Policy e. Static Assignment f. Endpoint Policy ID g. Device Registration Status etc.	" Endpoint Policy ID" Should be rephrased to "Endpoint Policy Name/ID"	Technical Requirement is modified as under: "49. Solution should provide a Registered Endpoints Report, which provides information about a list of endpoints. The report should provide the following: a. Logged in Date and Time. b. MAC Address c. Identity Group d. Endpoint Policy e. Endpoint Policy Name/ID f. Device Registration Status etc."



80	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement:	47. Solution should deliver customizable self service portals (portal themes, text, banners, background color, images) and custom web pages which should allow end users to interact for device on boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms.	OEM specific clause. Kindly remove	Bidder has to comply with RFP Terms.
81	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement:	49. Should provide a Registered Endpoints Report, which provides information about a list of endpoints . The report should provide the following: a. Logged in Date and Time b. MAC Address c. Identity Group d. Endpoint Policy e. Static Assignment f. <u>Endpoint Policy ID</u> g. Device Registration Status etc.	" Endpoint Policy ID" Should be rephrased to "Endpoint Policy Name/ID"	Technical Requirement is modified as under: "49. Solution should provide a Registered Endpoints Report, which provides information about a list of endpoints. The report should provide the following: a. Logged in Date and Time. b. MAC Address c. Identity Group d. Endpoint Policy e. Endpoint Policy Name/ID f. Device Registration Status etc."
82	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	5. All external facing interfaces are programmable, which means APIs are available to extend the system to support different authentication protocols, identity stores, health evaluation engines, port and vulnerability scanning engines, SIEM, Firewall, IDS/IPS solutions etc.Bidder has to provide the APIs	OEM specific clause. Kindly remove	Bidder has to comply with RFP Terms.
83	60	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	8. Automation with other tools like AV, AD,DLP,Anti ATP etc. to define network role based on other information such as known vulnerabilities, jailbreak status etc.	" Endpoint Policy ID" Should be rephrased to "Endpoint Policy Name/ID"	Bidder has to comply with RFP Terms.



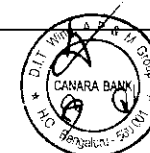
84	60	<p>Annexure-10</p> <p>Technical Requirements for Network Access Control Solution</p> <p>F. Functional Requirement</p>	<p>41. Solution should support to Integrate with firewall, IPS, Router, Switch, Wireless Access Points, Active Directory, LDAP, MDM solutions etc of major OEMs.</p>	<p>Ability to send context with other security solutions like Next generation firewalls / IPS and MDM solutions is very important feature of next generation NAC solution and ensure than bank will have end to end security. Switches can enforce only L3-L4 policies while firewalls can enforce L3-L7 policies . Different vendors have feature based licenses to share contexts to other security solutions . Requesting bank to confirm whether bank need to consider necessary licenses for all devices getting connected to network. For Eg: if printer is connected to network NAC can sent printer role to palo alto firewall and if corporate laptop connect to network then NAC can sent corporate laptop role to NGFW. Bidirectional integration or sharing contexts is very critical feature of NAC and this ensures that if any other security solution identified security vulnerability or attack , it can inform NAC to block device from the network. For Eg: if printer / camera is compromised then they should be removed from the network (Dyn attack) or corporate laptop is sending DOS packets and if its identified by firewall , firewall should be able to integrate with NAC to block device from the network</p>	<p>The solution should support integration with firewall, IPS, Router, Switch, Wireless Access Points, Active Directory, LDAP, MDM solutions etc of major OEMs. Bank may go for bidirectional integration as per requirement.</p>
85	61	<p>Annexure-10</p> <p>Technical Requirements for Network Access Control Solution</p> <p>F. Functional Requirement</p>	<p>57. Should support the functionality to force endpoint to reacquire IP addresses that do not support a supplicant or client to generate a DHCP request after a vlan change.</p>	<p>Please specify the use case as Bank mostly is using static IP on end machines</p>	<p>Bidder has to comply with RFP Terms.</p>
86	61	<p>Annexure-10</p> <p>Technical Requirements for Network Access Control Solution</p> <p>F. Functional Requirement</p>	<p>59. Support for importing endpoints from LDAP/AD server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD server</p>	<p>Should be rephrased to "Support for importing endpoints from LDAP/AD/CSV. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD/CSV"</p>	<p>Bidder has to comply with RFP Terms.</p>
87	61	<p>Annexure-10</p> <p>Technical Requirements for Network Access Control Solution</p> <p>F. Functional Requirement</p>	<p>57. Should support the functionality to force endpoint to reacquire IP addresses that do not support a supplicant or client to generate a DHCP request after a vlan change.</p>	<p>Please specify the use case as Bank mostly is using static IP on end machines</p>	<p>Bidder has to comply with RFP Terms.</p>



88	61	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	59. Support for importing endpoints from LDAP/AD server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD server	Should be rephrased to "Support for importing endpoints from LDAP/AD/CSV. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD/CSV"	Bidder has to comply with RFP Terms.
89	61	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	18. The solution must be an easy-to-deploy hardware platform that utilizes identity based policies to secure network access and includes an integrated set of capabilities bundled under one policy platform: a. Built-in guest management and device/user on boarding b. Web based management interface with Dashboard c. Reporting and analysis with custom data filters d. Data repository for user, device, transaction information e. Rich policies using identity, device, health, or conditional elements f. Deployment and implementation tools.	Please specify the use case as Bank mostly is using static IP on end machines	Bidder has to comply with RFP Terms.
90	61	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	59. Support for importing endpoints from LDAP/AD server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD server	Should be rephrased to "Support for importing endpoints from LDAP/AD/CSV. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD/CSV"	Bidder has to comply with RFP Terms.
91	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	63. Solution should support to generate realtime, on demand, scheduled reports & automatic delivery of reports to predefined email ids. It should have the ability to generate these reports in either word, HTML, PDF, CSV etc.	Different vendors uses different formats for reporting . Requesting bank to change specs to " Solution should have the ability to generate reports in different formats such as: PDF, CSV etc"	Bidder has to comply with RFP Terms.



92	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	62. Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network.	Includes a built-in GUI for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network	Bidder has to comply with RFP Terms.
93	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	76. Support the following enforcement methods: a. VLAN steering via RADIUS IETF attributes and VSAs b. VLAN steering and port bouncing via SNMP	Kindly remove as it OEM specific clause: https://www.google.co.in/search?q=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&oq=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&aqs=chrome..69i57.314j0j8&sourceid=chrome&ie=UTF-8	Bidder has to comply with RFP Terms.
94	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	62. Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network.	Includes a built-in GUI for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network	Bidder has to comply with RFP Terms.
95	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	76. Support the following enforcement methods: a. VLAN steering via RADIUS IETF attributes and VSAs b. VLAN steering and port bouncing via SNMP	Kindly remove as it OEM specific clause: https://www.google.co.in/search?q=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&oq=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&aqs=chrome..69i57.314j0j8&sourceid=chrome&ie=UTF-8	Bidder has to comply with RFP Terms.
96	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	62. Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network.	Includes a built-in GUI for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues & streamline operations. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network	Bidder has to comply with RFP Terms.



97	62	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	76. Support the following enforcement methods: a. VLAN steering via RADIUS IETF attributes and VSAs b. VLAN steering and port bouncing via SNMP	Kindly remove as it OEM specific clause: https://www.google.co.in/search?q=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&aq=chrome..69i57.314j0j8&sourceid=chrome&ie=UTF-8	Bidder has to comply with RFP Terms.
98	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	80. The solution should provide visibility of all endpoints connected to unmanaged Switches.	NAC solution works on standards based protocols like SNMP and 802.1x. Since unmanaged switches don't support this functionality, requesting bank to remove this specification.	The solution should provide visibility and alert when unmanaged switch/hub is connected in network.
99	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	88. Should have the capability to be integrated with leading MDM vendors to fetch the attributes, for ex. If the device is rooted Access should be denied.	Please specify the number of devices for MDM for the License purpose. Also specify the MDM OEM.	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.
100	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	89. Solution should support configuring MDM policy based on the following attributes Device Register Status, Device Compliant Status, Disk Encryption Status, Pin Lock Status, Jail Broken Status, Serial Number, Manufacturer, IMEI, OS Version, phone number etc.	The clause refer to the MDM functionality and not NAC functionality. The NAC will integrate with MDM to ensure MDM solution provides the said functionality	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.
101	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	88. Should have the capability to be integrated with leading MDM vendors to fetch the attributes, for ex. If the device is rooted Access should be denied.	Please specify the number of devices for MDM for the License purpose. Also specify the MDM OEM.	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.



102	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	89. Solution should support configuring MDM policy based on the following attributes Device Register Status, Device Compliant Status, Disk Encryption Status, Pin Lock Status, Jail Broken Status, Serial Number, Manufacturer, IMEI, OS Version, phone number etc.	The clause refer to the MDM functionality and not NAC functionality. The NAC will integrate with MDM to ensure MDM solution provides the said functionality	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.
103	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	88. Should have the capability to be integrated with leading MDM vendors to fetch the attributes, for ex. If the device is rooted Access should be denied.	Please specify the number of devices for MDM for the License purpose. Also specify the MDM OEM.	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.
104	63	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	89. Solution should support configuring MDM policy based on the following attributes Device Register Status, Device Compliant Status, Disk Encryption Status, Pin Lock Status, Jail Broken Status, Serial Number, Manufacturer, IMEI, OS Version, phone number etc.	The clause refer to the MDM functionality and not NAC functionality. The NAC will integrate with MDM to ensure MDM solution provides the said functionality	Presently Bank does not have any MDM solution deployed. The solution should have the capability to be integrated with leading MDM vendors for future requirement.
105	64	Annexure-10 Technical Requirements for Network Access Control Solution F. Functional Requirement	100. Solution should support the following: a. From a single Access port of any switch, a maximum of only one Data VLAN IP and one Voice VLAN IP should flow. b. It should able to alert and detect the underlying device profiling if any switch port is detected to be connected with more than 2 MAC IDs. It should have the capability to automatically shift this switch port to quarantine VLAN or implement dynamic ACL to the port to restrict access.	This is NAD functionality and supported by all leading networking OEMs like HPE, Cisco. Port security can be configured in respective switch ports to limit maximum two clients per port. Therefore requesting bank to remove this specifications	The solution should support detecting and alerting presence of more than 2 Data VLAN IP from a single Switch port.
106	66	Annexure-11 Scope of Work	7. Bidder has to provide onsite support for locations where devices/endpoints could not be brought under NAC control from central location.	As per RFP ask support is required on 24/7/365 days and with resolution less than 2 hours . We request bank to revise the support clause for branch side support to be next business day and have 24x7x365 support for DC and DRC locations.	Bidder has to comply with RFP Terms.

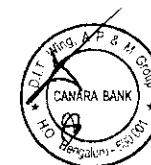


107	66	Annexure-11 Scope of Work	10. Bidder has to integrate the solution with AD, NTP Server, TACACS and enable installation of agents in endpoints through SCCM.	Kindly clarify does the current SCCM has access to all the IT assets located in 8000 locations and 10000 + ATMs ? Can bank provide other alternative software deployment tools in case SCCM fails to recognise the endpoints ? Will bank provide SCCM dedicatedly during implementation , configuration , phases ? Can the existing SCCM take load of additional agents push among the other regular software deployments ? What is the bandwidth allowed for agent push from SCCM ?	Details will be provided to successful bidder
108	66	Annexure-11 Scope of Work	12. Onsite NBD (Next Business Day) HW support. Back to Back OEM TAC support (24*7).	Amendment Requested Onsite SBD (Same business day) HW back to back OEM support and OEM TAC support on 24x7 basis.	Bidder has to comply with RFP Terms.
109	66	Annexure-11 Scope of Work	14. Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC.	Please rephrase to "Design has to be done by the team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC. However, the implementation would be done by bidder's skilled team along with support from OEM wherever required"	Bidder has to comply with RFP Terms.
110	66	Annexure-11 Scope of Work	14. Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC.	Please rephrase to "Design has to be done by the team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC. However, the implementation would be done by bidder's skilled team along with support from OEM wherever required"	Bidder has to comply with RFP Terms.
111	66	Annexure-11 Scope of Work	14. Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC.	Please rephrase to "Design has to be done by the team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC. However, the implementation would be done by bidder's skilled team along with support from OEM wherever required"	Bidder has to comply with RFP Terms.
112	75	Annexure- 18 Bill of Material	Table-C Charges for Onsite Resources for 6 Years:	Provide number onsite resources to be provided at Bengaluru for each year	Bidder has to factor according to their solution
113	75	Annexure- 18 Bill of Material	Table-C Charges for Onsite Resources for 6 Years:	We request bank to amend the TABLE C and add year wise onsite support cost with number of resident engineers	Bidder has to comply with RFP Terms.
114	75	Annexure- 18 Bill of Material	Table-C Charges for Onsite Resources for 6 Years:	1) Clarify on how the payments are made for onsite resident engineers support 2)What is the penalty terms in case of absence of any one or two resource out of 4 resources per day 3)What is the support window for resident engineer support ?	Kindly refer the additional Clause in the Amendment under local support.
115	93	Appendix-H Pre Contract Integrity Pact	8. FALL CLAUSE	request bank to delete the clause	Bidder has to comply with RFP Terms.



116	93	Appendix-H (This has to be submitted in the non-judicial Stamp Paper) Pre Contract Integrity Pact	8. FALL CLAUSE 8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Price is always dependent on various factors and some of them are identified below. The integrity pact is for ensuring that bidders don't indulge in unethical behavior and ensuring competitiveness. The undertaking above shall not be applicable and we request that this clause is deleted. If Bank is not keen to delete the clause we kindly request Bank to clarify: i) that the undertaking above is only applicable if all other factors are identical. a) payment terms (advance or arrears or 30 days to 90 days payment terms) b) supply on best effort basis as against supply with liquidated damages and the rate of LD c) commercial and legal risk elements in contract d) place of supply (supply in centralized model as against decentralized model or supply in metros as against remote location) e) volume f) discount offered by OEM ii) that in the event the bidder doesn't have a control over price due to reason beyond its control (percentage of discount provided by OEM) the same shall be taken into account. iii) that in case bidder doesn't have a tracking mechanism for tracking price, bidder shall be allowed to make such declaration. iv) that the clause shall only be effective prospectively and not retrospectively. v) that this kind of undertaking may have adverse impact on competition and in the event this is treated as anti-competitive the	Bidder has to comply with RFP Terms.
117	35	66. Inspection of Records:	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Additional clause An advance written notice of not less than 15 days needs to be giving by the Bank to bidder for conducting the audit for the documents related to the services rendered bidder to the Bank pursuant to this Contract ; Audit shall be conducted during the normal business working hours and on the working days of the bidder;	Bidder has to comply with RFP Terms.
118	NA	Additional Clause	NA	Notwithstanding the other provisions of this Agreement, in no event shall the Bidder be liable to the Bank or any third party for a monetary amount greater than the total amounts for the immediately preceding six months received by the Bidder for the Services under a particular SOW under which the liability principally arises. Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising.	Bidder has to comply with RFP Terms.

Date: 10/10/2017
Place: Bengaluru



[Handwritten Signature]
Deputy General Manager