

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	9	<u>7. Requirement Details</u>	<u>7.2.</u> It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Hardware items as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.	Please define the number of switches per lot.	Bidder has to comply as per RFP terms.
2	10	<u>9. Scope of Work</u>	<u>9.5.</u> Configuration of the Network Switches for VLANs, Management IP, SSH, SNMP, AAA, Multi-Link Trunking, Port Hardening, Mac Binding and any other configurations as per requirement of Bank and as per the Best practice recommended by the OEM, in coordination with Bank's Network Operation Officials. <u>9.9.</u> Connecting the cable from Router to Network Switches & necessary configurations in Network Switches in coordination with Bank's Network Operation Officials.	Configuration will be provided by bank well in advance. Bidder will do the configuration and provide the switch access to bank network team. Bank network team has to check and provide the confirmation to bidder engineer within 2 to 3 hours.	Bidder has to comply as per RFP terms.
3	10	<u>9. Scope of Work</u>	<u>9.6.</u> The Bidder should ensure Wire Speed Performance of LAN.	LAN cable will be provided by bank so wire speed performance of LAN will not be covered under bidder scope.	Clause deleted
4	10	<u>9. Scope of Work</u>	<u>9.7.</u> Shifting of the Network cables from the existing Network Switches to new Network Switches wherever it is required and testing end to end. <u>9.8.</u> Connecting the cables from Network Switches to patch panels of the Network Rack (if required). <u>9.18.</u> The Bidder shall be fully responsible for installation and commissioning of the Network Switches including connecting Network cables and other related activities such as unpacking, uncrating, inspection etc. for which the Bank shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list/Invoices. The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank. Any discrepancy observed between the items Ordered and the items delivered during unpacking needs to be brought to notice of the concerned Branch, Circle Office and Head Office of the Bank immediately. If any of the items are not delivered/not as per the specification/are damaged etc, the bidder or their engineers at the site shall take immediate steps and ensure all the items are delivered so that installation is not hampered.	New switch will be installed near to existing unmanaged switch. Bidder will plugout the cable from existing switch and plug into the new switch. In case existing cable is faulty/short in length, bank has to arrange the new cable and route it between the network devices.	Bidder has to comply as per RFP terms.
5	10	<u>9. Scope of Work</u>	<u>9.10.</u> Configuration of Network Switches under Centralized Management System of the Bank in coordination with Bank's Network Operation Officials. <u>9.11.</u> Configuration of network and data security parameters in the Network Switches in coordination with Bank's Network Operation Officials during installation by providing the technical & field support. <u>9.24.</u> The selected bidder should coordinate with all existing System and Network Integrators/Telecom Service Providers, other vendors and Bank's Officials during the course of Project Implementation, Warranty, AMC period for delivery, installation, configuration and completion of any other scope of work defined in this RFP.	Bank to provide a central spoke who will support bidder to coordinate among all the internal/ external staff holder of bank. He will be responsible to get all the details related to access at site, configuration and other requirement during project implementation. He will be responsible to test and provide the delivery confirmation/acceptance.	Bidder has to comply as per RFP terms.
6	11	<u>9. Scope of Work</u>	<u>9.13.</u> The Bidder shall provide Training on Configuration and Troubleshooting of the switch for 20 Bank Officials at DC Bangalore and DRC Mumbai for two batches in each location for One day.	Request Bank to allow us to complete training at a single location at Bangalore in person or Video conference as this could save on cost of travel of Bank employees	Bidder has to comply as per RFP terms.
7	11	<u>9. Scope of Work</u>	<u>9.17.</u> All cables/ adapters required for installation of Network Switches should be provided by the bidder.	Cable (console, power) comes with the devices will be provided, LAN cable will remain out of bidder scope.	This RFP Clause is modified as under: "9.17. All cables/adapters, (excluding LAN cables), required for installation of Network Switches should be provided by the bidder."

8	11	<u>9. Scope of Work</u>	<u>9.18.</u> The Bidder shall be fully responsible for installation and commissioning of the Network Switches including connecting Network cables and other related activities such as unpacking, uncrating, inspection etc. for which the Bank shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list/Invoices. The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank. Any discrepancy observed between the items Ordered and the items delivered during unpacking needs to be brought to notice of the concerned Branch, Circle Office and Head Office of the Bank immediately. If any of the items are not delivered/not as per the specification/are damaged etc, the bidder or their engineers at the site shall take immediate steps and ensure all the items are delivered so that installation is not hampered.	Engineer visited the site if found box opened or hardware damaged or misplaced from the site, then bank has to take the ownership and will be liable to pay the cost of damaged/lost device and charges for the new device also.	Bidder has to comply as per RFP terms.
9	11	<u>9. Scope of Work</u>	<u>9.22.</u> in the event of relocation of the Device to another Branch/Unit by Bank, the Bidder should provide the Onsite Warranty / AMC support to the altered locations also.	Hardware will be transferred by bank, bidder will be responsible only for deinstallation and installation of the device.	Bidder has to comply as per RFP terms.
10	11	<u>9. Scope of Work</u>	<u>9.23.</u> The Bidder has to maintain a Project Tracker (Master file) with the details like Device Serial numbers supplied under the rate Contract, Purchase Order details, Invoice number, delivery location/Name & DP code, delivery date, Installation Date, Acceptance Date, Warranty Start Date, AMC Start Date etc. The Project Tracker file needs to be updated regularly during project progress and to be shared with Bank's Officials.	Weekly/monthly project tracker will be shared by bidder	Bidder has to comply as per RFP terms.
11	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.1. Delivery of Materials:</u> Delivery of materials should be within 6 weeks for Non-Road Permit Locations and 8 Weeks for Road Permit Locations for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	Request bank to consider: Delivery of materials should be within 8 weeks for non-road permit locations and 10 weeks for road permit locations.	This RFP Clause is modified as under: <u>*42.1. Delivery of Materials:</u> Delivery of materials should be <u>within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations</u> for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at their cost. The Bank will not arrange for any Road Permit for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required."
12	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.1. Delivery of Materials:</u> Delivery of materials should be within 6 weeks for Non-Road Permit Locations and 8 Weeks for Road Permit Locations for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	After GST, E-way bill has to be submitted instead of road permit. Hence, request bank to provide necessary arrangements for E-way bill and stock movements from one state to other.	This RFP Clause is modified as under: <u>*42.1. Delivery of Materials:</u> Delivery of materials should be <u>within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations</u> for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at their cost. The Bank will not arrange for any Road Permit for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required."



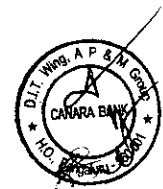
13	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.1. Delivery of Materials:</u> Delivery of materials should be within 6 weeks for Non-Road Permit Locations and 8 Weeks for Road Permit Locations for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	Bank will have to confirm the numbers per lot so that bidder can confirm the delivery time lines. 6/8 weeks delivery time lines are too stringent to meet.	This RFP Clause is modified as under: *42.1. Delivery of Materials: Delivery of materials should be <u>within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations</u> for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at their cost. The Bank will not arrange for any Road Permit for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required."
14	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.1. Delivery of Materials:</u> Delivery of materials should be within 6 weeks for Non-Road Permit Locations and 8 Weeks for Road Permit Locations for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	Request to dilute the clause as:if our offer is accepted, we undertake to complete delivery of materials within 10 weeks from the date of receipt of the Purchase Order for non-road permit locations and within 12 weeks for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware &Software and complete allthe works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	This RFP Clause is modified as under: *42.1. Delivery of Materials: Delivery of materials should be <u>within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations</u> for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at their cost. The Bank will not arrange for any Road Permit for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required."
15	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.1. Delivery of Materials:</u> Delivery of materials should be within 6 weeks for Non-Road Permit Locations and 8 Weeks for Road Permit Locations for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.	We request Bank to change the clause as Delivery of materials should be within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations	This RFP Clause is modified as under: *42.1. Delivery of Materials: Delivery of materials should be <u>within 8 weeks for Non-Road Permit Locations and 10 Weeks for Road Permit Locations</u> for each ordered location/s from the date of intimation of locations. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at their cost. The Bank will not arrange for any Road Permit for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required."
16	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.2.</u> Bank shall provide the Circle Office address and contact details for delivery of materials. As the requirement of the hardware is for various Branches/Offices delivery locations may be given in phases. The effective date for delivery will be from the date of providing the addresses of Circle Offices to selected Bidder by the Bank. All the ordered materials should be delivered as mentioned in clause 42.1. On finalization of Branch/Office/ATM location bank will move the devices to the end location and instruct bidder for installation. However Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are yet to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations without any additional cost to the Bank. Correct Serial Numbers of the Devices should be captured by bidder before delivery of the Devices for future tacking, inventory management and shall be shared with Bank.	Delivery time lines will be revised in case of change in address.	This RFP Clause is modified as under: *42.2. Circle offices shall be placing orders for their respective Branches/Offices/ATMs and they will be giving delivery instructions along with contact details. As the requirement of the hardware is for various Branches/Offices delivery locations may be given in phases <u>by Circle Offices</u> . The effective date for delivery will be from the date of providing the addresses <u>by Circle Offices to selected Bidder</u> . All the ordered materials should be delivered as mentioned in clause 42.1. For these Branch/Office/ATM location <u>Circle Office will instruct bidder for installation & commissioning</u> . However Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are yet to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations without any additional cost to the Bank. Correct Serial Numbers of the Devices should be captured by bidder before delivery of the Devices for future tacking, inventory management and shall be shared with Bank."



17	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.2.</u> Bank shall provide the Circle Office address and contact details for delivery of materials. As the requirement of the hardware is for various Branches/Offices delivery locations may be given in phases. The effective date for delivery will be from the date of providing the addresses of Circle Offices to selected Bidder by the Bank. All the ordered materials should be delivered as mentioned in clause 42.1. On finalization of Branch/Office/ATM location bank will move the devices to the end location and instruct bidder for installation. However Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are yet to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations without any additional cost to the Bank. Correct Serial Numbers of the Devices should be captured by bidder before delivery of the Devices for future tacking, inventory management and shall be shared with Bank.	Delivery locations should come along with P.O . Warranty period should be mapped to delivery date of equipment not the acceptance test date Dead on arrival if any should be considered as delivered and we will replace the damaged/ dead on arrival equipment with RMA process with vendor.	This RFP Clause is modified as under: " <u>42.2.</u> Circle offices shall be placing orders for their respective Branches/Offices/ATMs and they will be giving delivery instructions along with contact details. As the requirement of the hardware is for various Branches/Offices delivery locations may be given in phases by <u>Circle Offices</u> . The effective date for delivery will be from the date of providing the addresses <u>by Circle Offices to selected Bidder</u> . All the ordered materials should be delivered as mentioned in clause 42.1. For these Branch/Office/ATM location <u>Circle Office will instruct bidder for installation & commissioning</u> . However Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are yet to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations without any additional cost to the Bank. Correct Serial Numbers of the Devices should be captured by bidder before delivery of the Devices for future tacking, inventory management and shall be shared with Bank."
18	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.3.</u> On delivery of the Devices to Circle Offices, Circle Office will shift the devices to the respective new/proposed Branches/Offices and inform Bidder for installation. The warranty period will start from the date of successful acceptance test carried out at the new Branch locations only.	Payment on installation should not be kept on hold if there is a delay from bank's end in the shifting of devices from circle offices to branches. If the delay is of more than 7 days, installation payment should be released.	This RFP Clause is modified as under: " <u>42.3. For New/Proposed Branches/Offices/ATMs:</u> On delivery of the Devices to Circle Offices, Circle Office will shift the devices to the respective <u>New/Proposed Branches/Offices/ATMs</u> and inform Bidder for installation. The warranty period will start from the date of successful acceptance test carried out at the <u>Branch/Office/ATM</u> locations only."
19	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.3.</u> On delivery of the Devices to Circle Offices, Circle Office will shift the devices to the respective new/proposed Branches/Offices and inform Bidder for installation. The warranty period will start from the date of successful acceptance test carried out at the new Branch locations only.	Please provide some approximation for the number of devices to be dispatched per circle.	This RFP Clause is modified as under: " <u>42.3. For New/Proposed Branches/Offices/ATMs:</u> On delivery of the Devices to Circle Offices, Circle Office will shift the devices to the respective <u>New/Proposed Branches/Offices/ATMs</u> and inform Bidder for installation. The warranty period will start from the date of successful acceptance test carried out at the <u>Branch/Office/ATM</u> locations only."
20	28	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.5.</u> Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by bank's officials, delivery payment claim letter.	In case the device get damaged after the delivery/installation due to any negligence at bank end then same will not be covered under warranty	Bidder has to comply as per RFP terms.
21	29	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	<u>42.7.</u> Non-compliance of the above delivery clause will result in imposing penalty at 0.50% (plus GST) of the cost of all the <u>ordered equipments</u> of the respective location for every 7 days of delay from the due date or part thereof separately for delay in delivery. However the total LD to be recovered under this clause shall be restricted to 5% (plus GST) of the total value of the order for that location.	Request bank to consider: Non-compliance of the above delivery clause will result in imposing penalty at 0.5% (plus GST) of the cost of all the <u>undelivered equipments</u> of the respective location for every 7 days of delay restricted to 5% (plus GST) of the total value of the undelivered devices.	Bidder has to comply as per RFP terms.



22	29	<p>42. Delivery, Installation & Commissioning and Acceptance</p>	<p>42.8. Installation of Materials: Installation of materials should be within 10 Days (including Holidays) from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments.</p>	<p>Bidder will provide the scanned copy of the installation report on mail with the bank central spoke and not liable to provide the hardcopy. In case the site is not ready for the installation then the time duration which bank branch will take to make the site ready will be excluded from the committed delivery time lines. No penalty will be applicable on bidder for that period.</p>	<p>This RFP Clause is modified as under: "42.8. Installation of Materials: Installation of materials should be <u>within 15 Days (including Holidays)</u> from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments."</p>
23	29	<p>42. Delivery, Installation & Commissioning and Acceptance</p>	<p>42.8. Installation of Materials: Installation of materials should be within 10 Days (including Holidays) from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments.</p>	<p>Our understanding is Bank will ask 80 to 100 switches installations within 10 days as this is a rate contract RFP. Pls clarify</p>	<p>This RFP Clause is modified as under: "42.8. Installation of Materials: Installation of materials should be <u>within 15 Days (including Holidays)</u> from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments."</p>



24	29	<p>42. Delivery, Installation & Commissioning and Acceptance</p>	<p>42.8. Installation of Materials: Installation of materials should be within 10 Days (including Holidays) from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments.</p>	<p>We have to do site survey also in these ten days. Request for 15 days. Also what if the site power conditions are not appropriate. Will we get reasonable extension for those sites.</p>	<p>This RFP Clause is modified as under: "42.8. Installation of Materials: Installation of materials should be <u>within 15 Days (including Holidays)</u> from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments."</p>
25	29	<p>42. Delivery, Installation & Commissioning and Acceptance</p>	<p>42.8. Installation of Materials: Installation of materials should be within 10 Days (including Holidays) from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments.</p>	<p>We request Bank to change the clause as Installation of materials should be within 15 Days (Excluding Holidays)</p>	<p>This RFP Clause is modified as under: "42.8. Installation of Materials: Installation of materials should be <u>within 15 Days (including Holidays)</u> from the date of intimation given by Circle Offices for installation of all the materials at the new/existing Branches. Bidder shall do site survey compulsorily as per clause 44, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipments. Installation should be completed as per Scope of work. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP. Date of installation shall be treated as date of all the material installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by bank's officials in the installation report and installation payment claim letter. However installation report shall be prepared by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments."</p>



26	29	<p><u>42. Delivery, Installation & Commissioning and Acceptance</u></p>	<p><u>42.9.</u> Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after one month of successful working of the installed items at each location. Acceptance payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by bank's officials in the Acceptance Test report and Acceptance payment claim letter. The bidder shall submit the proof of performance authenticated by the bidder and bank's official at the time of requesting acceptance payment. However Acceptance test report format shall be prepared by the Bank. The Bidder should strictly follow as per acceptance test report format only. Other formats shall not be considered. If the specifications of the RFP are not met by the Bidder during various tests, the Bidder shall rectify or replace the same to comply with the specifications within 15 days till such period Bank will not consider as accepted of all the materials and ownership shall be with Bidder only. Ownership of materials will come to the bank when successful completion of acceptance test and duly certified by the bank's officials in the acceptance test report. The bidder shall take appropriate insurance at their cost to cover the hardware items during transit, delivery, installation and commissioning and till acceptance test completed and duly certified by the bank' official in the acceptance report.</p>	<p>Acceptance test should be completed within 5 days from the day of installation.</p>	<p>This RFP Clause is modified as under: "42.9. Acceptance test should be carried out at the each ordered locations. <u>Acceptance test report will be reckoned after 15 days of successful working of the installed items at each location.</u> Acceptance payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by bank's officials in the Acceptance Test report and Acceptance payment claim letter. The bidder shall submit the proof of performance authenticated by the bidder and bank's official at the time of requesting acceptance payment. However Acceptance test report format shall be prepared by the Bank. The Bidder should strictly follow as per acceptance test report format only. Other formats shall not be considered. If the specifications of the RFP are not met by the Bidder during various tests, the Bidder shall rectify or replace the same to comply with the specifications within 15 days till such period Bank will not consider as accepted of all the materials and ownership shall be with Bidder only. Ownership of materials will come to the bank when successful completion of acceptance test and duly certified by the bank's officials in the acceptance test report. The bidder shall take appropriate insurance at their cost to cover the hardware items during transit, delivery, installation and commissioning and till acceptance test completed and duly certified by the bank' official in the acceptance report."</p>
27	30	<p><u>42. Delivery, Installation & Commissioning and Acceptance</u></p>	<p><u>42.12.</u> In case, if any of the location where items are delivered but not installed for 60 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder's representatives and also submission of financial Bank Guarantee [as per Appendix-E] of value equivalent to the payment claim made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. However, the bidder should arrange for the immediate installation of the Network Devices and Commissioning of leased line as soon as the sites are ready communicated by the bank.</p>	<p>We Request Bank to change the clause as in case, if any of the location where items are delivered but not installed for 30 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials</p>	<p>Bidder has to comply as per RFP terms.</p>
28	30	<p><u>42. Delivery, Installation & Commissioning and Acceptance</u></p>	<p><u>42.12.</u> In case, if any of the location where items are delivered but not installed for 60 days from the date of delivery, for the reasons 'Site Not Ready', Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder's representatives and also submission of financial Bank Guarantee [as per Appendix-E] of value equivalent to the payment claim made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. However, the bidder should arrange for the immediate installation of the Network Devices and Commissioning of leased line as soon as the sites are ready communicated by the bank.</p>	<p>If the site is not ready and installation is delayed then bidder will inform the bank and bank will be responsible to get it check with the local branch officer. If it is delayed beyond 60 days then device will demmed accepted and billing will be activated for that device.</p>	<p>Bidder has to comply as per RFP terms.</p>
29	30	<p><u>42. Delivery, Installation & Commissioning and Acceptance</u></p>	<p><u>42.13.</u> If Equipment is delivered but the Site is Not Ready for more than 180 days, Installation & Acceptance Sign-Off will be provided by Bank on successful Installation & Testing of those equipments at respective Circle Offices of Bank by the bidder. Warranty will start for such Devices from the date of Installation &Acceptance Sign off.</p>	<p>We request Bank to change clause as If Equipment is delivered but the Site is Not Ready for more than 30 days, Installation & Acceptance Sign-Off will be provided by Bank on successful Installation & Testing of those equipments at respective Circle Offices of Bank by the bidder. Warranty will start for such Devices from the date of Installation &Acceptance Sign off.</p>	<p>This RFP Clause is modified as under: "42.13. If Equipment is delivered but the Site is Not Ready for <u>more than 60 days.</u> Installation & Acceptance Sign-Off will be provided by Bank on successful Installation & Testing of those equipments at respective Circle Offices of Bank by the bidder. Warranty will start for such Devices from the date of Installation &Acceptance Sign off."</p>



30	30	<u>42. Delivery, Installation & Commissioning and Acceptance</u>	42.14. in case the installation/ATP of ordered hardware is pending in any location on account of non-readiness of the site by the bank, relevant payment shall be released only against submission of Installation/ATP report duly certified by the bank's officials and bidder's representative mentioning that site not ready with reason in the report during their visit made by the bidder for installation/Acceptance and also submission of financial Bank Guarantee [as per bank's format] of value equivalent to the payment claim made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. The bank shall communicate to the bidder whenever readiness of site/s for hardware installation, commissioning of link, auto-fallback configuration, connecting WAN/LAN cables to router, completion of scope of work, etc. the bidder shall make visit/s without any cost to the bank till the scope of work is completed.	Please remove this clause	Bidder has to comply as per RFP terms.
31	31	<u>44. Site Survey</u>	44.1. The bidder shall conduct site survey compulsorily in all the locations within 10 days from the date of instruction given by Circle Offices for Installation of the Devices. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipments. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipments/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	If during the site survey, if it was identified that the passive LAN cabling to be changed/extended, will bank do it or bidder has to do it?	Bidder has to comply as per RFP terms.
32	31	<u>44. Site Survey</u>	44.1. The bidder shall conduct site survey compulsorily in all the locations within 10 days from the date of instruction given by Circle Offices for Installation of the Devices. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipments. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipments/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	Can the existing racks be used or new racks to be considered	Bidder has to comply as per RFP terms.
33	31	<u>44. Site Survey</u>	44.1. The bidder shall conduct site survey compulsorily in all the locations within 10 days from the date of instruction given by Circle Offices for Installation of the Devices. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipments. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipments/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	Bidder will confirm the list of prerequisites (earthing, UPS, rack space, LAN/WAN cable properly routed, access in server room, AC) with the bank which comes under the site readiness, bank branch has to ensure that the site is ready as per the defined pre-requisites before the engineer visit for the hardware installation. In case the site is not found ready as per the shared pre-requisites than engineer revisit charges will be applicable on bank.	Bidder has to comply as per RFP terms.
34	31	<u>44. Site Survey</u>	44.1. The bidder shall conduct site survey compulsorily in all the locations within 10 days from the date of instruction given by Circle Offices for Installation of the Devices. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipments. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipments/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	Request Bank to exclude Site survey since all are existing locations	Bidder has to comply as per RFP terms.



35	32	<u>45. Penalties/Liquidated Damages</u>	<u>45.1.3.</u> However, the total Penalty/LD to be recovered under above clauses 45.1.1 & 45.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Please revise it from total contract value to value of pending work.	Bidder has to comply as per RFP terms.
36	31	<u>45. Penalties/Liquidated Damages</u>	<u>45.1.3.</u> However, the total Penalty/LD to be recovered under above clauses 45.1.1 & 45.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Requesting bank to cap it at 5% of the total order value	Bidder has to comply as per RFP terms.
37	32	<u>45. Penalties/Liquidated Damages</u>	<u>45.6.</u> LD/Penalty is not applicable for the reasons attributable to the Bank and Force Majeure. However it is the responsibility/onus of the bidder to prove that the delay is attributed to the Bank and Force Majeure. The bidder shall submit the proof authenticated by the bidder and Bank's Official that the delay is attributed to the Bank and Force Majeure at the time of requesting delivery and installation & commissioning payment. If the bidder fails to produce proof from Bank's officials for delay in delivery and installation & commissioning, if any, the date of installation shall be taken for calculating the delay for Penalty/LD purpose.	No certificate should be applicable for force Majeure, such situation are not self exclamatory.	Bidder has to comply as per RFP terms.
38	32	<u>47. Payment Terms</u> <u>47.1. Payment schedule</u>	<u>a. Delivery</u> - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	a. on Delivery 80%	Bidder has to comply as per RFP terms.
39	32	<u>47. Payment Terms</u> <u>47.1. Payment schedule</u>	<u>a. Delivery</u> - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.	a. on Delivery 80%	Bidder has to comply as per RFP terms.
40	32	<u>47. Payment Terms</u> <u>47.1. Payment schedule</u>	<u>a. Delivery</u> - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. <u>b. Installation, configuration & commissioning</u> - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. <u>c. Warranty</u> - 10% of Payment - 10% of the total cost shall be paid only after completion of warranty period of 5 years and submission of Downtime Reports for warranty period duly signed by Bank CO officials for the Devices working under that Circle. or On submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. Bidder has to renew the BG till submission of Downtime Reports for warranty period duly signed by Bank CO officials for the Devices working under that Circle.	We request Bank to change clauses as a) Delivery - 80% b) Installation, configuration & commissioning - 20%	Bidder has to comply as per RFP terms.



41	32	<p>47. Payment Terms 47.1. Payment schedule</p>	<p>a. Delivery - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>c. Warranty -10% of Payment - 10% of the total cost shall be paid only after completion of warranty period of 5 years and submission of Downtime Reports for warranty period duly signed by Bank CO officials for the Devices working under that Circle. or On submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. Bidder has to renew the BG till submission of Downtime Reports for warranty period duly signed by Bank</p>	<p>Payment should be as follows:: 80% on delivery 10% on installation 10% after completion of warranty.</p>	<p>Bidder has to comply as per RFP terms.</p>
42	32	<p>47. Payment Terms 47.1. Payment schedule</p>	<p>a. Delivery - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>c. Warranty -10% of Payment - 10% of the total cost shall be paid only after completion of warranty period of 5 years and submission of Downtime Reports for warranty period duly signed by Bank CO officials for the Devices working under that Circle. or On submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. Bidder has to renew the BG till submission of Downtime Reports for warranty period duly signed by Bank</p>	<p>As mentioned in RFP, hardware will be delivered at circle office from where bank will be responsible to deliver the hardware at respective branch so will not able to provide the proof of delivery duly signed by bank official of the respective branch/office.</p>	<p>Bidder has to comply as per RFP terms.</p>



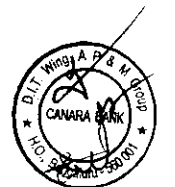
43	32	47. Payment Terms 47.1. Payment schedule	<p>a. Delivery - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>c. Warranty -10% of Payment - 10% of the total cost shall be paid only after completion of warranty period of 5 years and submission of Downtime Reports for warranty period duly signed by Bank CO officials for the Devices working under that Circle. or On submission of a bank guarantee for equivalent amount by the vendor after releasing 90% payment. Bidder has to renew the BG till submission of Downtime Reports for warranty period duly signed by Bank</p>	Bidder will submit the required reports/documents on mail, no hard copy of any document will be shared.	Bidder has to comply as per RFP terms.
44	32	47. Payment Terms 47.1. Payment schedule	<p>a. Delivery - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>	Request bank to change the payment terms as Payment on Delivery - 70%	Bidder has to comply as per RFP terms.
45	32	47. Payment Terms 47.1. Payment schedule	<p>a. Delivery - 50% of Payment - On delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p>	Since most of the project / Inventory cost would be of Equipment procurement from OEM, request you to increase the payment of the same to 70 % instead of 50% to avoid unnecessary interest incurring due to delay in the payment.	Bidder has to comply as per RFP terms.
46	32	47. Payment Terms 47.1. Payment schedule	<p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	Payment on Installation - 20%	Bidder has to comply as per RFP terms.
47	33	47. Payment Terms 47.1. Payment schedule	<p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	b. Installation, configuration & commissioning 10%	Bidder has to comply as per RFP terms.
48	33	47. Payment Terms 47.1. Payment schedule	<p>b. Installation, configuration & commissioning - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software Items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p>	b. Installation, configuration & commissioning 10%	Bidder has to comply as per RFP terms.



49	33	<u>47. Payment Terms</u> <u>47.1. Payment schedule</u>	<u>b. Installation, configuration & commissioning</u> - 40% of Payment - 40% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.	Request to modify the clause as 20% of the total cost will be released after successful installation, configuration & commissioning of Hardware & Software items	Bidder has to comply as per RFP terms.
50	33	<u>47. Payment Terms</u>	<u>47.3.</u> Please note that Delivery Proof, Installation Report duly signed by Bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed.	Scanned copies of the delivery and installation reports carries the equal authentication so same should be acceptable to bank instead of the original copy.	Bidder has to comply as per RFP terms.
51	33	<u>48. Order Cancellation/Termination of Contract</u>	48.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 48.1.1. Delay in delivery beyond the specified period for delivery. 48.1.2. Serious discrepancies noted in the items delivered. 48.1.3. Breaches in the terms and conditions of the Order.	As currently drafted the Order cancellation clause is very broad and the threshold of such cancellation is too low. Bidder requests that any cancellation of contract should be invoked only for failure to cure a material breach of contract by Bidder with 30 days written notice.	Bidder has to comply as per RFP terms.
52	34	<u>49. Local Support</u> <u>49.3. Response Time and Meantime to Restore [MTTR]</u>	<u>49.3.1.</u> Response Time shall be 2 hours for State Capitals/UTs and a response time of 4 hours for other locations. The MTTR shall be 4 hours for all the locations and excludes Response Time. Time specified above is from lodging of complaint.	This is valid for banking hours only and not valid for non-banking hours and holidays.	Bidder has to comply as per RFP terms.
53	34	<u>49. Local Support</u> <u>49.3. Response Time and Meantime to Restore [MTTR]</u>	<u>49.3.1.</u> Response Time shall be 2 hours for State Capitals/UTs and a response time of 4 hours for other locations. The MTTR shall be 4 hours for all the locations and excludes Response Time. Time specified above is from lodging of complaint.	In case of configuration support MTTR would be 4 hours for non-urban location and 8 hours for remote locations. Incase of hardware failure and replacement MTTR will be next bussiness day.	Bidder has to comply as per RFP terms.
54	34	<u>49. Local Support</u> <u>49.3. Response Time and Meantime to Restore [MTTR]</u>	<u>49.3.1.</u> Response Time shall be 2 hours for State Capitals/UTs and a response time of 4 hours for other locations. The MTTR shall be 4 hours for all the locations and excludes Response Time. Time specified above is from lodging of complaint.	Pls extend MTTR to Next business day as the locations could be remote without proper transportation	Bidder has to comply as per RFP terms.
55	34	<u>49. Local Support</u> <u>49.3. Response Time and Meantime to Restore [MTTR]</u>	<u>49.3.1.</u> Response Time shall be 2 hours for State Capitals/UTs and a response time of 4 hours for other locations. The MTTR shall be 4 hours for all the locations and excludes Response Time. Time specified above is from lodging of complaint.	Request dilution of the clause to :49.3.1. Response Time shall be 2 hours for State Capitals/UTs and a responsetime of 4 hours for other locations. The MTTR shall be 8 hours for all thelocations and excludes Response Time. Time specified above is fromlodging of complaint.	Bidder has to comply as per RFP terms.
56	35	<u>50. Uptime:-</u>	<u>50.1.</u> The bidder shall guarantee an uptime of 99.50% for each location where the equipments are commissioned, during warranty and also during AMC (if contracted), which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the WAN. "Restoration" is the condition when the selected bidder demonstrates that the WAN is in working order and the Bank acknowledges the same.	Downtime will be allocated in case of hardware failure or malfunctioning only, configuration will be one time after that bank will be responsible to maintain the configuration part. No penalty should be applicable on bidder for configuration issue. Monthly report will be submitted by bidder to the bank for the number of complaints logged by bank and as per the RFO/RCA downtime will be calculated. Bank can match the submitted report with its internal report.	Bidder has to comply as per RFP terms.
57	35	<u>50. Uptime:-</u>	<u>50.2.</u> The Downtime calculated shall not consider any failure due to bank, BSNL/MTNL/Other network providers (if Maintenance of lines are not contracted) and down time happened during the time of preventive maintenance activity and Force Majeure. However bidder shall inform the Bank well in 7 days advance before doing preventive maintenance or pre-planned activity.	The down time is calculated between the time of call log into Dimension Data's GDC and closure of service call	Bidder has to comply as per RFP terms.



58	35	50. Uptime:-	<p><u>50.3.</u> The percentage uptime is calculated on monthly basis as follows:</p> $\frac{\text{(Total contracted minutes in a month - downtime minutes within contracted minutes in a month)}}{\text{Total contracted minutes in a month}} \times 100$	Request to consider uptime calculation quarterly instead of monthly basis.	Bidder has to comply as per RFP terms.
59	35	50. Uptime:-	<p><u>50.5.</u> If the bidder fails to maintain guaranteed uptime of 99.50%, for each location the Bank shall impose penalty as mentioned below on slab basis. Duration of failure Penalty Up to 108 Minutes Nil 109 Minutes- 162 minutes Rs 50/- 163 Minutes- 216 Minutes Rs 100/- 217 Minutes- 432 Minutes Rs 200/- Beyond 432 Minutes Rs 800/- (For every one hour of failure or part thereof) Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% (plus GST) of the claimed quarterly AMC value. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the total warranty claim value of the Network Equipment.</p>	<p>We request Bank to change clause as, If the bidder fails to maintain guaranteed uptime of 99.50%, for each location the Bank shall impose penalty as mentioned below on slab basis. Duration of failure Penalty Up to 108 Minutes Nil 109 Minutes- 162 minutes Rs 25/- 163 Minutes- 216 Minutes Rs 50/- 217 Minutes- 432 Minutes Rs 100/- Beyond 432 Minutes Rs 200/- (For every one hour of failure or part thereof) Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% (plus GST) of the claimed quarterly AMC value. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the total warranty claim value of the Network Equipment.</p>	Bidder has to comply as per RFP terms.
60	35	50. Uptime:-	<p><u>50.5.</u> If the bidder fails to maintain guaranteed uptime of 99.50%, for each location the Bank shall impose penalty as mentioned below on slab basis. Duration of failure Penalty Up to 108 Minutes Nil 109 Minutes- 162 minutes Rs 50/- 163 Minutes- 216 Minutes Rs 100/- 217 Minutes- 432 Minutes Rs 200/- Beyond 432 Minutes Rs 800/- (For every one hour of failure or part thereof) Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% (plus GST) of the claimed quarterly AMC value. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the total warranty claim value of the Network Equipment.</p>	Please cap the AMC penalty to 10% of the quarterly AMC value	Bidder has to comply as per RFP terms.



61	35	<u>50. Uptime:-</u>	<u>50.5.</u> If the bidder fails to maintain guaranteed uptime of 99.50%, for each location the Bank shall impose penalty as mentioned below on slab basis. Duration of failure Penalty Up to 108 Minutes Nil 109 Minutes- 162 minutes Rs 50/- 163 Minutes- 216 Minutes Rs 100/- 217 Minutes- 432 Minutes Rs 200/- Beyond 432 Minutes Rs 800/- (For every one hour of failure or part thereof) Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% (plus GST) of the claimed quarterly AMC value. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the total warranty claim value of the Network Equipment.	Request to dilute the very stringent Penalty slabs in terms of duration of failures	Bidder has to comply as per RFP terms.
62	37	<u>53. Warranty</u>	<u>53.5.</u> Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with in hardware items in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.	Warranty will be void in case any hardware/changes will be done without bidder consent.	Bidder has to comply as per RFP terms.
63	39	<u>55. Scope Involved During Warranty and AMC Period (if contracted).</u>	<u>55.1.</u> Any engineering changes/ up-gradations applicable to the Hardware shall be communicated to the Bank by the Bidder within a period of one month from the date of release/observation. It shall be supplied, installed and commissioned free of cost by the bidder. The bank reserves the right to procure the update /enhancement/upgrade and at an extra cost, if the software is not under warranty and AMC.	Please define the scope under preventive maintenance, as all the devices will remain under warranty/support so preventive maintenance is not required.	Bidder has to comply as per RFP terms.
64	41	<u>58. Defect liability</u>	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Bidder shall pass on all warranties 'as is' from the OEMs. Anything beyond such warranties will not be applicable - however, the industry standard warranties shall address Bank's requirements.	Bidder has to comply as per RFP terms.
65	42	<u>61. Indemnity</u>		To make the contract reasonable and commercially viable as per standard practice observed within the industry, we request that the clarity be provided in the agreement that Indemnity shall only be restricted to third party claim for (i) IPR Infringement indemnity, and (ii) bodily injury and death and tangible property damage due to gross negligence and willful misconduct. Also please confirm that the process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs.	Bidder has to comply as per RFP terms.
66	44	<u>71. Negligence</u>	In connection with the work or contravenes the provisions of General 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 provide a specific timeframe (45 days) as a grace period for rectification prior to cancellation under this clause.	Bidder has to comply as per RFP terms.



67	49	<u>Annexure-1- Bid Covering letter Para 2</u>	If our offer is accepted, we undertake to complete delivery of materials within 6 weeks from the date of receipt of the Purchase Order for non-road permit locations and within 8 weeks for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	Request to dilute the clause as: If our offer is accepted, we undertake to complete delivery of materials within 10 weeks from the date of receipt of the Purchase Order for non-road permit locations and within 12 weeks for Road Permit locations. Also, we undertake to complete installation, configuration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 1 week from the date of delivery of all the materials for each ordered locations.	Kindly Refer amended Annexure-1
68	51	<u>Annexure-2 Eligibility Criteria Declaration</u>	e. 2000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	Request you to change the minimum quantity from 2000 to 1000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	<u>Eligibility Criteria is modified as under:</u> "e. 1000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector/ <u>Multi National Companies</u> in India during last 3 years from 01/11/2014 to 31/10/2017."
69	51	<u>Annexure-2 Eligibility Criteria Declaration</u>	e. 2000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	Request you to change the minimum quantity from 2000 to 1000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	<u>Eligibility Criteria is modified as under:</u> "e. 1000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector/ <u>Multi National Companies</u> in India during last 3 years from 01/11/2014 to 31/10/2017."
70	51	<u>Annexure-2 Eligibility Criteria Declaration</u>	e. 2000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	We request Bank to relax the reference count to 500 network managed switches. A reference of 2000 switches in last 3 years in PSU/BFSI is limited to just few OEMs and this will restrict most of the other OEMs from participating.	<u>Eligibility Criteria is modified as under:</u> "e. 1000 Nos. of Managed Network Switches of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied (not necessarily by the Bidder) to Central Government! State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector/ <u>Multi National Companies</u> in India during last 3 years from 01/11/2014 to 31/10/2017."
71	51	<u>Annexure-2 Eligibility Criteria Declaration</u>	f. The Bidder should have supplied Minimum 1000 Nos. of Managed Network Switches to Central Government/State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector in India during last 3 years from 01/11/2014 to 31/10/2017.	We request Bank to relax the reference count to minimum 500 network managed switches. A reference of 2000 switches in last 3 years in PSU/BFSI is limited to just few OEMs and this will restrict most of the other OEMs from participating.	<u>Eligibility Criteria is modified as under:</u> "f. The Bidder should have supplied Minimum 1000 Nos. of Managed Network Switches to Central Government/State Government/ Public Sector Organization/ Scheduled Commercial Banks/BFSI sector/ <u>Multi National Companies</u> in India during last 3 years from 01/11/2014 to 31/10/2017."
72	52	<u>Annexure-2 Eligibility Criteria Declaration</u>	j. The OEM must be listed in the Leader of Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)	We request bank to consider the Gartner's Visionaries quadrant for Networking as well while qualifying the OEM. This will allow equal technology capabilities vendors to participate .	<u>Eligibility Criteria is modified as under:</u> "j. The OEM must be listed in Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)"
73	52	<u>Annexure-2 Eligibility Criteria Declaration</u>	j. The OEM must be listed in the Leader of Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)	Juniper not listed in Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure", Kindly allow us to participate by relaxing the clause	<u>Eligibility Criteria is modified as under:</u> "j. The OEM must be listed in Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)"



74	52	<u>Annexure-2 Eligibility Criteria Declaration</u>	j. The OEM must be listed in the Leader of Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)	Juniper not listed in Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure"; Kindly allow us to participate by relaxing the clause	<u>Eligibility Criteria is modified as under:</u> j. The OEM must be listed in Gartner's Quadrant "Magic Quadrant for Wired and Wireless LAN Access Infrastructure" continuously for last two years (i.e. in 2015 & 2016)"
75	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 1. Minimum of 24 port 100Mbps Fast Ethernet auto sensing ports, with minimum 6.5 Mpps forwarding rate	Minimum of 24 port 10/100/1000 Mbps Ethernet auto sensing ports, with minimum 40.0 Mpps forwarding rate	Bidder has to comply as per RFP terms.
76	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 1. Minimum of 24 port 100Mbps Fast Ethernet auto sensing ports, with minimum 6.5 Mpps forwarding rate	Minimum of 24 port 10/100/1000 Mbps Ethernet auto sensing ports, with minimum 40.0 Mpps forwarding rate	Bidder has to comply as per RFP terms.
77	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 2. Should have at least 2 Gigabit Ethernet Port 1000 Mbps RJ-45-Based interface for uplink connectivity.	Should have at least 2 SFP ports for uplink connectivity.	Bidder has to comply as per RFP terms.
78	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 2. Should have at least 2 Gigabit Ethernet Port 1000 Mbps RJ-45-Based interface for uplink connectivity.	Should have at least 2 SFP ports for uplink connectivity.	Bidder has to comply as per RFP terms.
79	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 2. Should have at least 2 Gigabit Ethernet Port 1000 Mbps RJ-45-Based interface for uplink connectivity.	Please confirm both port will be populated with Copper 1G Module and who will provide copper patch cords	Bidder has to comply as per RFP terms.
80	60	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a. General Specifications</u> 14. Support for Address Resolution (ARP) to work in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth	The proposed switches can meet the technical requirement of limiting broadcasts by using VLANs and broadcast rate limiting. Requesting bank to change to "Switch should support ARP and should support private VLAN edge / rate limiting of broadcast traffic and maximize available bandwidth	Bidder has to comply as per RFP terms.
81	61	<u>Annexure-7 A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 17. The Switch Model proposed in the solution should be IPv6 Compliant. The Device should be on the IPv6 Ready Logo Program Approved List or USGv6 Tested Devices List. If the device is only USGv6 certified, OEM has to submit a declaration that they have already initiated the procedure for getting IPv6 Ready Logo Certificate for the proposed Switch and the proposed Switch is IPv6 Ready in all aspects.	The switch asked in the RFP is pure L2 switch. The proposed switch for this opportunity is a IPv6 featured switch from Day1. We request the bank to relax the RFP clause "The Device should be on the IPv6 Ready Logo Program Approved List or USGv6 Tested Devices List. If the device is only USGv6 certified, OEM has to submit a declaration that they have already initiated the procedure for getting IPv6 Ready Logo Certificate for the proposed Switch and the proposed Switch is IPv6 Ready in all aspects."	<u>Technical Specifications for Managed Network Switches is modified as under:</u> <u>a) General Specifications</u> 17. The Switch Model proposed in the solution should be IPv6 Compliant from Day One. OEM has to submit valid documentary proof acceptable to the Bank for the proposed Switch's IPv6 Readiness in all aspects."

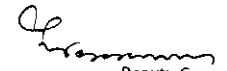


82	61	Annexure-7 <u>A. Technical Specifications for Managed Network Switches</u>	<u>a) General Specifications</u> 17. The Switch Model proposed in the solution should be IPv6 Compliant. The Device should be on the IPv6 Ready Logo Program Approved List or USGv6 Tested Devices List. If the device is only USGv6 certified, OEM has to submit a declaration that they have already initiated the procedure for getting IPv6 Ready Logo Certificate for the proposed Switch and the proposed Switch is IPv6 Ready in all aspects.	The switch asked in the RFP is pure L2 switch. The proposed switch for this opportunity is a IPv6 featured switch from Day1. We request the bank to relax the RFP clause "The Device should be on the IPv6 Ready Logo Program Approved List or USGv6 Tested Devices List. If the device is only USGv6 certified, OEM has to submit a declaration that they have already initiated the procedure for getting IPv6 Ready Logo Certificate for the proposed Switch and the proposed Switch is IPv6 Ready in all aspects."	<u>Technical Specifications for Managed Network Switches is modified as under:</u> <u>"a) General Specifications</u> 17. The Switch Model proposed in the solution should be IPv6 Compliant from Day One. OEM has to submit valid documentary proof acceptable to the Bank for the proposed Switch's IPv6 Readiness in all aspects."
83	63	Annexure-7 <u>A. Technical Specifications for Managed Network Switches</u>	<u>I. Operating Conditions:</u> 2. Switch should seamlessly operate within Relative Humidity range from 10 to 85%.	The proposed switches support relative humidity of 15% to 95%. We request bank to change specs to "Switch should seamlessly operate within relative humidity range from 15-85%"	Bidder has to comply as per RFP terms.
84	84	Appendix G., Cl. 8	Fall Clause	We understand the importance of competitive quote and we would like to confirm that we don't indulge in anti-competitive policies including predatory pricing. However, the fall clause is not related to integrity and does not promote competition at all and therefore we request deletion of the clause. In the event the clause cannot be deleted, we request Bank to clarify that undertaking to fall clause given by bidder is considered by Bank after taking into account various factors that determine price and shall be applicable only as long as such factors [discount offered by OEM, commercial requirement of the client (applicability of LD/Penalty and percentage, payment terms, volume, centralized delivery or local delivery, S fluctuation, contractual risks) remains same. Since this kind of undertaking may have adverse impact on competition, in the event this is treated as anti-competitive the Bidder must not be held liable.	Bidder has to comply as per RFP terms.
85	NA	NA	General	Circle office should not delay the hardware delivery at branch office beyond 5 days and should inform immediately to bidder when the hardware is dispatched at site.	Bidder has to comply as per RFP terms.
86	NA	NA	General	In case the branch officer is not available to sign the installation report then some other person should be authorised to provide the sign off or bidder will inform the bank central spoke and leave the site. Bidder will not reschedule the engineer visit at branch office to get the sign off.	Bidder has to comply as per RFP terms.



87	NA	NA	General	<p>SNR template to be shared with us. Need Complete details on PDI process. Where will PDI happen ? PR to be raised on the same day when we get LOI from customer. If the site is not ready we have to wait for 180 days to get 40% payment. What would be the remedy for the same.? Have a look at SLA & penalty. First 24 hour failure will cost us around 14 K per switch Subsequent 24 hours will cost us additional 19.5 K/ per 24 hours</p>	Bidder has to comply as per RFP terms.
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Date: 30/11/2017
 Place: Bengaluru


 Deputy General Manager
