

S. NO.	RFP Point no/Title	Clause No. in RFP	Page no in RFP	Details provided in RFP	Query/ Changes Requested	Bank's remark
1	Earnest Money Deposit/ Bid Security	Schedule 7	2	Rs. 1,80,00,000/- (Rupees one crore eighty lakhs Only)	Request you to wave off the bid security EMD to the MSME bidders.	It is clarified that MSE/Startups bidders are exempted from paying Earnest Money Deposit/ Bid Security. The bidder should provide a certificate for MSE for services and products offered under this RFP. If bidder has MSE certificate only for part i.e. either services or Products being offered in the tender, such MSE's are not exempted.
				Rs.1,80,00,000/- (Rupees One Core Eighty lakhs only) valid for 165 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank located in India other than Indian Bank. (Mode of Submission: Offline)	Rs.1,80,00,000/- (Rupees One Core Eighty lakhs only) valid for 165 90 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank located in India other than Indian Bank. (Mode of Submission: Offline)	No Change
2	RFP cost	Schedule 8	2	Rs. 10,000/- (Rupees Ten Thousands only)	Request you to wave off the Application money to the MSME bidders.	It is clarified that MSE bidders are exempted from paying bid fees.
3	INVITATION FOR BIDS (IFB)	Clause No. 1	5	Indian Bank is a premier Nationalized Bank with over 6200 Branches	Please clarify the number of desktops/laptops to be managed by endpoint management	Please refer RFP Page NO.67 for approximate count of Endpoint and servers to be managed.
			5	Indian Bank is a premier Nationalized Bank with over 6200 Branches, 5800 ATMs plus BNAs	This includes overseas offices and NMS integration need to consider those overseas branches as well ? Do we have any mobile ATM operating operating via WAN Etc and are they being monitored ?	Overseas branches LAN are not included in the NMS. WAN links and Mobile ATM's needs to be monitored.
			5	Indian Bank is a premier Nationalized Bank with over 6200 Branches	Please clarify the number of desktops/laptops to be managed by endpoint management	Please refer RFP Page NO.67 for approximate count of Endpoint and servers to be managed.
		5	Clause 5 & 6	It is mentioned in Clause 5, that bidder needs to submit a indicative commercial along with the technical bid submission. Clause 6, however states that commercial would be called	Please provide clarity at what stage should commercial bid be submitted.	It is clarified that all bidders should also submit their indicative commercial bids as sought in the e-tendering system. Final commercial bid to be submitted by successful

				through Online Reverse Auction and breakup details to be submitted after Reverse Auction		bidder after reverse auction.
4	About Bank's Network	7	7	Details about design: • The Branches are connected through various MPLS cloud providers primarily through a leased line backed up with an MPLS/GPRS/VSAT/RF. The bandwidth of the leased line is 2 Mbps normally and range up to 10 Mbps. Bank has provided additional leased line connectivity to selected branches from other Telecom Service providers. Some of the branches where the leased line is not feasible are connected through VSAT.	During Bank Merger/Amalgamation, please suggest -who will perform the MPLS consolidation and respective branch end configuration? As this should be out of NOC scope and should be taken care as additional Project Services.	It is clarified that, in the present scope where erstwhile Allahabad Bank is amalgamating with Indian Bank, MPLS consolidation of network to form single network per service provider including configuration of equipment is part of the current RFP.
			7	• Security: All the Branch/ATM Routers are provided with 3DES, AES encryption facility to encrypt the data going out of the Branch. At the Data Centre, a VPN concentrator is provided to decrypt the data received from the Branches.	During Bank Merger/Amalgamation, VPN Consolidation has to happened which required Branch end configuration, please specify who will perform the branch configuration activity? As this should be out of NOC scope and should be taken care as additional Project Services.	It is clarified that, in the present scope where erstwhile Allahabad Bank is amalgamating with Indian Bank, MPLS consolidation of network to form single network per service provider including equipment, VPN configuration is part of the current RFP.
			7	The Branches are connected through various MPLS cloud providers primarily through a leased line backed up with an MPLS/GPRS/VSAT/RF. The bandwidth of the leased line is 2 Mbps normally and range up to 10 Mbps. Bank has provided additional leased line connectivity to selected branches from other Telecom Service providers. Some of the branches where the leased line is not feasible are connected through VSAT	Is there any plan to amend these physical connectivity to save WAN cost before or after NMS intigration, if yes please advise the timelines	It is clarified that, changes in the network are dynamic in nature based on the environment including availability of services, service provider, requirement of banking services etc.
			7	Zonal Offices are connected to the	Do they also connected via any backup	Yes, Backup link details will be

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
Date: - 03.06.2020

				Data Centre, Chennai and DR site, Hyderabad, Mumbai and Lucknow with 10 Mbps bandwidth through MPLS Cloud	circuits for avoiding downtime for zonal if yes please advise	provided to successful bidder.
			7	All the Branch/ATM Routers are provided with 3DES, AES encryption facility to encrypt the data going out of the Branch. At the Data Centre, a VPN concentrator is provided to decrypt the data received from the Branches	All branches connected to DC only via VPN concentrator or do they have direct connectivity also like PSTN etc for backup if in case VPN Concentrator goes down, is it single point of failure for branches ?	The detailed architecture will be provided to successful bidder.
5	Description	1	9	The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, proper asset management of all IT or Non IT assets of the bank and to protect all the endpoints and servers from vulnerabilities by applying security patches released by OEMs, ITSM for services management and also to enhance the services performance of existing System and application by installing various fixes/enhancement released by respective OEMs.	Request Indian bank to kindly confirm on the below points : 1. Indian Bank to share the list of IT and Non IT assets – are the existing assets are under warranty, who is the supplier for these assets, currently who is managing these assets, is there any parallel order in place for any of these assets 2. What is the endpoint currently in use – when was the last patch update happened, who is the supplier for these assets, currently who is managing these assets, is there any parallel order in place for any of these assets	It is clarified that, requested details will be provided to successful bidder.
			9	The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, proper asset management of all IT or Non IT assets of the bank and to protect all the endpoints and servers from vulnerabilities by applying security patches released by OEMs, ITSM for services management and also to enhance the services performance of existing System and application by installing various fixes/enhancement released by respective OEMs.	When was the last time these patches or updates were pushed or is it already a regular process ?what is the current way to achieve this ?	Currently, Big fix software is used to patch the systems.



			9	1.3 The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, proper asset management of all IT or Non IT assets of the bank and to protect all the endpoints and servers from vulnerabilities by applying security patches released by OEMs	Please clarify the endpoint management solution and its remote components should be configured for High availability	Yes.
			9	The name of the assignment is "Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipments."	a) There are 3 RFPs regarding WAN & LAN management and Cisco core switch supply. We find the scopes are interlineked. Can the bidder participate in any one out of three or they have to bid for all the three together? b) Is supply of equipment is must under WAN management bid?	a) It is clarified that bidder who qualify in each bid should submit the bid document for that bid. There is no link for bidders between the RFP CO/ITD/CNW/2145/R1/2020-21 and any other RFP's floated by bank. b) Yes, Supply of equipment is must under WAN management bid.
			9	The description and the objectives of the Assignment is to ensure high availability of connectivity to all branches and Offsite ATMs, proper asset management of all IT or Non IT assets of the bank and to protect all the endpoints and servers from vulnerabilities by applying security patches released by OEMs, ITSM for services management and also to enhance the services performance of existing System and application by installing various fixes/enhancement released by respective OEMs.	What all non IT assets are supposed to be managed as part of Asset Management? Kindly share details like Asset Type, Asset Make, Model and Counts.	It is clarified that Non IP Assets are referred as Mouse, Keyboards, Modems, printers, scanners etc. requested details will be provided to successful bidder.
			9	The description and the objectives proper asset management of all IT or Non IT assets of the bank and to protect...	What are the Non IT assets referred to under Asset Management support? Can the customer share the details of the same?	It is clarified that Non IP Assets are referred as Mouse, Keyboards, Modems, printers, scanners etc.
6	Qualification Criteria for the	d	9	The Bidder should be providing the services of monitoring, maintaining	We request Bank to conside an ammendment in this qualification	Please refer amendment



bidders			and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	criterea as below since having experience in rendering simlar services in a Government run Banking envoinment is very critical. Hence "The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial."	
	d	9	The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	We request Bank to considre an ammendment in this qualification criterea as below since having experience in rendering simlar services in a Government run Banking envoinment is very critical hence the caluse should be "The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial."	Please refer ammendment
	d	9	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	Request you to modify the clasue as under: The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies/Govt. Organization in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	Please Refer Ammendment
	e	9	The Bidder should be providing monitoring and management services	Request you to modify the clasue as under:	Please Refer Ammendment

			of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies/Govt. Organization in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	
	d	9	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / Public or Private Ltd companies / Insurance Companies in India during last three (03) years. Bidder Should provide Copy of work order/Clients testimonial	We request M/s. Indian Bank to amend the clause as "The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / Public or Private Ltd companies / Insurance Companies / Government & PSU in India during last three (03) years. Bidder Should provide Copy of work order/Clients testimonial".	Please Refer Amendment
	e	9	The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	Kindly Amend the clause as below- <u>Bidder should have experience of implementation and management ITSM tool for any Govt./ PSU private or PSU banks/ public or private ltd companies/Insurance Companies in India during last three (03) years</u>	Please refer Amendment
	b	9	The bidder should have an annual turnover of at least INR 350 Crores in each of the last 3 financial years of the bidder (FY 2016-2017, FY 2017-2018, and FY 2018-2019). Bidder should provide audited profit & Loss statement with auditor/chartered accountant certificate.	As per the Govt of India, Dept of MSME notification, in the tenders MSME/Startups bidder should be allowed with exemptions from the criteria of minimum turnover limitations. Request you to consider and allow the benefits to MSME bidders. (Relax Norms for MSME are attached with the pre bid queries mail). Also, this RFP was released on 17th April 2020, so	It is clarified that MSE/Startups bidders are exempted from paying minimum turnover. The bidder should provide a certificate for MSE for services and products offered under this RFP. If bidder has MSE certificate only for part i.e. either services or Products being offered in the tender, such MSE's are not exempted.

				we request you to consider the turnover for the pervious 3 years 2017-18, 2018-19, 2019-2020.	
	e	9	(e). The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	Request Indian Bank to revise the clause as below : "The Bidder/Bidder's parent company should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial"	No Change
	e	9	Point # e: The Bidder should be providing monitoring and management services of 3000 network WAN links (leased lines/RF links) for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial.	We request you to exclude this eligibilty clause as well from RFP scope of work. Usually this is covered by IPS's / MPLS providers and this is not part of SI's scope. This might limit many leading SI's from Participation.	No Change
	d	9	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should provide Copy of work order / Client's testimonial	Can we suggest for changing this to: The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last two (02) years.	No Change
	2.1.e	9	The Bidder should be providing the services of monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years. Bidder should	If the bidder is supporting 3000 plus network devices in PSU Banks etc through an outsourced subcontract model on behalf of another Large system Inegtrator(SI) who is not bidding in this bid, then can the submit copy of supporting documents from that SI as a	No Change

			provide Copy of work order / Client's testimonial.	capability proof?	
	2.1.i	10	The bidder should have an arrangement with other OEMs for providing AMC support. Authorization letter from respective OEMs in favour of the bidder should be submitted by the bidder. In case of non-availability of the specific arrangement with OEMs other than Cisco, suitable replacement of equipment of similar or higher capacity of Cisco make to be provided in case SLA is breached.	Suggested Changes :The bidder should have an arrangement with other OEMs for providing AMC support. Authorization letter from respective OEMs in favour of the bidder should be submitted by the bidder. In case of non-availability of the specific arrangement with OEMs other than Cisco, suitable replacement of equipment of similar or higher capacity of respective OEM make OR Cisco make to be provided in case SLA is breached.	No Change
	2.1.g	10	The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	Request you to modify the clause as under: The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies/Govt. Organization in India during last three (03) years.	No Change
	2.1.j	10	The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in two private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder.	Request you to modify the clause as under: The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in two private or PSU banks / public or private Ltd companies/ Insurance Companies/ Govt. Department in India during last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder.	No Change
	2.1.k	10	The Bidder should be supporting minimum 2 Nos of Cisco nexus	Request you to modify the clause as under:	No Change

			7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three years (ending 31.12.2019).	The Bidder should be supporting minimum 2 Nos of Cisco nexus 7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies/ Govt. Department n India during last three years (ending 31.12.2019).	
	2.1.g	10	The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	Kindly Amend the clause as below- Bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing min. 3000 assets including network devices and network links for any Govt./PSU/PSU banks/ public or private ltd companies/Insurance Companies in India during last three (03) years	No Change
	2.1.j	10	The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in two private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder.	We request M/s. Indian Bank to amend the clause as "The Bidder should be supporting min. 2 nos of ASR 1000 or higher series Cisco Router in two Govt./ PSU/ private or PSU banks/public or private ltd companies/Insurance companies in India for last 3 years".	Please refer to Amendment
	2.1.k	10	The Bidder should be supporting minimum 2 Nos of Cisco nexus 7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three years (ending 31.12.2019).	We request M/s. Indian Bank to amend the clause as The Bidder should be supporting minimum 2 Nos of Cisco nexus 7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies / Government / PSU in India for last three years (ending 31.12.2019).	Please refer to Amendment
	2.1.l	10	The Bidder should have their Service Centers/Engineers availability across the country and	We request M/s. Indian Bank to amend the clause as : The Bidder should have their Service	No Change

			<p>must have Service Centers/Engineers availability at all the locations of Bank's Zonal Offices and should be able to cover all branch locations of the Bank spread throughout India including North Eastern states, offshore locations like Andaman, etc. Bidder should map their Service Centers / Offices against our Zonal Office locations. The bidder should provide onsite engineers in the cities / towns, where the bank may open Zonal office(s) in future, if required by Bank. Undertaking letter should be submitted along with the details of Service support Centers.</p>	<p>Centers/Engineers availability across the country and must have Service Centers/Engineers availability at all the locations of Bank's Zonal Offices and should be able to cover all branch locations of the Bank spread throughout India including North Eastern states, offshore locations like Andaman, etc. Bidder should map their Service Centers / Offices against our Zonal Office locations. The bidder should provide onsite engineers in the cities / towns, where the bank may open Zonal office(s) in future, if required by Bank. Undertaking letter should be submitted along with the details of Service support Centers. If service center is not available bidder may submit undertaking that they will open service center within 1 month of award of contract.</p>	
	2.1.l	10	<p>The Bidder should have their Service Centers/Engineers availability across the country and must have Service Centers/Engineers availability at all the locations of Bank's Zonal Offices and should be able to cover all branch locations of the Bank spread throughout India including North Eastern states, offshore locations like Andaman, etc. Bidder should map their Service Centers / Offices against our Zonal Office locations. The bidder should provide onsite engineers in the cities / towns, where the bank may open Zonal office(s) in future, if required by Bank. Undertaking letter should be submitted along with the details of Service support Centers</p>	<p>1. Offshore location details to be provided. 2. What will be the SLA of product & service (with respect to Response, Resolution of the incident, Change, Release, continuity mgmt prospective)</p>	No Change
	2.1.k	10	<p>The bidder should be a premier</p>	<p>Since it's large tender and expertise and</p>	No Change

				partner of Cisco in for supply and support of Cisco equipment. Bidder should submit manufacturers authorization letter from M/s Cisco in favour of the bidder.	experience is of utmost importance. Therefore we request you to rectify this point by having clause that says : The bidder should be a GOLD partner of Cisco in supply and support of Cisco equipment. GOLD Partner certificate is higher than premier partner certificate	
			10	(g). The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	Request Indian Bank to revise the clause as below : "The Bidder/Bidder's parent company should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years."	No Change
	2.1.1		10	(I). The Bidder should have their Service Centers/Engineers availability across the country and must have Service Centers/Engineers availability at all the locations of Bank's Zonal Offices and should be able to cover all branch locations of the Bank spread throughout India including North Eastern states, offshore locations like Andaman, etc. Bidder should map their Service Centers / Offices against our Zonal Office locations. The bidder should provide onsite engineers in the cities / towns, where the bank may open Zonal office(s) in future, if required by Bank. Undertaking letter should be submitted along with the details of Service support Centers	Request Indian Bank to revise the clause as below : "The Bidder/Bidder's parent company should have their Service Centers/Engineers availability across the country and must have Service Centers/Engineers availability at all the locations of Bank's Zonal Offices and should be able to cover all branch locations of the Bank spread throughout India including North Eastern states, offshore locations like Andaman, etc. Bidder should map their Service Centers / Offices against our Zonal Office locations. The bidder/bidder's parent company should provide onsite engineers in the cities / towns, where the bank may open Zonal office(s) in future, if required by Bank. Undertaking letter should be submitted along with the details of Service support Centers".	No Change

		2.1.g	10	Point # g:) The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices and 3000 network links for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	Requesting you to modify the clause as " The bidder should have their own NOC setup or should have established and maintaining NOC involving monitoring, maintaining and managing minimum 3000 network devices for any private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years."	Please refer amendment
		2.1.h	10	Point # h: The bidder should be a Premier Partner of M/s Cisco Systems in India for supply and support of Cisco equipment. Bidder should submit manufactures authorization letter from M/s Cisco in favour of the bidder.	Requested to modify the clause as "The bidder should be an autorised Partner of M/s Cisco Systems in India for supply and support of Cisco equipment. Bidder should submit manufactures authorization letter from M/s Cisco in favour of the bidder.	No Change
		2.1.i	10	Point # i: The bidder should have an arrangement with other OEMs for providing AMC support. Authorization letter from respective OEMs in favour of the bidder should be submitted by the bidder. In case of non-availability of the specific arrangement with OEMs other than Cisco, suitable replacement of equipment of similar or higher capacity of Cisco make to be provided in case SLA is breached.	Point # i: The bidder should have an arrangement with other OEMs/ASPs for providing AMC support. Authorization letter from respective OEMs/ASPs in favour of the bidder should be submitted by the bidder.	Please refer Amendment
		2.1.J	10	Point # j: The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers in two private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder.	Requested to modify the clause as "The bidder should be supporting minimum 2 Nos of ASR 1000 series Cisco Routers/ similar model of any OEM in two private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three (03) years. Copy of work order / Client's testimonial should be submitted by the bidder. "	Please refer Amendment
		2.1.k	10	Point # k: The Bidder should be supporting minimum 2 Nos of Cisco	Requested to modify the clause as "The Bidder should be supporting minimum 2	Please refer Amendment

				nexus 7000/9000 series switches each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three years (ending 31.12.2019).	Nos of Cisco nexus 7000/9000 series switches/similar model of any OEM each in at least private or PSU banks / public or private Ltd companies/ Insurance Companies in India for last three years (ending 31.12.2019)."	
		2.1.h	10	The bidder should be a Premier Partner of M/s Cisco Systems in India for supply and support of Cisco equipment. Bidder should submit manufactures authorization letter from M/s Cisco in favour of the bidder.	Please amend the clause to state " The bidder should be a Highest level of partner of M/s Cisco Systems in India for supply and support of Cisco equipment. Bidder should submit manufactures authorization letter from M/s Cisco in favour of the bidder."	No Change
7	Qualification Criteria for Tools	2.2	10	4.Out of the Software quoted:- c) Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	Request to add the below clause along with the existing clause. " The End Point Management or Patch Management solution should be mentioned by Gartner in the Market Guide 2018 or later. Justification: The existing clause restricts the "Unified Endpoint Management solution" only to modern management .It will limit and not allow traditional management like GPO(Group Policy Object) to move to modern management. Hence including this change request will enable the qualification of tools which will provide both traditional and modern management seamlessly from the same tool	Please Refer Amendment
		2.2	10	IPAM can be from different OEM	IPAM stands for "IP Address Management", please confirm?	Yes
		2.2	10	Entire NMS suite should be from single OEM	Please clarify whether this clause implies NMS, MOM, ITSM and ITAM should be from single OEM or it is related to only Network Management Solution(NMS)?	It is clarified that, it is related to only NMS.
		2.2	10	Asset and Patch Management should	Please clarify the asset and patch	No, it is clarified that asset and

				be done from single agent	management can be separate agent. Asset and Patch Management can be separate agents with small footprint	patch management to be done using single agent
		2.2	10	4.Out of the Software quoted:- c) Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	Request to add the below clause along with the existing clause. <i>" The End Point Management or Patch Management solution should be mentioned by Gartner in the Market Guide 2018 or later.</i> Justification: The existing clause restricts the "Unified Endpoint Management solution" only to modern management .It will limit and not allow traditional management like GPO(Group Policy Object) to move to modern management. Hence including this change request will enable the qualification of tools which will provide both traditional and modern management seamlessly from the same tool	Please Refer Amendment
		2.2	10	4. Out of the Software quoted:- a) ITSM should be available in Gartner quadrant /Forrester wave 2019. b) NMS should be available in Gartner quadrant /Forrester wave 2019. c) Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	Requesting you to modify the clause as " 4. Out of the Software quoted:- a) ITSM should be available in Gartner quadrant/ Gartner Peer insights /Forrester wave/now 2019. b) NMS should be available in Gartner quadrant/ Gartner Peer insights /Forrester wave/now 2019. c) Asset and Patch Management should be available in quadrant/ Gartner Peer insights /Forrester wave/now 2019/IDC unified endpoint management or enterprise management system 2019	Please Refer Amendment
		2.2	10	a) ITSM should be available in Gartner quadrant /Forrester wave 2019.	Is it mandatory to propose available in Gartner quadrant /Forrester wave	No Change



			b) NMS should be available in Gartner quadrant /Forrester wave 2019. c) Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	2019? There would be limited tool set available based on this criteria and the advantage of proposing less costly tool or different toolset with similar features will not be possible. Request if we can remove the requirement of the tool being in Gartner/Forrester wave OR make change to this as under: a) ITSM should be available in Gartner quadrant /Forrester b) NMS should be available in Gartner quadrant /Forrester.	
	2.2	10	2.Entire NMS suite should be from single OEM	a) Please clarify the endpoint management solution can be from a different OEM. B) Entire NMS suite including Endpoint Management can be from a two different OEMs	a) Yes, It is clarified that endpoint management solution can be from a different OEM. B) Yes, Entire NMS suite including Endpoint Management can be from a two different OEMs
	2.2	10	4.Out of the Software quoted:- c) Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	Request to add the below clause along with the existing clause- "The End Point Management or Patch Management solution should be mentioned by Gartner in the Market Guide 2018 or later. Justification: The existing clause restricts the "Unified Endpoint Management solution" only to modern management .It will limit and not allow traditional management like GPO(Group Policy Object) to move to modern management. Hence including this change request will enable the qualification of tools which will provide both traditional and modern management seamlessly from the same tool	Please Refer Amendment
	2.2(a)	10	ITSM should be available in Gartner/Forrester wave 2019	We request you to remove the condition of availability in	Please refer amendment



					Gartner/Forrester wave 2019. This is because we have our own solution which is MADE IN INDIA	
		2.2(b)	10	NMS should be available in Gartner/Forrester wave 2019	We request you to remove the condition of availability in Gartner/Forrester wave 2019. This is because we have our own solution which is MADE IN INDIA	Please refer amendment
		2.2©	10	Asset and Patch management should be available in Gartner/Forrester wave/IDC unified endpoint management or EMS 2019	We request you to remove the condition of availability in Gartner/Forrester wave 2019. This is because we have our own solution which is MADE IN INDIA	Please refer amendment
		2.2,, Point No a	10	ITSM should be available in Gartner quadrant /Forrester wave 2019.	Mentioning Gartner Quadrant & Forrester wave 2019. in the RFP will not give opportunity to Indian OEM, this is against the Government of India & CVC guidelines thus, this is unjustified. Velox Solutions Pvt.Ltd. is an Indian OEM & develops products for NMS ITSM, End Point Monitoring, Asset Management, Patch Management & MOM. These products are implemented at BSNL, Tatanet, Nelco Vodafone Idea, C-edge, Indian Overseas bank & Global NTT for SEBI Project etc. Thus our products are offering all required features. We request Indian Bank officials not to quote conditions which are restricting indian OEM like us to participate in the RFP. We have many local partners in India who are willing to participate in the RFP by quoting our products. Velox falls under the criteria of Micro & Small Enterprises but we are participating in the tender process through our partners. Thus the justification given on the tender doct Page no19, Point no 5 is not viable.	Please refer amendment

		2.2, , Point No b	10	NMS should be available in Gartner quadrant /Forrester wave 2019.	<p>Mentioning Gartner Quadrant & Forrester wave 2019. in the RFP will not give opportunity to Indian OEM, this is against the Government of India & CVC guidelines thus, this is unjustified. Velox Solutions Pvt.Ltd. is an Indian OEM & develops products for NMS ITSM, End Point Monitring, Asset Management, Patch Management & MOM. These products are implemented at BSNL, Tatanet, Nelco Vodafone Idea, C-edge, Indian Overseas bank & Global NTT for SEBI Project etc. Thus our products are offering all required features. We request Indian Bank officials not to quote conditions which are restricting indian OEM like us to participate in the RFP. We have many local partners in India who are willing to participate in the RFP by quoting our products. Velox Falls under the criteria of Micro & Small Enterprices but we are participating in the tender process through our partners. Thus the justification given on the tender doct Page no19, Point no 5 is not viable.</p>	Please refer amendment
		2.2, , Point No c	10	Asset and Patch Management should be available in Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019.	<p>Mentioning Gartner/Forrester wave/IDC unified endpoint management or enterprise management system 2019. In the RFP will not give opportunity to Indian OEM, this is against the Government of India & CVC guidelines thus, this is unjustified. Velox Solutions Pvt.Ltd. is an Indian OEM & develops products for NMS ITSM, End Point Monitring, Asset Management, Patch Management & MOM. These products are implemented at BSNL, Tatanet, Nelco Vodafone Idea, C-edge, Indian Overseas bank & Global NTT for SEBI</p>	Please refer amendment

					Project etc. Thus our products are offering all required features. We request Indian Bank officials not to quote conditions which are restricting indian OEM like us to participate in the RFP. We have many local partners in India who are willing to participate in the RFP by quoting our products. Velox Falls under the criteria of Micro & Small Enterprises but we are participating in the tender process through our partners. Thus the justification given on the tender doct Page no19, Point no 5 is not viable.	
			11	5. Tools quoted in this bid should have been supplied and implemented by the OEM/bidder in at least one private or PSU banks / public or private Ltd companies/ Insurance Companies in India during last three (03) years.	Can we suggest for changing this to: 5. Tools quoted in this bid should have been supplied and implemented by the OEM/bidder in at least one private or PSU banks / public or private Ltd companies/ Insurance Companies in India.	Please Refer Amendment
			11	A) Setting up of Captive NOC, ITSM, Asset & Patch Management 1. All the solutions quoted in the RFP need to be implemented by the respective OEM's and successful bidder should ensure tight integration between all solutions.	Is it Mandatory that all solution should be implemented by OEM only?	Yes, It is clarified that all the solutions to be implemented by the respective OEMs.
8	3. Deliverables from the Bidders I) Scope of Work: A) Setting up of Captive NOC, ITSM, Asset & Patch Management	2	11	The successful bidder is responsible for tight integration of all the software solutions as per bank's requirement throughout the period of the contract.	Can the customer provide a list of any current tool which will be continued and which will be replaced with the service provider's proposed solution?	It is clarified that details will be provided to successful bidder.
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract.	What vendor has to deliver? Should we do the VAPT activity? If yes how frequently? Please clarify the VAPT scope more in details with the SOW and periodicity	It is clarified that audit will be carried out by external agency appointed by bank. Successful bidder is responsible for closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the

						contract.
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract.	Bidder request to change the clause as below- Closure of VAPT observations and harden the OS for networking equipments as per requirement of the bank throughout the currency of the contract	It is clarified that successful bidder has to do Closure of VAPT observations and harden the OS for networking equipments and other hardware and software provided under this RFP as per requirement of the bank throughout the currency of the contract
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract	Please confirm this is limited to the software solutions, OS, database provided by bidder as solution	It is clarified that successful bidder has to do Closure of VAPT observations and harden the OS for networking equipments and other hardware and software provided under this RFP as per requirement of the bank throughout the currency of the contract
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract.	What scanning tool is being used for VAPT at Indian Bank? Will the same tool be used to perform VAPT for Allhabad Bank infra.	It is clarified that details will be provided to successful bidder.
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract	It is understood that bank would conduct VAPT and share results with us. We will be hardening servers/equipments supplied by us based on observations share by Bank	It is clarified that bank or representative of the bank will carry out the audit and results will be provided to successful bidder. The successful bidder should mitigate the observations on all equipments (supplied or in maintenance contract) with the successful bidder
		4	11	Closure of VAPT observations and harden the OS as per requirement of the bank throughout the currency of the contract.	TCS understands that performing VA and PT is out of scope. Kindly confirm	Yes
		5	11	configure and demonstrate all the features and functionalities as described in the technical specifications	Request Indian bank to confirm whether bidder needs to set up POC/UAT platform.	It is clarified that initially bidder have to submit tools part code details (as required as per RFP) along with datasheets as part of bid document submitted to bank. During evaluation Bank team may



					ask to demonstrate the solution and do a POC on any part or full for the solution provided.
6	11	The display solution should be extended to other offices of the bank as per bank's requirement.		These is 6 Qty of display has been asked in RFP, any additional requirement will be taken care as separate project pr Change request with additional commercial.	It is clarified that any additional requirement will be through change request.
6	11	The display solution should be extended to other offices of the bank as per bank's requirement.		For such additional facilities Bank has to provide necessary hardware and software to extend the display solution.	It is clarified that any additional requirement will be through change request.
6	11	The display solution should be extended to other offices of the bank as per bank's requirement.		We uderstand that the display solution (video wall), will be deployed in your NOC and that for other offices it will be only a web based access on their computer. The target device in other offices need to have a web browser and an IP address with display screen. Please confirm.	Yes
General	11	OEM should implement the solutions		Is Bank ok for the OEM partner i.e. Authorised SI to implement the tools solution	No
General	11	All the solutions quoted above need to be implemented by the respective OEMs. Bidder should ensure tight integration between all such solutions in co-ordination with OEMs		Please change this clause to "All the solutions quoted above need to be implemented by the respective OEMs/Bidder. Bidder should ensure tight integration between all such solutions in co-ordination with OEMs"	No Change
General	11	All the solutions quoted in the RFP need to be implemented by the respective OEM's and successful bidder should ensure tight integration between all solutions. The successful bidder has to maintain and manage all the software solutions, OS, database and hardware including display solutions supplied through this RFP.		Please amend this clause as follows " All the solutions quoted in the RFP need to be implemented by the respective OEM's/OEM's Implementation Partner and successful bidder should ensure tight integration between all solutions. The successful bidder has to maintain and manage all the software solutions, OS, database and hardware including display solutions supplied through this RFP."	No Change

	General	11	solutions quoted in the RFP need to be implemented by the respective OEM's and successful bidder should ensure tight integration between all solutions. The successful bidder has to maintain and manage all the software solutions, OS, database and hardware	Request Indian bank to confirm whether solutions to be implemented by OEM or OEM certified Partners also.	By OEM only	
		11	1. All the solutions quoted in the RFP need to be implemented by the respective OEM's and successful bidder should ensure tight integration between all solutions. The successful bidder has to maintain and manage all the software solutions, OS, database and hardware including display solutions supplied through this RFP	Platform can get you the smart start professional program for application implementation and configuration, Addition to that platform can get you the OEM Certified Partner for implementation, customization and integration. Please discuss with End user and then take the appropriate changes	No Change	
		11	A) Setting up of Captive NOC, ITSM, Asset & Patch Management	Is bidder supposed to set up a new captive NOC or use the existing captive NOC? If existing then where is the NOC? Need clarity on where the NOC is going to be setup? We have come across mix views in the document. Can this be clarified?	It is clarified that successful bidder has to setup NOC under CAPEX model at banks premises (DC for NOC@Chennai & DR @Mumbai) by implementing the solutions described in RFP.	
9	Manpower Requirements for NOC	3.I.B.1.	11	All resources	Please confirm definition of seat. Does a seat mean the number of resources that need to available to support Indian Bank at any given point of time or is it availability of resources at peak shift	Please refer Amendment
			11	L1+ Engineer 6 seats in Morning Shift, 4 seats in Afternoon Shift, 1 seat in Night Shift	Please confirm number of days seat is required to be filled for L1+ Engineer at Centralized NOC	Please refer Amendment
			11	L1+ Engineer 6 seats in Morning Shift, 4 seats in Afternoon Shift, 1 seat in Night Shift	Please confirm if all seats need to be filled on all days and all shifts.	Please refer Amendment
			11	L1+ Engineer 6 seats in Morning Shift, 4 seats in Afternoon Shift, 1 seat in Night Shift	Bidder request relaxation of seat coverage to 50% of recommendation on Saturday and Sunday	Please refer Amendment
			11	L2 Engineer - 2 seats in Morning Shift,	Please confirm number of days seat is	Please refer Amendment

			2 seats in Afternoon Shift, 1 seat in Night Shift	required to be filled for L2 Engineer at Centralized NOC	
		11	General Shift	We understand Bank's General Shift covers Mon-Fri + 1st, 3rd and 5th Saturdays of Month, 9 Hours per day. Request to confirm.	General Shift covers all days except bank holidays. It is bidder responsibility to arrange an engineer in holidays in case of exigencies.
		11	Morning, Afternoon, Night Shift	We understand all shifts extends to all 7 days of week. Please confirm.	Please refer Amendment
		11	Seat Description	Understanding is that this is only seat provided by bank at respective locations and not the actual head count that need to be deployed by the bidder. We request you to change this clause to reflect minimum head count.	No Change.
		11	Seat Description	Is our understanding correct that one engineer is to be deployed in each shift (general and night shift) ?	"Seat" refers to the number of resources that must be available in defined shift as per RFP.
		11	1. Manpower Requirements for NOC	Request Indian Bank to consider manpower from bidder / bidder's parent company.	No Change
		11	L1 Engineer 78 No	Request Indian Bank to please share the SOW of L1 engineer which will be deployed at Zonal Offices and also please share the detailed SOW for all other required manpower .	Please refer RFP for required details.
		11	Qualification of engineers	Request Indian Bank to please share the qualification and experience requirement for all the manpower required.	Please refer RFP for required details.
		11	3.B - Manpower requirements for NOC	Will Indian Bank provide the facility arrangements for the No of seats / resources as mentioned for each location in the manpower table?	Bank will provide all necessary facility like PC, Printer, Chair etc. in office to work.
		11	3.B - Manpower requirements for NOC	Under the L1+ resources in the manpower list, for a 24*7 operations with 1 seat per shift, it is assumed that total resources required will be 5. Please confirm	It is for the Bidder to arrive the number of resources required to fill the seat for 24*7.

			11	Operation/Project Manager	Since banking business is critical hence at least 1 more project manager should be considered in non working hours also	No Change
10	Man Power Requirements for ITSM, Asset and Patch Management Tool	1	12	Engineers deployed at DR Site- Hyderabad and DR Site-Lucknow are required for the period of 15 months or till operationalization of NOC at Chennai and Mumbai whichever is earlier. In case, if engineers are required at these sites even after the completion of 15 months, payment will be made as per the price quoted by the successful bidder in commercial bid.	Billing start date for the resource to be clarified. Billing of man-power should be independent of other payment components and milestones. Please clarify whether Bank will pay for all resources that are deployed and not link resource payment to other milestones.	Billing will start from the date of deployment of resources as per the terms defined in the RFP. Payment will be processed according to payment terms defined in the RFP
		3	12	In case primary NOC location is not accessible due to any unforeseen circumstances, reasonable number of engineers should be deployed at DR Site for managing NOC operations during such period, within 24-72 hours of intimation by the bank.	As asked in RFP NOC L2 and L3 will be deployed at NOC DR Mumbai. Also during primary NOC not accessible, the primary NOC resources will be relocated to DR as per mutual agreement.	It is clarified that Successful bidder has to deploy the reasonable number of skilled resources at DR Site for continuing uninterrupted 24X7 NOC operations during such period, within 24-72 hours of intimation by the bank.
		3	12	In case primary NOC location is not accessible due to any unforeseen circumstances, reasonable number of engineers should be deployed at DR Site for managing NOC operations during such period, within 24-72 hours of intimation by the bank	Request Indian Bank to please specify the no of required manpower .	It is clarified that Successful bidder has to deploy the reasonable number of skilled resources at DR Site for continuing uninterrupted 24X7 NOC operations during such period, within 24-72 hours of intimation by the bank.
		3	12	3) In case primary NOC location is not accessible due to any unforeseen circumstances, reasonable number of engineers should be deployed at DR Site for managing NOC operations during such period, within 24-72 hours of intimation by the bank.	Would would be the % of people expected during such scenario and what level and what skill of resources would be needed to be made available at the DR Site? Can we get more clarity?	It is clarified that Successful bidder has to deploy the reasonable number of skilled resources at DR Site for continuing uninterrupted 24X7 NOC operations during such period, within 24-72 hours of intimation by the bank.
11	Timeframe for Completion of Project	4	14	Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within	For devices that are expired, AMC to start after 30days, what if OEM's penal fee/ coverage restrictions is applicable	It is clarified that mentioned clause refers to AMC of the existing network equipments in bank's



Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
Date: - 03.06.2020

			30days from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	for service reinstatement, how it should be addressed.	network. For network equipment there is no penal fee charged for OEM's.
	4	14	Delivery of hardware and software to be supplied through this RFP. 6 weeks from the date of Issue of Purchase Order.	Delivery of hardware and software to be supplied through this RFP. 10 weeks from the date of Issue of Purchase Order.	Please Refer Amendment
	4	14	Installation and Operationalization of complete solution 10 weeks from the date of Purchase Order.	Installation and Operationalization of complete solution 12 weeks from the date of Hardware Delivery.	Please Refer Amendment
	4	14	Man Power (FMS) 8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	Manpower Deployment 12 to 14 weeks from the date of Purchase Order	Please Refer Amendment
	4	14	Man Power (FMS) - 8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	Given any new hiring takes a minimum of 90 days to onboard, request extension of the timeline to 12-15 weeks from 8 weeks.	Please Refer Amendment
	4	14	1. Delivery of hardware and software to be supplied through this RFP.- 6 weeks from the date of Issue of Purchase Order.	1. Delivery of hardware and software to be supplied through this RFP.- 16 weeks from the date of Issue of Purchase Order.	It is clarified that delay in implementation of project due to Force Majeure Conditions as detailed in the RFP will be taken



			2. Installation and Operationalization of complete solution - 10 weeks from the date of Purchase Order 4.Man Power (FMS) - 8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP)	2. Installation and Operationalization of complete solution - 16 weeks from the date of delivery of hardware and software. 4.Man Power (FMS) - 16 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP)	into consideration. Please refer Amendment.
	4	14	Maintenance services will be effective after 30 days for equipments for which AMC has expired or falling within 30 days from the date of issue of purchase order. For all other equipment, the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	Need details of the list of equipments for which the AMC has expired. As per the commercial, the bidder can submit the prices only for 1 year. Hence, need clarity on provision of prorated pricing.	Please refer page no 15 in RFP. Details will be provided to successful bidder.
	4	14	Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	Maintenance services will be effective after 10 working days for all equipment's for from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid. Irrespective of the expiry of previous AMC or Last date of Support, bidder need to backlined the devices with OEM for 5 years or till last date of support whichever is earlier. This will ensure that there is no out of support equipment for bank which will help bank to get OEM support in critical times.	No Change
	4	14	Delivery of Hardware and Software - 6 weeks from the date of purchase order	We request to change the timelines to 10 weeks from the date of purchase order.	Please Refer Amendment
	4	14	Installation and Operationalization of Complete Solution - 10 Weeks from the date of the purchase order.	We request to change the timelines to 36 weeks from the date of purchase order.	Please Refer Amendment

		4	14	Installation and Operationalization of complete solution - 10 weeks from the date of purchase order	Please change this statement to "Installation and Operationalization of complete solution - 40 weeks from the date of purchase order" considering the infrastructure and requirement scope in mind and requirement is also huge, complex and Lengthy	Please Refer Amendment
		4	14	Man Power (FMS) - 8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before the induction training	Please change this statement to "Man Power (FMS) - 38 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before the induction training"	Please Refer Amendment
		4	14	Timelines for completion of Project - Delivery of hardware and software within 6 weeks from issue of Purchase Order	Please extend the delivery time to 12 weeks (to be updated by Business team of NTT) from Purchase Order	Please Refer Amendment
		4	14	Timelines for completion of Project - Installation and Operationalization within 10 weeks from Purchase Order	Please extend the operationalize timeline to 24 weeks from Purchase Order. (Awaiting inputs from Tools OEM)	Please Refer Amendment
		4	14	Timelines for completion of Project - Man power deployment within 8 weeks from Purchase order	Please extend the timeline to 12-16 weeks	Please Refer Amendment
		4	14	Delivery of hardware and software within Six weeks from the date of issue of purchase order	We request you to revise the delivery period to 10 weeks.	Please Refer Amendment
		4	14	Installation and operationalization of complete solution is 10 weeks from date of purchase order	We request you to revise the installation period to 10 weeks from the date of delivery.	Please Refer Amendment
		4	14	Delivery of hardware and software to be supplied through this RFP. - 6 weeks from the date of Issue of Purchase Order. b. Installation and Operationalization of complete	Time frame is very stringent requesting the Indian Bank to increase the time to 12 weeks	Please Refer Amendment

			solution - 10 weeks from the date of Purchase Order.		
	4	14	c. Maintenance of equipment - Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid	Request Indian bank to provide more clarity on this clause.	It is clarified that mentioned clause refers to AMC of the existing network equipments in bank's network.
	4	14	8 weeks from the date of Purchase Order subjected to completion of background verification and induction training	Time frame is very stringent requesting the Indian Bank to increase the time to 12 weeks	Please Refer Amendment
	4	14	THE EQUIPMENT LIST FOR PROVIDING MAINTENACE SERVICES	Indian Bank to provide the complete details of the products, existing contract details, OEM support last date, existing vendor AMC, any maintenance inprogress, how many devices are crashed, RMA available etc., (Device model, Serial number, Existing SLA, additional module involved in AMC, contract start and end date)	Please refer page no 15 in RFP.
	4	14	Delivery of hardware and software to be supplied through this RFP 6 weeks from the date of Issue of Purchase Order	In current scenario (COVID-19) due to which complete supply chain management is on hold, bidder request Indian Bank to increase the delivery timeline from 6 weeks to 14 weeks . Further bidder seek support from Indian Bank not to penalize bidder on delay of delivery of hardware due to force majeure.	It is clarified that delay in implementation of project due to Force Majeure Conditions as detailed in the RFP will be taken into consideration. Please refer Amendment.
	4	14	Installation and Operationalization of complete solution 10 weeks from the date of Purchase Order.	Request Indian Bank to please provide the 8 weeks from hardware delivery for the installation as its has multiple dependency on other stakeholders also .	Please Refer Amendment
	4	14	Man Power (FMS)	Request Indian Bank to please allow	Please Refer Amendment

			8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	bidder to provide the complete manpower from go- live , and we assume that background verification is required from the bidder side only.	
	4	14	2. Installation and Operationalization of complete solution : 10 weeks from the date of Purchase Order	Requesting you to modify the clause as " 2. Installation and Operationalization of complete solution : 14 weeks from the date of Purchase Order"	Please Refer Amendment
	4	14	4. Man Power (FMS) 8 weeks from the date of Purchase Order subjected to completion of background verification and induction training (wherever required as per RFP). Background verification report should be furnished to the bank by the bidder before induction training.	Our understanding is that Bidder can use their own/any 3rd party BGV organization for general BGV and No Police verification is required. Pls Clarify	It is clarified that successful bidder is responsible to submit BGV report for the resources to be deployed in bank's project either by carrying out BGV by their own organization/trusted 3rd party BGV organisation.Please adhere to the terms & conditions of RFP.
	4	14	1. Services: Delivery of hardware and software to be supplied through this RFP. Timelines: 6 weeks from the date of Issue of Purchase Order.	If there is any unforeseen circumstances such as locked down, can we assume that the delivery SLA will be stopped during such time till the situation becomes normal?	It is clarified that delay in implementation of project due to Force Majeure Conditions will be taken into consideration and LD/ Penalty will not be levied on successful bidder. Please adhere to the terms & conditions of RFP.
	4	14	Maintenance of equipment : Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of issue of purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	Is this maintenance refer to the equipments supplied or the existing assets which is under AMC	It is clarified that mentioned clause refers to AMC of the existing network equipments in bank's network.
	4	14	Maintenance services will be effective after 30days for equipment's for which AMC has expired or falling within 30days from the date of issue of	Maintenance services will be effective after 10 working days for all equipment's for from the date of issue of purchase order. For all other	No Change; It is clarified that mentioned clause refers to AMC of the existing network equipments in bank's network.

				purchase order. For all other equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	equipment the date mentioned in the list of equipment provided to the bidder during opening of technical bid.	
12	Equipment List for providing Maintenance Services	5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below	Customer to help with Core devices serial nos / part code which are chargeable items. So as to cover the complete device. Else giving only the parent hardware name will not include the daughter cards/modules which carry individual support.	Please refer page no 15 in RFP.
		5	14	5. THE EQUIPMENT LIST FOR PROVIDING MAINTENANCE SERVICES There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	In page 109 contains total number of network device count is 15000 with the Note of Approximate count of network devices and network links is 15000. However, in page no 14, the network device breakup is provided that comes total of 7627. Please clarify the same. What is the Count of Links ? It is no where provided in RFP	It is clarified that, total number of network devices is approximately 15000 and total number of links is approximately 15000.
		5	14	Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	Need clarity on - OEM Details, Quantity, Serial Numbers & contract details of the existing devices. This is required to submit the indicative commercial bid.	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
		5	14	a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67)	Need clarity on - Serial Numbers, Model & contract details of the devices. This is required to submit the indicative commercial bid	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
		5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8)	Pls provide us serial number, instance numbers for major and minor configuration of each devices. This will ensure that there is no out of support equipment for bank which will help bank to get OEM support in critical	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.

			c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	times. Pls provide us serial number, instance numbers for major and minor configuration of each device along with Software Licenses Number (PAK No.). E.g. ASR router has minor components are like cards and software license which are price items in AMC. Devices which are under coverage restriction, pls get the Health Check up through your existing FMS partner. He has to logged case with OEM and get the devices verified. Then only serial number / instance number will get active for AMC quoting. For Invalid Serial, pls share us correct serial numbers. For Serial numbers which are not reflecting in OEM Database, pls Hardware supplier Vendor need to share us OEM Sales Order Number to get the serial number added into OEM Database as per compliance norm.	
	5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	Please share the following details for the mentioned details Device Name Device Type Device Make Device Model Device location Also please confirm if these volumetric shared above includes both Indian Bank and Allahabad Bank post merger.	Please Refer Amendment No.
	5	14	Equipment Listing for Maintenance Services	Please provide the details of hardware as follows for Maintenance Services * Hw Make and Actual Model Number * Hw Sr. Number * Location where deployed	It is clarified that requested details will be shared to technically qualified bidders.
	5	14	There are approximately 7627 devices which require AMC, approximate	There is confliction of statement w.r.t device count. Please refer Query	Please Refer Amendment

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			count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 3	highlighted in yellow in next 5th Row	
	5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	We request Indian Bank to please share the complete details of hardware along with current AMC status . As per our understanding all the equipment which requires AMC are not near by end of life cycle within next 5 years. Bidder request Indian Bank if any of the Hardware is near the end of life cycle then Indian Bank need to borne the cost of the new equipment which bidder would replace (higher end model)	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
	5	14	4.5 The equipment list for providing maintenance services	Can AMC / Break-fix services be outsourced to vendor partners? 2. Proof of backlining with OEM for spares support, is to be provided to Bank.	1. No 2. Yes, proof of backliing with OEM is to be provided to bank.
	5	14	There are approximately 7627 devices which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	Please provide the existing Model details of the Cisco, HP, Juniper, Aruba etc. equipments	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
	5	14	There are approximately 7627 devices	Pls provide us serial number, instance	It is clarified that, device details will



			which require AMC, approximate count is as mentioned below a) Total Devices – 7627 b) Total Routers – 6105 (Cisco Make – 3532, HP Make – 2562, Juniper – 8) c) Total Switches – 1489 (Cisco Make – 922, HP Make – 500, Aruba – 67) d) Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS) - 33	numbers for major and minor configuration of each devices. Pls provide us serial number, instance numbers for major and minor configuration of each device along with Software Licenses Number (PAK No.). E.g. ASR router has minor components are like cards and software license which are price items in AMC. Devices which are under coverage restriction, pls get the Health Check up through your existing FMS partner. He has to logged case with OEM and get the devices verified. Then only serial number / instance number will get active for AMC quoting. For Invalid Serial, pls share us correct serial numbers. For Serial numbers which are not reflecting in OEM Database, pls Hardware supplier Vendor need to share us OEM Sales Order Number to get the serial number added into OEM Database as per compliance norm.	be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
	5	15	The format in which the list will be shared is given below with example: List of equipment proposed to be maintained by the Network Integrator under this RFP will be provided at the time of opening of the technical bid and the same will be sent through email to the mail-id of the authorized signatory mentioned in the technical bid.	Exact Part# /SKU or Service Part code required, to atleast know exact EOSL date	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
	5	15	The Serial number of devices along with the model number will be provided to the successful bidder	1)If the serial nos throws up different part #, how will it be addressed 2)If subparts /modules are discovered with correct serial nos how it need to be addressed	It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP.
	5	15	List of equipment proposed to be	will this include existing	Yes



				maintained by the Network Integrator under this RFP will be provided at the time of opening of the technical bid and the same will be sent through email to the mail-id of the authorized signatory mentioned in the technical bid.	up/down/faulty/RMA raisedetc, equipments status as well mentioned into it before the AMC start by new bidder ?	
		5	15	Other Devices (WAVE, UCS Server, AAA, Compression Engine, Load Balancers, Firewall, IPS)	Request Indian bank to confirm whether this involves only AMC or bidder needs to do configuration management as well.	Configuration Management of all devices as per RFP except UCS server, Firewall and IPS
13	For AMC Charges	15	15	For the first year to commence AMC services for the particular equipment, the start date is the date mentioned in the bid document and the end date is 30th September of next year or the date of end of support (whichever is earlier). From second year onwards the start date shall be 1st October and the end date is 30th September of next year or date of end of support (whichever is earlier).	As per the commercial format, the bidder can put only for 1 year. However, during the first year, the total number of support days might be more or Lesser than 1 year. Hence, need clarity on provision of prorated pricing. Additionally OEM - Juniper has mentioned that they would be able to provide the support only from the current contract start date to End date. Need clarification.	It is clarified that, the bidder should quote the price from start date to 30 Sep 2021 for the first year. The price quoted should be prorated by the bidder accordingly.
		15	15	Proof of back lining of all the equipments with the respective OEM has to be submitted.	Proof of back lining of all the equipment's with the respective OEM has to be submitted within 10 working days of PO submission.	Please refer amendment
		15	15	AMC Charges : • Additional Network Equipment if any, has to be supported by successful bidder through AMC at the same price quoted for similar model of Network Equipment in commercial bid.	Any additional devices to be reported by the bank within 3 months from date of PO. Additional device will be supported after 30 days of receiving the PO of that devices. Devices reported for AMC post 3 months, which are not part of original list shared by bank, may attract separate AMC charges and same rate as mentioned in commercial bid will not apply.	No Change
		15	15	For the first year to commence AMC services for the particular equipment,	Request Indian bank to provide more clarity on this clause.	It is clarified that, the bidder should quote the price from start date to

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				the start date is the date mentioned in the bid document and the end date is 30th September of next year or the date of end of support		30 Sep 2021 for the first year. The price quoted should be prorated by the bidder accordingly.
		15	15	Additional Network Equipment if any, has to be supported by successful bidder through AMC	1. Indian Bank to provide the complete details of the products, existing contract details, OEM support last date, existing vendor AMC, any maintenance in progress, how many devices are crashed, RMA available etc., (Device model, Serial number, Existing SLA, additional module involved in AMC, contract start and end date) 2. The treatment of all the inventories where the OEM is not giving any support which is out of warranty 3. can we change the HW to other equivalent OEM	1.It is clarified that, device details will be provided at the time of opening of technical bid. Please refer Page No 15 in RFP. 2. It is clarified that the equipments that are not supported by OEM are not be covered under AMC. 3 No
		15	15	Proof of back lining of all the equipment's with the respective OEM has to be submitted	Request Indian bank to provide more clarity on this clause.	Please refer amendment
		15	15	For the first year to commence AMC services for the particular equipment, the start date is the date mentioned in the bid document and the end date is 30th September of next year or the date of end of support (whichever is earlier). From second year onwards the start date shall be 1st October and the end date is 30th September of next year or date of end of support (whichever is earlier).	Request Indian Bank to please elaborate the requirement in more detailed way.	It is clarified that, the bidder should quote the price from start date to 30 Sep 2021 for the first year. The price quoted should be prorated by the bidder accordingly.
		15	15	For the first year to commence AMC services for the particular equipment, the start date is the date mentioned in the bid document and the end date is 30th September of next year or the date of end of support (whichever is earlier). From second year onwards the	Request to please clarify this clause. Does it mean the contract will come to closure on 30th Sept 2025 as the contract period is for 5 years.	Yes, for AMC



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			start date shall be 1st October and the end date is 30th September of next year or date of end of support (whichever is earlier).		
	15	15	For AMC charges: For the first year to commence AMC services for the particular equipment, the start date is the date mentioned in the bid document and the end date is so" September of next year or the date of end of support (whichever is earlier). From second year onwards the start date shall be 1st October and the end date is so" September of next year or date of end of support (whichever is earlier).	Requested to clarify AMC charges applicabale to the deployed software tools also . Requested to include the clause as " The Warranty/ATS for the supplied software tools starts from deployment of 1st module".	This class refers only to existing Network Equipments
	15	15	For the first year to commence AMC services for the particular equipment, the start date is the date mentioned in the bid document and the end date is 30th September of next year or the date of end of support (whichever is earlier). From second year onwards the start date shall be 1st October and the end date is 30th September of next year or date of end of support (whichever is earlier). · Additional Network Equipment if any, has to be supported by successful bidder through AMC at the same price quoted for similar model of Network Equipment in commercial bid. · Proof of back lining of all the equipments with the respective OEM has to be submitted.	How Indian bank will ensure that Bidders are provided with all site readiness, power, cableing etc to ensure that I&C completed on time? Is Lan Cabling, Rack supply & I&C part of Bidder's scope?	It is clarified that mentioned clause refers to AMC of the existing network equipments in bank's network.
	15	15	Additional Network Equipment if any, has to be supported by successful	What is percentage of additional Equipments can we expect?	It is clarified that, additional equipment may be less than 10



				bidder through AMC at the same price quoted for similar model of Network Equipment in commercial bid.		percent.
		15	15	Proof of back lining of all the equipments with the respective OEM has to be submitted.	For EOSL products, OEM usually don't support. Can we support through our own stock/partner's stock?	No
		15	15	Additional Network Equipment if any, has to be supported by successful bidder through AMC at the same price quoted for similar model of Network Equipment in commercial bid.	Does business has some plan of expansion of devices if or not please advise the tentative number of devices which can be add/modify for AMC or advise if business wants bidder to consider some number on monthly or quarterly basis	This class refers only to existing Network Equipments
		15	15	Proof of back lining of all the equipments with the respective OEM has to be submitted.	Proof of back lining of all the equipment's with the respective OEM has to be submitted within 10 working days of PO submission.	Please refer amendment
14	Financial Bid	B	18	iv) No price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.	Any change in the customs / excise duty is done by the Govt of India. Increase or decrease in this component will be passed on to Bank. In case of more than 5% variation in foreign exchange, USD to INR compensation has to be made by Bank. Additional orders should be provided based on new rate.	No change
		B	18	No Price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.	Due to current global environment and its impact on hardware products being priced in USD, we request the Bank to allow a Forex Variation clause as under. " The current order value is computed at the exchange rate of 1 USD = Rs. xxx. Any Variation in exchange rate beyond 1% will be passed on to the bank as per exchange rate applicable on the date of invoicing/delivery.	No change
		B	18	No Price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.	If there is any Central/State Government of India led change to customs/Excise duty or any other taxes, we would need to update our invoices	No change. The price quoted is exclusive of taxes

					to the bank accordingly	
	B	18	iv) No price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.		Request to please allow price variation w.r.t. government levies like Customs Excise and other government Taxes.	No change. The price quoted is exclusive of taxes
	B	18	iv) No price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.		<p>No price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.</p> <p>Add : The Bank is responsible for payment of taxes, duties, octroi / entry tax, cesses and any other statutory levies (by whatever name called at the applicable rates from time to time, including any new levies or increase in existing levies) relating to the proposal. However, The Bank will not be responsible for income taxes and wealth taxes that may be payable by the successful bidder. In case of any new taxes or levies being attracted to the transaction after the date of submission of response by the bidder or if any existing taxes or levies are changed thereafter, the same shall be borne by the Bank. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of the Bank.</p> <p>It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.</p>	No change. The price quoted is exclusive of taxes

15	Cost of Bid Document & Bid Security (Earnest Money Deposit)	4	18	in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security	We request contract signing should be based on mutual agreed terms	No change
		4	18	The Bidder should upload at the time of online submission of Bid, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of Rs.1,80,00,000/- (Rupees One Crore Eighty Lakhs Only) and valid for 165 days from the last date for submission of Bid in the format provided in Annexure -VII, Bank may seek extension of Bank Guarantee, if required.	The Bidder should upload at the time of online submission of Bid, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of Rs.1,80,00,000/- (Rupees One Crore Eighty Lakhs Only) and valid for 165 90 days from the last date for submission of Bid in the format provided in Annexure -VII, Bank may seek extension of Bank Guarantee, if required.	No change
		4	18	a. Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.	a. Unsuccessful bidders' bid security will be discharged or returned upon disclosure of the after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.	No change
		4	18	c. The bidder will forfeit the Bid Security a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form. Or b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.	c. The bidder will forfeit the Bid Security a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form. Or b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.	No change
16	Benefits to MSE's	5	19	This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in	Please clarify how are these clauses getting applied in context of this RFP. How does this impact the qualification criteria set for the tools which needs to be either in Gartner or Forrester wave.	Please refer amendment



				India), Order 2017.		
17	Period of validity of bids	6	19	Bid should remain valid for a period of 120 days after the last date of submission of bid prescribed by bank	We request this be amended to "Bid should remain valid for a period of 90 days after the last date of submission of bid prescribed by bank	No change
	Period of validity of bids	6	19	Bids should remain valid for the period of 120 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as nonresponsive. Bank may seek extension of bid validity period, if required.	Bids should remain valid for the period of 120 90 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as nonresponsive. Bank may seek extension of bid validity period, if required.	No change
18	Clause 15- Signing of the Contract/Annexure VIII	15	21	Within 15 (fifteen) days of acceptance of the Purchase Order, the successful Bidder shall sign and date the Contract and return it to the Bank (Annexure-VIII in Section VI). The contract is valid for a period of 5 years from the date of contract. The contract may be renewed for further period at the discretion of the Bank at mutually agreed rates	Bidder understands that, its acceptance of the RFP will be read along with its proposal and same will form a part of the final contract and that the final contract will be signed on mutually agreed terms and conditions. And any renewal will be basis mutual agreement between the parties and on mutually agreed T&C's.	No Change
19	Performance Security	16	21	The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the Contract.	Bidder understands that, involving of Performance Security will be limited only to material breach of the terms and conditions of the mutually agreed contract.	No change.
		16	21	Failure of the successful bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.	Bidder requests that forfeiture be limited to instances where the Bidder has failed to accept/sign a mutually acceptable order	No change
		16	21	the Performance Security Form	Requested that Performance Security be	No change

				provided in the Bidding Documents for 10 % of the total amount quoted in the reverse auction	capped at 5% of the amount quoted in the reverse auction	
		16	21	16.1 Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents for 10 % of the total amount quoted in the reverse auction valid for a period of 66 months from the date of issue (with further one month claim period), in the form of a Bank Guarantee in the format enclosed from any Scheduled bank other than Indian Bank in the format provided in Annexure-IX	16.1 Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents for 10 % of the total amount quoted in the reverse auction valid for a period of 66 months from the date of issue (with further one month claim period), in the form of a Bank Guarantee in the format enclosed from any Scheduled bank other than Indian Bank in the format provided in Annexure-IX	No change
		16	21	16.2 The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the Contract.	16.2 The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the Contract.	No change
		16	21	16.4 Failure of the successful bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.	16.4 Failure of the successful bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security , in which event the Bank may call for new bids.	No change
20	Definition	1.1	23	Applicable Laws- means the laws and any other instruments having the force of law in India.	Bidder understands that Applicable Law in relation to each party for the purpose of this Contract will mean-"regulations that are generally applicable to its business." In case of IBM, it will be the	It is clarified that applicable law means the laws applicable to both bank and the bidder.



					regulations in relation to IT that are generally applicable Bidder's nature of business.	
21	Clause 2.1- Confidentiality and Annexure XII- Non-Disclosure Agreement	2.1	23	Confidentiality and Annexure XII- Non-Disclosure Agreement	Bidder wishes to clarify that information shall be identified as confidential at the time of disclosure (Confidential Information) to be deemed confidential. Confidential Information shall not include information that is independently developed by recipient or is in public knowledge or is already in the possession of the recipient or is received by receiving party from a third party. If receiving party is required to disclose Confidential Information due to a legal requirement, it shall provide prompt notice of the same to disclosing party. Confidentiality obligation shall survive for a period of two years from date of initial disclosure. Each party shall comply with the applicable export and import laws and regulations. Obligations of confidentiality shall only apply to Confidential Information shared post the execution of the Contract.	No change
22	Service Level Agreement	4	24	The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges exceed the overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	If Confidential Information shared pursuant to 15(d)(i), the disclosure will be subject to parties with whom the information is shared being subject to appropriate obligations of confidentiality.	No change
		4	24	∅ The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges exceed the overall payment due to the service provider in such case bank	Bidders requests this clause to be modified as "The aggregate of all penalties under the contract will not exceed 10% of the per Invoice value. Penalty should be Levied for	Please refer to amendment

				reserves the right to invoke the performance security submitted by successful bidder.	delays and breaches that are solely and directly attributable to the Bidder	
		4	24	The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges exceed the overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges exceed the overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	No change
		4	24	As per RFP	Refer 'Penalty' sheet for changes requested	No change
		Additional	24	Request to add	Add : Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, the aggregate penalty including liquidated damages, that can be deducted in a month shall be restricted to a maximum of 3% of the service charges payable to the bidder for that month.	Please refer amendment
23	Tool Installation and Operationalization Services Installation and Operationalization (sign off)	4.a	24	10 weeks from the date of Purchase Order Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 10 weeks from the date of purchase	12 weeks from the date of Hardware Delivery Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 12 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first	Please Refer Amendment

			order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the A(2) Tool software license cost.	
	4.a	24	Installation and Operationalization (sign off) - 10 weeks from the date of Purchase Order	Please define when it would be considered as the tool has been installed and operationalized	Please Refer Amendment
	4.a	24	Installation and Operationalization (sign off) - 10 weeks from the date of Purchase Order	Bidder requests increase of installation and operationalization period to 24 weeks	Please Refer Amendment
	4.a	24	Installation and Operationalization (sign off) - 10 weeks from the date of Purchase Order A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	Bidder requests penalty to be limited to Price schedules A(2) instead of Total contract value as these sections are relevant to the tool cost	Add as an amendment
	4.a	24	Installation and Operationalization (sign off) - 10 weeks from the date of Purchase Order A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	Bidder requests all penalties applicable in the year be limited to 10% of yearly contract value	Please Refer Amendment
	4.a	24	Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the	We request Bank to extend the Installation completion from 10 weeks to 20 weeks from Purchase order date	Please Refer Amendment

			respective OEMs and bidder should ensure tight integration between all such solutions within 10 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.		
	4.a	24	10 weeks from the date of Purchase Order - Installation and Operationalization (sign off)	16 weeks from the date of delivery of hardware and software - Installation and Operationalization (sign off)	Please Refer Amendment
	4.a	24	Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO].. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	A penalty of 0.1 % per week or part thereof for first two weeks, 0.2% per week or part thereof for every subsequent week subject to a maximum of 10% of the cost of the solution excluding other items..	Please Refer Amendment
	4.a	24	In case the penalty charges exceed the overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	We presume the overall penalty (considering all the penalties under various heads) will be limited to 10% of the overall contract value per month. Please confirm.	Please Refer Amendment
	4.a	24	A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	Penalty should be capped at 5% of the Total contract value	Please Refer Amendment
	4.a	24	The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges exceed the	∅ The penalty charges shall be deducted from the payment due to the supplier. In case the penalty charges	No change



			overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	exceed the overall payment due to the service provider in such case bank reserves the right to invoke the performance security submitted by successful bidder.	
	4.a	24	Installation and Operationalization (sign off)-10 weeks from the date of Purchase Order- Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 10 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	Please refer Section II Subsection 4 on page 14, we have requested for Operationalization to be completed in 24 week. Request Bank to clarify what the acceptance criteria against which bank will certify the work order completed.	Please Refer RFP
	4.a	24	Installation and Operationalization (sign off)-10 weeks from the date of Purchase Order- Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all	Refer to above point where we have sought on extending the operationalization to be completed in 24 weeks from Purchase Order. Request to change the penalty of 0.1 % per week or part thereof for first two weeks, 0.2% per week or part thereof for every subsequent week subject to a maximum of 3 % of the Cost of Tools excluding AMC/ATS	Please Refer Amendment

				such solutions within 10 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.		
		4.a	24	Penalty will be applicable if the installation and Operationalization is not completed as per the scope of the RFP within 10 weeks of the issue of purchase order [PO]. Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 10 weeks from the date of purchase order. A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.	Bidder request Indian Bank to amend this clause and make the penalty steady for the delay in delivery for the simple calculation and request Indian Bank to make penalty 0.2% per week instead of from first 2 weeks and later 0.4 % per week on undelivered amount only .	Please Refer Amendment
		4.a	24	4 .a Tool Installation and Operationalization Services	Requested to include the clause as " Any delay due to bank side will not considers for SLA evaluation and not considered for penalty".	No change
		4.a	25	Note :- If at any point of time during performance of the Contract, the bidder encounters conditions beyond his control for timely delivery and implementation of the Services, it is responsibility of the bidder to inform to the bank in writing, of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the bidder's notice, the Bank	Please clarify that "No Penalty will be applicable during the extension phase.	No Change

				shall evaluate the situation and may at its discretion extend the bidder's time for performance.		
24	AMC Services	4.b	25	Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at 10% total AMC charges payable for five one years for that particular equipment.	No change
		4.b	25	Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Bank shall levy penalty at rate of Rs.5000/- per day or part thereof from 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at 10% total AMC charges payable for five one years for that particular equipment.	No change
		4.b	25	1) Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Bank shall levy penalty at rate of Rs.500/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for one year for that particular equipment. In case if there is Banks dependency due to which the delay is there, same should be excluded from penalty.	No change
		4.b	25	2) Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular	Bank shall levy penalty at rate of Rs.2500/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for one year for that particular	No change

			equipment.	equipment. In case if there is Banks dependency due to which the delay is there, same should be excluded from penalty.	
	4.b	25	Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment	Bank shall levy penalty at rate of Rs.100/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment	No change
	4.b	25	Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment	Bank shall levy penalty at rate of Rs.100/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment	No change
	4.b	25	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within 24 hours either by rectification of fault or replacement by a standby device.	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within Next Business Day either by rectification of fault or replacement by a standby device. OEM TAC Support is available for 24*7. For Returns Material Authorization (RMA) it is classify as 24*7*4 Hours and 8*5*NBD. Next Business Day delivery is available, an Advance Replacement will ship the same day to arrive the next Business Day provided both the call and Cisco's diagnosis and determination of the failed Hardware have been made before 3:00 p.m., Depot Time. For requests after 3:00 p.m., Depot Time, the Advance Replacement will ship the next	No change

				<p>Business Day. Where Next Business Day delivery is not available, same day shipping will be provided. Under same day shipping, Advance Replacement will ship from the serving depot location that same Business Day, provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. Determinations that occur after 3:00 p.m. Depot Time will be shipped the following Business Day.</p> <p>Advance Replacement services are subject to geographic and weight restrictions depending upon Customer's location. Cisco shall use commercially reasonable efforts to provide Customer with Hardware replacement services where available.</p>	
	4.b	25	However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Suggest to limit the penalty amount to the total AMC charges payable for the remaining part of that year for that particular equipment. Kindly confirm.	No change
	4.b	25	However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Total Penalty under this head should be capped at 5% of the total AMC charges payable for 5 years for that particular equipment. The current penalty clause is not acceptable.	No change
	4.b	25	Note :- If at any point of time during performance of the Contract, the bidder encounters conditions beyond his control for timely delivery and implementation of the Services, it is responsibility of the bidder to inform to the bank in writing, of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after	Please clarify that "No Penalty will be applicable during the extension phase.	No change

			receipt of the bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the bidder's time for performance.		
	4.b	25	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within 24 hours either by rectification of fault or replacement by a standby device. - Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Request to change the terms as If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within 48 hours either by rectification of fault or replacement by a standby device. - Bank shall levy penalty at rate of Rs.500/- per day (Applicable during Bank working days) or part thereof from 48 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted for all incident clubbed will be pegged at total amount of AMC charges payable for one year for that particular equipment.	No change
	4.b	25	If the successful bidder fails to rectify the fault in equipment at DC, DR, NDR, HO, Treasury, Corporate Branches, Service Branches and CO within 4 hours either by rectification of fault or replacement by a standby device.	Request bank to share the locations details of DC,DR,NDR,HO,Treasure,Corporate branches,Service branches and CO	It is clarified that details will be provided to successful bidder.
	4.b	25	If the successful bidder fails to rectify the fault in equipment at DC, DR, NDR, HO, Treasury, Corporate Branches, Service Branches and CO within 4 hours either by rectification of fault or replacement by a standby device. - Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular	Request to change the penalty at rate of Rs.2000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at 10% of AMC charges payable for one year for that particular equipment.	No change



			equipment.		
	4.b	25	1) Bank shall levy penalty at rate of Rs.1000/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Request Indian Bank to please amend the clause as below. 1) Bank shall levy penalty at rate of Rs.500/- per day (Applicable during Bank working days) or part thereof from 24 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for one year for that particular equipment. Also bidder request Indian Bank to please exclude the FLT time from the penalty calculation .	No change
	4.b	25	2) Bank shall levy penalty at rate of Rs.5000/- per day or part thereof after 4 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for five years for that particular equipment.	Request Indian Bank to please amend the clause as below. 1) Bank shall levy penalty at rate of Rs.1000/- per day or part thereof after 6 Hours from reporting the issue to the Bidder. However, the total amount of penalty deducted per incident will be pegged at total AMC charges payable for one year for that particular equipment. Also bidder request Indian Bank to please exclude the FLT time from the penalty calculation .	No change
	4.b	25	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within 24 hours either by rectification of fault or replacement by a standby device.	will this condition exempted if the device is not into AMC of 24 hours and standby device is not available in stock or due to some emergency OEMs(COVID19 example) is not able to deliver the replacement of the device	No change
	4.b	25	If the successful bidder fails to rectify the fault in equipment at DC, DR, NDR, HO, Treasury, Corporate Branches, Service Branches and CO within 4 hours either by rectification of fault or	will this condition exempted if the device is not into AMC of 4 hours and standby device is not available in stock or due to some emergency OEMs(COVID19 example) is not able to	No change



				replacement by a standby device.	deliver the replacement of the device	
		4.b	25	4. b AMC Services	Add : The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value for AMC portion and penalty for a given month should not be more than 3% of monthly invoice value for AMC portion.	No change
		4.b	25	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within 24 hours either by rectification of fault or replacement by a standby device.	If the successful bidder fails to rectify the faulty network devices at branches, Zonal Offices, FGM offices and ATM's (offsite) within Next Business Day either by rectification of fault or replacement by a standby device.	No change
		4.b	25	AMC services	Bank may provide a small store area at branches, Zonal Offices, FGM offices on the request by the bidder to store the inventory if needed.	Bank may provide a storage area if feasible.
25	Solution Availability	4.c	26	Below 99.50% uptime (monthly); for every 0.05% increase in down time, 0.5 % of tool (purchased through this RFP) AMC cost (yearly) will be charged subject to a maximum of five year AMC cost of overall tool purchased through this RFP	Bidder requests relaxation of uptime to 99% and penalty to apply at 0.05% of yearly tool AMC cost for every 0.05% increase in downtime	No change
		4.c	26	c) Solution Availability and penalty for NMS , IPAM, ITSM and IT Asset & Patch Management Solution Below 99.50% uptime (monthly); for every 0.05% increase in down time, 0.5 % of tool (purchased through this RFP) AMC cost (yearly) will be charged subject to a maximum of five year AMC cost of overall tool purchased through this RFP. However, below 85.00 %, Bank reserves	Request Indian Bank to please amend the clause as below. c) Solution Availability and penalty for NMS , IPAM, ITSM and IT Asset & Patch Management Solution Below 99.50% uptime (monthly); for every 0.5% increase in down time, 0.5 % of tool (purchased through this RFP) AMC cost (yearly) will be charged subject to a maximum of one year AMC cost of overall tool purchased through this RFP. However, below 85.00 %, Bank	No change

					reserves	
		4.c	26	The Total Solution Uptime required are defined as 24/7 X 365	Is this exceptmed if there is some UPS/earthing/power/etc downtime caused the issues?	It is clarified that the downtime caused due to UPS/earthing/power issues which are not attributable to successful bidder would not be considered as downtime.
		4.c	26	c) Solution Availability and penalty for NMS , IPAM, ITSM and IT Asset & Patch Management Solution Below 99.50% uptime (monthly); for every 0.05% increase in down time, 0.5 % of tool (purchased through this RFP) AMC cost (yearly) will be charged subject to a maximum of five year AMC cost of overall tool purchased through this RFP. However, below 85.00 %, Bank reserves the right to invoke the Performance Bank Guarantee (PBG) and the contract will be terminated.	c) Solution Availability and penalty for NMS , IPAM, ITSM and IT Asset & Patch Management Solution Below 99.50% uptime (monthly); for every 0.05% increase in down time, 0.5 % of tool (purchased through this RFP) AMC cost (yearly) will be charged subject to a maximum of five year AMC cost of overall tool purchased through this RFP. However, below 85.00 %, Bank reserves the right to invoke the Performance Bank Guarantee (PBG) and the contract will be terminated.	No change
26	Link Maintenance	4.d	26	Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office. Monthly Uptime required 99.99%	Bidder request to change the uptime of 99.95% for Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.	No change
		4.d	26	Criteria for Service level computation: Uptime %	Bidder requests reduction in SLA of all single link connected locations to 99%	No change
		4.d	26	Criteria for Service level computation: Uptime %	Bidder requests downtime on account of service provider issue to be excluded from Bidder's uptime calculation	No change
		4.d	26	A) Below 99.99% uptime; For every 0.01% increase in down time Rs. 2000/- will be charged subject to a maximum of Rs.1 lakh per link per month.	As per our understanding it is restricted to BSNL / MTNL links. For these critical links, we need clarity that BSNL / MTNL have connected these sites with dual last mile from different exchanges to maintain high uptime. The uptime should be considered for Network only not to the link. For every 0.01% increase in down time Rs. 2000/- will be charged	No change

				Maximum charges limiting to one month charge/	
4.d	26	B) Below 99.95% uptime; For every 0.50% increase in down time Rs. 1000/- will be charged subject to a maximum of Rs.5,000/- per link per month.		As per our understanding it is restricted to BSNL / MTNL links. For these critical links, we need clarity that BSNL / MTNL have connected these sites with dual last mile from different exchanges to maintain high uptime. The uptime should be considered for Network only not to the link. For every 0.50% increase in downtime, Rs.500/- to be charged and maximum charges limiting to one month charge.	No change
4.d	26	B) MTTR - 2 Hours		We want MTTR to be modified as below: Tier 1 Cities 4 hours, Tier 2 Cities 6 hours, Tier 3 Cities 8 hours and Tier 4 Cities NBD. This is to take care of any field visit required for restoration	No change
4.d	26	C) Below 99% uptime; For every 1.00% increase in down time Rs. 500/- will be charged subject to a maximum of Rs.2000/- per link per month		As per our understanding it is restricted to BSNL / MTNL links. Below 99% uptime; For every 1.00% increase in down time Rs. 100/- will be charged subject to a maximum of Rs.1000/- per link per month	No change
4.d	26	C) MTTR - 4 Hours		We want MTTR to be modified as below: Tier 1 Cities 4 hours, Tier 2 Cities 6 hours, Tier 3 Cities 8 hours and Tier 4 Cities NBD. This is to take care of any field visit required for restoration	No change
4.d	27	e) The service provider should be committed to put in their best efforts in early fault removal for the Leased Lines Connections in the INDIAN BANK NETWORK. However, the service provider shall not be responsible for any delay on account of any major communal disruption, strikes, bandhs, and natural calamities		The bidder will coordinate / liaison with BSNL / MTNL for any new link provisioning or for existing links uptime. If there is a breach in SLA due to delay from BSNL / MTNL, the bidder will inform the Bank as per the escalation provided and the clock will stop till restoration. There will not be any penalty levied on the bidder by the Bank for the delay from BSNL / MTNL.	No change

		4.d	26-27	Additional	<p>Bidder suggests addition of below section; UPTIME EXCEPTIONS (for SLA) The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement (a) Time lost due to power or environmental failures ;(b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or units thereof due to causes attributable of additional devices, making alteration of the system or units thereof due to causes attributable of additional devices, making alteration of the system, maintenance of the system etc. without bidders consent and/ failure to maintain the site required by the bank;(d) Time taken for reconfiguration or other planned downtime situations (f) scheduled shutdown as required by Bank; (Bidder may also request Bank for a shut down as required by Bank; (Bidder may also request Bank for a shutdown for maintainance purpose, which request will not be denied unreasonably by Bank); (g) Time taken for booting the system (h) Time Lost due to unavailability of link.</p>	No Change
		4.d	26	Link Maintenance, If the links being managed (BSNL/MTNL) are down the following penalty is applicable.	If the issue is due to ISP side, We request customer that the Penalty will not applicatble and MTTR will not be calucated to the bidder.	No change
		4.d	26	If the links being managed (BSNL/MTNL) are down the following penalty is applicable.	Request Bank to clairfy the statement in the heading of the table. "If the Links being managed by (BSNL/MTNL).	No change
		4.d	26	If the links being managed	We also request Bank to clarify the	No change

			(BSNL/MTNL) are down the following penalty is applicable.	scope for links from BSNL/MTNL	
	4.d	26	If the links being managed (BSNL/MTNL) are down the following penalty is applicable.	Please confirm that if the link is down due to service provider issue Bidder is not responsible for Downtime penalty. Bidder will be following up with service provider to restore the services.	No change
	4.d	26	If the links being managed (BSNL/MTNL) are down the following penalty is applicable.	Request bank to clarify that the requested Service Levels of Uptime and MTTR for Links are provided by BSNL/MTNL in current operations and that Bank has underpinning contract with BSNL/MTNL for such service levels.	No change
	4.d	26	Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.	Request to Change the MTTR to 2 Hours and any reasons attributed to service provider will be excluded from downtime.	No change
	4.d	26	Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.	Request to change the Penalty as " Below 99.99% uptime; For every 0.01% increase in down time Rs. 1000/- will be charged subject to a maximum of Rs.50 Thousand per link per month. " This penalty would be applicable in case both primary and backup links have been down simultaneously.	No change
	4.d	26	Zonal Offices, , FGM offices, Corporate Branches and Service Branches	request to Change the MTTR to 4 Hours and any reasons attributed to service provider will be excluded from downtime.	No change
	4.d	26	Zonal Offices, , FGM offices, Corporate Branches and Service Branches	Request to change penalty as " Below 99.95% uptime; For every 0.50% increase in down time Rs. 500/- will be charged subject to a maximum of Rs.2,500/- per link per month " This penalty would be applicable in case both primary and backup links have been down simultaneously.	No change
	4.d	26	Branch	request to Change the MTTR to 8 Hours and any reasons attributed to service	No change

				provider will be excluded from downtime.	
	4.d	26	Branch	Below 99% uptime; For every 1.00% increase in down time Rs. 250/- will be charged subject to a maximum of Rs.1000/- per link per month. This penalty would be applicable in case both primary and backup links have been down simultaneously.	No change
	4.d	27	If the link is up either with primary or secondary back up medium and if the users at that site can access all remote sites and all applications, it will not be considered as downtime	In this case, request Indian Bank to consider 99.9% for Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office. 99.5% for Zonal Offices, , FGM offices, Corporate Branches and Service Branches.	No change
	4.d	26	If the links being managed (BSNL/MTNL) are down the following penalty is applicable.	Request Indian Bank to please share details as per below :	No change. Requested data will be shared with successful bidder
	4.d	26	Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office. Monthly Uptime required 99.99% 1 hour	1. Indian Bank need to share the Service level agreement signed up with BSNL. 2. Last 3 years of Up time with BSNL. 3. We assume combining both the links its about the site up time and not the link uptime.	No change. Requested data will be shared with successful bidder
	4.d	26	Zonal Offices, , FGM offices, Corporate Branches and Service Branches 99.95% 2 hour	4. Trends for last 3 year. 5. Whether BSNL had given fiber on ring or Zonal offices ?	No change. Requested data will be shared with successful bidder
	4.d	26	Branch 99% 4 hour	6. Total number of Sites with WAN Connectivity details	No change. Requested data will be shared with successful bidder
	4.d	26	Total quarterly penalty amount for Network Monitoring Charges = A+B+C	7. Who will provide the hand and Field support on remote sites if required as the MTTR for branches is 4 hours as the scope for Branch uptime is scoped into Zonal L1 Engineer.	No change. Requested data will be shared with successful bidder
	4.d	26	4.d Link Maintenance	Request Indian Bank to confirm type of last mile connectivity provided by BSNL for Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.	No change. Requested data will be shared with successful bidder
	4.d	26	4.d Link Maintenance	Request Indian bank to Change this	No change

				Clause - As an industry standard 99.5% SLA is for the fiber last mile and for other last mile – 95% SLA	
	4.d	26	Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.>>>Below 99.99% uptime; For every 0.01% increase in down time Rs. 2000/- will be charged subject to a maximum of Rs.1 lakh per link per month.	Request Indian Bank to please amend the clause as below. Data Centre, DR site, NDR site, Treasury, Head Office and Corporate Office.>>>Below 99.95% uptime; For every 0.1% increase in down time Rs. 1000/- will be charged subject to a maximum of Rs.50000 per link per Quarter .	No change
	4.d	26	Zonal Offices, , FGM offices, Corporate Branches and Service Branches>>>> Below 99.95% uptime; For every 0.50% increase in down time Rs. 1000/- will be charged subject to a maximum of Rs.5,000/- per link per month.	Request Indian Bank to please amend the clause as below. Zonal Offices, , FGM offices, Corporate Branches and Service Branches>>>> Below 99.5% uptime; For every 0.50% increase in down time Rs. 500/- will be charged subject to a maximum of Rs.2,000/- per link per Quarter.	No change
	4.d	26	Branch,Below 99% uptime; For every 1.00% increase in down time Rs. 500/- will be charged subject to a maximum of Rs.2000/- per link per month	Request Indian Bank to please amend the clause as below. Below 98.5% uptime; For every 1.00% increase in down time Rs. 200/- will be charged subject to a maximum of Rs.1000/- per link per Quarter.	No change
	4.d	26	coordination	As Indian Bank connectivity is running on different network, so coordination work is required for the uptime of the connectivity. Bidder would request Indian Bank to support in coordinating with the connectivity team so the uptime would be maintained.	No change
	4.d	26	Solution Availability for Tools	Can cloud based tool solutions be proposed?	No; Cloud based tool solution will not be accepted.
	4.d	26	4.d Link Maintenance	1. Penalty should not be applicable if the link is down due to issues with BSNL / MTNL. The reason being that rectification will be dependent on the	No change

				time-lines as agreed between Bank and MTNL / BSNL and hence not under our direct control. 2. Its also assumed that Bank has backup / redundant links for every location. Please confirm.	
	4.d	27	DH = Downtime Hours	In case there is any bulk/major failure at the BSNL/MTNL end, then does the Service Provider get an SLA exclusion on the downtime calculations in such scenario?	Please refer RFP, Page No 27.
	4.d	26	Section A,B,C	Is this exceptmtd if there is some external reason for outage example fiber cut/Power outage in exchange etc. by BSNL/MTNL ?	It is clarified that the downtime caused due to UPS/earthing/power issues which are not attributable to successful bidder would not be considered as downtime.
	4.d	26	Request to add	Add : The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value	No Change
	4.d	27	d) Downtime caused due to non-WAN related issues which include (but is not limited to) the following: Server, Desktop, Cabling, UPS/Power, Application, Force Majeure eventualities, would not be considered as Downtime.	d) Downtime caused due to non-WAN related issues which include (but is not limited to) the following: Server, Desktop, Cabling, UPS/Power, Application, Force Majeure eventualities, would not be considered as Downtime.	No change
	4.d	27	4.d Link Maintenance	1. Is the test environment for testing patches to be released also to be setup by us? 2. Its assumed that all approvals for release of patches will be granted by Bank officials only.	No change

					3. What all assets will need to be covered under patch management? Ex: Operating Systems, VMs, Databases etc.. Please confirm and share the list of devices and assets that should be covered.	
27	Incident Restoration SLA for NOC	4.e	27	Severity of Incident - Critical	Bidder requests penalty to be applicable if downtime continues >3 hours	No Change
		4.e	27	Severity of Incident - High	Bidder requests penalty to be applicable if downtime continues >6 hours	No Change
		4.e	27	Severity of Incident - Medium	Bidder requests penalty to be applicable if downtime continues >8 hours	No Change
		4.e	27	A) > 1 Hours and ≤ 3 Hours. 0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 5% of manpower deployed for NOC	No Change
		4.e	27	0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	Penalty should be capped at 5% of the Total contract value	No Change
		4.a to 4.g	24-26	Penalty and LD	Bidder requests penalties and LDs be levied a) only be delays and breaches that are solely and directly attributable to the Bidder b) as Bank's sole and exclusive remedy c) only be deducted from amounts due to the Bidder/Company if not disputed by the Bidder/Company. In no event, will the aggregate of all penalties and LD's under the contract exceed 10% of the total contract value.	No Change
		4.e	27	Critical > 1 Hours and ≤ 3 Hours	request to change the penalty to 0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
		4.e	27	Critical > >3 Hours	request to change the penalty to 0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up	No Change

					to 2% of Annual contract value	
	4.e	27	High> 2 Hours and ≤ 4.5 Hours		request to change the penalty to 0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	High> >4.5 Hours		request to change the penalty to 0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	Medium>4 Hours and ≤ 8 Hours		request to change the penalty to 0.05% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	Medium >8 Hours		request to change the penalty to 0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	Low>10 day and ≤ 30 days		0.025 % of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	>30 days		request to change the penalty to 0.05% of yearly charges payable for manpower deployed for NOC for every incident, Up to 2% of Annual contract value	No Change
	4.e	27	SLA-Incident Restoration SLA for NOC		Bidder request Indian Bank as the SLA for NOC is completely as per the configuration requirement of the Indian Bank which Indian Bank would be sharing with the bidder, so bidder request Indian Bank to reduce the maximum penalty of SLA i.e. of 10% of total contract value to 5% of yearly contract value for manpower	No Change
	4.e	27	Section A,B,CD,a,b,c,d		will this estoration time include user side confirmation on email saying issues is resolved ?	Yes
	4.e	28	If any incident occurred due to configurations changes or during		Bidder requests rephrase to "If any incident occurred due to configurations	Please refer amendment

			change management procedure above mentioned penalties will be applicable. It will be bank's discretion to assign the appropriate severity parameter to the incident.	changes made by bidder or during change management procedure executed by bidder above mentioned penalties will be applicable."	
	4.e	28	a) Critical: In case multiple subsystems are down threatening business continuity and multiple users are affected, it shall be considered as a Critical incident.	Please elaborate the definitions of subsystems. Please define number to be considered for "multiple users".	"Subsystem" refers to related systems which are affected due to occurrence of particular incident and banking services are disrupted. Multiple user count is the user count who are unable to access services due to incidents. It depends on severity of incident and Bank's business location.
	4.e	28	b) High: In case any of the subsystem is down causing high impact on business operations and few clients are affected, it shall be considered as a High Severity incident.	Please elaborate the definitions of subsystems. Please define number to be considered for "few clients".	"Subsystem" refers to related systems which are affected due to occurrence of particular incident and banking services are disrupted. Few Client is the user count who are unable to access services due to incidents. It depends on severity of incident and Bank's business location.
	4.e	28	c) Medium: In case an essential functionality becomes unavailable which is not actually hampering the business but may impact few services if not attended immediately will be termed as medium.	Please elaborate the definition of "few services"	Few services are the impacted services due to incidents. It depends on severity of incident and Bank's business location.
	4.e	28	A) >3 Hours. 0.4% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	0.4% of yearly charges payable for manpower deployed for NOC for every incident, Up to 5% of manpower deployed for NOC	No Change
	4.e	28	B) > 2 Hours and ≤ 4.5 Hours . 0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 5% of manpower deployed for NOC	No Change
	4.e	28	B) >4.5 Hours . 0.2% of yearly charges payable for manpower deployed for	0.2% of yearly charges payable for manpower deployed for NOC for every	No Change

			NOC for every incident, Up to 10% of total contract value	incident, Up to 5% of manpower deployed for NOC	
	4.e	28	C) >4 Hours and ≤ 8 Hours . 0.05% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	0.05% of yearly charges payable for manpower deployed for NOC for every incident, Up to 5% of manpower deployed for NOC	No Change
	4.e	28	C) >8 Hours. 0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	0.1% of yearly charges payable for manpower deployed for NOC for every incident, Up to 5% of manpower deployed for NOC	No Change
	4.e	29	The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	Bidder requests penalty be limited to 10% of yearly manpower charges	Please refer amendment
	4.e	29	a) The response time for all types of Help Desk services (related to network) incidents shall be within 15 min.	Bidder requests response time vary as per criticality. Bidder recommends Critical - 15 mins High - 30 mins Medium - 2 hours Low - 4 hours	Please refer amendment
	4.e	29	c) First Information Report of any incidents should be communicated to the Bank within 4 hours from the time of occurrence of the incident/issue	Please elaborate on information expected to be covered in First Information Report	It includes information like incident reporting time, impacted services, users etc.
	4.e	29	e) Root Cause Analysis (RCA) of any incidents should be communicated to the Bank within 24 hours from the time of occurrence of the incident/issue.	As RCA analysis may required detailed investigation, bidder requests relaxation for submission of RCA to 5 working days.	Please refer amendment
	4.e	29	The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount.	The maximum aggregate cap on account of penalty should be limited to the overall ceiling of 5% of the total contract amount.	Please refer amendment
	4.e	28	If any incident occurred due to configurations changes or during change management procedure above	What will be the severity parameter to the incident if the behaviour of network is degradation(Slow) but not	Severity will be decided by analyzing the root cause of the incident and impact occurred due to particular



			mentioned penalties will be applicable. It will be bank's discretion to assign the appropriate severity parameter to the incident.	disruption(Non-functioning) (Also incase of Application performance if and caused by the ISP end).	incident.
	4.e	28	Critical or High or Medium.	We request Bank to nominate a SPOC, who will be available for the cordination and direction to execute the resolution or change required in Banks IT infrasturcutre, network/security architecture changes, network topology changes etc.	It is clarified that, bank will have the team in place who will coordinate and provide necessary directions to execute the change requests.
	4.e	29	Total penalty amount for Incident Restoration SLA for NOC = A + B + C + D The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	request to change the maximum aggregate cap on account of penalty will be limited to the overall ceiling of 5% of the total contract amount. The contract can be terminated if the overall penalty exceeds 5% of the total contract amount.	No Change
	4.e	28	As per RFP	Refer 'Penalty' sheet for changes requested	No Change
	4.e	28	Total penalty amount for Incident Restoration SLA for NOC = A + B + C + D The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	Total penalty amount for Incident Restoration SLA for NOC = A + B + C + D The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total 3% of Annualized contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total 3% of Annualized contract amount. In case of Termination, Successful Bidder shall be paid for the goods delivered and services rendered till the date of termination	No Changes
	4.e	28	d) The maximum penalty during a measurement or invoicing period will be capped to 10% of total FMS cost (NOC Resource) or invoicing value	d) The maximum penalty during a measurement or invoicing period will be capped to 10% 3% of total FMS cost (NOC Resource) or invoicing value	No Changes

				during that measurement or invoicing period.	during that measurement or invoicing period.	
28	Asset and Patch Management Solution	4.f	29	SLA - High Critical Alerts	Bidder requests relaxation of SLA to 4 hrs	No Change
		4.f	29	Roll Back of patches - 1 hour from the time of intimation from the Bank to roll back – C2	Bidder can execute command of roll back within 1 hour. However, actual rollback on client system is dependant on factors outside bidders control such as system availability etc. Request to limit roll back SLA to command execution on Patch management tool	Accepted
		4.f	29	Reporting on Asset and Patch Management - As specified by the Bank – Service Level will be categorized under C2	Bidder requests service level to be categorized C3	No Change
		4.f	30	ITAM client deployment – For new systems and for systems due to formatting/reinstallation – From the time of provision of system credentials 48 hours - Service Level will be categorized under C2	Time to start from time bidder is informed by Bank of new system availability or formatting/reinstallation	Yes
		4.f	30	Reporting on ITAM clients reporting and non-reporting - Daily and as when required by the Bank - Service Level will be categorized under C2	Bidder requests service level to be categorized as C3	No Change
		4.f	30	Compliance Management – Service Level will be categorized as per compliance level of systems	Bidder requests service level calculation to consider systems which are not reporting due to bidders configuration of the system. Dependencies on user, client, vendor, bank or bank's infrastructure to be excluded from service level	Accepted
		4.f	30	System Security/Patch Compliance Level	Please confirm all parameters considered for compliance by bidders solution under System Security	Please refer RFP page No. 30, Point no. 6 for system patch(Applicable/approved patches) compliance level.
		4.f	30	Once in a month and as when required by the Bank - Service Level will be categorized under C2	Please confirm the actions and targets expected from bidder for adhering to service level.	It is clarified that, action and targets are as per the scope of the RFP.

		4.f	30	2 to 5 incidents – 2% (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as 2 to 5 incidents – 0.5% (total Incident) of tool (purchased through this RFP) quaterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quaterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
		4.f	30	Above 5 incidents – 2.5% (per incident up-to 15%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as Above 5 incidents – 1% (total incident) of tool (purchased through this RFP) quaterly AMC cost of hardware & software) will be charged subject to a maximum of 5% of quaterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
		4.f	30	5 to 10 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as 5 to 10 incidents – 0.25 % (total Incident) of tool (purchased through this RFP) quaterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quaterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
		4.f	30	11 to 20 incidents – 0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as 11 to 20 incidents – 0.5 % (total Incident) of tool (purchased through this RFP) quaterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quaterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
		4.f	31	Above 20 incidents – 1 % (Per Incident up to 15%) of tool (purchased through this RFP) AMC cost of hardware &	We request Bank to modify the clause as Above 20 incidents – 0.75 % (total	Please Refer Amendment

			software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	Incident of tool (purchased through this RFP) quarterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quarterly AMC cost of hardware & software of overall tool purchased through this RFP	
	4.f	31	10 to 20 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as 10 to 20 incidents – 0.25 % (total Incident of tool (purchased through this RFP) quarterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quarterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
	4.f	31	Above 20 incidents –0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	We request Bank to modify the clause as Above 20 incidents – 0.5 % (total Incident of tool (purchased through this RFP) quarterly AMC cost of hardware & software will be charged subject to a maximum of 5% of quarterly AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
	4.f	31	The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount.	The maximum aggregate cap on account of penalty should be limited to the overall ceiling of 5% of the total contract amount.	No Change
	4.f	30	Asset & Patch Management for Severity Level C1(A), C2 and C3 Definitions	These definitions do not correspond to industry defined service levels for asset and patch management. Typically they are measured as Patch Management - Percentage of devices patched. This is measured at success rate of 98% for a quarter. Asset Management - Percentage of assets matching with data provided either manually or through asset management solution. This is measured	Please refer to RFP Page no.30 , Point 6 for patch compliance level.

					at success rate of 95-98%. Request bank to amend the RFP to reflect appropriate definitions.	
	4.f	30	Penalty Terms for the above Activity 1. For Severity Level - C1 (A) b) 2 to 5 incidents – 2% (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP c) Above 5 incidents – 2.5% (per incident up-to 15%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP		Request Indian Bank to please amend the clause as below. 1. For Severity Level - C1 (A) b) 2 to 5 incidents – 0.5% (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP c) Above 5 incidents – 1 % (per incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP	Please Refer Amendment
	4.f	30	2. For Severity Level – C2 (B) b) 5 to 10 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP c) 11 to 20 incidents – 0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP d) Above 20 incidents – 1 % (Per Incident up to 15%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be		Request Indian Bank to please amend the clause as below. 2. For Severity Level – C2 (B) b) 5 to 10 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP c) 11 to 20 incidents – 0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP d) Above 20 incidents – 1 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware &	Please refer amendment

			charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased the	
4.f	31	3. For Severity Level – C3 © b) 10 to 20 incidents – 0.5 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP c) Above 20 incidents –0.75 % (Per Incident up to 10%) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	Request Indian Bank to please amend the clause as below. a) 1 to 10 incidents – No penalty b) 10 to 20 incidents – 0.25 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP c) Above 20 incidents –0.25 % (Per Incident) of tool (purchased through this RFP) AMC cost of hardware & software (yearly) will be charged subject to a maximum of one year AMC cost of hardware & software of overall tool purchased through this RFP Total penalty amount for Asset & Patch Management Solution= A + B + C The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total one year contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	Please refer amendment	
4.f	33	The Asset and Patch Management (L2 Engineer) on shift must be available and replacement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for	Bidder assumes that these leave are apart from the bank holidays and weeks off of the engineers, bidder request Indian Bank to reduce the penalty for engineer if absence more than permissible period from Rs 10000 to Rs 1000 /-per day.	Please refer amendment	

			the particular Engineer.		
	4.f	31	Total penalty amount for Asset & Patch Management Solution= A + B + C The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	Total penalty amount for Asset & Patch Management Solution= A + B + C The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total 3% of Annualized contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total 3% of Annualized contract amount. In case of Termination, Successful Bidder shall be paid for the goods delivered and services rendered till the date of termination	No Change
	4.f	33	- If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 25% of the monthly charges payable for total L2 engineers will be deducted as penalty every month.	- If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 25% 3% of the monthly charges payable for total L2 engineers will be deducted as penalty every month. The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value	No Change
		30	Once in a month and as when required by the Bank - Service Level will be categorized under C2	Please confirm the actions and targets expected from bidder for adhering to service level.	It is clarified that, action and targets are as per the scope of the RFP.
		30	Once in a month and as when required by the Bank - Service Level will be categorized under C2	Please confirm the actions and targets expected from bidder for adhering to service level.	It is clarified that, action and targets are as per the scope of the RFP.
		30	Once in 6 months - Service Level will be categorized under C2	Please confirm the actions and targets expected from bidder for adhering to service level.	It is clarified that, action and targets are as per the scope of the RFP.
		30	For Severity Level - C1 (A)	Bidder requests penalty to be charged for billing period subject to maximum of	Please refer amendment

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
Date: - 03.06.2020

				10% yearly AMC cost of software purchased through this RFP	
		30	For Severity Level - C2 (B)	Bidder requests penalty to be charged for billing period subject to maximum of 10% yearly AMC cost of software purchased through this RFP	Please refer amendment
		30	3. For Severity Level – C3 ©	Bidder requests penalty to be charged for billing period subject to maximum of 10% yearly AMC cost of software purchased through this RFP	Please refer amendment
		30	All Severity Levels	Incidents to be considered for calculation limited to incidents on platform/tools provided by the bidder under this RFP	No Change
		30	Vulnerability Management	We understand Vulnerability Management excludes actual VAPT testing but includes implementation of VAPT recommendations. Request to clarify.	Yes.
		30	Patch Management - Service Levels for roll-out	<p>Request bank to amend the RFP with following recommendations as the given service levels have a huge impact on the banks network and servers and can potentially cause impact to bank's operations.</p> <p>Critical Patches on Servers - 8 Hours post testing and approval from Bank. Medium/Low Critical Patches on Servers - within 24 hours post testing and approval from Bank.</p> <p>Desktop/Laptops - 4 Business day for complete roll-out.</p> <p>Zero Day Patches - within 4 hours post testing and approval from Bank on Servers 24 Hours post testing and approval</p>	No Change; Patch will be installed only after getting approval from bank.

					from Bank on desktops/laptops	
					Unsupported version of devices from OEM, will be excluded from SLA calculations.	
			30	... charged subject to a maximum of five year AMC cost of hardware & software of overall tool purchased through this RFP	Can penalty cap be for one quarter of the particular equipment rather than 5 years?	No Change
29	SLA for manpower support:	4.g	31	<ul style="list-style-type: none"> The Successful Bidder has to maintain a panel of Engineers to ensure that proper substitutes are provided in case any of the permanent Engineers proceed on leave. Successful Bidder has to ensure that the Engineers continue to work for at least one year in the bank premises. The exceptions are to be notified to the bank and suitable replacements must be provided The substitute Engineer must be provided a handoff of 1 month duration in Bank's setup at DC/DR/HO locations and a handoff of 2 weeks at Zonal Offices. 	Bidder request bank to remove the below clause from this section. Successful Bidder has to ensure that the Engineers continue to work for at least one year in the bank premises.	No Change
		4.g	31	<ul style="list-style-type: none"> The vendor should provide adequate shadow resources during the absence of regular engineers while on leave / shift duties / availing holidays declared by the bank / availing Compensatory-off. These shadow resources also should have the same qualifications as given in the table and be in the rolls of the bidder company. 	Bidder will ensure the 24*7 operation where ever specifically called in RFP. But wherever only one seat is asked i.e. General Shift the clause for shadow resource will not be available during "availing holidays declared by the bank / availing Compensatory-off."	Please Refer Amendment
		4.g	31	<ul style="list-style-type: none"> The vendor should provide adequate shadow resources during the absence of regular engineers while on leave / shift duties / availing holidays declared by the bank / availing Compensatory-off. These shadow resources also 	1) Bidder requests backup engineer provisioning in cases where absence exceeds 2 days 2) Bidder requests that the deployed resource may be on rolls of bidder or bidder's authorized partner depending	No Change

			should have the same qualifications as given in the table and be in the rolls of the bidder company.	on the roll of the permanent engineer	
	4.g	31	<ul style="list-style-type: none"> Bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement. 	Shifting support staff to other locations in different cities will result in additional expenses for the support staff and increased attrition. Request this clause to be limited to locations within the same city	No Change
	4.g	31	<ul style="list-style-type: none"> Maximum of 18 days leave of absence in a year is admissible for engineers at Zonal Offices. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer. 	Request revision of penalty to Rs 1000/day	Please Refer Amendment
	4.g	31	As per bank's requirement, Bank reserves the right to instruct successful bidder for deploying additional L1 engineers at the desired locations for the same cost quoted for L1 engineer in reverse auction	Would these locations be the same where the Zonal offices exists. If not , could you pls specify the locations	Please Refer Amendment No.
	4.g	31	The Successful Bidder has to maintain a panel of Engineers to ensure that proper substitutes are provided in case any of the permanent Engineers proceed on leave. Successful Bidder has to ensure that the Engineers continue to work for at least one year in the bank premises. The exceptions are to be notified to the bank and suitable replacements must be provided The substitute Engineer must be provided a handoff of 1 month duration in Bank's setup at DC/DR/HO locations and a handoff of 2 weeks at	The Successful Bidder has to maintain a panel of Engineers to ensure that proper substitutes are provided in case any of the permanent Engineers proceed on leave. Successful Bidder has to ensure that the Engineers continue to work for at least one year in the bank premises. The exceptions are to be notified to the bank and suitable replacements must be provided The substitute Engineer must be provided a handoff of 2 weeks duration in Bank's setup at DC/DR/HO locations and a handoff of 1 week at Zonal Offices	No Change

		Zonal Offices			
	4.g	31	Bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement.	Require more clarification. We understand, bank reserves the right to increase/decrease/add support staff at any location within India with prior notice to the service provider but shifting of staffs from one location to another is under the jurisdiction of service provider.	It is clarified that Bank may request service provider for shifting of resources within same city in case bank shift the location of operations.
	4.g	32	<ul style="list-style-type: none"> If there is any delay in deployment/replacement of L1+ engineer for 1 month or more, 10% of the monthly charges payable for total L1+ engineers will be deducted as penalty every month. 	Since these L1+ resources are Badge resource we need minimum 90 days to rehire the resource with the required credentials/qualification given in eligibility criteria. Or Request Bank to change this as Partner Resource. Also monthly charges payable for individual L1+ engineer will be deducted as penalty every month	No Change
	4.g	32	<ul style="list-style-type: none"> If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% of the monthly charges payable for total L2 engineers will be deducted as penalty every month. 	Since these are Badge resource, bidder need minimum 90 days to rehire the resource with the required credentials/qualification given in eligibility criteria. Also monthly charges payable for individual L2 engineer will be deducted as penalty every month	No Change
	4.g	32	<ul style="list-style-type: none"> The defined number of L1+ and L2 seats on shift at Centralized NOC and L1+ seats at Data centre and DR Site must be always available and replacement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be 	Request revision of penalty to Rs 1000/day	Please Refer Amendment

			charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.		
	4.g	32	Maximum of 18 days leave of absence in a year is admissible for engineers at Zonal Offices. For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer	The Paid Leave and Casual Leave should be as per Government of India guidelines. For each day the engineer is absent beyond the permissible period penalty @ Rs.1,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer. We request you to make this applicable for all L1 and L1+ resources.	Please refer amendment
	4.g	32	If there is any delay in deployment/replacement of L1+ engineer for 1 month or more, 10% of the monthly charges payable for total L1+ engineers will be deducted as penalty every month.	If there is any delay in deployment/replacement of L1+ engineer for 1 month or more, 10% of the yearly charges payable for that L1+ engineer will be deducted as penalty every month. This applies to all L1 and L1+ resources.	Applies to all (L1+) NOC resources
	4.g	32	If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% of the monthly charges payable for total L2 engineers will be deducted as penalty every month.	If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% of the Yearly charges payable for that L2 engineer will be deducted as penalty every month. This applies to all L2 resources.	Applies to all (L2) NOC resources
	4.g	32	Maximum of 18 days leave of absence in a year is admissible for engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.15,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer	The Paid Leave and Casual Leave should be as per Government of India guidelines. For each day the engineer is absent beyond the permissible period penalty @ Rs.2,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer. This applies to all L2, L3 resources.	Please Refer Amendment

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
Date: - 03.06.2020

		4.g	32	If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% of the monthly charges payable for total L3 engineers will be deducted as penalty every month.	If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% of the yearly charges payable for that L3 engineer will be deducted as penalty every month. This applies to all L3 resources.	No Change
		4.g	32	If there is any delay in deployment/replacement of Project Manger/Operation Manager engineer for 1 month or more, 25% of the monthly charges payable for Project Manger will be deducted as penalty every month.	If there is any delay in deployment/replacement of Project Manger/Operation Manager engineer for 1 month or more, 10% of the yearly charges payable for Project Manger will be deducted as penalty every month.	No Change
		4.g	32	If there is any delay in deployment/replacement of Tool engineer (1 For ITSM for 1 month or more, 25% of the monthly charges payable for engineer will be deducted as penalty every month.	If there is any delay in deployment/replacement of Tool engineer (1 For ITSM for 1 month or more, 10% of the yearly charges payable for engineer will be deducted as penalty every month.	No Change
		4.g	33	<ul style="list-style-type: none"> Maximum of 18 days leave of absence in a year is admissible for engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.15,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer. 	Request revision of penalty to Rs 2000/day	Please Refer Amendment
		4.g	31	SLA for Manpower support : • Bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement	If the re-deployment/shifting is in the same city it is fine with us, however if it different city, then this is to be mutually discussed and agreed. We request bank to make necessary amendment to this clause to reflect the same.	It is clarified that Bank may request service provider for shifting of resources within same city in case bank shift the location of operations.
		4.g	31	As per bank's requirement, Bank reserves the right to instruct successful bidder for deploying additional L1 engineers at the desired locations for	timelines to deploy the additional resource would be 10 weeks from PO for such additional resources.	Please refer amendment

			the same cost quoted for L1 engineer in reverse auction.		
	4.g	31	Maximum of 18 days leave of absence in a year is admissible for engineers at Zonal Offices. For each day the engineer is absent beyond the permissible period penalty @Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.	Bidder assumes that these leaves are apart from the bank holidays and weeks off of the engineers, bidder request Indian Bank to reduce the penalty for engineer if absence more than permissible period from Rs 10000 to Rs 1000 /-per day	Yes, 18 days leaves are apart from the bank holidays. Please Refer Amendment
	4.g	32	Maximum of 18 days leave of absence in a year is admissible for engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.15,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer.	Bidder assumes that these leaves are apart from the bank holidays and weeks off of the engineers, bidder request Indian Bank to reduce the penalty for engineer if absence more than permissible period from Rs 15000 to Rs 5000 /-per day.	Yes, 18 days leaves are apart from the bank holidays. Please Refer Amendment
	4.g	32	Maximum of 18 days leave of absence in a year is admissible for engineers at DR for NOC (L2 and L3 Resources). For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer	Bidder assumes that these leave are apart from the bank holidays and weeks off of the engineers, bidder request Indian Bank to reduce the penalty for engineer if absence more than permissible period from Rs 10000 to Rs 2000 /-per day	Yes, 18 days leaves are apart from the bank holidays. Please Refer Amendment
	4.g	33	Maximum of 18 days leave of absence in a year is admissible for engineers at admin offices (DC/HO/DR). For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at	Bidder assumes that these leave are apart from the bank holidays and weeks off of the engineers, bidder request Indian Bank to reduce the penalty for engineer if absence more than permissible period from Rs 10000 to Rs 1000 /-per day.	Yes, 18 days leaves are apart from the bank holidays. Please Refer Amendment

			monthly charges payable for the particular Engineer.		
	4.g	32	For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged	Will the penalty be applicable in case backup engineer is provided during the primary resource absenteeism? Please clarify	No, However It is clarified that when successful bidder fails to provide backup engineer of similar skill set in absence of primary resource, penalty will be levied as per RFP .
	4.g	32	If there is any delay in deployment/replacement of L3 engineer for 1 month & If there is any delay in deployment/replacement of Project Manger/Operation Manager engineer for 1 month	Based on our experience we have seen that to replace a L3 engineer and/or PM a notice period of 60-90 days is mandate. Can we request the customer to relook at increasing the replacement timeframe from 1 month to at least 2 months?	No Change
	4.g	32	· If there is any delay in deployment/replacement of L1 engineer for 1 month or more, 10% of the monthly charges payable for total L1 engineers will be deducted as penalty every month.	· If there is any delay in deployment/replacement of L1 engineer for 1 month or more, 10% 3% of the monthly charges payable for total L1 engineers will be deducted as penalty every month. Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, the aggregate penalty including liquidated damages, that can be deducted under this RFP in a month shall be restricted to a maximum of 3% of the service charges payable to the bidder for that month.	No Change
	4.g	32	· If there is any delay in deployment/replacement of L1+ engineer for 1 month or more, 10% of the monthly charges payable for total L1+ engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% of the monthly charges payable for total	· If there is any delay in deployment/replacement of L1+ engineer for 1 month or more, 10% 3% of the monthly charges payable for total L1+ engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% 3% of the monthly charges payable for total	NO Change

			L2 engineers will be deducted as penalty every month.	L2 engineers will be deducted as penalty every month. The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value	
	4.g	32	<ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% 3% of the monthly charges payable for total L3 engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of Project Manger/Operation Manager engineer for 1 month or more, 25% 3% of the monthly charges payable for Project Manger will be deducted as penalty every month. · If there is any delay in deployment/replacement of Tool engineer (1 For ITSM for 1 month or more, 25% 3% of the monthly charges payable for engineer will be deducted as penalty every month. 	<ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% 3% of the monthly charges payable for total L3 engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of Project Manger/Operation Manager engineer for 1 month or more, 25% 3% of the monthly charges payable for Project Manger will be deducted as penalty every month. · If there is any delay in deployment/replacement of Tool engineer (1 For ITSM for 1 month or more, 25% 3% of the monthly charges payable for engineer will be deducted as penalty every month. <p>The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value</p>	No Change
	4.g	33	· If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% of	· If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 10% 3%	No Change

			<p>the monthly charges payable for total L2 engineers will be deducted as penalty every month.</p> <ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% of the monthly charges payable for total L3 engineers will be deducted as penalty every month. 	<p>of the monthly charges payable for total L2 engineers will be deducted as penalty every month.</p> <ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L3 engineer for 1 month or more, 10% 3% of the monthly charges payable for total L3 engineers will be deducted as penalty every month. <p>The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value</p>	
	4.g	33	<ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L1 engineer for 1 month or more, 25% of the monthly charges payable for total L1 will be deducted as penalty every month. · If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 25% of the monthly charges payable for L2 engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of Tool SME for 1 month or more, 25% of the monthly charges payable for total SME engineers will be deducted as penalty every month. 	<ul style="list-style-type: none"> · If there is any delay in deployment/replacement of L1 engineer for 1 month or more, 25% 3% of the monthly charges payable for total L1 will be deducted as penalty every month. · If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 25% 3% of the monthly charges payable for L2 engineers will be deducted as penalty every month. · If there is any delay in deployment/replacement of Tool SME for 1 month or more, 25% 3% of the monthly charges payable for total SME engineers will be deducted as penalty every month. <p>The overall maximum penalty including liquidated damages, if any that can be imposed on Successful Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value</p>	No Change

					and penalty for a given month should not be more than 3% of monthly invoice value	
		4.g	33	<ul style="list-style-type: none"> Maximum of 18 days leave of absence in a year is admissible for engineers at DR for NOC (L2 and L3 Resources). For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged. However, the total amount of penalty deducted per month will be pegged at monthly charges payable for the particular Engineer. 	Request revision of penalty to Rs 1000/day	No Change
30	SLA for ITSM, Asset and Patch Management	4.g	32	For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged	Request revision of penalty to Rs 1000/day	Please Refer Amendment
		4.g	33	<ul style="list-style-type: none"> If there is any delay in deployment/replacement of L1 engineer for 1 month or more, 25% of the monthly charges payable for total L1 will be deducted as penalty every month. 	Request limitation to 10% of monthly charges	No Change
		4.g	33	<ul style="list-style-type: none"> If there is any delay in deployment/replacement of L2 engineer for 1 month or more, 25% of the monthly charges payable for L2 engineers will be deducted as penalty every month. 	Request limitation to 10% of monthly charges	No Change
		4.g	33	<ul style="list-style-type: none"> If there is any delay in deployment/replacement of Tool SME for 1 month or more, 25% of the monthly charges payable for total SME engineers will be deducted as penalty every month. 	Request limitation to 10% of monthly charges	No Change
		4.g	32	For each day the engineer is absent beyond the permissible period penalty @ Rs.10,000/- per day will be charged.	Request revision of penalty to Rs 1000/day	Please Refer Amendment
		4.g	35	<ul style="list-style-type: none"> If there is any delay in 	Request limitation to 10% of monthly	No Change



				deployment/replacement of L2 engineer for 1 month or more, 25% of the monthly charges payable for total L2 engineers will be deducted as penalty every month.	charges	
		4.g	29	The maximum aggregate cap on account of penalty will be limited to the overall ceiling of 10% of the total contract amount. The contract can be terminated if the overall penalty exceeds 10% of the total contract amount.	The maximum aggregate cap on account of penalty will be limited to the overall ceiling up to 10% of manpower deployed for NOC The contract can be terminated if the overall penalty exceeds 10% of manpower deployed for NOC	No Change, Please refer amendment for overall SLA capping
31	Payment Terms	5	33	5. Tool (Software and Hardware) Payment along with AMC. 5.b) Network and Telecom Management charges for the links including other related logistics 5.c) AMC charges for network equipments 5.d) Manpower charges – Payable quarterly in arrears for actual number of engineers deployed. 5.e) Link commissioning and shifting charges – Payable on completion of the activity.	We request for the following Payment terms : Hardware/Software to be paid 100% at the time of delivery. Product AMC : Yearly Advance Network and Telecom Charges : Quarterly in Advance Network AMC to be Yearly Advance Manpower Charges : Monthly Advance Payment terms : 30 days from date of Invoice and Late payment fee applicable @ 2% per month beyond the due date.	No Change
		5	33	i) On Delivery of tools including software and hardware – 50 % ii) On successful Installation of tool and moving the solution to production – 35 % iii) On Signoff – 15 % iv) Tool AMC charges for hardware after warranty – Payable half yearly in arrears v) ATS Charges for software - Payable half yearly in arrears. 5.b) Network and Telecom Management charges for the links including other related logistics. – Quarterly in arrears for actual number of links available, monitored and reflected in NOC tools.	i) On Delivery of tools including software and hardware – 90 % ii) On Signoff – 15 % iv) Tool AMC charges for hardware after warranty – Payable yearly in advance) ATS Charges for software - Payable yearly in advance. 5.b) Network and Telecom Management charges for the links including other related logistics. – Quarterly in advance for actual number of links available, monitored and reflected in NOC tools. 5.c) AMC charges for network equipments – Payable yearly in advance	No Change

			5.c) AMC charges for network equipments – Payable half yearly in arrears 5.d) Manpower charges – Payable quarterly in arrears for actual number of engineers deployed. 5.e) Link commissioning and shifting charges – Payable on completion of the activity.	5.d) Manpower charges – Payable quarterly in arrears for actual number of engineers deployed. 5.e) Link commissioning and shifting charges – Payable on completion of the activity.	
	5	33	5. Payment Terms 5. a) Tool (Software and Hardware) Payment along with AMC i) On Delivery of tools including software and hardware – 50 % ii) On successful Installation of tool and moving the solution to production – 35 % iii) On Signoff – 15 % iv) Tool AMC charges for hardware after warranty – Payable half yearly in arrears v) ATS Charges for software - Payable half yearly in arrears	5. Payment Terms 5. a) Tool (Software and Hardware) Payment along with AMC i) On Delivery of tools including software and hardware – 90 % ii) On successful Installation of tool and moving the solution to production – 5 % iii) On Signoff – 5 % iv) Tool AMC charges for hardware after warranty – Payable yearly in advance v) ATS Charges for software - Payable yearly in advance	No Change
	5	33	i) On Delivery of tools including software and hardware – 50 %	Requested that 100% payment be made on Delivery of all tools including software and hardware	No Change
	5	33	iv) Tool AMC charges for hardware after warranty – Payable half yearly in arrears	iv) Tool AMC charges for hardware after warranty – Yearly in Advance	No Change
	5	33	v) ATS Charges for software - Payable half yearly in arrears]	v) ATS Charges for software - Payable Yearly in Advance	No Change
	5	34	5.c) AMC charges for network equipments – Payable half yearly in arrears	Request this to be revised to Annual advance	No Change
	5	34	5.c) AMC charges for network equipments – Payable half yearly in arrears	AMC charges for network equipments – Payable yearly in advance	No Change
	5	34	5.c) AMC charges for network	5.c) AMC charges for network	No Change

				equipments – Payable half yearly in arrears	equipments – Yearly in Advance	
		5	33	5a On delivery of software and hardware - 50%, Install - 35%, signoff - 15% AMC Charges - half yearly in arrears ATS Charges - Half Yearly In arrears	We request the the bank to consider the following amendment to proposed Payment terms. On delivery of software and hardware - 80%, Install - 10%, signoff - 10% AMC Charges - Yearly in Advance ATS Charges - Yearly In Advance, as our partner OEMs will charge yearly in advance for the same.	No Change
		5	33	5b AMC Charges - half yearly in arrears	We request the the bank to consider the following amendment to proposed Payment terms. AMC Charges - Yearly in Advance	No Change
		5	33	i) On Delivery of tools including software and hardware – 50 %	Bidder request Indian Bank increase the payment on delivery of tools including Software and hardware from 50 % to 70%	No Change
		5	33	5. a) Tool (Software and Hardware) Payment along with AMC i) On Delivery of tools including software and hardware – 50 % ii) On successful Installation of tool and moving the solution to production – 35 % iii) On Signoff – 15 % iv) Tool AMC charges for hardware after warranty – Payable half yearly in arrears v) ATS Charges for software - Payable half yearly in arrears	5. a) Tool (Software and Hardware) Payment along with AMC i) On Delivery of tools including software and hardware – 50 % 90% ii) On successful Installation of tool and moving the solution to production – 35 % 10% iii) On Signoff – 15 % iv) Tool AMC charges for hardware after warranty – Payable half yearly in arrears quarterly in advance v) ATS Charges for software - Payable half yearly in arrears quarterly in advance	No Change
		5	34	5.b) Network and Telecom Management charges for the links including other related logistics. – Quarterly in arrears for actual number	5.b) Network and Telecom Management charges for the links including other related logistics. – Quarterly Monthly in arrears for actual	No Change

				of links available, monitored and reflected in NOC tools.	number of links available, monitored and reflected in NOC tools.	
		5	34	5.c) AMC charges for network equipments – Payable half yearly in arrears	5.c) AMC charges for network equipments – Payable half yearly in arrears quarterly in advance	No Change
		5	34	5.d) Manpower charges – Payable quarterly in arrears for actual number of engineers deployed.	5.d) Manpower charges – Payable quarterly monthly in arrears for actual number of engineers deployed.	No Change
		5	34	AMC charges for network equipments – Payable half yearly in arrears	AMC charges for network equipments – Payable yearly in advance	No Change
		5	34	Payable quarterly in arrears for actual number of engineers deployed.	request to change the payment terms as monthly arrears	No Change
		5	34		As mentioned in the RFP, we will start deployment of required engineers starting week 8 till week 16. We would like to confirm that payment for these engineers will begin starting week 9	Please Refer Amendment and RFP
32	Liquidated Damages	6	34	If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or a sum equivalent to 0.5% of the Total PO Value and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the price of the delayed Goods or Total PO Value as the case may be. Once the maximum is reached, the Purchaser may consider termination of this order.	Request you to modify the clause as under: If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 5% of the price of the delayed Goods.. Once the maximum is reached, the Purchaser may consider termination of this order.	No Change.
		6	34	up to a maximum deduction of 10% of the price of the delayed Goods or Total PO Value as the case may be.	The penalty should be capped at 5% of the price of the delayed Goods or Total PO Value as the case may be.	No Change

		6	34	<p>6. Liquidated Damages If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or a sum equivalent to 0.5% of the Total PO Value and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the price of the delayed Goods or Total PO Value as the case may be. Once the maximum is reached, the Purchaser may consider termination of this order.</p>	<p>6. Liquidated Damages If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or a sum equivalent to 0.5% of the Total PO Value and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10 5% of the price of the delayed Goods or Total PO Value as the case may be. Once the maximum is reached, the Purchaser may consider termination of this order.</p>	No Change
		6	34	<p>A penalty of 0.2 % per week or part thereof for first two weeks, 0.4% per week or part thereof for every subsequent week subject to a maximum of 10% of the total contract value.</p>	<p>There are multiple penalties applicable in the RFP , we request you to cap the overall penalty/Liquidated damages to 10% of the TCV</p>	Please refer amendment
		6	34	<p>If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or a sum equivalent to 0.5% of the Total PO Value and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a</p>	<p>If the Supplier fails to deliver any or all of the Goods within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Purchaser shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed Goods or a sum equivalent to 0.5% of the Total PO Value and making the system up and running is not possible due to delayed item for each week or part thereof of delay until actual delivery or performance, up to a</p>	No Change.

				maximum deduction of 10% of the price of the delayed Goods or Total PO Value as the case may be. Once the maximum is reached, the Purchaser may consider termination of this order.	maximum deduction of 10% 2.5% of the price of the delayed Goods or Total PO Value as the case may be. Once the maximum is reached, the Purchaser may consider termination of this order.	
	Clause 7- Termination for Default		34	Termination for Default	Bidder understands and requests that termination be limited to instances of material breach and upon providing the Bidder at least 90 days written notice. Upon termination, the Bidder shall be paid for all goods and services rendered and expenses incurred until the effective date of termination. Accordingly, request deletion/amendment of the current clause.	No Change
33	5. Termination for Default	7.2	34	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for 5% of the excess costs for such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated	We would request the client to pay for product and services up to the date of termination and request deletion of the RFP clause	No Change
	7. Termination for Default	7.1	34	7.1 The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part : a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or	Bidder suggests the clause be modified as under; 7.1 The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part : a. if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by	No Change

				b. if the Successful bidder fails to perform any other obligation(s) under the Contract. c. If the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.	the Bank; or b. if the Successful bidder fails to perform any other obligation(s) under the Contract. c. If the Successful bidder, in the judgement of the Bank has been proved to engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract. d. Supplier shall have the right to terminate this Contract by 30 days advance written notice to Bank, if Bank fails to perform any other obligation(s) under the Contract.	
7. Termination for Default	7.2	34	7.2 In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for 5% of the excess costs for such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated.	TCS Internal : Delivery to review and confirm, this involves risk purchase.	No Change.	
Termination for Default	7.2	34	7.2 In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for 5% of the excess costs for such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated.	7.2 In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for 5% of the excess costs for the undelivered portion of such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated. Add : Either Party shall have the right to	No Change.	

					terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within ninety (90) days. In the event of termination by bank, the Successful Bidder shall be paid for the: <ul style="list-style-type: none"> a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination 	
34	Termination for Convenience	9	35	Termination for Convenience	Bidder understands and requests for T4C to not apply and all termination to take place only in instances of material breach. And upon providing the Bidder at least 90 days written notice. Upon termination, the Bidder shall be paid for all goods and services rendered and expenses incurred until the effective date of termination. Accordingly, request deletion/amendment of the current clause.	No Change.
		9	35	Bank will pay for the services availed till the date of termination on submission of invoices and documents	Bidder requests following addition Bank shall also make all payments to bidder for which bidder has paid in advance to the OEM's on submitting proof of back lining	No Change.
		9	35	total contract amount	Please confirm that all charges incurred until day of termination (180th day) including shutdown charges, Goods In transit as per additional requirements, Orders already placed to OEMs for additional capital requirements and	Orders which are already placed by the bank before issue of notice for termination will be honored by the bank.

					AMC charges for that complete year will be paid in full.	
		9	35	Termination For Convenience	In case of "Termination by Convenience" Indian Bank should pay for the remaining period as per the contract as exit fees.	No Change
35	Clause 10- Settlement of Dispute		35	Settlement of Dispute	Bidder is OK in general with this clause. Apart from mention of Indian Bank's authority to appoint an Arbitrator due to non agreement between the parties. We cannot accept this. Bidder wishes to clarify that each party shall appoint one arbitrator each and the two appointed arbitrators shall appoint the third arbitrator. The decision of the arbitrators shall be final and binding on both parties.	No Change.
36	Limitation of Liability		36	Limitation of Liability	Bidder requests the clause be replaced as follows: Notwithstanding anything stated to the contrary in the RFP and regardless of the nature of claim, Bidder's aggregate liability for direct damages under this Contract shall not exceed the charges paid by Customer to Bidder for the individual product or service that is the subject of claim (if recurring, twelve months charges apply). The Bidder shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data, loss of profit, business, goodwill and third party claims, even if Bidder has been advised of possibility of such damages	No Change
			36	Vendor's aggregate liability under the contract shall be limited to a maximum of 10% of the contract value per year. This limit shall not apply to third party claims for	Vendor's aggregate liability under the contract shall be limited to a maximum of 10% of the contract value per year. This limit shall not apply to third party claims for	No Change

				<p>a. IP Infringement indemnity</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by vendors 'gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.</p> <p>c. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.</p>	<p>a. IP Infringement indemnity</p> <p>b. Bodily injury (including Death) and damage to real property and tangible property caused by vendors 'gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.</p> <p>c. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.</p> <p>Add : Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through the bidder) that may arise out of or result from this Agreement. The aggregate liability of the bidder, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim</p>	
37	Exit Requirement	12	36	Exit Requirement	<p>Bidder wishes to clarify that it shall provide, exit management as specified in its proposal. Assets/goods/licenses documentation/ deliverables, IPR/ will only be transferred if fully paid for and</p>	<p>Orders which are already placed by the bank before issue of notice for exit will be honored by the bank.</p>

					as specified in the Bidder's proposal.	
		12	36	In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Self-Declaration to this effect should be submitted along with the bid.	Bidder suggests the clause be modified as under; In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall on mutually agreed terms, render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Self-Declaration to this effect should be submitted along with the bid.	No Change
38	Patent Rights	15	37	Patent Rights	Bidder wishes to clarify that its shall indemnify the customer by defending it against third party claims of patent or copyright infringement arising from unaltered Bidder manufactured products supplied hereunder, to the extent of court awarded damages.	No Change; Please refer clause 11, page no 36 of RFP
		15	37	The Supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.	Bidder suggests the clause be modified as under; The Supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof. PROVIDED HOWEVER (i) Bank notifies SUPPLIER in writing within twenty four hours of the claim, (ii) SUPPLIER has sole control of the defense and all related settlement negotiations, (iii) Bank provides SUPPLIER with the assistance, information, and authority reasonably necessary to perform the above, and (iv)the Bank does not make	No Change

					<p>any statements, admissions or public remarks with respect to the claim without obtaining the prior written consent of SUPPLIER.</p> <p>(b) SUPPLIER shall have no liability for any claim of infringement based on: (i) use of a superseded or altered release of some or all of the Deliverables including, but not limited to, Bank's failure to use corrections, fixes, or enhancements made available by SUPPLIER; (ii) the combination, operation, or use of some or all of the Deliverables or any modification thereof furnished under this Agreement with information, software, specifications, instructions, data, or materials not furnished by SUPPLIER if the infringement would have been avoided by not combining, operating, or using the Deliverables or the modification thereof; (iii) some or all of the Deliverables or the modification thereof, which is based on Bank's material, data or design; (iv) any change, not made by SUPPLIER, to some or all of the Deliverables or any modification thereof or (v) use of the Deliverables otherwise than for the purposes authorized hereunder.</p> <p>(c) If any of the Deliverables is held or is believed by SUPPLIER to infringe, SUPPLIER shall have the option, at its expense, to (i) modify the Deliverables so as to make it non-infringing, (ii) obtain for Bank a license to continue using the Deliverables, or (iii) terminate the license for the infringing part of the</p>	
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					Deliverables and refund a pro rata portion of the fees paid for that portion of Deliverables, subject to straight line depreciation over a 5 year period. This clause provides for SUPPLIER's entire liability and Bank's exclusive remedy for claims of infringement of intellectual property rights related to the Deliverables	
39	Change Order	16	37	Change Order	Bidder wishes to clarify that its scope of work shall be exhaustively defined and set out in the Bidder's proposal or as mutually agreed between the Parties. Any change to such scope shall be routed through a mutual change request.	It is clarified that scope of work shall be exhaustively defined as per terms and condition of RFP before commencing the project and mutually agreed between the bidder and the Bank. Any change to such scope shall be routed through a mutual change request.
				Request to add	Add : In the absence of a signed Change Order, the bidder shall not be bound to perform any additional services.	It is clarified that any change shall be routed through a mutual change request.
40	Bank's right to vary quantities at the time of Award	18	37	Bank's right to vary quantities at the time of Award	Bidder wishes to clarify that its scope of work shall be exhaustively defined and set out in the Bidder's proposal or as mutually agreed between the Parties. Any change to such scope shall be routed through a mutual change request. However, if Bank requires changes between the proposal submission and before declaration of award, the same can be discussed if mutually agreed parties can do so. Otherwise Bidder will not be under any obligation to address the same and with have no repercussion for the same.	It is clarified that any change in quantity will be done by the bank only post issue of purchase order. There will not be any change in quantity between date of submission of bid and date of purchase order.
				18	37	The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in

				the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.	contract	
		18	37	Clause 18 : The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.	We understand that this percentage increase or decrease of quantity is being referred to , in context of NMS, AM, PM and ITSM Licenses. We recommend that this deadband be limited to 5% of increase or decrease in quantities as this has a major technical & commercial impact on Hw, Sw and License quantity and their associated costs.	No Change.
		18	37	The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.	The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% 10% of quantity mentioned in the bid at additional prices without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.	No Change
41	Insurance	21	38	The goods are to be insured by successful Bidder with Bank's name for an amount equivalent to 110% of the invoice value for Transit. The successful Bidder should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for the items proposed to be supplied in future. If any loss incurred by the Bank due to Insurance not taken by the	insurance upto handing over to the transporter and the insurance till erection will be taken by bank and IBM can reimburse.	Accepted on specific request from successful bidder in writing subject to successful bidder accepting the insurance charges quoted by the insurer.

				successful Bidder, then the successful Bidder should make good the loss to the Bank.		
		21	38	Insurance	Bidder wishes to clarify that it shall undertake to ensure that it has taken or will take up all appropriate insurances that it is required to undertake under law as well as to adequately cover its obligations under this Contract.	No Change
		21	38	The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for the items proposed to be supplied in future.	Insurance would be provided till the time of delivery of the goods at the bank's premises. Thereafter, it would be the bank's responsibility.	No Change
		22	38	Annexure XIV- Adoption of Integrity Pact/Integrity Pact	Bidder understands and requests that the Integrity Pact will be signed basis mutually agreed T&C's. Clauses in the Pact on Payment will not apply.	No Change
42	Adoption of Integrity Pact	22	38	22.6 Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. 22.8 Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.	Bidder suggests the clause be modified as under; 22.6 Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings Bidding process. 22.8 Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. . Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings..	No Change

43	NOC Scope of Work - A) Man Power Provisioning	A	44	The successful bidder has to provide manpower deployed at DC, DR and NOC on their rolls. Identity card, self-attested bio-data and bidder certified background check certificate mandatory. The bank's officials will verify the details and will conduct an interview before inducting into the bank's NOC / DR/ Data Centers. The Bank on citing specific reasons may reject induction and successful bidder should arrange another personnel.	All deployed resources will be onboarded to Bidder system, provided bidder's email ID and bidder's ID Card but may be palced on rolls of bidder's authorized partner. Bidder requests relaxation for L1+ Engineers, ITSM Engineers and Asset & Patch management engineers to be on partner rolls.	No Change.
		A	44	The successful bidder has to provide manpower deployed at DC, DR and NOC on their rolls. Identity card, self-attested bio-data and bidder certified background check certificate mandatory. The bank's officials will verify the details and will conduct an interview before inducting into the bank's NOC / DR/ Data Centers. The Bank on citing specific reasons may reject induction and successful bidder should arrange another personnel.	Bidder requests the interview process to be removed from requirements. In case required, bidder requests interview to be performed prior to resource onboarding on bidder's or bidder's partner rolls.	No Change.
		A	44	The successful bidder should provide required manpower by adequately provisioning staff to meet exigencies like leave or other absence. Whenever the regular working engineers are on leave, a suitable replacement engineer should man the work as per the scope of the engineer stationed.	Bidder requests relaxation in provisioning of resource for leave or other exigencies to cases where the absence exceeds 2 working days.	No Change.
		A	44	7. The monitoring and troubleshooting should be done from the NOC set up at the bank's premises. Adequate number of login credentials should be created and provided by the successful bidder to the Bank's officials and to the onsite support engineers, for monitoring /	Please define when the admin rights handover to tool needs to be completed to bank.	It is clarified that admin rights to be provided to the bank team before moving the solution to production.

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
Date: - 03.06.2020

			reporting / trouble ticket handling. The credentials of the person who create/update/close the ticket should be captured in the system. Subsequently the admin rights to be handed over to bank team.		
A	44		The successful bidder has to provide manpower deployed at DC, DR and NOC on their rolls.	Can the bidder leverage on sub-contractor (partner vendor) for L1 support resources to be deployed at the DC, DR and NOC ?	No Change
A	44		Manpower provisioning - The successful bidder has to provide manpower deployed at DC, DR and NOC on their rolls. Identity card, self-attested bio-data and bidder certified background check certificate mandatory. The bank's officials will verify the details and will conduct an interview before inducting into the bank's NOC / DR/ Data Centers. The Bank on citing specific reasons may reject induction and successful bidder should arrange another personnel.	Since this is an SLA driven services, request bank to amend the clause to remove interviewing of candidates/resources by bank officials.	No Change
A	44		The successful bidder has to increase or decrease manpower position whenever requested by the bank as per the rates quoted in commercial bid within a notice period of one month.	request to change that successful bidder has to increase or decrease manpower position whenever requested by the bank as per the rates quoted in commercial bid within a notice period of two month.	No Change
A	44		Manpower Provisioning - Background Check Certificate	We will perform background check e.g address verification on deployment of candidate and we do previous employment and education checks within 6 weeks of deployment.	No Change
A	44		Sub: Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including	1. Indian Bank should share the complete configuration details of the assets. 2. Current partner involved in	The requested details will be shared to the successful bidder. No Change



				Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipments.	facilitating these services to Bank 3. Is there any challenge bank facing for a shift the partner now 4. what are all the pain points bank or day 2 support challenges facing now	
		A	44	Sub: Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipments.	Bidder assumes that Indian bank wants bidder to monitor & manage the complete Infra (DC,DR,HQ and branches). Kindly confirm on the same.	Please refer RFP for detailed scope.
		A	44	An onsite induction training (max 14 days for Project Manager, L3 and L2 , maximum 7 days for L1+ engineers) to be given by the successful bidder to new personnel after obtaining permission from the bank. During such period the inductee should not handle any operations in NOC. In such cases, their presence will be counted after completion of induction training.	Bidder would like to confirm that Indian Bank has to make all the arrangement for the trainees at their location.	No Change
		A	44	1. Identity card, self-attested bio-data and bidder certified background check certificate mandatory.	There is no format provided for self attested bio-data. Is there any particular format which the customer wants us to fill in or will any format do? As we understand that the resources have to be on roles of the bidder. Hence, all these will be taken care	It is clarified that Successful bidder has to submit the requested documents in their own format.
44	Manpower Eligibility criteria and Responsibilities for NOC	L1 Engineer	45	(a) Provide first level troubleshooting for network related issues in Branches, ATM sites (onsite and offsite) and escalate if necessary	The scope of this RFP limits to BSNL/ MTNL links. Our understanding is that the branches or ATMs (on site or off site) is connected by BSNL or MTNL.	No Change. The scope of the RFP is not limited to BSNL/MTNL links.
		L1 Engineer	45	(f) Responsible for LAN of Zonal office building and coordinating with LAN Cabling vendor appointed by the Bank for issue resolution.	Our scope limits to coordination with LAN vendors at ZO only and does not carry any penalty.	Please refer RFP for detailed scope.
		L2 Engineer at	47	f) Management of active network	Our scope limits to coordination with	Please refer RFP for detailed scope.

	Chennai NOC		devices of LAN at HO/ CO/ NDR/ DC/ DR and coordination with LAN vendor for cabling issues and new cabling.	LAN vendors at NOC only and does not carry any penalty.	
	L2 Engineer at Chennai NOC	47	g) Will be responsible for identifying and resolving network problems like application performance issues due to network problems, routing/ switching issues, configuration issues, hardware issues, OS issues, activating backup links in case auto failover is not happening et	This RFP limits to the scope of work and AMC of devices related to the Network. We need more clarity with respect to the Application Performance.	Please refer RFP for detailed scope.
	L2 Engineer at Chennai NOC	47	n) Is responsible for resolving all network hardware/link related issues in coordination with the supplier/service provider. In case the links are from third party service providers, they need to log tickets, escalate and coordinate with appropriate Vendor/Service provider for resolution within the defined SLA	The scope of this RFP limits to monitoring BSNL / MTNL links as well as Network devices under AMC,. If the Bank requires us to support other third party links, we need the exact count and same should be provided in the commercial bid also.	Please refer RFP for detailed scope.
	L2 Engineer at Chennai NOC	48	r) Coordinate for DR drill activities. The Bank may demand additional onsite engineers in DC / DR during such activities. Successful bidder should oblige to this call without additional cost to the Bank.	We would like to know how many DR drills will be conducted in a year. Also the level of resources required along with their count excluding the NOC supporting resources.	It is clarified that the number of DR Drills will be based on the bank's requirement and will be shared with the successful bidder.
	L3 Engineer /Team Lead at NOC	48	a) Escalation support for complex problem resolution to L2 team and is responsible for maintaining, configuring, troubleshooting and upkeeping of the entire bank's network including all data centers and external business partner networks.	Our understanding is that the external business partner network means, ATM providers, Payment Gateway providers, Card providers, Application providers, etc. We will require access to their network devices or visibility for us to support.	Please refer RFP for detailed scope.
	Tool SME	50	ii) ITSM SME - ii) Experience in implementing the ITSM, MOM, Asset and Patch Management supplied in this tender in at least one organization having 10000 ip based assets.	Bidder requests relaxation to 5000 ip based assets	No Change.
	Operation/Project	50	e) Coordinate with Zonal Office	It is our responsibility to get feasibility	No Change.

	Manager		engineers and service provider to obtain feasibility for new links	from service providers. We cannot make sites feasible.	
	L2 Engineer at Chennai NOC	47	Mandatory Certification: Valid CCNP Routing and Switching or Equivalent	Please amend this clause as " Mandatory Certification: Valid CCNP Routing and Switching or <u>CCNP Service Provider</u> or Equivalent "	No Change
	L3 Engineer / Team Lead at NOC	48	Mandatory Certification: Valid CCIE Routing and Switching (Lab)	Please amend this clause as "Mandatory Certification: Valid CCIE Routing and Switching (Lab) or <u>CCIE Service Provider or ITIL Certified</u> "	No Change
	Operation /Project Manager	49	Mandatory Certification: PMP/Prince2 Certification or equivalent project management certification	Please amend this clause as "Mandatory Certification: " <u>PMP/Prince2 Certification or ITIL Certified</u> or equivalent project management certification"	No Change
	Section VI Annexure II NOC Scope of Work	50	Manpower Eligibility - Tools SME Mandatory Certification :: OEM Certification with respect to ITSM/NMS tool provided to the bank with min 3 years experience	Request to relax this clause as OEM may not have a certification. Please amend this to "OEM trained on any tool."	It is clarified that if OEM is not providing formal certification, a certificate from OEM that the engineer is proficient in the tool to be provided.
	Section VI Annexure II NOC Scope of Work	50	Manpower Eligibility - Tools SME Experience - Implementing NOC with 1000 nw devices/1000 nw links experience implementing ITSM, MOM, AM and PM with 10000 IP based assets in one organization	Since these personnel are going to be deployed for operational support, request relax this clause as this quantum of work is done by a team of people and not one single individual. Please amend this clause as follows " i) Experience in supporting the operations of the NOC tools supplied in this tender in at least one organization AND/OR ii) Experience in supporting the operations of ITSM AND/OR, MOM AND/OR Asset and Patch Management supplied in this tender in at least one organization".	No Change
	B) Manpower Eligibility criteria and Responsibilities for NOC	46	j) Participate in DR Drills	How often is the DR Drill conducted? We understand that all the resources have to be on the roles of the bidder and cannot be subcontracted. Hence, hope Indian Bank will provide 24 hours	It is clarified that DR drills will be conducted as per the requirements of bank and the intimation regarding the same will be communicated to the successful



					additional time for the critical resources to travel to the required DR site.	bidder incase of planned DR drills.
		B) Manpower Eligibility criteria and Responsibilities for NOC	48	t) Responsible to prepare documents and SOP (Related to bank's network)	Can we assume that the SOPs are available with customer and that the new Vendor will be responsible for updating the existing SOPs and not creating a new one?	It is clarified that all the required SOPs has to be prepared & updated by the successful bidder.
		Experience- ITSM, Point II	50	Experience in implementing the ITSM, MOM, Asset and Patch Management supplied in this tender in at least one organization having 10000 ip based asset	This condition looks bias, even if the count of 1000 IP based asset with implementation will suffice the purpose because technically less than 1000 IP based assets will have same features offered by the product. Thus, the count of 10000 will not increase any technical feature of the product we request Indian bank to consider IP based asset, instead of 10000 IP based asset.	No Change
45	Device and Link Monitoring	5	51	The successful bidder will be responsible for monitoring all links in the network including always on links and on demand links, like leased line, MPLS links, RF, VSATs, 2G, 3G, 4G, GPRS, internet links etc and also any future technologies/services from various service providers.	Please clarify on the MPLS monitoring. The specific MPLS monitoring requirent are not present in the technical specification. Please clarify on the monitoring requirements for MPLS?	It is clarified that all the links are to be monitored by the successful bidder which includes MPLS links
		2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	<p>What type of Data you are looking get migrated to new solution? Is it only Knowledge Management (KM) Data ?</p> <p>Monitoring Parameters, Performance reportings, integration, any other KPIs same can be configured in Proposed Solution.</p> <p>Due to database limitation HPNNM database cannot be restored in any</p>	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.

				other application.	
	2	51	2) BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	We request Bank to support in getting the required KT from existing vendors for this activity to be carried out.	No Change
	5	51	5) The successful bidder will be responsible for monitoring all links in the network including always on links and on demand links, like leased line, MPLS links, RF, VSATs, 2G, 3G, 4G, GPRS, internet links etc and also any future technologies/services from various service providers.	Device and link monitoring will be available for fixed lines, LL, RF, VSAT. For on demand services such as 2G, 3G, 4G, GPRS and other future technologies, it is service provider who has to facilitate monitoring and management by providing a fixed / static IP not with dynamic IP. Hope our understanding is right.	No Change. Please adhere to the terms and conditions of the RFP
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Is there a need for migrating entire data including ticket data from the current BMC Remedy system into the new system ?	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	2	51	2) BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	a. Please provide detailed information about type of data needs to be migrated from HP NNM to new network monitoring tool. B. Please confirm if you would to migrate only open tickets data for BMC Remedy to the new ITSM system.	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	2	51	2) BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Please confirm the current ITSM tools and application version used by Indian Bank and Allahabad bank and the license ownership of the ITSM tools and HP NNM	It is clarified that, requested detail will be provided to successful bidder.
	7	51	7) Complete SLA tracking of all link service providers and device maintenance vendor through automated tools supplied.	Is indian bank is looking for 3rd party link service provider's ITSM tool to track end to end SLA?	No
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided	Is there a need for migrating entire data including ticket data from the current BMC Remedy system into the new	Any data available in existing system which can help in configuring the monitoring tools

			by the successful bidder.	system ?	should be migrated from the existing system.
2	51		BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	1) Does BMC Remedy need to be integrated to the solution being proposed? 2) If YES, please provide the version and current capacity. 3) What is the current version of HP NNM? 4) Would you be interested to upgrade to the latest version or integrate to the solution being proposed or new deployment of NMS solution?	1 . No 2. Not Applicable 3. Will be provided to successful bidder 4. No Change
5	51		The successful bidder will be responsible for monitoring all links in the network including always on links and on demand links, like leased line, MPLS links, RF, VSATs, 2G, 3G, 4G, GPRS, internet links etc and also any future technologies/services from various service providers.	Please clarify on the MPLS monitoring. The specific MPLS monitoring requirement are not present in the technical specification. Please clarify on the monitoring requirements for MPLS?	It is clarified that all the links are to be monitored by the successful bidder which includes MPLS links
	51		The successful bidder should co-ordinate with the current NOC service providers and take over the operations within three months from the date of acceptance of purchase order.	Bank should facilitate to provide the whole inventory details (Service and support (SLM) by various service providers within stipulated time), Transmitting devices details and running all devices and monitoring tool details & vendor support with SLA and 3-5 year cases log report.	No Change. Please adhere to the terms and conditions of the RFP
6	51		The Successful bidder should configure automated e-mail and SMS alerts using bank's email and SMS gateway to send e-mail/SMS to Bank officials/link service provider on events like link going down/coming up, fluctuation etc, as per the requirement of the	Any change in bank escalation matrix should be updated timely to bidder for alerts notification.	It is clarified that the changes in bank escalation matrix will be informed to the successful bidder.

			Bank. Also, escalation alerts should be sent based on the escalation matrix shared by the Bank and the data should also be available to the bank officials through login credentials provided for the monitoring software supplied.		
		51	Ticket tool	Who will provide the ticketing tool- Bank or Bidder	Succesful Bidder
	2	51	Clause 2 - BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	1. What is the requirement and why does bank need this data ? 2. What type of data is bank looking to get migrated to new solution ? 3. Please advice in what format will the data be available whether Database backup or CSV or Txt. How old is the data ?, since due to database limitation with HPNNM, database cannot be restored in any other application. 4. Monitoring parameters, performance reportings, integration, any other KPI can be configured in apps after validation.	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	2	51	Clause 2 - BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	What volume of data and what modules/application from Remedy and HP NNM needs to be migrated ?	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	2	51	Clause 2 - BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	is bank expecting the new tools to report old data migrated from Remedy or HP NNM on the new platform ?	No
		51	Clause 3 -The successful bidder should co-ordinate with the current NOC service providers and take over the operations within three months from the date of acceptance of purchase order.	Please extend the timelines to 24 weeks, since there will be manpower required to deploy to take over operations with the new tools deployed. However the process knowledge transfer can still happen in	No Change

				parallel without tools being deployed.	
	8	51	Clause 8 -Polling interval for status update should be configurable as per the Bank's requirements	Please change the clause to "Polling interval for status update should be configurable as per the Bank's requirements post mutual agreement".	No Change
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Request Indian bank to confirm on below points : 1. What is the requirement? Why do Indian bank need to migrate data ? 2. What type of Data Indian bank is looking to get migrated to new solution? Monitoring Parameters, Performance reportings, integration, any other KPIs same can be configured in Platform Application after validated by Bidder/Implementor. Due to database limitation HPNNM database cannot be restored in any other application. Please discuss with End User and take the necessary changes require	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	5	51	The successful bidder will be responsible for monitoring all links in the network including always on links and on demand links, like leased line, MPLS links, RF, VSATs, 2G, 3G, 4G, GPRS, internet links etc and also any future technologies/services from various service providers	Yes. Cisco IPSLA Link monitoring only, other monitored using SNMP protocol	No Change
		51	Bidder and Bank should be able to track SLA compliance through the web portal developed/provided by bidder	Request Indian bank to share information on the portal details to check the integration details.	Please refer the RFP

			by using the software & hardware supplied to the bank.		
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder	Bidder can only take inventory report which can be used only for adding device in our NMS solution. Complete data migration is not possible due to difference in database architecture	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Requesting Indian bank to confirm is there a need for migrating entire data including ticket data from the current BMC Remedy system into the new system ?	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.
		46	j) Participate in DR Drills	How often is the DR Drill conducted? We understand that all the resources have to be on the roles of the bidder and cannot be subcontracted. Hence, hope Indian Bank will provide 24 hours additional time for the critical resources to travel to the required DR site.	It is clarified that DR drills will be conducted as per the requirements of bank and the intimation regarding the same will be communicated to the successful bidder incase of planned DR drills. Please adhere to the terms & conditions of RFP.
	2	51	2. BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Can you confirm if the new tool/software deployed for this solution be owned by Indian Bank?	It is clarified that all the proposed solutions/tools under this RFP will be owned bank. Please adhere to the terms & conditions of RFP.
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	Velox has Data migration capability & experience, Indian Bank should provide requisite support from existing vendor for the migration.	Bank will ensure necessary co-ordination/support is available
	2	51	BMC Remedy / HP NNM used currently, Data needs to be migrated to database of the software provided by the successful bidder.	1) Does BMC Remedy need to be integrated to the solution being proposed? 2) If YES, please provide the version and current capacity. 3) What is the current version of HP NNM? 4) Would you be interested to upgrade	Any data available in existing system which can help in configuring the monitoring tools should be migrated from the existing system.

				to the latest version or integrate to the solution being proposed or new deployment of NMS solution?	
2	51	Monitor all network equipment in the network which are SNMP enabled like Switches, Routers, and Modems etc. and to prevent, detect and correct the problems in links and devices using the tools provided by the successful bidder incorporating the latest techniques followed in the industry. In switches and routers all interfaces should be monitored for the status and change in status including up/down, error-disabled, low reliability etc and must be reported.		Please elaborate further on the overall/integrated reporting requirements and expectations?	Scope and specifications is detailed in the RFP
2	51	The dashboard offered should be customized as per bank's requirements initially and during the course of the contract.		Please list the dashboard requirements with what data needs to be displayed (like Num of ATM down, Num of Branches down ..etc)	The requested information will be shared with the successful bidder.
	1) 51/Device and Link Monitoring 2) 75/SMS Gateway Integration 3) 96/Common Features for Asset and Patch Management	1) The Successful bidder should configure automated e-mail and SMS alerts using bank's email and SMS gateway to send e-mail/SMS to Bank officials/link service provider on events like link going down/coming up, fluctuation etc, as per the requirement of the Bank. Also, escalation alerts should be sent based on the escalation matrix shared by the Bank and the data should also be available to the bank officials through login credentials provided for the monitoring software supplied. 2) Proposed service desk solution should be able to integrate with Bank's SMS gateway.		Please provide the SMS gateway provider details or it has to be proposed as part of this new solution ?	The requested information will be shared with the successful bidder.

				3) The Solution should Integrate with Bank AD, E mail and SMS Gateways.		
46	Device Maintenance	Sl.no. 9	52	For the equipment under maintenance with successful bidder, the AMC will be comprehensive. If the equipment or a part in the equipment has become faulty, the equipment should be repaired as per SLA or replaced with equipment which has equivalent or higher configuration. AMC details with OEMs of all existing equipment should be back-lined with OEMs and should be mapped with bank's user ID on the OEMs' portal. All major and minor components of device covered under AMC with the OEMs should be back lined as well. Proof of back lining should be provided while claiming AMC payment. In case the successful bidder is not honouring the AMC, the OEMs will be responsible for continuation of AMC by aligning with another vendor letter of assurance from OEM	Need clarity on - Serial Numbers & contract details of the existing devices. This is required to submit the indicative commercial bid. In the event there are EOS devices in the existing list of equipments, bidder support shall be only till the EOS date of the equipment.	Please refer RFP
		D.9	52	For the equipment under maintenance with successful bidder, the AMC will be comprehensive. If the equipment or a part in the equipment has become faulty, the equipment should be repaired as per SLA or replaced with equipment which has equivalent or higher configuration. AMC details with OEMs of all existing equipment should be back-lined with OEMs and should be mapped with bank's user ID on the OEMs' portal. All major and minor components of device covered under AMC with the OEMs should be back lined as well. Proof of back lining	For the equipment under maintenance with successful bidder, the AMC will be comprehensive with Standard Direct TAC – 24*7 Access, all major, minor & maintenance Software Downloads. If the equipment or a part in the equipment has become faulty, the equipment should be repaired as per SLA or replaced with equipment which has equivalent or higher configuration. AMC details with OEMs of all existing equipment should be back-lined with OEMs and should be mapped with bank's user ID on the OEMs' portal. All major and minor components of device	No change. Please adhere to the terms and conditions of the RFP.

				<p>should be provided while claiming AMC payment. In case the successful bidder is not honouring the AMC, the OEMs will be responsible for continuation of AMC by aligning with another vendor. Letter of assurance from OEMs to be furnished in this regard</p>	<p>covered under AMC with the OEMs should be back lined as well. Proof of back lining should be provided while claiming AMC payment. In case the successful bidder is not honouring the AMC, the OEMs will be responsible for continuation of AMC by aligning with another vendor. Letter of assurance from OEMs to be furnished in this regard.</p>	
		D.10	52	<p>Plan down time for preventive maintenance of network devices at DC/DR/NDR. During the maintenance window users have be informed. The maintenance activity includes reboot of devices, redundancy check, upgrade of operating system, applying patches recommended by the OEM which are applicable in the bank's environment.</p>	<p>Bidder should provide primary OEM's Remediation or/And implementation support during Bank's DC network periodic maintenance activities. The support should include all routers , switches (SDN DC and Non SDN DC network devices) and firewall from the primary OEM installed in Bank's DC and DR sites. Primary OEM should provide the support once every six months for 5 years. Planned maintenance window activities should include below activities as recommended by the bank.</p> <p>I. Software upgrade activities II. And / Or configuration remediation activities</p> <p>Primary OEM should provide following services as part of change window support.</p> <p>I. Review the method of procedure document (MOP) prepared by the bidder II. Support and perform the remediation activities during bank's change window schedule once every six months. III. Submit activity completion report to the bank once every six month</p>	No change.

					Bidder should provide 1 (one) month advance notice to Primary OEM to perform these activities.	
			53	In case of failure of any network equipment like router/modem/switch/VSAT/RF Equipment etc at any of the branches / administrative offices / Offsite ATM sites, engineer of the successful bidder should replace the same at the location. If spare equipment is not available with the successful bidder then they should collect the spares from the zonal office till replacement device is arranged. The activity for bringing up branch network should be done as per the SLA defined in the RFP. The faulty equipment, which was replaced, should be handed back to the concerned IT Officer at Zonal Office of the Bank and a receipt should be taken from ZO. Further, the successful bidder should follow up with the vendor who is providing AMC /Warranty services for the equipment and get the equipment replaced and the change in equipment should be updated in the asset database	Bidder understands that this is limited to devices sunder AMC with Bank	No change. Please adhere to the terms and conditions of the RFP.
			53	In case of failure of any network equipment like router/modem/switch/VSAT/RF Equipment etc at any of the branches / administrative offices / Offsite ATM sites, engineer of the successful bidder should replace the same at the location. If spare equipment is not available with the successful bidder then they should collect the spares from the zonal office till replacement	The clause needs to be read as : "In case of failure of any network equipment like router/switch etc at any of the branches / administrative offices / Offsite ATM sites, engineer of the successful bidder should replace the same at the location. If spare equipment is not available with the successful bidder then they should collect the spares from the zonal office till replacement device is arranged. The	Amendment

			<p>device is arranged. The activity for bringing up branch network should be done as per the SLA defined in the RFP. The faulty equipment, which was replaced, should be handed back to the concerned IT Officer at Zonal Office of the Bank and a receipt should be taken from ZO. Further, the successful bidder should follow up with the vendor who is providing AMC /Warranty services for the equipment and get the equipment replaced and the change in equipment should be updated in the asset database.</p>	<p>activity for bringing up branch network should be done as per the SLA defined in the RFP. The faulty equipment, which was replaced, should be handed back to the concerned IT Officer at Zonal Office of the Bank and a receipt should be taken from ZO. Further, the successful bidder should follow up with the vendor who is providing AMC /Warranty services for the equipment and get the equipment replaced and the change in equipment should be updated in the asset database."</p>	
		52	<p>The dashboard offered should be customized as per bank's requirements initially and during the course of the contract.</p>	<p>Out of Box Dashboards would be available during deployment. Custom views which are not available OOB, would be validated for technical feasibility and based on mutual discussion between bank and bidder along with tools OEM. Customization of this nature would call for additional commercials which bank would need to bear.</p>	No Change
		52	<p>D) Device Maintenance</p>	<p>Request Indian bank to confirm whether the Device maintenance scope includes only monitoring or does it required operations support as well for all the devices in inventory.</p>	Please refer RFP for complete scope
10		52	<p>10. Plan down time for preventive maintenance of network devices at DC/DR/NDR. During the maintenance window users have to be informed. The maintenance activity includes reboot of devices, redundancy check, upgrade of operating system, applying patches recommended by the OEM which are applicable in the bank's environment.</p>	<p>What will be the frequency of preventive maintenance?</p>	<p>It is clarified that the frequency of preventive maintenance will be informed to the successful bidder.</p>

			52	<p>If the issue is related to failure of hardware, RMA should be raised by the Successful bidder. If the device is not under support with the successful bidder, call should be logged with concerned support service provider immediately and followed up till the equipment is replaced / repaired. Bank will share the SLA of devices which are not covered under AMC by the successful bidder. The bank should be informed after completion of the call and the ticket to be updated.</p>	<p>How many devices are not in support? What are the make & model? What are the SLAs bank is expecting Whether the Core switch tender and the WAN management tender are interlinked? Can we only bid for the services tender? What are the current status of OEM backline? Are all these assets backline by the present vendor</p>	<p>Please refer RFP for complete scope of work.</p>
	D.9		52	<p>For the equipment under maintenance with successful bidder, the AMC will be comprehensive. If the equipment or a part in the equipment has become faulty, the equipment should be repaired as per SLA or replaced with equipment which has equivalent or higher configuration. AMC details with OEMs of all existing equipment should be back-lined with OEMs and should be mapped with bank's user ID on the OEMs' portal. All major and minor components of device covered under AMC with the OEMs should be back lined as well. Proof of back lining should be provided while claiming AMC payment. In case the successful bidder is not honouring the AMC, the OEMs will be responsible for continuation of AMC by aligning with another vendor. Letter of assurance from OEMs to be furnished in this regard</p>	<p>For the equipment under maintenance with successful bidder, the AMC will be comprehensive with Standard Direct TAC – 24*7 Access, all major, minor & maintenance Software Downloads. If the equipment or a part in the equipment has become faulty, the equipment should be repaired as per SLA or replaced with equipment which has equivalent or higher configuration. AMC details with OEMs of all existing equipment should be back-lined with OEMs and should be mapped with bank's user ID on the OEMs' portal. All major and minor components of device covered under AMC with the OEMs should be back lined as well. Proof of back lining should be provided while claiming AMC payment. In case the successful bidder is not honouring the AMC, the OEMs will be responsible for continuation of AMC by aligning with another vendor. Letter of assurance from OEMs to be furnished in this regard.</p>	<p>No change.</p>
	D.10		52	<p>Plan down time for preventive maintenance of network devices at</p>	<p>Bidder should provide primary OEM's Remediation or/And implementation</p>	<p>No change. Please adhere to the terms and conditions of the RFP.</p>

			<p>DC/DR/NDR. During the maintenance window users have be informed. The maintenance activity includes reboot of devices, redundancy check, upgrade of operating system, applying patches recommended by the OEM which are applicable in the bank's environment.</p>	<p>support during Bank's DC network periodic maintenance activities. The support should include all routers , switches (SDN DC and Non SDN DC network devices) and firewall from the primary OEM installed in Bank's DC and DR sites. Primary OEM should provide the support once every six months for 5 years. Planned maintenance window activities should include below activities as recommended by the bank.</p> <p>I. Software upgrade activities II. And / Or configuration remediation activities</p> <p>Primary OEM should provide following services as part of change window support.</p> <p>I. Review the method of procedure document (MOP) prepared by the bidder II. Support and perform the remediation activities during bank's change window schedule once every six months. III. Submit activity completion report to the bank once every six month</p> <p>Bidder should provide 1 (one) month advance notice to Primary OEM to perform these activities.</p>	
			<p>(a) Provide first level troubleshooting for network related issues in Branches, ATM sites (onsite and offsite) and escalate if necessary</p> <p>In case of failure of any network equipment like</p>	<p>Do engineers for Zonal Offices need to travel also to ATM sites/branches for issue resolution? If yes, Could you pls specify the no. of such visits happned in last 1 year for all 78 Zonal office engineers</p>	<p>It is clarified that Zonal Office engineers will remain in Zonal Office. The successful bidder should assign field support engineers to attend to requirements at branches which require onsite visit.</p>

				router/modem/switch/VSAT/RF Equipment etc at any of the branches / administrative offices / Offsite ATM sites, engineer of the successful bidder should replace the same at the location.		
47	E) Link Maintenance	2	54	2) Liaison with all existing and new link service providers in case of link failures/issues/commissioning of links.	The scope of this RFP limits to monitoring BSNL / MTNL links as well as Network devices under AMC,. If the Bank requires us to support other third party links, we need the exact count and same should be provided in the commercial bid also.	It is clarified that all network links from all service providers are to be monitored.
		3	54	3) Troubleshooting and identifying problems in link with the help of Link service providers.	The scope of this RFP limits to monitoring BSNL / MTNL links as well as Network devices under AMC,. If the Bank requires us to support other third party links, we need the exact count and same should be provided in the commercial bid also.	It is clarified that all network links from all service providers are to be monitored.
		9	54	9) For links provided by BSNL/MTNL, the successful bidder should coordinate with the local BSNL/MTNL team and ensure that links are up at the earliest. Escalate the calls automatically as per SLA to ensure that any down links are restored at the earliest	The bidder will coordinate / liaison with BSNL / MTNL for any new link provisioning or for existing links uptime. If there is a breach in SLA due to delay from BSNL / MTNL, the bidder will inform the Bank as per the escalation provided and the clock will stop till restoration. There will not be any penalty levied on the bidder by the Bank for the delay from BSNL / MTNL.	No Change.
		11	54	11) Successful bidder should arrange engineers for joint visits with the engineers of the service providers if required to resolve any link issues at the Data Centers /Branches/Administrative offices/ Offsite ATMs etc.	The scope of this RFP limits to monitoring BSNL / MTNL links as well as Network devices under AMC,. If the Bank requires us to support other third party links, we need the exact count and same should be provided in the commercial bid also.	It is clarified that the successful bidder should monitor all links. The details will be provided to Successful bidder.
		12	54	12) Whenever an office/branch/offsite ATM is getting shifted from one	The bidder will coordinate with BSNL / MTNLfor any link shifting and also with	No Change.

			location to another the successful bidder should arrange for shifting the links and all network equipment related to the link. All configurations related to shifting should be done by the successful bidder without any charges.	the Branch for the smooth shifting process.	
	13	54	13) For commissioning of BSNL / MTNL links, local advice note, work order, modems etc has to be obtained and links has to be commissioned /upgraded, test the links and update bank regularly on status. All migrations of existing links like from non MLLN to MLLN / from point to point to MPLS are to be carried out by the successful bidder	All migration activities like non MLLN to MLLN and P2P to MPLS will be considered as shifting activity and shifting charges will applicable.	No Change.
	14	54	14) It is the responsibility of the bidder to maintain the BSNL/MTNL links as per SLA defined in the RFP.	The bidder will coordinate / liaison with BSNL / MTNL for any new link provisioning or for existing links uptime. If there is a breach in SLA due to delay from BSNL / MTNL, the bidder will inform the Bank as per the escalation provided and the clock will stop till restoration. There will not be any penalty levied on the bidder by the Bank for the delay from BSNL / MTNL.	No Change.
	14	54	14. It is the responsibility of the bidder to maintain the BSNL/MTNL links as per SLA defined in the RFP.	The bidder has no control on BSNL/MTNL/Link Providers and it is challenging to own end to end link uptime. Request to modify this clause with clear boundary between bidder and link providers.	No Change.
		54	Ticket tool	Who will provide the ticketing tool- Bank or Bidder	The bidder has to provide the ticketing tool
		54	SLA fail due to Service provider or Bank side	No Penalty will be applicable on the vendor.	No Change.
		54	Reports required relating to link Disruption Management	Report format is to be provided by Bank	It is clarified that the format will be provided by the bank.

		12	54	12. Whenever an office/branch/offsite ATM is getting shifted from one location to another the successful bidder should arrange for shifting the links and all network equipment related to the link. All configurations related to shifting should be done by the successful bidder without any charges.	How many office/branch/offsite ATM shifting has happened in last one year as per past trend? Can we get some data around it? What's the projection for the coming year? Can you please elaborate on the scope	It is clarified that approximately 200 branches has been shifted in past one year. However, due to amalgamation this trend is subject to change.
48	Capacity Optimization	G	55	Manage bandwidth capacity for on demand services using QoS.	Request more elaboration on QoS	QoS requirements will be shared with the successful bidder.
		G	55	Manage bandwidth capacity for on demand services using QoS.	Request more elaboration on QoS	QoS requirements will be shared with the successful bidder.
		G	55	Manage bandwidth capacity for on demand services using QoS.	Request Indian bank to elaborate on QoS.	QoS requirements will be shared with the successful bidder.
		G	55	G) Capacity Management	Bidder request Indian Bank to conduct the capacity management as per themselves as this deal with internal manpower of Indian Bank where bidder cannot provide optimal utilization but can suggest Indian Bank on the same under their guidance.	No Change.
		G	55	Manage bandwidth capacity for on demand services using QoS.	Request more elaboration on QoS	QoS requirements will be shared with the successful bidder.
49	Configuration Management	H	56	H) Configuration Management	Presence of Indian Bank end technical is required while configuration of existing network and bidder request Indian Bank not to penalize bidder if there is any delay from Indian Bank on the same.	No Change.
		H	56	The configuration backup of core devices at DC, DR, CO, HO, NDR, Zonal Offices, FGM Offices, Service Branches & Treasury branch should be taken as per backup policy of the bank and sent to the bank by email daily. The backup should also be maintained in the Network configuration Manager Software.	Assumption here is that core devices here means the network devices to be managed as part of the RFP. Please confirm if the understanding is correct.	It is clarified that core devices mean network devices.
		H	56	H) Configuration Management	It is not clear how bidder will be able to	It is clarified that successful bidder

				manage and configure devices with updated OS/Patch , Firmware etc which are old and possible EOL/EOSL. Please clarify.	has to manage and configure devices with updated OS/Patch , Firmware etc which are under the support backlined with OEM.
10	57	Bank has placed orders for 1000 routers with SDWAN and 2200 managed switches on M/s Bharti Airtel for supplying and installation of routers and switches along with facility management services for one year. Post completion of one year, configuration management of mentioned equipment has to be carried out by the successful bidder. AMC will be continued with M/s Airtel		Bidder understands that only remote support required, Airtel will provide Onsite support, since AMC is with Airtel	It is clarified that if in any case joint visit is required with Airtel to resolve any issues the same has to be done by the successful bidder.
10	57	Bank has placed orders for 1000 routers with SDWAN and 2200 managed switches on M/s Bharti Airtel for supplying and installation of routers and switches along with facility management services for one year. Post completion of one year, configuration management of mentioned equipment has to be carried out by the successful bidder. AMC will be continued with M/s Airtel.		Supprot SLA, Hardware/software and service support SLA and AMC SLA should also be confirmed and remained with Airtel and No Penalty will be applicable on its fail during this phase.	No Change.
10	57	10. Bank has placed orders for 1000 routers with SDWAN and 2200 managed switches on M/s Bharti Airtel for supplying and installation of routers and switches along with facility management services for one year. Post completion of one year, configuration management of mentioned equipment has to be		This needs to calculated as the total number of devices to be monitor, as after 1 year. This is going to be added into monitoring in Platform.	It is clarified that all network devices in the bank's network are to be monitored by the successful bidder.

				carried out by the successful bidder. AMC will be continued with M/s Airtel.		
		10	57	Clause 10 - Bank has placed orders for 1000 routers with SDWAN and 2200 managed switches on M/s Bharti Airtel for supplying and installation of routers and switches along with facility management services for one year. Post completion of one year, configuration management of mentioned equipment has to be carried out by the successful bidder. AMC will be continued with M/s Airtel.	Is the scope for these mentioned devices limited to only configuration management ? Also what would be the support time frame for same ? Is this count considered for 15000 NMS licenses that is to be supplied by us.	It is clarified that the count is considered for license.
50	Change Management	I	57	Change Management	Change management process should be provided and if any Delay due to providng approval from CBA for unplanned change during critical or High severity breakdown and its impact should be imposed to bidder.	No Change.
51	Service Desk	J	58	Auto ticketing should be enabled for all down links and network disruptions. The zonal office engineers should provide first level support to the branches. The NOC team must provide telephonic support 24x7x365.	As per RFP, Service Desk required for 24*7*365 but the resource is asked only in general shift for ITSM L1 and L2. Hence please specify the Service Desk requirement and if we need to consider 24*7 resource?	No Change; ITSM engineers support required as mentioned in RFP.
	Service Desk	J	58	2. Bank requires the successful bidder to provide service desk to service	We understand service desk related infrastructures - telephone line, seat, desktop/laptop, headgear, access to banks network etc. - will be provided by Bank. Please confirm.	It is clarified that the telephone lines and computers will be provided by the Bank.
	Service Desk	J	58	Bank requires the successful bidder to provide service desk to service, track and route requests for service and resolving problems related to network. The service desk should have web portal. The web portal should be hosted in bank's data centers using the	Is internet/intranet based ticking tool also to be provided by bidder or Bank, Will it be SSO or single tool for logging all IT related issue for Incident, Problem, Change, Release and other funtioneries concers.	The specifications of solutions to be deployed is detailed in the RFP

				software & hardware supplied for this project		
52	Network Amalgamation	k	59	The successful bidder will be responsible for all network related activities, including but not limited to coordination with service providers of other bank/banks, capacity planning, change execution, troubleshooting, device configuration changes, network architecture changes, network design, IP address schema changes etc. for IT amalgamation with Allahabad Bank or any other bank/banks that is amalgamated with Indian Bank in the future	Network Amalgamation (i.e. DC Consolidation, MPLS redesigning, VPN redesigning, 6K+ branch reconfiguration, Firewall Policy consolidation ..etc.) should be taken care as Project Services and should not be performed by NOC Team, because it may impact the day to day Monitoring and Management for Network Infrastructure and impact the SLA which cause penalty to bidder.	No Change.
		k	59	1.Network Amalgamation - IT amalgamation with Allahabad Bank	Request to share indicative volumes like number of network devices and links to be amalgamated.	The requested details will be shared to the successful bidder.
		k	59	1) The successful bidder will be responsible for all network related activities, including but not limited to coordination with service providers of other bank/banks, capacity planning, change execution, troubleshooting, device configuration changes, network architecture changes, network design, IP address schema changes etc for IT amalgamation with Allahabad Bank or any other bank/banks that is amalgamated with Indian Bank in the future. 2) Is responsible for performance monitoring, service request handling, incident handling for all network amalgamation related activity. 3) Is responsible for coordinating with OEMs/service providers for any	1) Are the amalgamation entities maintained by different providers, network, monitoring tools etc. 2) Will there be any cross-access challenges w.r.t setting up a common solution among combined amalgamation entities? 3) Do you need an individual as well as combined visualization of the amalgamated entities?	Please refer RFP for detailed scope.



				network activity related to implementation of new network equipment.		
		k	59	Network Amalgamation :	What is the plan for AD/ Domain Controller merger when new bank gets amalgamated. The tools will be able to communicate and authenticate with only 1 AD Domain. Multiple AD domains integration with tools is not supported.	The requested details will be shared to the successful bidder.
		k	59	Network Amalgamation	Requesting Indian bank to please clarify if that is required and who will be executing it ? (NOC)?	NOC
53	NOC Reporting	L	59	1. All reporting requirements of the bank should be met by the successful bidder. Historical data retention should be for minimum 5 years for configuration and minimum 1 year for logs.	Will the bank extend their backup system/tools to the bidder for backup of the system	No
54	Network Asset Management	M	63	Ensure the Asset code tagging on each Asset as per Bank's policy.	We preassue that this would be done by Bank	It is clarified that this has to be done by the successful bidder.
		M	62	To record the information of each of the assets and provide real time reports To Store the location details : 1.Location Name 2.Unique Location ID 3.Address 4.Type 5.Class of service (High/Med/Low)	a) How are the assets ' location information being managed currently? b) Is there any repository ,if yes what is the tool used to manage ?	It is clarified the all the details should be provided by the successful bidder and available in the solution deployed
		M	62	To record the information of each of the assets and provide real time reports	Does the device name follow any naming convention that represent location information? Do the IP Ranges follow any pattern for each location?	The requested information will be shared to the successful bidder.
55	Role for L2 Engineer for Asset and Patch Management - Asset Management	A	64	Use solution to ensure data quality of new or changed Asset records	Bidder will provision the tool. The entries into the tool will also be from various bank teams. Data quality would be the responsibility of the team	The discovery/addition of assets should be correct and duplicate assets should not be added.

					making the data entry. Please elaborate on bank expectation from bidder in terms of scope.	
		A	64	Ensure data integrity both from the ownership and discovery standpoints	Please define what would data integrity be from an ownership and discovery standpoints. Please elaborate set of actions expected from bidder for adhering to requirement.	The discovery/addition of assets should be correct and duplicate assets should not be added.
		A	64	Analyze the different CI and data sources (with Discovery, procurement system etc.) and establish process and solution for maintaining data integrity coming from multiple sources	Please confirm if the tool needs to be integrated any of the systems. If so, please provide a list of integrations expected by bank with the asset management tool .	The tool will be integrated with ITSM, SIEM solution.
		A	64	Analyze the different CI and data sources (with Discovery, procurement system etc.) and establish process and solution for maintaining data integrity coming from multiple sources	Please elaborate set of actions expected from bidder for adhering to requirement.	The discovery/addition of assets should be correct and duplicate assets should not be added.
		A	64	Following Policies/Procedures/Manuals/SOP of patching laid by the Bank.	Please confirm bidder scope of patch management will be limited to the Network devices being managed under scope of the RFP and the overall uptime of the tool itself. Tool can be extended to bank's relevant technical teams for execution of patch management in their respective domains.	Please refer to RFP terms & Conditions.
		A	64	Work on finding root cause around asset data issues and propose solution for elimination of the same.	Bidder understands that asset management scope is to follow asset management practice for devices under management scope of this RFP and the upkeep/uptime of the supplied tool. Within the scope, bidder can provide RCA for data issues. However, bidder will not be in position to provide RCA for asset data issues where bank's teams have input the data in the tool. Please confirm	It is clarified that, if due to application of patch or any service/feature of solution any system is mis-behaving, the RCA need to be provided by Bidder.

Role for L2 Engineer for Asset and Patch Management - Patch Management	B	64	Methodology to ascertain whether a patch is required to be applied or not based on the business impact	understanding. Bidder understands this would be limited to the network devices being managed under scope of this RFP. Bidder will not have the skill deployed to ascertain the risks in other domains. Please confirm.	Asset & patch management solution is for entire endpoint and servers.
	B	64	Creating backups for easy rollback if necessary	Bidder understands this would be limited to the network devices being managed under scope of this RFP. Bidder will not have the skill deployed to manage backup and rollback in other domains. Please confirm.	Asset & patch management solution is for entire endpoint and servers.
	B	64	Manage OS/Security patching of endpoints and servers like windows/Linux/AIX regardless of location, connection type or status.	With 2 resources managing both ITAM and Patch management, bidder will not have the required skill deployed to assess risks, create backups, execute rollbacks in the listed domains/technologies. Bidder will ensure upkeep / uptime of the patch management tool supplied under this RFP and requests patch management tasks to be executed by the relevant technical teams managing the domains.	No Change
	B	64	Documenting and reporting of timelines of patches applicable and applied.	Please confirm definition of timeline. Bidder will ensure upkeep / uptime of the patch management tool supplied under this RFP and requests patch management reports to be executed by the relevant technical teams managing the domains.	Please adhere to RFP terms & conditions
	B	64	Manage OS/Security patching of endpoints and servers like windows/Linux/AIX regardless of location, connection type or status.	Are these Servers at the Zonal Offices and Branches ? Will the root access credentials of these Servers be available to the Vendor ? Presume these are not servers at the DC/DR.	Please adhere to RFP terms & conditions. All bank servers on Windows/Linux to be patched irrespective of the location. Necessary access permissions to patch the system will be provided.
	B	64	Manage OS/Security patching of endpoints and servers like	The pushing of patches and monitoring of the patch deployment compliance	It is clarified that if the patches could not be applied from central

				windows/Linux/AIX regardless of location, connection type or status.	will be done centrally by the Vendor team. The management of patch compliance for End points (in case not done in automated fashion due to issues of connectivity, availability on LAN, etc.) will be handled by the existing End User Computing Service Provider. Please confirm.	systems due to connectivity issues. Availability of system etc, the central team should follow-up with branches to get the system updated within the stipulated period(not later than one month)
		B	65	Adhering to the policies and procedures of the Bank	The statement is open ended and needs to be specific	It is clarified that, the policies and procedures will be informed to successful bidder.
		B	65	Patch Management - Clause 2 : Testing of Patches and Rollout	Patch Testing should be done by Server and Application owner and/or administrator. Patch Management engineer would provide the patches to testing servers using the tool and work with server/application admin to test. Based on the test results and approvals, the Patch Management engineer would publish the patches to the production servers for server/application admin to download the patches and install.	Yes.
		B	65	14. Adhering to the policies and procedures of the Bank	The statement is open ended and needs to be specific	It is clarified that, the policies and procedures will be informed to successful bidder.
56	b) Role of L1 engineer for Service Desk management	B	65	Provide Tier1, first point of contact and basic troubleshooting for customer issues	Bidder understands the Service Desk engineer will provide support for network devices & Tools under management scope of this RFP. Please confirm if there is expectation beyond network domain & tool related tickets to be managed.	Yes.
	b) Role of L1 engineer for Service Desk management c) Role of L2 engineer for Service Desk management	B,C	65	Job Role	How many L1 & L2 Service Desk resources are required to deploy at Indian Bank site? Where will the resources be deployed? This has not been provided in the list on Page 11 under B) Man Power Requirements	Please refer RFP for engineer count and Job role
57	SCOPE OF WORK –		66	IT Assets (IP Based) count: 75000	Can you clarify on how many VLAN's	Details will be provided to



Asset Management Solution				present to reach all the IP based assets (Servers and workstations).	successful bidder. Please refer RFP Page No.7 for brief information about bank network
		66	Solution should discover the IP based assets without agents and management of the system can be through asset management software.	Provide the list of devices/OS to be discovered to check what can be discovered. OOTB integration with CMDB.	It is clarified that, all network devices, systems (Endpoint, Servers) with supported Windows,& Linux OS are to be discovered
		66	Solution should provide the option to add the non IP based assets like monitor, keyboard, scanner etc	Need more clarification.	Solution should support manual addition of Non IP based IT devices if not discoverable from scanning.
		66	Successful bidder has to configure the Asset Management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Bidder has to provide the required software, hardware and licenses including database for installing and configuring the solution in high availability (HA) mode.	DR not available. If its going to be standalone appliance, would taking vm snapshot as a backup be fine for recovery?	Please adhere to RFP terms & conditions.
	3	66	3) Software Assets - Unlimited	As part of scope is Indian bank is looking perform Software license harvesting for EUC and DC devices?	Yes
	3	66	3) Software Assets - Unlimited	Please provide what all are the different type of software deployed in the Indian and Allahabad Bank landscape? Example - Microsoft,SAP,IBM,Oracle etc	Requested details will be provided to successful bidder.
		66	IT Assets - 75000	Please share detailed server inventory with device type, device name, OS major and minor version and location ber of disks.	Requested details will be provided to successful bidder.
		66	IT Assets - 75000	Please share detailed Database inventory with device type, device name, OS major and minor version, database type and database version and location	Requested details will be provided to successful bidder.
		66	IT Assets - 75000	Please share detailed Storage inventory with Storage Make and model, deployed location, Storage capacity, Utilized storage, Storage Ports Storage	Requested details will be provided to successful bidder.

				num	
	3	66	3) Software Assets - Unlimited	Please share Application inventory , Application type, technology, OS details	Requested details will be provided to successful bidder.
	3	66	3) Software Assets - Unlimited	Please share, if any existing Software Asset Management tool is deployed in Indian Bank and Allahabad bank landcape? If Yes, please let us know if we can leverage the same?	It is clarified that, the bank has not deployed any Software Asset Management tool.
	5	66	5) Solution should be integrated with Active Directory solution for authentication purpose.	Please confirm if the Active directory is a single consolidated active directory for both Indian Bank and Allahabad bank.	Yes.
		66	Solution should provide the option to add the non IP based assets like monitor, keyboard, scanner etc	Request Indian bank to elaborate on this clause.	Solution should support manual addition of Non IP based IT devices if not discoverable from scanning.
		66	Successful bidder has to configure the Asset Management solution in Data centre (DC) site and Disaster recovery (DR) site with HA. Bidder has to provide the required software, hardware and licenses including database for installing and configuring the solution in high availability (HA) mode.	Bidder would like to confirm that DR is not available. If its going to be standalone appliance, would taking vm snapshot as a backup be fine for recovery?	Please adhere to RFP terms & conditions.
	1	66	1. Solution should discover the IP based assets without agents and management of the system can be through asset management software.	What is the current Asset management tool being used, so that we understand from where the data needs to be moved/transferred from?	It is clarified that currently bank does not have any Asset Management Tool. Please adhere to the terms & conditions of RFP.
		66	Administrator (Concurrent) - 400	Can you provide the breakup of the 400 concurrent license required? Need clarity on Administrator roles?	It is clarified that, bank may create any number of analyst s. But at any given time concurrency of 400 to be provided. Please refer RFP Page No.67, point 1
		66	User License - 45000	Can we understand why Indian Bank is looking for 45000 user license? Need clarity on User role?	It is clarified that 45000 user license are proposed based on the count of bank staff. Please adhere to the

					terms & conditions of RFP.
			66	IT Assets (IP Based) count: 75000	Can you clarify on how many VLAN's present to reach all the IP based assets (Servers and workstations). Details will be provided to successful bidder. Please refer RFP Page No.7 for brief information about bank network
58	Scope of Work - Patch Management	ii	66	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux, Aix, Solaris etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.	What are the versions of the OS's that needs to be patched? Third party patching needs to be done on which OS? It is clarified that all supported Windows & Linux versions are in use. Third party application patching will be limited to windows & linux systems. Please refer amendment
		ii	66	Vendor should comply and maintain all regulating compliance of regulators of Bank with respect to End Point/ Server Patching solution	If there's any specific guidelines/requirements that needs to be followed then provide those details. E.g. OS hardening or in house compliance policy. It is clarified that requested details will be shared to successful bidder.
		ii	66	Patch management should capable to assess currently deployed patches, software and their license/hardware status, also solution should be possible to install and remove software from end device with no restriction to OS flavours.	a) TSSA may not provide details around OS license in patch management. What is expected in hardware status? b)What are the versions of OS's required to be patched? a) It is clarified that solution should be capable of identifying/alerting any changes in hardware configuration of asset. b) It is clarified that all supported Windows & Linux versions are in use. Third party application patching will be limited to windows & Linux systems.
		ii	66	Patch management should have capability to restrict installing software manually.	Requirement not clear. Please refer amendment
		ii	66	Vendor should comply and maintain all regulating compliance of regulators of Bank with respect to End Point/ Server Patching solution	Requesting Indian bank to confirm if there's any specific guidelines/requirements that needs to be followed then provide those details. E.g. OS hardening or in house compliance policy. It is clarified that requested details will be shared to successful bidder.
		ii	67	Patch management should have capability to restrict installing software manually.	Please Remove this as it is not a Patch Management Spec Please refer amendment.
		ii	67	Endpoint: 45000 Server: 7500	Are these branch servers or datacenter servers? It is clarified that 7500 servers include both Branch & Data center

					servers.
	ii	67	Endpoint: 45000 Server: 7500	Is inventory and Patching required for servers or just end points?	it is clarified that patching requirement is for both server and endpoints.
	ii	67	Count of End points and Servers	1. Please share location wise inventory list for both End User and Datacenter assets with details of a. Device Type b. Device Make b. Device Model c. OS Major and Minor version d. Device location Does this inventory is limited to Indian Bank or includes the assets of Allahabad Bank as well?	Requested details will be provided to successful bidder. It is clarified that, inventory includes both.
	ii	67	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux, Aix, Solaris etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.	Please let us know which discovery tool/solution currently used for a. DC Assets - Server, Network, Storage, Databases, Network devices b. End User Assets - Laptops, Desktops, Printers etc Please let us know existing discovery solution will be leverage?	It is clarified that, the bank is not using any discovery tool.
	ii	67	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux, Aix, Solaris etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.	Please let us know currently, how end user device as well as DC servers, DB patching are done. Please share the existing tool details used for patching? Please confirm, whether we can leverage the existing patching tool or not?	Requested details will be provided to successful bidder. It is clarified that, bidder need to provide centralized Patch Management Solution.
	ii	67	Patch management should have capability to restrict installing software manually.	This feature can be done via Windows profile and security management and hence should be removed	Please refer amendment.
	ii	67	Impart Training and Knowledge to the Bank's management and personnel	One time training for Bank officials can further refer Knowledge Base SOP's.	Yes.
	ii	67	Implementation of Centralized Patch Management Solution for Windows endpoints, servers, Linux, Aix, Solaris	HP-UX Solaris, IBM, AIX not in road map	Please Refer Amendment

				etc. and for third party applications including MS Office, Adobe, Mozilla, Chrome, Java, Oracle DB etc.		
		ii	67	Patch management should have capability to restrict installing software manually.	We can block the executable. We can also define a process that any software to be installed, it should be pushed from software deployment module and any software installed by the user will be notified as part of audit, which can uninstall it from central UI	Please refer amendment.
		ii	67	a) The Solution should include (and not limited to) design, implement, maintain, manage, handhold and provide subsequent facilities management, comprehensive onsite warranty/AMC/ATS.	a) The Solution should include (and not limited to) design, implement, maintain, manage, handhold and provide subsequent facilities management, comprehensive onsite warranty/AMC/ATS.	Please adhere to RFP terms & conditions.
		ii	67	9. Patch management should have capability to restrict installing software manually.	This feature can be done via Windows profile and security management and hence can be removed	Please refer amendment
59	Scope of Work – Information Technology Service Management (ITSM)	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	<p>In the RFP page no 109, the total number of seats provided is 107. Where as the concurrent admin mentioned in the RFP is 400. Which would mean at any given point of time, system will allow 400 analyst/admins to login and work on the tickets simultaneously?</p> <p>There are 2 types of service desk analyst/licenses.</p> <p>1. Named license - This license is attached to a user name and always gets dedicated log in to the service desk</p> <p>2. Concurrent license - This license can be distributed with any number admins. However only first X users gets this login if procured quantity of concurrent license is X (for example 50).</p> <p>Please provide clarity on</p> <p>1. Count of service desk</p>	It is clarified that, bank may create any number of analysts. But at any given time concurrency of 400 to be provided

					admins/analysts who require a named license. 2. Count of service desk admins/analyst who require concurrent license in the busiest shift.	
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	Please clarify on the total concurrency number provided i.e.400. Does this mean that 400 service desk analysts (admin) who works on the tickets (like resolving/updating) at a given point of time? OR is this total number of admins who wants to access the service desk solution to work on the tickets? In the RFP page no 109, the total number of seats provided is only 107. For the service desk analysts (admin) who works on the tickets always everyday, can use named login accounts. For service desk analysts who access the service desk solution sometimes in a day can use the concurrent login accounts. Please provide clarity on 1. Total number service desk admins in the organization who are suppose to work on the IT service desk tickets. 2. How many service desk analyst/admins who always dedicatedly works on the tickets every day. 3. How many service desk analyst/admins who works on the tickets sometimes in a day, How many analysts/admin works in each shifts? 4. What is Segregation Location Wise for these 45,000 Desktops / Laptops. Please provide Details.	It is clarified that, bank may create 400 analysts. But at any given time concurrency of 400 to be provided.	
	iii	67	1 The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a	400 - Is it concurrent users or is it the total number of users ?	Concurrent	

			ticket) and 45000 end users (who can raise tickets)		
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	Please share Individual count of Incident management user, Change management users and Asset Management Users. Will this be fixed users or concurrent users	It is clarified that, bank may create 400 analyst s. But at any given time concurrency of 400 to be provided
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	What is the factor of concurrency i.e. in one particular shift, what will be the maximum count of Incident management user, Change management users and Asset Management Users	It is clarified that, bank may create 400 analysts. But at any given time concurrency of 400 to be provided
	iii	67		Please confirm, whether any cloud based/SaaS ITSM solution are also preferable?	No.
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	Request you to share the breakup for : How many concurrent users will need access only to Incident and Problem Management? How many concurrent users will need access only to Change Management and Asset Management ? How many concurrent users will need access to all ITSM modules ?	It is clarified that, bank may create 400 analyst s. But at any given time concurrency of 400 to be provided
	iii	68	5- The ITSM solution should integrate with Microsoft Active Directory for user authentication and support SAML, WS Federation and support for claim	Please explain the requirement under " SAML, WS Federation and support for claim"	It is clarified that , in case of SAML WS Federation, the solution should have the capacity to validate with the support of claim/token.
	iii	68	7- The ITSM solution should integrate with the existing Support tools, Devices, SIEM and other Applications to generate tickets/ incidents	Please provide details about the existing tools and the integration mechanisms available, plus an overview of the use cases needed	It is clarified that, details will be shared with successful bidder. It is clarified that, the solution should be able to send logs(Security/events) to SIEM solution.
	iii	68	13 The Vendor should describe, in detail, the number of environments available for pre-development	Please let us know the environments that are needed	The solution requires DC, DR and test environments.

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
 Date: - 03.06.2020

			(sandbox), development, and test and production environments.		
	iii	68	The ITSM solution should integrate with Microsoft Active Directory for user authentication and support SAML, WS Federation and support for claim	Please Clarify what is meant by "Support for claim".	It is clarified that , in case of SAML WS Federation, the solution should have the capacity to validate with the support of claim/token.
	iii	68	The ITSM solution should integrate with the existing Support tools, Devices, SIEM and other Applications to generate tickets/ incidents	Please provide a list of third party integrations required to be performed with the ITSM solution ?	It is clarified that required details will be provided to successful bidder.
	iii	68	Implement an ITSM solution that includes following CORE components: a) Incident Management b) Service Request Fulfillment c) Problem Management d) Service Catalogue Management e) Change Management f) SLA Management g) Availability Management h) Vendor Management i) Knowledge Management - Create a common repository for all institutional IT knowledge that is easily accessible and readily available.	g) Availability Management can be provided using BMC's TSOM software, will that be acceptable? h) Vendor Management to be replaced by Contract Management (which is more generic), will that be acceptable?	a) Please adhere to RFP terms & Conditions. b) Accepted.
	iii	68	The ITSM solution should integrate with the existing Support tools, Devices, SIEM and other Applications to generate tickets/ incidents	Please share details of the support tools, SIEM and applications with which the ITSM tool will need to be integrated. Please confirm if these tools will support integration with SOAP or REST API	It is clarified that required details will be provided to successful bidder. Please adhere to RFP terms & Conditions
	iii	68	The ITSM solution should integrate with the existing Support tools, Devices, SIEM and other Applications to generate tickets/incident	Please provide the details of the existing tools as per below to check the compatibility of the integration with proposed ITSM tools:- (1) Application Names (2) Application Versions (3) Does existing tools have API's to support the integrations	It is clarified that required details will be provided to successful bidder. Please adhere to RFP terms & Conditions
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM	Will ITSM solution be allowed to integrate with AD (Active directory) for	It is clarified that, solution should support session timeout settings.



			analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	user authentication and email confirmation. If 400 Concurrent users will be supported then it will be admin. Any Session window timing (logout) for 45000 users	
	iii	68	10.The Vendor should provide a detailed description of how a Change Analyst will update the Configuration Item(s) in the Change Management Data Base (CMDB) when executing a change.	Pls clarify-CMDB will be provided by the Bank or bidder will continue to use existing CMDB	It is clarified that, CMDB to be provided by bidder.
	iii	69	The Process Owner training should include the following processes: Incident Management, Problem Management, Change Management, Configuration Management (CMDB), Service Level Management (SLM), Service Catalogue Management, Access Management, Service Request Management, Service Desk, and Business Help Desk.	It will be one time and held at one location.	Accepted.
	iii	69	The dashboard offered should be customized as per bank's requirements initially and during the course of the contract.	Out of Box Dashboards would be available during deployment. Custom views which are not available OOB, would be validated for technical feasibility and based on mutual discussion between bank and bidder along with tools OEM. Customization of this nature would call for additional commercials which bank would need to bear.	It is clarified that, minor/out-of box available customization should not call for additional commercials. It is in the scope of work.
	iii	67	The dashboard offered should be customized as per bank's requirements initially and during the course of the contract.	Dashboards are available, more advanced dashboards and BI reports are populated using Analytical plus from OEM.	Please adhere to RFP terms & Conditions.
	iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst	Bidder would like to confirm that we support only named technician and please confirm whether simultaneously	It is clarified that, bank may create any number of analysts. But at any given time concurrency of 400 to



				users (who can work on a ticket) and 45000 end users (who can raise tickets)	login needed	be provided.
		iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	Request Indian bank to please share Individual count of Incident management user, Change management users and Asset Management Users. Will this be fixed users or concurrent users	It is clarified that, bank may create any number of analysts. But at any given time concurrency of 400 to be provided.
		iii	67	The ITSM solution shall support approximately 400 concurrent ITSM analyst users (who can work on a ticket) and 45000 end users (who can raise tickets)	What is the factor of concurrency i.e. in one particular shift, what will be the maximum count of Incident management user, Change management users and Asset Management Users	It is clarified that, bank may create any number of analysts. But at any given time concurrency of 400 to be provided.
		iii	68	The Vendor should describe, in detail, the number of environments available for pre-development (sandbox), development, and test and production environments.	separate test server has to be deployed for testing the process changes and it will not be clubbed with the production setup	The solution requires DC, DR and test environments.
60	TECHNICAL BID		70	Additional	Bidder need to provide AMC Bill of Material in the following format. Minimum required AMC Bill of material will ensure that all the bidder are quoting the same and bank will get visibility of backlining of Major and Minor component. PAK/Serial Number Instance Number Parent Instance Number Product Number Product Description Last Date of Support Major/Minor Service Level Description Start Date End Date Quantity Price Items FXS1916Q4NH 1697616970 1697616970 ASR1004 Cisco ASR1004 Chassis, Dual P/S 30-Apr-2025 Major SNTC 24X7X4 01-Feb-2021 31-Mar-2025 1 Yes	No Change
61	Technical	Additional	70		Does Indian Bank have documented ITIL	It is clarified that the bidder has to



Specification of IT Service Management (ITSM) - Service Desk and service Desk Portal				processes which will need to be followed by the SI.	follow industry standards in compliance with all regulatory authorities of the bank.
	12	71	It should provide the ability to view a list of related records and view the work and communication logs for all related records on one screen, on the global record.	One ticket can have multiple child tickets and each ticket may have numerous worklog. Better approach will be to have worklog info displayed per ticket. Request change in specification here.	No Change
	5	71	Application developers should be able to embed a button link in web applications, such as a Report Issue button, so that application users can report issues. They should also be able to customize the user interface to reflect corporate branding.	Does this mean third party applications should have a direct Report Issue button in those application which in turn creates a ticket in ITSM solution ?	Yes
	11	71	Proposed service desk should provide integration with popular instant messenger. It should provide the ability such that chat sessions should be recorded and stored in the ticket's Communication Log. Apart from integrating with popular instant messengers it should also provide built-in chat facility that can be used to log tickets.	Please share details on the popular instant messenger. Is this integration required to be delivered as part of Go-Live The requirement on built-in chat facility, will this be required for end users to log tickets from self service portal?	It is clarified that the requested feature is to be available as part of Go live
	12	71	It should provide the ability to view a list of related records and view the work and communication logs for all related records on one screen, on the global record.	One ticket can have multiple child tickets and each ticket may have numerous worklog. Better approach will be to have worklog info displayed per ticket. Request change in specification here.	No Change
	5	71	Application developers should be able to embed a button link in web applications, such as a Report Issue button, so that application users can report issues. They should also be able to customize the user interface to	Does this mean third party applications should have a direct Report Issue button in those application which in turn creates a ticket in ITSM solution ?	Yes

			reflect corporate branding.		
	1	70	Proposed service desk tool should provide the ability to define real-time Key Performance Indicator (KPI) dashboards	Is the Tool Dashboard required to be available on the DR Sites as well?	Yes
	2	70	It should provide a facility to use a single KPI SQL statement with a number of variables to allow administrators to seamlessly generate multiple individual KPIs.	Database scheme has been published to generate SQL reports	No Change
	5	71	Application developers should be able to embed a button link in web applications, such as a Report Issue button, so that application users can report issues. They should also be able to customize the user interface to reflect corporate branding	we can extend API and custom scripts which can be executed from the web applications to create a ticket in ITSM.	No Change
	10	71	Proposed service desk tool should provide the capability of versioning for workflows. The service desk tool should facilitate such that it should incrementally grow workflows keeping the revisions of workflows as business process changes and become more mature. If a new version of a workflow breaks, it should allow to revert to a previous working version of workflow	Within the tools you can define multiple workflows. However, the versioning of workflows is not available. With the help of description is available for any workflows you can provide detailed information and version numbers. However, we do not maintain the history of workflows versions.	No Change
	11	71	Proposed service desk should provide integration with popular instant messenger. It should provide the ability such that chat sessions should be recorded and stored in the ticket's Communication Log. Apart from integrating with popular instant messengers it should also provide built-in chat facility that can be used to log tickets.	Built in chat facility is available. Hence there is no integration with instant messenger. Please confirm whether to integrate with existing instant messenger if required through API Calls?	Yes, It is clarified that requested detail will be shared with successful bidder.

		5	71	Application developers should be able to embed a button link in web applications, such as a Report Issue button, so that application users can report issues. They should also be able to customize the user interface to reflect corporate branding.	Does this mean third party applications should have a direct Report Issue button in those application which in turn creates a ticket in ITSM solution ?	Yes
62	Incident Management	3	71	It should provide the ability such that Incident can be created automatically from sources such as email, system monitoring tools.	1) Please provide the current list of system monitoring tools across amalgamated entities.	It is clarified that requested detail will be shared with successful bidder.
63	Problem Management		72	The Problem template should contain activities, labour requirements, and activity owners	problem management does not contain any custom templates which has only default workflow. Whether custom templates to be developed ?	No Change
			72	The Problem template should contain Problem activity common data such as, Sequence number, Job Plan, Site, Organization, Description, Owner or Owner Group, Priority, Vendor, and Classification.	Custom template is not available in problem management, Whether custom templates to be developed to capture vendor details ?	No Change
			72	It should provide the ability such that the relationship between Problem and other Problem/Ticket can be deleted.	As per ITIL, similar incidents would be associated to a problem . Ideally it should be multiple incidents to one problem relationship	No Change
			72	The similar ticket search should result only list service requests, incidents, and problems having the same Classification.	we can achieve this using custom/query reports but cannot be triggered In similar ticket search	No Change
			72	It should provide the ability to manage the tickets via the global ticket, when linked with global relationships, so the statuses of related tickets can be changed by changing only the status of the global record	incident tickets associated to the problem ticket can be closed automatically when the problem ticket is closed	No Change
64	Technical Specification of IT Service Management	Additional	73	Knowledge Base	It will be link with service desk Ticketing tool or will be saprate database. This can be futher use for imparting traning and learning way. Process and	No Change

	(ITSM) - Knowledge Base				procedure should be stored here.	
65	SLA Management	6	74	It should provide the ability to link an SLA to a key performance indicator (KPI) to monitor performance.	Please list the SLA/KPI required in various tools	It is clarified that requested detail will be shared with successful bidder.
		8	74	It should provide the ability to use the Service Level Agreements application to modify service level agreements (SLAs). When an SLA is in DRAFT or INACTIVE status, user can edit or add information on the Service Level Agreement, Assets and Locations, and Escalation.	Please explain the requirement In detail, what is bank trying to achieve here ?	The clause is self explanatory
66	Change Management	9	75	It should provide the ability to associate an escalation point with one or more actions through the action group.	Need clarity on what is an escalation point	The next person in the escalation matrix
67	SMS Gateway Integration	1	75	Proposed service desk solution should be able to integrate with Bank's SMS gateway.	Explain Technology/Product involved for the SMS Gateway	Alerts
		1	75	Proposed service desk solution should be able to integrate with Bank's SMS Gateway	Please confirm, if SMS gateway will be provided by bank for service desk integration with SMS?	Yes
68	SRM & Service Catalog	2	75	Should provide for Service Requests Workflows and Fulfilment definitions for commonly used IT/non-IT services.	For Non-IT Services, please provide a list of other line of business is being serviced?	Banking
69	Self Service App		76	General Query	Is an app mandatory or will a mobile interface suffice?	No Change
70	Technical Specification of Manager of Manager (MOM)	11	77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Please provide if you are using any 3rd party EMS that needs to be integrated with Manager of Manager.	It is clarified that requested detail will be shared with successful bidder.
	Graphical User Interface and Customization	4	77	It should give a single unified view of multicast information, route information and device information for	Please clarify if the route information needs to be shown in graphical format?	Yes

			a device.		
Technical Specification of Manager of Manager (MOM)	1	77	Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions.	Please clarify on Application monitoring, Infrastructure Server monitoring requirement. Is it expected to monitor the servers and application? Please provide details on total number of servers, application details and analytics solution details.	It is clarified that the dashboard should take inputs from various systems and provide single dashboard.
Graphical User Interface and Customization		77	It should give a single unified view of multicast information, route information and device information for a device.	Please clarify if the route information needs to be shown in graphical format?	Yes
Manager of Manager		77	Generic License Question	Count of event forwarding servers to MOM	It is clarified that requested detail will be provided to successful bidder.
Manager of Manager		77	Generic License Question	What are the different tools to integrate with MOM layer? Name and Server count?	It is clarified that requested detail will be provided to successful bidder. Please refer RFP
Operations management	1	77	Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions	Are there any third party event sources that exist or planned to be implemented which will send Events to TSOM?TSOM do support Third party (hereafter referred as TP) event integration. However need to know the names.	It is clarified that third party integration is required and requested details will be shared with successful bidder.
Operations management	2	77	Consolidated operations management system should integrate and consolidate IT operations tools and massive volumes of events across business, data center and network operations domains/environments	Please do list out names if there is/are specific TP tools	It is clarified that requested detail will be provided to successful bidder.
Operations management	4	77	Consolidated operations management system should provide a intelligent &	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested detail will be provided to successful

				quick integration with variety of multi-technology & multi-vendor management systems across business, operations, data center & network domains		bidder.
Operations management	11	77		Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested detail will be provided to successful bidder.
Operations management		77		Consolidated operations management system should also provide a comprehensive & wide library of off-the-shelf data exchange and data forwarding gateway integration to support uni & bi directional integration with trouble ticketing and help desk solutions	Need more clarity on this.Are we assuming integration with Remedy for incident management where ticket updates are integrated with corresponding events and vice versa?	The clause is self explanatory
Section 6 - Technical Specification of Manager of Manager (MOM)		77		1) Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions	Please share details on the monitoring solution deployed for Indian bank and Allahabad Bank Infrastructure monitoring tools for Server Monitoring Application performance IT infrastructure monitoring Storage Monitoring Database Monitoring Would there be change in monitoring tools set post merger of these banks? Currently for these Monitoring tools licenses owned by whom?	It is clarified that requested detail will be provided to successful bidder.
Section 6 - Technical Specification of Manager of Manager (MOM)		77		1) Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments	What is the analytics solution deployed in the landscape today.	It is clarified that NOC is currently outsourced.

			including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions		
Section 6 - Technical Specification of Manager of Manager (MOM)		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Could you please share the EMS systems deployed in the landscape today	It is clarified that NOC is currently outsourced.
Operations management		77	Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions	Are there any third party event sources that exist or planned to be implemented which will send Events to TSOM?TSOM do support Third party (hereafter referred as TP) event integration.However need to know the names.	It is clarified that third party integration is required and requested details will be shared with successful bidder.
Operations management		77	Consolidated operations management system should integrate and consolidate IT operations tools and massive volumes of events across business, data center and network operations domains/environments	Please do list out names if there is/are specific TP tools	It is clarified that requested detail will be provided to successful bidder.
Operations management		77	Consolidated operations management system should provide a intelligent & quick integration with variety of multi-technology & multi-vendor management systems across business, operations, data center & network domains	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested detail will be provided to successful bidder.
Operations management		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested detail will be provided to successful bidder.

			Management Systems (EMS) using out-of-the-box custom or generic adaptors.		
Operations management		77	Consolidated operations management system should also provide a comprehensive & wide library of off-the-shelf data exchange and data forwarding gateway integration to support uni & bi directional integration with trouble ticketing and help desk solutions	Need more clarity on this.Are we assuming integration with Remedy for incident management where ticket updates are integrated with corresponding events and vice e versa?	No, It is clarified that currently NOC (Through BMC Remedy) is in opex model.
Operations management		78	Consolidated operations management system should provide Automation capabilities to make an automatic response to an event or pattern of events received from managed environment	Are there any specific automation requirements or are we referring in general automated recovery acvtions?	It is clarified that bidder have to meet technical specification and scope of work either by performing automation or without automation.
Operations management		78	Consolidated operations management system should automatically collects information across multiple support tools and data sources and displays that information in context in a single, integrated web view.	Though need further clarity.TSOM will be able to collect data using PatrolAgents and show it on contralized console/dashboard.As well as it will collect evenst from supported TP tools and display on MoM.Is this the requiremtr here? If different ,then please elaborate more.	The clause is self explanatory
MOM: 1		77	Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions	What level of Application monitoring is expected? 1) No. of applications 2) Infrastructure level: agent-based and agentless 3) Application performance: like synthentic business transaction monitoring , real-user monitoring & Composite Application monitoring 4) Application security	It is clarified that requested details will be shared with successful bidder.
1) MOM: 3		77	1) Consolidated operations management system should be able to	1) Please list the monitoring tools along with versions that are currently in place	It is clarified that, requested detail will be provided to successful

				receive events & problem notifications from various operations domains like Application & IT Infrastructure, Storage, Data Center & Network etc, unifies them into a common format, correlate them and provide a common graphical user interface for event/problem analysis and acknowledgement	which need to be integrated with the new solution being proposed.	bidder.
	2) MOM: 11			2) Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	2) Provide the expected list of 3rd Party Element Management Systems (EMS) that need to be consolidated or integrated with the solution being proposed.	
	MOM:12		77	Consolidated operations management system should also provide a comprehensive & wide library of off-the-shelf data exchange and data forwarding gateway integration to support uni & bi directional integration with trouble ticketing and help desk solutions	1) Will ITSMA be the combined ticketing solution across the amalgamated entities? 2) Provide details about any other ticketing solution involved?	1. Yes 2. It is clarified that requested details will be shared with successful bidder.
	1) MOM: 20					
	2) MOM: 22		78	1) Consolidated operations management system should automatically collect information across multiple support tools and data sources and displays that information in context in a single, integrated web view. 2) Consolidated operations management system should allow to collect data from various domain specific management system, existing support tools & other data sources in real time, perform complex calculations to compute actionable operational and business key	Please list the various support tools, data sources from where the information is being collected currently and elaborate the mechanism.	It is clarified that, requested detail will be provided to successful bidder.

			performance indicators (KPIs)		
11 / Technical Specification of Manager of Managers (MoM)		77	Consolidated Operations Management system should have the ability to provide event management (Manager of Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors	Please provide the list of 3rd Party Element Management Systems (EMS) details which needs to be integrated with MoM layer. Also, please confirm whether these EMS applications support API/SNMP based integration?	It is clarified that, requested detail will be provided to successful bidder..
11 / Technical Specification of Manager of Manager (MOM)		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Please provide if you are using any 3rd party EMS that needs to be integrated with Manager of Manager.	It is clarified that, requested detail will be provided to successful bidder..
1 / Technical Specification of Manager of Manager (MOM)		77	Consolidated operations management system should provide a single pane of glass and central consolidation point for events and problem reports from across the operations domains/environments including Application Performance, Network Management, IT Infrastructure Monitoring, Storage Management and Analytics Solutions.	Please clarify on Application monitoring, Infrastructure Server monitoring requirement. Is it expected to monitor the servers and application? Please provide details on total number of servers, application details and analytics solution details.	It is clarified that the dashboard should take inputs from various systems and provide single dashboard.
Section VI		78	Technical specifications of MOM	Our understanding is MOM is not a separate tool and can be an integral component of the tool solution in-built.	It is clarified that it's bidder responsibility to meet all the technical specification mentioned in the RFP pertaining to MOM.
Annexure III					
Technical Specification of Manager of Manager (MOM)		77	Consolidated operations management system should be able to receive events & problem notifications from various operations domains like Application & IT Infrastructure, Storage, Data Center & Network etc, unifies them into a common format, correlate them and provide a	The Event co-relation and the Complete EMS dashboard is available within single plane of glass with the proposed solution to the bank	No Change

			common graphical user interface for event/problem analysis and acknowledgement		
Technical Specification of Manager of Manager (MOM)		77	Consolidated operations management system should provide a intelligent & quick integration with variety of multi-technology & multi-vendor management systems across business, operations, data center & network domains	Request Indian bank to provide details on multi- technology and multi-vendor details to check the integration capabilities	It is clarified that the solution should be able to integrate with all market leading vendors. The requested details will be provided to the successful bidder.
Technical Specification of Manager of Manager (MOM)		77	Consolidated operations system should be able to process all fault and event related information in memory and in real time. It should be capable of delivering high performance during an event storm allowing visibility of all alarms.	All the event management is handled efficiently in every solution and it give visibility on the alarms	No Change
Technical Specification of Manager of Manager (MOM)		77	Fault monitoring module should have the capability to detect when it is subjected to an event storm based on user configured thresholds, It should have the capability to take remedial actions such as discarding events of low severity or diverting events based on user configured actions	All the events are denoted with severity and based on the threolds and consecutive polling low events can be eliminated to make sure there is no event flooding	No Change
Technical Specification of Manager of Manager (MOM)		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Our proposed solutions comes with REST API to integrate with 3rd part apps. The Capability of (Manager-of-Managers) is available with in our proposed solution. What happens when the adapters fails ? What happens the sync is creating a delay ? Please clarify	No Change
Technical Specification of Manager of		77	Consolidated operations management system should also provide a comprehensive & wide library of off-	Out of the integration with ITSM is available from performance mointoring solutions	No Change

Manager (MOM)			the-shelf data exchange and data forwarding gateway integration to support uni & bi directional integration with trouble ticketing and help desk solutions		
Operations management		77	Consolidated operations management system should integrate and consolidate IT operations tools and massive volumes of events across business, data center and network operations domains/environments	Request Indian bank to please do list out names if there is/are specific TP tools.	The requested information will be shared to the successful bidder.
Operations management		77	Consolidated operations management system should provide a intelligent & quick integration with variety of multi-technology & multi-vendor management systems across business, operations, data center & network domains	Request Indian bank to please specify TP tools that needs to be integrated with TSOM.	The requested information will be shared to the successful bidder.
Operations management		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element Management Systems (EMS) using out-of-the-box custom or generic adaptors.	Request Indian bank to please specify TP tools that needs to be integrated with TSOM.	The requested information will be shared to the successful bidder.
Operations management		78	Consolidated operations management system should automatically collects information across multiple support tools and data sources and displays that information in context in a single, integrated web view.	Though need further clarity.TSOM will be able to collect data using PatrolAgents and show it on contralized console/dashboard.As well as it will collect evenst from supported TP tools and display on MoM.Is this the requiremtr here? If different ,then please elaborate more.	Mentioned clause is self explanatory.
Technical Specification of Manager of Manager (MOM)		78	Consolidated operations management system should provide event suppression wizard to enable contextually correlate multiple events down to a single actionable event, speeding assessment	event coorelation is basic feature in the proposed solution	It is clarified that mentioned clause is relevant to event suppression.

			and minimizing time to resolution for real problems		
Technical Specification of Manager of Manager (MOM)		78	Consolidated operations management system should automatically collect information across multiple support tools and data sources and displays that information in context in a single, integrated web view	Please explain the term multiple tools and data source ?	It is clarified that multiple tools refers to server monitoring tool, application monitoring tools etc.
Technical Specification of Manager of Manager (MOM)		78	Consolidated operations management system should allow to collect data from	Request Indian bank to please explain what type of calculation to be done.	It is clarified that mentioned clause is referring to real time data as per customization.
			data sources in real time, perform complex calculations to compute actionable		
			operational and business key performance indicators (KPIs)		
Graphical User Interface and Customization		77	It should give a single unified view of multicast information, route information and device information for a device.	Please clarify if the route information needs to be shown in graphical format?	Yes
Operations management		77	Consolidated operations management system should integrate and consolidate IT operations tools and massive volumes of events across business, data center and network operations domains/environments	Please do list out names if there is/are specific TP tools	It is clarified that requested details will be shared with successful bidder.
Operations management		77	Consolidated operations management system should provide a intelligent & quick integration with variety of multi-technology & multi-vendor management systems across business, operations, data center & network domains	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested details will be shared with successful bidder.
Operations management		77	Consolidated Operations Management system should have the ability to provide event management (Manager-of-Managers) capability for a wide variety of 3rd Party Element	Please specify TP tools that needs to be integrated with TSOM	It is clarified that requested details will be shared with successful bidder.

				Management Systems (EMS) using out-of-the-box custom or generic adaptors.		
	Operations management		78	Consolidated operations management system should automatically collect information across multiple support tools and data sources and displays that information in context in a single, integrated web view.	Though need further clarity. TSOM will be able to collect data using PatrolAgents and show it on centralized console/dashboard. As well as it will collect events from supported TP tools and display on MoM. Is this the requirement here? If different, then please elaborate more.	Mentioned clause is self explanatory.
71	Generic technical specification of NMS	Network Discovery:1	79	The proposed monitoring solution should be able to discover devices in the network with SNMP and ICMP capabilities automatically and agent less, on input of, (a) IP address ranges (b) subnets (c) individual IP addresses (d) Active Directory	1. What agent less monitoring is required from NMS 2. Does require discovery of Active directory from NMS	The clause is self explanatory
		Graphical User Interface and Customization:6	79	It should allow creation of custom dashboards and restrict views for users based on devices or interfaces, i.e. it should have role-based access	Specify Details of Data to be displayed on custom dashboard	It is clarified that the requested information will be shared with the successful bidder.
		4 / Graphical User Interface and Customization	79	It should give a single unified view of multicast information, route information and device information for a device.	Please clarify if the route information needs to be shown in graphical format?	Yes
		Alerting,5	80	Should have various actions that can be taken, including but not limited to, sending out emails, forwarding SNMP traps, running executables, sending SMS text alerts, emailing a web page etc.	1. What are the various actions to be taken other than emails, forwarding, running executables and sending SMS.	The clause is self explanatory
		Integration;1	81	1) Should allow integration with third-party applications at user-interface layer, through message exchanges and also through APIs	Please share the third party application details. And provide more information with respect to integration.	It is clarified that the requested information will be shared with the successful bidder.
		Deployment;1	81	Should support agent less deployment	1. What agent less monitoring is required from NMS apart from Network devices/ Firewall?	SNMP Protocol
		Multivendor	81	The proposed monitoring solution	1. What are the vendors should be	It is clarified that it should work

		Support;1		should not be vendor-specific	supported. Specify make and model	with all market leading vendors.
		Deployment;1	81	Should support agent less deployment	How many Servers Should be factored for Agent Less Deployment in MOM?	It is clarified that the requested information will be shared with the successful bidder.
		Enterprise Scalability, 2	81	NMS: Enterprise Scalability : Proposed monitoring solution should be scalable upto minimum 25000 devices.	Do we have to size the BOM keeping total device count as 25000 in scope ? If yes, please provide the break-up of this 25000 count.	It is clarified that scalability refers to increase in capacity in the near future
		Enterprise Scalability, 1	81	The proposed monitoring solution should be able to accommodate growth through load-balancing applications	The current model proposed is highly scalable, however we can deploy multiple central and probes to accomidate the growth	No Change
		Enterprise Scalability, 2	81	The proposed monitoring solution should be scalable up to minimum 25000 devices	Yes, it is possible. However, please let us know what would be the polling frequency and how many number of kpi's to be monitored ?	It is clarified that the requested information will be shared with the successful bidder.
		Enterprise Scalability, 2	81	The proposed monitoring solution should be scalable up to minimum 25000 devices	1. We need number of interfaces for 25000 devices as the NMS monitoring is also dependent on interfaces of devices	It is clarified that the requested information will be shared with the successful bidder.
		Deployment	81	Should support multiple deployment options:	Does Indian Bank wants to factor distributed deployment for MOM or NMS ? If distributed deployment required, specify datacenter/location where tools needs to be installed.	It is clarified that the solutions should be deployed in DC and DR of the Bank.
		Extensibility;2	81	Should be able to fetch properties from devices without need to import device MIBs into MIB database	1. What are the devices vendors does customer have in their environment to have the supported devices	It is clarified that the solution should support all leading vendors
72	Performance Monitoring	20	83	Should be able to monitor entire VMware and Hyper-V virtual infrastructure, including Virtual Centers, Datacentres and ESX clusters, and automatically track VM performance	1. Need the details of the infrastructure like make and model of Hyper visor and number of guest VM, Num of data center/Virtual centers, ESX cluster to decide the monitoring availability.	It is clarified that the requested information will be provided to the successful bidder.
		16	83	Should be able to monitor SDN environment (e.g. Cisco ACI), including but not limited to: APICs, tenants, application profiles, endpoint group and physical entities	No, can be delivered in Q4 2020, currently in development stage	Accepted; It is clarified that payment pertaining to relevant tool w.r.t specification will be released after meeting compliance.

		20	83	20) Should be able to monitor entire VMware and Hyper-V virtual infrastructure, including Virtual Centers, Datacentres and ESX clusters, and automatically track VM performance	Whether bidder needs to propose the Infrastructure monitoring tool to monitor the VMware and Hyper-V virtual infrastructure. Please clarify	Accepted; It is clarified that payment pertaining to relevant tool w.r.t specification will be released after meeting compliance.
		22	83	Should be able to monitor Cisco switch stack, with the ability to display individual member switches, power stack and data stack rings	No, can be delivered in Q4 2020 currently in development stage	Accepted; It is clarified that payment pertaining to relevant tool w.r.t specification will be released after meeting compliance.
73	Packet Analysis for Performance Monitoring	Packet Analysis for Performance Monitoring,1	83	Should be able to do packet analysis of network traffic to provide Network Response Time (NRT) and Application Response time (ART) for critical applications	Currently not available	No Change
		Packet Analysis for Performance Monitoring,1	83	Should be able to do packet analysis of network traffic to provide Network Response Time (NRT) and Application Response time (ART) for critical applications	Please provide more clarity on Application Response time ? Is it related to Applications related requirement?	It is clarified that the applications response time is related to Application performance.
		Packet Analysis,1	83	Should be able to do packet analysis of network traffic to provide Network Response Time (NRT) and Application Response time (ART) for critical applications	Specify Details of IPLSA Routers and Probes configured in those IPLSA routers across various location Num of Interfaces on which Traffic has to be monitored	It is clarified that the requested information will be provided to the successful bidder.
74	Bandwidth Monitoring	5	83	5) Should be able to receive flows from non-SNMP-enabled devices, like VMware vSwitch	Please clarify	It is clarified that the clause is self explanatory
		14	83	14) Should give importance to the most bandwidth-intensive conversations to improve database performance, reduce page load times and increase reporting speed.	Please clarify whether Database monitoring solution also needs to be proposed as part of overall solutions.	It is clarified that the solution requirements has been detailed in the RFP.
		15	83	15)Should compress data in database for optimal performance of application	Please clarify whether Database monitoring solution also needs to be proposed as part of overall solutions.	It is clarified that the solution requirements has been detailed in the RFP.

		16	83	16) Should ensure database maintenance happens in background to prevent overwhelming of database with flow traffic data	Please clarify whether Database monitoring solution also needs to be proposed as part of overall solutions.	It is clarified that the solution requirements has been detailed in the RFP.
		17	83	17) Should have utilities to view the database, to stop and start its own services	Please clarify whether Database monitoring solution also needs to be proposed as part of overall solutions.	It is clarified that the solution requirements has been detailed in the RFP.
		11	84	Should provide flow analysis with granularity	1. What level of granular data is expected like 5 minute, 10 minutes, 1 hr .etc. How long this granular data has to stored? (Raw Data, Hourlys Data & Daily Data)	It is clarified that requested details will be shared to technically qualified bidders.
		11	84	Should provide flow analysis with granularity Should help in locating and isolating infected computers in case of virus outbreak	This requirement is more related to Security (SIEM) solution use cases. Kindly evaluate and Request to remove these 2 specs is not applicable from this RFP	1. No Change 2. Please Refer Amendment
75	Configuration Management	8	84	Should detect configuration policy violations to ensure compliance with federal regulations and corporate standards	Please clarify whether this requirement is compliance for auditing of all the network devices?	The clause is self explanatory
		20	85	Should be able to discover VDC on Cisco Nexus and individually handles configuration backup and restore	Request relaxation on compliance points for VDC discovery	Please Refer Amendment
		21	85	Should be able to visualize ACLs configured on Cisco Nexus, with the ability to detect and notify on changes on ACLs, display rules hit count, identify shadow and redundant rules, display configs for vPC and its member interfaces	Request relaxation on compliance points for ACL visualization	No Change
76	IP Address, DNS, DHCP Management	10	85	S.No.10 Should allow multi-vendor DHCPservers - Windows, Cisco IOS ,ISC etc.	Request to remove Cisco IOS	No Change
		7	85	Should have active IP address conflict detection in both static and DHCP environments	Currently not available	No Change
		10	85	Should allow multi-vendor DHCP servers - Windows, Cisco IOS ,ISC	Available in our road map	No Change

				etc		
		12	86	S.No.12 Should allow bulk addition of subnets, adding DHCP servers and DNS server	Need information how many Multivendor DHCP & DNS servers are expected to be managed by IPAM devices.	It is clarified that the requested information will be shared with the successful bidder.
77	WAN Monitoring	1	85	The proposed monitoring solution should be able to identify site-specific and WAN-related network performance issues using Cisco IP SLA technology	Do bidder need to monitor the Jitter and Latency as well ?	It is clarified that jitter and latency is also included in the monitoring.
78	Switch Port Monitoring	2	86	Should help to locate rogue devices quickly and easily	What are rouge devices?	It is clarified that rogue devices are devices which does not belong to the Bank.
		3	86	Should find available network ports	Is it "Status" available? Or Available to use?	It is clarified that the ports available to use should be found.
		9	86	Should have option to setup a white list of devices based on MAC address, IP address or hostname	Need more information regarding purpose of whitelist	It is clarified that the ports should be white listed for permitting them to communicate on mentioned parameters
79	8. Log Management	1	86	Should be able to accept Syslog, SNMP traps and Windows event from servers and network devices.	Please provide more clarity on the Log Management capability use case? The log management use case involves log analyzer tools and is related to SIEM (security) solutions. If this is not expected from this RFP, request to remove the "Log management" capabilities specs section.	No Change, RFP Stands. It is clarified that SIEM tools is used for security related logs.
			86	Log Management	1.What will be the total number of EPS? 2.Do you want Centralized Solution or It can be as per best practice as you have approx. 800 of bank branches. 3.What will be the total number of devices forwarding the logs? what type of devices forwarded logs? firewalls or network devices as well ? 4. DC, DR and Branch office devices	It is clarified that requested details will be shared with successful bidder.

					going to forward these logs? 5. What are parameters require to be manage via log management? Please provide mroe details on this 6. For how long these logs going to be store/ retention period ? 7. Do you want to store these logs for compliance and audting ?	
			88	1. Should be able to accept Syslog, SNMP traps and Windows event from servers and network devices.	Please clarify whether log management solution also needs to be proposed as part of overall solutions.	Yes
80	Topology Mapper	1	87	Should support multi vendor devices for discovery	Provide list of vendors to be discovered.	The list will be provided to the successful bidder
		3	87	Should automatically generate L2 and L3 topology among network devices and other logical topology to show the interconnection between servers and virtual servers	Provide list of network devices to be discovered.	It is clarified that the devices should be discovered and not entered from a list.
81	Technical Specification of Asset Management Solution		87	To have Scalable webbased solution with integrated Configuration Management Database	How are the IT and Non IT Assets currently being managed ? Is there any Tool/repository ?	It is clarified that, currently bank is using In-house developed software for managing inventory of assets.
		2	87	IT Assets shall include (but not limited to): • Mobile Devices (Phones/Tablets)	Is mobile device management inscope for this RFP	It is clarified that, MDM is not in the scope of this RFP.
			87	2.IT Assets shall include (but not limited to): • Servers • Desktops/Laptops • Mobile Devices (Phones/Tablets) • Other Networked Devices (Printers, Scanners, Cameras, Other Peripherals) • Kiosks (ATMs etc.) • Software & applications • Non-Networking Devices & Peripherals	Please share the detailed locationwise inventory for all of these devices	Requested details will be provided to successful bidder.

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
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			• Other Assets as identified		
	5	88	Manual on boarding shall be done through either or through a combination of the below: · Upload of Asset data files (excel/word) into the solution.	Please provide clarity on how many data sources you have (like excel) that needs to be imported to the asset management system.	Requested details will be provided to successful bidder.
	5	88	For IT Assets on boarded manually, which have been on boarded through any of the above methods, solution shall conduct a data integrity check as and when such assets are connected to the network	Discovery can provide the Last Scan Time (in case of scanning) which can be used for reference by admins. Please confirm is this the data integrity check you are referring?	Yes. Solution should be able to cross-check the manually entered data with information obtained after scanning of asset.
		88	Asset Discovery : Solution should be able to identify the IT Assets inside the Bank's through Agent Based and Agent Less Discovery Techniques	1. Please provide the approximate number of servers to be discovered agednt based . 2. Are there servers in Secured Zone ? (DMZ)	1. Approximately 7500 servers. 2. Yes servers are present in DMZ..
		89	License Management Bank purchases licenses for multiple applications based on the number of users/servers/core/processors etc. Solution should have the capability to manage such licenses as following: Should support licensing management for all major licensing solution providers such as Oracle, Microsoft, RedHat, IBM, Microfocus, etc.	1. Please confirm if license management needs to be done for both EUC and DC assets. 2. Please share the below volumetric details a. EUC - Number of devices - laptops, desktops etc b. DC - Number of servers with break of Physical and virtual 3. Oracle Databases - number of DB instances	Requested details will be provided to successful bidder.
	24	91	The solution should have capability to discover all unmanaged devices like desktops, servers, laptops, printers, switches and routers. Even if devices are behind firewall, necessary permission will be provided.	• Does the scope of project include Discovery and management of Data center Servers	Yes
	21	91	Solution should check for entry of new end points into the Bank's network and trigger alerts.	Discovery of newly add end point on banks network will be detected when next scheduled scan is run. Request you to update this requirement.	It is clarified that the solution should trigger alert as per scheduled scan.
	35	92	The Solution should perform integrity	Can you elobrate more on this	The solution should check whether



				check of all actions deployed on the managed devices.	requirement	all the action/task triggered by solution is completed successfully
		46	92	The Solution should show trending and analysis of security configuration changes through advanced reporting.	What is meant by trending of security configuration. We need more information on this.	The solution should inform/show the changes made in Hardware/software/compliance level of endpoint
82	Technical Specification for Patch Management		93	The System should be able to recognize files with hidden attributes that is in the following: <ul style="list-style-type: none"> • hidden files • hidden directories 	Please Remove this as it is not a Patch and Asset Management Spec	No Change
			93	The solution should prevent users with admin rights to uninstall the agent (The solution should be uninstalled only by the central administrator of the inventory management)	Please Remove this as it is not a Patch and Asset Management Spec. This is an ADMIN Activity from Compliance Perspective.	No Change
			93	The System should be able to recognize files with hidden attributes that is in the following: <ul style="list-style-type: none"> • hidden files • hidden directories 	Requirement not clear. Need more clarification.	It is clarified that, the solution should be able to search and identify Hidden files in system
			93	The Solution should have ability to throttle bandwidth both statically and dynamically and this throttling must support up and downstream throttling for both the server and agents.	Requirement not clear. Need more clarification.	It is clarified that, the solution should allow to change/limit the network bandwidth allowed to be utilized/used
			93	The Agents able to dynamically connect to the next nearest Distribution Point if the Distribution Point assigned to the agent is not available.	Not applicable - TSA uses push mechanism.	It is clarified that, the solution should allow to configure next distribution/relay/GUP server.
			93	The solution should prevent users with admin rights to uninstall the agent (The solution should be uninstalled only by the central administrator of the inventory management)	Need more clarification. Its not supported from TSA for server class OS's.	It is clarified that, patch/asset management agent should be uninstalled by the solution admin only
			93	The Solution should have ability to track standalone executable based applications on each computer i.e.	What exactly is the requirement? What is meant by tracking?	It is clarified that, the solution should be able to scan and inform if any executable are present in

Clarifications for RFP ref: CO/ITD/CNW/2145/R1/2020-21 for Selection of Network Integrator for Supply, Installation and Integration of Network, ITSM, Asset and Patch Management Solution including Maintenance Services of Network Management, Asset Management, Patch Management and Network Equipment
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			Applications that do not need to be installed but just needs to execute a standalone program. (Standalone applications/ executable/ portable programs needs to be tracked by the system)		system or not.
		93	The Solution must include agent software that is deployed on all managed devices having OS (All flavours of Windows Server and End points with supported OS. HP-UX Solaris, IBM, AIX, Linux Red Hat (Desktop, Enterprise) versions).	Need to know all the enterprise server class OS versions to be managed through TSA. Please provide exact versions.	It is clarified that, for Windows and Linux servers any version supported by OEM should be supported by tool provided.
		93	The solution should support integration with other security solutions such as SIEM, Anti-Virus, IPS etc.	Please elaborate. What is the exact requirement?	It is clarified that, the solution should be able to send logs(Security/events) to SIEM solution.
		93	The offered solution should support the event-driven remediation i.e. automatically initiate the process on receipt of a critical patch.	Please elaborate more on event-drive based remediation?	It is clarified that solution should be capable to initiate automatic patching based on pre-defined conditions. Usage of feature depends on bank's policy.
24		94	The system must be intelligent to check the relevance of the computer before deploying a patch after download on the endpoints and servers.	Does this requirement pertains to capability to do missing patch analysis on all end points followed by Patch deployment on end points with missing patches?	Yes.
		94	The Patch Management solution should have the capability for Remediation i.e. Continuously deploy, monitor, detect and enforce patch management policies.	Please clarify what is meant by monitoring?	It is clarified that the solution should be able to scan the system and alert/inform if any new applicable patch is available for the system.
		94	The solution should support granular control over re-boot process after patch deployment like prompting user, allowing user to differ, rebooting immediately if no one has logged on, etc	using TSA, user can ignore reboot settings, can differ it until the end of job or use reboot settings defined in each individual patch. It cannot prompt logged in user. Let us know if this is what is expected.	Please adhere to RFP terms And Conditions
		94	The solution must be able to provide	Need to know what is exactly required	It is clarified that, the solution



				real-time (within minutes) patch deployment status monitoring. It must allow console operators to deploy multiple patches at one time without the need to restart the computers.	for real-time patch deployment status. TSA can show if patch deployment is successful or not? Let us know if this is the expectation.	should be able to inform the current status of patch deployment (completed/Failed/Pending-restart, etc.)
			94	Solution must include a software catalogue that identifies All commonly used applications / software vendors & their solutions.	This is not applicable for TSA. Please elaborate the requirement.	It is clarified that, the solution should be able to recognize commonly used applications like MS Office, Adobe reader, Chrome, etc for immediate action on any new released patches
			94	The solution should be able to share data with other systems/solutions and integrate with SIEM (Arc-Sight, Qradaretc), etc. via APIs and other means	What is the requirement to integrated with SIEM or any other third party application from TSA over API?	It is clarified that, the solution should be able to send logs(Security/events) to SIEM solution.
			95	The System should be able to Identify software installations which occur outside approved channels (each change in the system to be tracked and alerted)	Need more clarification.	It is clarified that, if any new software is installed, the solution should generate alert/event.
83	Common Features for Asset and Patch Management		94	Query Builder for Reports / Query based Reports	Please Remove this as it is not a Patch Management Spec. This is a Reporting Spec.	It is clarified that, the solution(asset/patch management) should support customization of reports based on needs.
		1	94	Reporting Services: <ul style="list-style-type: none"> • Customs reports in tabular format • Query Builder for Reports / Query based Reports • Flash Reports • Functionality to export Report to .csv, .xls and .pdf format • Reports Scheduler – Auto generation & Distribution • Report Analysis • Save & Store Customized reports • Customizable Dashboard with standard information 	Does Flashboard refer to dashboards?	It is clarified that, the solution should support custom reports.
			95	• Customs reports in tabular format	Can you Please explain if there any	It is clarified that, the

				• Flash Reports	specific Tabular formats and flash report you are looking for?	solution(asset/patch management) should support customization of reports based on needs.
			96	The Solution should Integrate with Bank AD, E mail and SMS Gateways.	Please remove Integration with SMS Gateway as it is not an Patch Management Integration UseCase.	It is clarified that, the solution (asset/patch management) should support integration with SMS gateway
			97	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the endpoints/ Servers (All flavours of Windows Server and End points with supported OS. HP-UX, Solaris, IBM,AIX, Linux Red Hat (Desktop, Enterprise)	Please provide clarity on how many remote sites are there where servers are located.	Around 6200 bank's branch/office locations located all over India.
			97	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the endpoints/ Servers (All flavours of Windows Server and End points with supported OS. HP-UX, Solaris, IBM,AIX, Linux Red Hat (Desktop, Enterprise)	Please provide what is the network bandwidth allocated on each site?	Please refer RFP page no.7 for details
84	HARDWARE SIZING:		98	Hardware Sizing	Instead of Physical Hardware, can a bidder propose equivalent VM, to be hosted on Bank's existing hardware at Data Center ?	Yes
85	Annexure – IV SELF DECLARATION – BLACKLISTING		100	We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks as on date of submission of bid.	We hereby certify that, to the best of our knowledge and as per the records available with the Company, we have not been blacklisted by any Government Dept / PSU / Banks as on date of submission of bid.	No Change.
86	Annexure - VIII CONTRACT FORM		105	2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.: (a) The Bid Form and the Price Schedule submitted by the Bidder;	Bidder suggests the clause be modified as under; 2. The following documents shall be deemed to form and be read and construed as part of this Agreement,	No Change

				(b) The Schedule of Requirements; (c) The Technical Specifications; (d) The Conditions of Contract; (e) The Purchaser's Notification of Award (PO No.____ dated ____)	viz.: (a) The Bid Form and the Price Schedule submitted by the Bidder; (b) The Schedule of Requirements; (c) The Technical Specifications; (d) The Conditions of the mutually agreed formal Contract executed between the Bidder and the Bank; (e) The Purchaser's Notification of Award (PO No.____ dated ____)	
87	Network Baseline		109	1) Approximate count of network devices and network links is 15000	Requesting Bank to provide the Total Network Device Breakup/baseline as below- Branch Router Qty=? Branch Switch Qty=? Branch Primary Link Qty=? Branch Secondary Link Qty=? DC & DR Router Qty=? DC & DR Switch Qty=? DC & DR Firewalls Qty=? Critical Local (HO, Zonal...etc.) Router Qty= Critical Local (HO, Zonal...etc.) Switch Qty=	It is clarified that the requested details will be shared to the successful bidder. Please refer amendment
88	A(2) Tool software licence cost		109	Patch Management - Servers count 7500	Please provide clarity on type of servers present in your environment with count? Like how many linux servers, windows, AIX etc. This is help to optimize the HWSizing.	It is clarified that the requested details will be shared to the successful bidder. Please refer amendment
89	A(2) Tool software licence cost		109	Approximate count of network devices and network links is 15000	Please clarify on whether this count includes both links and network devices? Please provide the total network device count with breakup (routers, switches, etc...). In the RFP page no 14, the network deive break up is given as Total Routers – 6105, Total	Please refer amendment

					Switches – 1489, Other Devices - 33. Please confirm is this the total network device count needs to be considered.	
90	A2 - Tool software License cost		109	2-NMS	Please provide a break up of the type of device, for the 15000 network devices	It is clarified that the requested details will be shared to the successful bidder.
91	Software License Cost		109	Unlimited Licenses	Kindly provide number of IP address are required to manage. As few vendor on higher platform deliver very low IP address management with unlimited license. So IP address number provided would make sure the IPAM is sized accurately with to manage number of IP address	It is clarified that the IPAM should manage unlimited IP addresses.
92	A(2)Tool Software License		110	2-NMS-15000 Note :- 1) Approximate count of network devices and network links is 15000	Please provide the exact total count of device details and interfaces (link/interfaces etc) to be monitor. This require for licensing and solution designing	It is clarified that the requested details will be shared to the successful bidder. Please refer amendment
93	E. AMC Charges for existing Network Equipments		110	AMC Charges for existing Network Equipments	Need clarity on - Serial Numbers & contract details of the existing devices	Please refer RFP; page no 15
94	Annexure-XII NON DISCLOSURE AGREEMENT		112	4. Term “Notwithstanding above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain”.	Bidder suggests this section be modified as under; “Notwithstanding above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain” for a further term of three years.	No Change. Please adhere to the terms and conditions of the RFP.
95	Annexure - XIV INTEGRITY PACT		116	Section 3 - Disqualification from tender process and exclusion from future contracts If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a	Section 3 - Disqualification from tender process. and exclusion from future contracts If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or any	No Change. Please adhere to the terms and conditions of the RFP.

				violation of Section 2, above or any other form such as to put his reliability or credibility in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.	other form such as to put his reliability or credibility in question, the Bank is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process.	
96	Annexure - XIV INTEGRITY PACT		117	Section 5 - Previous Transgression (5) Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.	Bidder suggests the clause be deleted; Section 5 - Previous Transgression (5) Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.	No Change. Please adhere to the terms and conditions of the RFP.
97	Annexure - XV Self-Declaration - Exit Clause		120	We hereby declare that, In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, we shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	We hereby declare that, In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, we shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.	No Change. Please adhere to the terms and conditions of the RFP.
98	Tool Installation and Operationalization Services		123	Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions within 10 weeks from the date of purchase order.	A minimum timeline required for entire tools stack to be implemented is 32 weeks from the date of purchase order. Timeline to be reconsidered	Please Refer amendment
99	Tool Installation and Operationalization Services		123	Installation and Operationalization shall be considered complete from the date of acceptance by the bank. All the solutions quoted in the RFP should be implemented by the respective OEMs and bidder should ensure tight integration between all such solutions	A minimum timeline required for entire tools stack to be implemented is 32 weeks from the date of purchase order. Timeline to be reconsidered	Please refer Amendment

				within 10 weeks from the date of purchase order.		
100	<u>Incident Restoration SLA for NOC</u>	-	126	Critical -->0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value 0.4% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value	Bidder requests this should be changed to Critical -->0.2% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value NOC manpower charges 0.4% of yearly charges payable for manpower deployed for NOC for every incident, Up to 10% of total contract value NOC manpower charges Bidder requests similar changes in High and Medium Sev incidents also	Please Refer revised service level agreement
101	h) DR for NOC (L2 and L3 Resources), ITSM (L2 Resources)		131	<ul style="list-style-type: none"> The DR NOC engineers (L2 and L3), ITSM (L2 Resources) must be available during all banks working days and non working days during drill, incidents, planned or unplanned activities and other related tasks mutually agreed by bank and bidder. 	As per Resource breakup given in this RFP is not asking for any ITSM L2 resource in DR for NOC in Mumbai. Please validate the Manpower for NOC list.	NO Change
102	Risk and Title			Additional	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to customer.	It is clarified that, The risk, title and ownership of the products shall be transferred to the bank upon delivery of such products and acceptance of receipt of such products provided by the bank after verification of bill of material.