

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. <u>BID SCHEDULE & ABBREVIATIONS</u>	Last Date and Time for Submission of Bids	09/10/2020, Friday upto 3.00 PM	Please consider a min of 4 weeks from date of clarification questions release date	Kindly Refer Amendment-2.
2	2	A. <u>BID SCHEDULE & ABBREVIATIONS</u>	Earnest Money Deposit (Refundable)	Rs. 10,00,000/-	Request Bank to change it to : The bidder shall furnish non-interest earning Earnest Money Deposit (EMD) of 5,00,000/- (Rupees Five Lakhs Only) by way of Demand Draft drawn on any scheduled commercial Bank in India in favour of Canara Bank, payable at Bangaluru and should be kept along with the Part-A- Conformity to Eligibility Criteria.	Bidder has to comply with RFP Terms
3	2	A. <u>BID SCHEDULE & ABBREVIATIONS</u>	Last Date and Time for Submission of Bids	09/10/2020, Friday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing HO (Annex), Naveen Complex 14 MG Road,	Requesting you to kindly accept online bids in current scenario	Kindly Refer Amendment-2.
4	2	A. <u>BID SCHEDULE & ABBREVIATIONS</u>	Performance Bank Guarantee/Bid Security	10% of Total Order Value	Pls. confirm PBG of 10% will be on total of 3 years value or 5 years value and for what period. It will be on Tax exclusive value.	Bidder has to comply with RFP Terms
5	8	ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)	Non-Disclosure Agreement	NA	Following para to be added in NDA: The confidentiality obligations under this NDA shall survive for the period of 1 year post termination of the Agreement	Bidder has to comply with RFP Terms
6	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.1. Canara Bank has established state-of-the-art two-tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units.	Are Foreign branches also to be monitored via this solution ?	Yes, Bank as a whole includes foreign branches also.
7	11	B. <u>INTRODUCTION</u>	4. <u>Objective</u>	Our bank has a network of more than 10,000 branches spread across the country and in overseas locations. Banks network infrastructure should be monitored using Network Monitoring Solution to have uptime, downtime record of links and devices, justifying for the requirement of link upgrade and to fix issues faster for the devices and links	1. Request bank to confirm the current tool in use ? 2. Please confirm the current provider of network monitoring services - Is it managed by the bank (or) another IT partner of the bank?	The details will be provided to the Selected Bidder.
8	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.2 All the bidders have to provide Hardware sizing to run the proposed solution and other environmental or related software along with technical proposal	Only hardware sizing will be shared by ApMoSys Technologies Pvt. Ltd. Whereas Hardware will be shared by Bank.	No, Hardware also to be provided by the bidder.



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9	11	B. <u>INTRODUCTION</u>	4. <u>Objective</u>	4.1 Bank is looking for enterprise class Network Monitoring Solution to Monitor Network Device and links of Canara Bank DC, DR, administrative offices and branches	Kindly confirm the total number of network devices i.e (server/VMs, storage, firewall, router, switches etc) and total number of links of both Canara Bank as well as Syndicate Bank which need to be manage at bank DC, DR, Administrative offices ad branches.	The details will be provided to the successful bidder.
10	11	B. <u>INTRODUCTION</u>	4. <u>Objective</u>	4.1 Bank is looking for enterprise class Network Monitoring Solution to Monitor Network Device and links of Canara Bank DC, DR, administrative offices and branches	Kindly confirm endpoint devices (desktop, laptop) is also considred for Network Monitoring Solution. If yes, Request you to kindly share the total number of endpoint devices.	No, Only network devices need to be monitored
11	11	B. <u>INTRODUCTION</u>	4. <u>Objective</u>	4.2 Our bank has a network of more than 10,000 branches spread across the country and in overseas locations. Banks network infrastructure should be monitored using Network Monitoring Solution to have uptime, downtime record of links and devices, justifying for the requirement of link upgrade and to fix issues faster for the devices and links	Kindly confirm the existing network monitoring solution which bank has used currently.	The details will be provided to the successful bidder.
12	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.2 All the bidders have to provide Hardware sizing to run the proposed solution and other environmental or related software along with technical proposal	Kindly confirm whether bidder has to provide all the required hardware devices apart from the servers like (firewall, router, switch, storage etc.) for both DC and DR site at bank premises to setup network monitoring infrastructure. Kindly confirm whether bidder understanding is correct.	Yes, Selected bidder has to provide the hardware to setup the solution.
13	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.2 All the bidders have to provide Hardware sizing to run the proposed solution and other environmental or related software along with technical proposal	Bidder understanding is that Bank is going to provide it's existing Network Connectivity i.e(Internet Lease Line, MPLS, P2P Link etc.) to access the Proposed Network Monitoring Infrastructure. Kindly confirm whether bidder understading is correct.	Yes, Bank will provide internal connectivity only.
14	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.2 All the bidders have to provide Hardware sizing to run the proposed solution and other environmental or related software along with technical proposal	Kindly confirm who will provide the internal network connectivity between storage and server as well as Network Connectivity between Server and switches.	Bank will facilitate with successful bidder for the connectivity.
15	11	B. <u>INTRODUCTION</u>	4. <u>Objective</u>	4.5. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.	4.5. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.	Bidder has to comply with RFP Terms



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16	11	B. <u>INTRODUCTION</u>	5. <u>Existing Infrastructure</u>	5.4. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses, which Bank may incur on account of such upgrades / replacements.	5.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.	Bidder has to comply with RFP Terms
17	12	B. <u>INTRODUCTION</u>	7. <u>Participation Methodology</u>	7.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.	Currently OEM experience in India is desired. Since only 1 bid per OEM is possible, Please do not restrict the OEM's who have experience with large global multinational banks. Network monitoring solution need not be country specific. Please ask for experience in delivering to large global banks with same network size (same size as Canara + Syndicate)	Bidder has to comply with RFP Terms
18	12	B. <u>INTRODUCTION</u>	6. <u>Requirement Details</u>	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	NTT Ltd is happy to provide the bank with additional Scope. However, if the additional scope results in additional implementation requirements, these charges will be mutually discussed.	Bidder has to comply with RFP Terms
19	12	B. <u>INTRODUCTION</u>	6. <u>Requirement Details</u>	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% 10% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender. However additional prices shall be charged for the goods supplied over the contracted quantity.	Bidder has to comply with RFP Terms
20	12	B. <u>INTRODUCTION</u>	9. <u>Scope of Work</u>	9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.	9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure 8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope	Bidder has to comply with RFP Terms



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21	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Requesting bank to change the timelines from 8 weeks to <u>12 weeks</u> keeping Covid situation in mind since it is being impacting the hardware delivery	Bidder has to comply with RFP Terms
22	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 12 weeks from the date of delivery of all the materials.	Requesting bank to change the timelines from 12 weeks to <u>36 weeks</u> since it takes time to install the hardware and bidder also has to kick off the project meeting which covers SRS discussion, HLD/LLD and ATP preparation which usually takes 1.5 months to complete after bank's review and subsequent approval. Also, as per RFP there are so many 3rd party integrations required to be with proposed Network Monitoring Solution which also takes time.	Bidder has to comply with RFP Terms
23	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Security	2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support, which may leads to the vulnerability of the system.	Bidder understanding is that one onsite resources are going to managed the installtion, bug fixing, update and upgrade activity for the proposed network monitoring infrastructure and for that internet connectivity will be provision by bank, for this infrsatructure bank will not provide any remote session and directly internet connectivity to support, kindly confirm whether bidder understanding is correct.	Yes, Bidder has to comply with RFP Terms
24	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Security	2.3 The Bank may conduct security audit in the proposed solution after complete implementation	Kindly confirm who will bear the cost to perform security Audit for the propose monitoring infrastructure. (Bank or Bidder)	Bank will bear the auditing cost. Bidder has to comply with auditor's remarks
25	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	2. Security	2.3 The Bank may conduct security audit in the proposed solution after complete implementation	If bidder, kindly confirm the total number of audit required Per Year.	Depends on Regulatory/ Govt requirements.
26	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Request Bank to change it to : Bank shall provide the address and contact details for delivery of required Hardware/software & other items for implemetation of solution while placing the order. Delivery of all hardware & Software should be within 9 weeks from the date of acceptance of the Purchase Order	Bidder has to comply with RFP Terms



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27	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 12 weeks from the date of delivery of all the materials.	Request Bank to change it to : Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 16 weeks from the date of delivery of all the materials.	Bidder has to comply with RFP Terms
28	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Considering the Restriction put by various state and Central government from time to time in current covid situation, requesting for increase of this period to 10 weeks from the date of acceptance of the purchase order.	Bidder has to comply with RFP Terms
29	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 12 weeks from the date of delivery of all the materials.	Considering the Restriction put by various state and Central government from time to time in current covid situation, requesting for increase of this period to 15 weeks from the date of delivery of all material	Bidder has to comply with RFP Terms
30	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Request to change the delivery timelines of all hardware, software and other items to 12 weeks. OEM that we will be representing has a delivery lead time of 8-10 weeks from their manufacturing. Considering transit time and customs clearance, we need additional 2 weeks to deliver the material to the bank.	Bidder has to comply with RFP Terms
31	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>1. Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 12 weeks from the date of delivery of all the materials.	Request to change the Implementation timelines within 24 weeks from date of delivery of equipment	Bidder has to comply with RFP Terms



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32	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware/software items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	Request bank to restrict this to the following. 1. Change of location when releasing PO. 2. No change in country and delivery country will be India.	Bidder has to comply with RFP Terms
33	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. <u>Uptime</u>	4.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.	Request bank to relax this to 99.5%. Setting up an uptime of 99.9% would invite more hardware and software and has commercial implications to maintain such Uptime.	Bidder has to comply with RFP Terms
34	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware/software items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	If modifications are made after Installation, Bidder will charge a mutually discussed additional fee for delivery and installation at new location.	Bidder has to comply with RFP Terms
35	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware/software items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	Please confirm that any delays in delivery due to this will not be penalized to NTT. Also, for all components already delivered, payment will be released and not unduly withheld.	Bidder has to comply with RFP Terms



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36	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Due to current pandemic situation and geo restrictions the hardware delivery is taking minimum of 10 - 12 weeks. Hence we request bank to revise the given time line to 10-12 weeks to deliver the materials considering actual facts.	Bidder has to comply with RFP Terms
37	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. <u>Uptime</u>	4.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.	Bidder shouldnt' be held responsible for any downtime happens due to bank reasons. We are responsible for and within the solution provided	Yes, bidder won't be responsible for any downtime due to bank reasons or force majeure, if any.
38	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.	Delivery should be within 10 weeks of the PO acceptance	Bidder has to comply with RFP Terms
39	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1. <u>Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.</u>	1.2. Bidder should ensure installation, configuration, integration, implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 12 weeks from the date of delivery of all the materials.	Implementation & Commissioning within 16 weeks of Delivery	Bidder has to comply with RFP Terms
40	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	3. <u>Acceptance</u>	3.3. The warranty will cover all supplied components includes software and will start after Project acceptance & Signoff.	Kindly do not keep this clause open ended as it is difficult to manage warranty period of all the components. You may decide to keep support required of 38/40 Months from Delivery date. This will ensure all participants are taking the additional period of installation into consideration at the time of quoting for the support.	Bidder has to comply with RFP Terms
41	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. <u>Penalties/Liquidated Damages</u>	5.1.1. <u>Penalties/Liquidated damages for delay in supply:</u> Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request Bank to change it to : Non-compliance of the Supply of hardware and other items including as per clause (1.1) will result in the Bank imposing penalty of 0.25% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).	Bidder has to comply with RFP Terms



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42	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.2. <u>Penalties/ Liquidated damages for delay in implementation:</u> Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Request Bank to change it to : Non-Compliance of the Installation, configuration, implementation and commissioning of hardware, software and other items as per clause (1.2) will result in the Bank imposing penalty of 0.25% on delay on installation per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes)	Bidder has to comply with RFP Terms
43	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Request Bank to change it to : However, the total Penalty/LD to be recovered under above clause 5.1.1 and 5.1.2 shall be restricted to 5% of the total value of the order Plus GST (exclusive of Taxes).	Bidder has to comply with RFP Terms
44	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.2. The maximum penalty levied shall not be more than the 5% of total cost of Hardware, Software and License invoice value* (plus GST) during warranty period and 10% of AMC/ATS amount payable for quarterly payable invoice Value (plus GST) during AMC/ATS period.	Request Bank to change it to : The Maximum Penalty levied shall not be more than 5% of total cost of hardware software and license invoice value (plus GST) during warranty period and 5% of AMC/ATS amount payable for quarterly payable invoice value (plus GST) during AMC/ATS period.	Bidder has to comply with RFP Terms
45	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Since Bank will invoke the bank guarantee if monthly uptime is less than 95% in three consecutive months, hence request Bank not to terminate the contract and blacklist the selected bidder. Kindly amend clause no. 5.2.3 and 5.2.4	Bidder has to comply with RFP Terms
46	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.1. <u>Penalties/Liquidated damages for delay in supply:</u> Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	0.2% (plus GST) per week or part thereof. Maximum penalty to be capped 5% of TCV (under all the penalties / Liquidated damages clause).	Bidder has to comply with RFP Terms



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47	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.1. Penalties/Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Kindly request the bank to levy the Liquidated Damages / Penalties @ 0.5% on the undelivered portion of the Hardware, Software and Other Items.	Bidder has to comply with RFP Terms
48	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	Request Bank to amend to this to 1. Penalty capped at 5%. 2. Penalty on the invoice value of hardware, software and other items	Bidder has to comply with RFP Terms
49	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2. Penalties/Liquidated damages for not maintaining uptime 99.9% to 100% - No penalty 99% to 99.89% - 0.10%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 98% to 98.99% - 0.2%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 97% to 97.99% - 0.30%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 96% to 96.99% - 0.40%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 95% to 95.99% - 0.50%(plus GST) on invoice value* (exclusive of GST) for every hour or part there. Less than 95.00% - 1.00% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.	Request Bank to modify the Slabs as follows for easy measurement. 99.5% to 100% - No penalty 99% to 99.49% - 0.10% 98% to 98.99% - 0.2% 97% to 97.99% - 0.30% 96% to 96.99% - 0.40% 95% to 95.99% - 0.50%	Bidder has to comply with RFP Terms



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50	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.3. Absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	The Total penalty under the onsite resource to be capped to 10% of quarterly invoice value.	RFP Clause is amended as below: 5.3 Absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
51	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	We request this to be amended to 10% of the total value of the order. GST is an external component payable to the Government of India and should not be included in the Penalty computations	Bidder has to comply with RFP Terms
52	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.	Kindly remove the highlighted portion with regards to blacklisting, as the Bank already has the right to levy penalty, invoke BG and terminate the contract.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
53	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2. Penalties/Liquidated damages for not maintaining uptime 99.9% to 100% - No penalty 99% to 99.89% - 0.10%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 98% to 98.99% - 0.2%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 97% to 97.99% - 0.30%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 96% to 96.99% - 0.40%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. 95% to 95.99% - 0.50%(plus GST) on invoice value* (exclusive of GST) for every hour or part thereof. Less than 95.00% - 1.00% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.	Request bank to set the level of availability from 99% onwards	Bidder has to comply with RFP Terms
54	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 3% of Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value(exclusive of Taxes).	Bidder has to comply with RFP Terms
55	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.2. The maximum penalty levied shall not be more than the 5% of total cost of Hardware, Software and License invoice value* (plus GST) during warranty period and 10% of AMC/ATS amount payable for quarterly payable invoice Value (plus GST) during AMC/ATS period.	5.2.2 The maximum penalty levied shall not be more than the 3% of total cost of Hardware, Software and License monthly invoice value* (plus GST) during warranty period and 3% of AMC/ATS amount payable for monthly payable invoice value (plus GST) during AMC/ATS period.	Bidder has to comply with RFP Terms
56	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).	5.2.3 If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, after providing a notice of 30 days to cure the default, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder under this RFP. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
57	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.	5.2.4 If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion for imposing penalty as per RFP terms	Bidder has to comply with RFP Terms
58	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	6.3 Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience, and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 3% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that month.	<u>RFP Clause is amended as below:</u> 5.3 Absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
59	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.4. Penalties/Liquidated Damages for non-performance: If the bidder does not meet the specifications of the RFP during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.	6.4 Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime failing which penalties and LD will be applicable as per the terms of contract.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
60	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.5. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	6.5 The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.	Bidder has to comply with RFP Terms
61	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.6. All the above LDs are independent of each other and are applicable separately and concurrently.	6.6 All the above LDs are independent of each other and are applicable separately and concurrently. However, LD shall not exceed 0.25% of contract value corresponding to undelivered quantity for delay of each week, subject to a max of 2.5% of annualized contract value.	Bidder has to comply with RFP Terms
62	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.1. Penalties/Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Penalty of 0.25% on delay in Supply of that specific component only exclusive of GST. Table A Serial 11 Column F is total of all the supply with 5 years support inclusive.	Bidder has to comply with RFP Terms
63	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/ Liquidated Damages	5.1.2. Penalties/ Liquidated damages for delay in implementation: Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.	Penalty of 0.25% on delay in Implementation of that specific component only exclusive of GST. Table A Serial 11 Column F is total of all the supply with 5 years support inclusive.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
64	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. <u>Penalties/Liquidated Damages</u>	5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).	Total Penalty to max of 5% of order value excl of taxes	Bidder has to comply with RFP Terms
65	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. <u>Penalties/Liquidated Damages</u>	5.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	Requesting to waive of this clause as Bank is anyways not paying for the resurce in case of absentism	<u>RFP Clause is amended as below:</u> 5.3 Absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
66	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. <u>Payment Terms</u>	Payment Milestone: Delivery of Hardware, Software & other Licenses. Percentage of Payment: 50% of total cost of Hardware, Software and other Licenses	Requesting you to modify the clause as " Delivery of Hardware, Software& other licenses"	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
67	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Installation, configuration and commissioning of solution..</p> <p>Percentage of Payment:</p> <p>40% of total cost of Hardware, Software and other Licenses</p>	Requesting you to modify the clause as " 10% Installation, configuration and commissioning of Solution"	Bidder has to comply with RFP Terms
68	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - 10 % total cost of Hardware, Software and other Licenses.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Quarterly</p>	<p>Request Bank to change it to :</p> <p>a. 80% - After complete delivery of Servers and other items on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied.</p> <p>b. 20% - After successful installation, configuration and commissioning of solution in DC and DRC.</p> <p>c. AMC/ATS: Yearly in advance</p> <p>d. 100% implementation charges will be paid on completion of implementation and sign off</p> <p>e. 100% payment for Training will be released within 30 days after completion of training</p> <p>f. Onsite Resource: payment will be quarterly in arrears after deducting applicable penalties and LD.</p>	Bidder has to comply with RFP Terms
69	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - 10 % total cost of Hardware, Software and other Licenses.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Quarterly</p>	<p>On delivery of Hardware, Software & Other licenses :- 80% of Total cost of Hardware, Software & Other licenses.</p> <p>Installation, Configuration & Commissioning of solution :- 15% of Total cost of Hardware, Software & Other licenses.</p> <p>Warranty :- 5% of Total cost of Hardware, Software & Other licenses.</p> <p>Onsite Resource :- Payment will be quarterly in advance.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
70	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	Payment Milestone: Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses. Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses. Warranty - 10 % total cost of Hardware, Software and other Licenses. Implementation - 100% Training - 100% Onsite Resource - Quarterly	Requesting payment terms to be changed as 70% after delivery, 30% after succesful installation & 0% after completion of warranty period of 3 years.	Bidder has to comply with RFP Terms
71	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	Payment Milestone: Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses. Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses. Warranty - 10 % total cost of Hardware, Software and other Licenses. Implementation - 100% Training - 100% Onsite Resource - Quarterly	We request a 20% mobilization fee and the remaining 80% paid at the end of Implementation	Bidder has to comply with RFP Terms
72	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	Payment Milestone: Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses. Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses. Warranty - 10 % total cost of Hardware, Software and other Licenses. Implementation - 100% Training - 100% Onsite Resource - Quarterly	Request Bank to change the clause as below: 70% of the payment against Delivery & Power-on of hardware and delivery of Software & other License. 20% of the payment against installation, Configuration and Commissioning of Solution.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
73	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - 10 % total cost of Hardware, Software and other Licenses.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Quarterly</p>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 90% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 10% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - NIL.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Monthly</p>	Bidder has to comply with RFP Terms
74	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - 10 % total cost of Hardware, Software and other Licenses.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Quarterly</p>	<p>We request to amend the payment terms as:</p> <p>1. Delivery of Hardware, Software & other Licenses - 70% of total cost of Hardware, Software and other Licenses</p> <p>2. Installation, configuration and commissioning of solution -30% of total cost of Hardware, Software and other Licenses</p>	Bidder has to comply with RFP Terms
75	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>6.Payment Terms</u>	<p>Payment Milestone:</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses.</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses.</p> <p>Warranty - 10 % total cost of Hardware, Software and other Licenses.</p> <p>Implementation - 100%</p> <p>Training - 100%</p> <p>Onsite Resource - Quarterly</p>	<p>Request you to releax this clasue: On complete delivery of Hardware, Software & other licenses with production of relevant documents like delivery sign-off and proper invoice of the items supplied in DC & DR, Canara Bank will release 90% of the Payment. As most of the OEM have global poclcy of 30days of credit terms and all SI/Bidder has to pay within 30 days only.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
76	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. <u>Payment Terms</u>	Payment Milestone: Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses. Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses. Warranty - 10 % total cost of Hardware, Software and other Licenses. Implementation - 100% Training - 100% Onsite Resource - Quarterly	Requesting to make Payment Terms as 70-20-10 (with 100% GST in the first part of the payment) and removing the clause of 10% against BG. Bank already has 10% PBG given at the time of order. An additional BG of 10% increases the financial cost to very high level. Also requesting that the 100% of Softwares cost to be paid immediately on delivery. And not to be included in the Advance warranty Bank Guarantee	Bidder has to comply with RFP Terms
77	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. <u>Onsite Resources & Support</u>	7.1. The bidder has to provide one onsite resource and should have OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience	Since Bidder is providing the Software and hardware as part of this RFP and responsible to maintain the Software and Hardware issues during the warranty and ATS period. So requesting bank to factor two resources for Software and hardware support and also change the commercial section of the RFP accordingly.	Bidder has to comply with RFP Terms
78	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. <u>Onsite Resources & Support</u>	7.3. The onsite resource will also be responsible for complete day-to-day activities such as end to end management of the solution till the project tenure.	Kindly confirm the Onsite Resources which is mentioned in the RFP is going to managed the proposed (network monitoring solution) along with the infrastructure porpose by the bidder, apart from that, it is the responsibility of the Bank IT Team to managed the existing infrastructure like (OS, DB, Firewall, Router, Netwroking Devices etc). Request you to please confirm whether bidder understanding is correct.	Onsite resource should manage the solution as a whole which includes Hardware,software etc.,
79	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. <u>Onsite Resources & Support</u>	7.12. Response Time and Meantime to Restore [MTTR] 7.12.1. Response Time shall be 2 hours and MTTR shall be 4 hours. 7.12.2. Time specified above is from lodging of complaint. 7.12.3. However, penalty shall be applicable as per uptime clause.	Requesting MTTR to be increased to 8 hours since it 24/7 support.	Bidder has to comply with RFP Terms
80	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. <u>Onsite Resources & Support</u>	7.1. The bidder has to provide one onsite resource and should have OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience.	Request to change that Onsite Resources should be having OEM Certification / Trained for the proposed Solution	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
81	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. Onsite Resources & Support	7.1. The bidder has to provide one onsite resource and should have OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience.	Request bank to reconsider this. One personnel will not be enough to deliver the stringent SLA on solution and manpower stated by bank and penalties for defaulting. Ideally there should be at least 4 L1 resources, 1 L2 and 1 L3 to provide a 24x7 support.	Bidder has to comply with RFP Terms
82	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. Onsite Resources & Support	7.7. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.	Understanding is that this is limited to only the infra and solution provided by us. For rest of the infra not maintained or provided by us, it will be bank's responsibility.	Yes, all the infra & solution provided by the bidder only.
83	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. Onsite Resources & Support	7.11. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered.	8. 1 2. Onsite Resource charges will be paid monthly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered.	Bidder has to comply with RFP Terms
84	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	10. Warranty	10.9. Despite any other provision, the Bank, may return a defective Hardware/ Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	10.9. Despite any other provision, the Bank, may return a defective Hardware/Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
85	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	10. Warranty	10.6. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.	11.6. If the Software/ Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site. Bidder shall have no obligation to correct deficiencies to the extent caused by: (1) third Party software or services relating to the Software/Solution; (2) fault or negligence of Buyer; (3) improper or unauthorized use of the Software/Solution; (4) use of the Software/Solution in a manner for which it was not designed, including, without limitation, use of the Deliverable in connection with a technical environment other than as specified in the Technical and Functional Specifications or agreed by the Parties; or (5) modifications of the Software/Solution by anyone other than Bidder or its employees or agents.	Bidder has to comply with RFP Terms
86	20	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	7. <u>Onsite Resources & Support</u>	7.1 The bidder has to provide one onsite resource and should have OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience	Requesting you to make Resource has to have 1 years hands on implementation experience	Bidder has to comply with RFP Terms
88	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. <u>Escrow arrangement during Contract period</u>	<u>Escrow arrangement during Contract period</u>	Requesting bank to remove this section and clause from RFP as it will impossible for OEM to provide the source code because it is their Proprietary and cannot be shared with anyone	RFP Clause (8. Escrow arrangement during Contract period) stands deleted
89	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	8. <u>Escrow arrangement during Contract period</u>	<u>Escrow arrangement during Contract period</u>	Request Bank to change it to : Please remove this clause because as a part of our legal compliance we shall not be able to share the source code with any agency	RFP Clause (8. Escrow arrangement during Contract period) stands deleted



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
90	21	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>8. Escrow arrangement during Contract period</u>	8.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.	9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either liquidation or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.	RFP Clause (8. Escrow arrangement during Contract period) stands deleted
91	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period</u>	11.1. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Request to change the AMC payment terms as Yearly in advance	Bidder has to comply with RFP Terms
92	23	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period</u>	1.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	1 2.4. The Bank will pay AMC/ ATS charges for Solution (including hardware, software OS and license) after the end of warranty period, Such payment shall be released monthly in advance after-completion of service during the period and submission of reports and invoices.	Bidder has to comply with RFP Terms
93	24	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>14. Subcontracting</u>	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	Please allow Bidder to decide the implementation strategy whether <u>Bidder wants to get the implementation done by OEM or OEM Certified Partner or Bidder itself (If Bidder has the capability of implementation)</u> . This will help Bidder to prepare the strategy for implementation better.	Bidder has to comply with RFP Terms
94	24	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	<u>12. Scope Involved During Warranty and ATS Period (if Contracted)</u>	12.8. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Since the support engineer is located at onsite , is there any separate call logging number , online portal to be provided. Please confirm.	Yes, along with onsite engineer, bidder should provide contact details along with escalation matrix.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
95	24	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	14. <u>Subcontracting</u>	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	Bank to kindly confirm that such consent will not be unduly withheld.	Bidder has to comply with RFP Terms
96	24	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	12. <u>Scope Involved During Warranty and ATS Period (if Contracted)</u>	12.6. The support shall be given in person only.	Request Bank to allow remote support as well (online) along with existing clause	Bidder has to comply with RFP Terms
97	24	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	14. <u>Subcontracting</u>	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	Request Bank to modify that OEM and Bidder to complete project management and Implementation	Bidder has to comply with RFP Terms
98	25	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	15. <u>Defect liability</u>	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	All warranty/replacements is as per OEM warranty terms & conditions only. Kindly delete the same.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
99	25	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	16. <u>Right to Audit:</u>	<p>16. Right to Audit:</p> <p>16.1. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.</p> <p>16.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p> <p>16.3. The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank.</p>	Please confirm that any audit shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided by the Bidder. Further, such audit shall be subject to the "Confidentiality" obligations upon the Bank, its auditors, employees making such audit. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services provided by the Bidder to the Bank.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
100	26	D. BID PROCESS	7. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	7.2. In Case the EMD is submitted in the form of Bank Guarantee from any of the Scheduled Commercial Banks (other than Canara Bank), the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F.	7.2. In Case the EMD is submitted in the form of Bank Guarantee from any of the Scheduled Commercial Banks (other than Canara Bank), the same should be valid for the minimum period of 90 days from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F.	Bidder has to comply with RFP Terms
101	26	D. BID PROCESS	7. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	7.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Technical Proposals of the Bidder qualified under Part A-Conformity to Eligibility Criteria . The EMD of the Bidders not qualified under Part B- Technical Proposal will be returned within 15 days after opening the Commercial bid/ Commercial bid (indicative) of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee	7.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Technical Proposals of the Bidder qualified under Part A-Conformity to Eligibility Criteria . The EMD of the Bidders not qualified under Part B- Technical Proposal will be returned within 15 days after opening the Commercial bid/ Commercial bid (indicative) of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selection of successful bidder	Bidder has to comply with RFP Terms
102	26	D. BID PROCESS	7. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	7. 5. The EMD may be forfeited/ Bank Guarantee may be invoked: 7. 5. 1 . If the bidder withdraws or amends the bid during the period of bid validity specified in this document. 7. 5. 2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign, the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.	Bidder need to provide prior written notice in such conditions	Bidder has to comply with RFP Terms
103	27	E. <u>SELECTION OF BIDDER</u>	1. <u>Preliminary Scrutiny</u>	1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.	1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.	Bidder has to comply with RFP Terms
104	27	E. <u>SELECTION OF BIDDER</u>	8. <u>Determination of L1 Price</u>	8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.	8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.	Bidder has to comply with RFP Terms



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105	28	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days	Requesting Bank to <u>provide the defined and specific use cases on which bank wants to evaluate the product capabilities.</u> Completing and demonstrating each point asked in Annexure-7 won't be possible to complete within asked timelines.	Bidder has to comply with RFP Terms
106	28	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A-Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days	Requesting Bank to provide the Hardware since arranging the hardware at such a short span of time is not possible at all. Bidder will provide the pre-requisites document with respect to Hardware and software (OS, DB, VM etc.), ports and Infra monitoring data template sheet to the bank.	Bidder has to comply with RFP Terms
107	28	E. SELECTION OF BIDDER	4. Bidders Presentation /Site Visits / Product Demonstration/POC	4.6. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.	Please change this clause as "Bidders/OEM are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/R&D labs duly meeting the specific requirements/issues raised by the Bank"	Bidder has to comply with RFP Terms
108	30	E. SELECTION OF BIDDER	8.4.2 Re-auction/s Rules:	8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.	8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.	Bidder has to comply with RFP Terms
109	30	E. SELECTION OF BIDDER	8. Determination of L1 Price	8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.	8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses, before the award of contract. The Bank reserves the right to accept any bid in whole or in part.	Bidder has to comply with RFP Terms



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110	31	<u>F- Ownership & Awarding of Contract</u>	8. Security Deposit / Performance Bank Guarantee	The successful bidder should submit a security deposit/ Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the order or within 21days from the date of issue of purchase order	As per the RFP, The successful bidder should submit a security deposit/ Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the order or within 21days from the date of issue of purchase order. Bidder has to submit additional 10% Bank Guarantee for advance payment. so bidder has to submit total 20% BG in this tender. Hence we request Bank to amend this payment term and keep only PBG 10% of total value of the contract.	Bidder has to comply with RFP Terms
111	31	<u>F- Ownership & Awarding of Contract</u>	4. Acceptance of offer	In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with RFP Terms
112	31	<u>F- Ownership & Awarding of Contract</u>	5. Award of Contract	After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the Bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Seeking for a maximum cap if that scenario exist	Bidder has to comply with RFP Terms
113	31	<u>F- Ownership & Awarding of Contract</u>	6. Effective Date	The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any under this contract	Intimation to the bidder by providing details of the dues by bidder with reasonable time period of 7 days to respond to the dues sought for as an adjustment by the Bank.	Bidder has to comply with RFP Terms
114	31	<u>F - Ownership & Awarding of Contract</u>	1. Bid Validity Period	1. Bid Validity Period: The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
115	31	F - Ownership & Awarding of Contract	3. Project ownership	3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP.	3.1 . If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP.	Bidder has to comply with RFP Terms
116	31	F - Ownership & Awarding of Contract	6. Effective Date	6. Effective Date: 6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion. 6.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank.	Failure to accept the order within 15 days from the date of receipt of the order, bank will sent written notice to bidder for clarifications	Bidder has to comply with RFP Terms
117	31	F - Ownership & Awarding of Contract	8. Security Deposit / Performance Bank Guarantee	8. Security Deposit / Performance Bank Guarantee	RFP already have multiple milestones penalties and LD, request you to kindly remove this clause	Bidder has to comply with RFP Terms
118	31	F - Ownership & Awarding of Contract	8. Security Deposit / Performance Bank Guarantee	8.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.	4. Security Deposit/ Performance Bank Guarantee should be valid for Total Contract Period from the date of last installation and shall be retained till the completion of Contract period.	Bidder has to comply with RFP Terms
120	31	F - Ownership & Awarding of Contract	9. Execution of Agreement	9.1. Within 21 days from the date of acceptance of the Purchase Order/LOI or within 30 days from the date of issue of Purchase Order/LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder	9 . 1 . Within 21 days from the date of acceptance of the Order or within 30 days from the date of acceptance of Purchase Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
121	31	F - Ownership & Awarding of Contract	10. Pricing	10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to 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 Customer.	Bidder has to comply with RFP Terms
122	31	F - Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances: 11.2.1. Non submission of acceptance of order within 7 days of order. 11.2.2. Excessive delay in execution of order placed by the Bank. 11.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid. 11.2.4. The bidder goes in to liquidation voluntarily or otherwise. 11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 11.2.6. The progress made by the selected bidder is found to be unsatisfactory. 11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.	11.2. The Bank reserves the right to cancel the contract placed on the selected bidder, after giving a notice of 30 days to cure the default on the following circumstances: 11.2.1. Non submission of acceptance of order within 7 days of order. 11.2.2. Excessive delay in execution of order placed by the Bank. 11.2.3. The selected bidder commits a material breach of any of the terms and conditions of the bid. 11.2.4. The bidder goes in to liquidation voluntarily or otherwise. 11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination covering all WIP	Bidder has to comply with RFP Terms
123	31	F - Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	11.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.	Bidder has to comply with RFP Terms
124	31	F - Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	Request you to remove this clause as SI had already done the investment for the solutions and incase of failure of performance, bank can charge LD and Penalties	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
125	31	F - Ownership & Awarding of Contract	11. Order Cancellation/Termination of Contract	11.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	If bank is cancelling the purchase order security deposit should not be invoke. For performance there is already LD and Penalties clause represent in the RFP.	Bidder has to comply with RFP Terms
126	32	G- General Conditions	7. Negligence	Negligence In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Request the clause may be invoked only if there is gross Negligence. Seeking for a maximum cap, if that scenario exist.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
127	32	G- General Conditions	14. Indemnity	<p>14. Indemnity:</p> <p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be</p>	<p>Clause to be modified as under:</p> <p>Indemnity</p> <p>14.1 The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actual, proven and direct actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1 The breach, default or non-performance of undertakings, representation and warranties, covenants or obligations by the bidder;</p> <p>14.1.2 Any contravention or No-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2 The bidder shall indemnify, protect and save the Bank against all actual, proven and direct claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2 The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and</p>	Bidder has to comply with RFP Terms

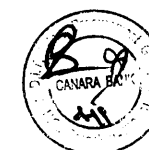


Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
				<p>unlimited.</p> <p>14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p>	<p>for bodily injury or death and in these cases the liability will be unlimited.</p> <p>14.2.3 All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for thier salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/ death/ termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3 Bidder's aggregate liability shall be subject to an overall limit of the total cost of the project. Bidder shall not be liable to the Bank for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose.</p>	
128	32	G- General Conditions	23. Resolution of disputes	<p><u>23. Resolution of Disputes</u></p> <p><u>All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.</u></p>	<p>Following para to be added as under:</p> <p>Cost of Arbitration shall be borne by parties equally.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
129	32	G- General Conditions	18. Integrity Pact	<p>Fall clause</p> <p>8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p>	Clause to be deleted	Bidder has to comply with RFP Terms
130	32	G- General Conditions	Negligence	<p>7. Negligence</p> <p>In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.</p>	Bank to kindly confirm that any cancellation or termination of contract will be done only after giving 30 days written notice to the Bidder to cure or remedy the default and only upon failure of the Bidder to remedy or cure such default.	Bidder has to comply with RFP Terms
131	32	G- General Conditions	Insurance	<p>10. Insurance</p> <p>The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.</p>	Bank to confirm that the Insurance provided for the Hardware would be transit insurance till the point of delivery.	Bidder has to comply with RFP Terms

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
132	32	G- General Conditions	Guarantees	<p>11. Guarantees</p> <p>The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.</p>	Bank to confirm that all hardware & software to be supplied comes with the OEM/Software Licensor guarantee.	Bidder has to comply with RFP Terms
133	32	G- General Conditions	Intellectual Property Rights	<p>12. Intellectual Property Rights</p> <p>12.1. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.</p>	<p>We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
134	32	G- General Conditions	Indemnity	<p>14. Indemnity:</p> <p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>14.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>14.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.</p> <p>14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.</p> <p>14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p>	<p>We request the below modifications to Clause 14-Indemnity Clause from the General Terms & Conditions:</p> <p>14.1 The Bidder shall keep the Bank indemnified against claims (including reasonable legal costs) which may be caused to or suffer by or made or taken against the Bank arising out of:</p> <p>14.1.1 Statutory and/or regulatory claims, suits, actions or proceedings against the Bank arising directly from Bidder's breach (or alleged breach) of applicable tax initiated by an appropriate governing body or authority.</p> <p>14.2 The bidder shall keep the Bank indemnified against 3rd party IPR claims leading to court awarded damages against the Bank from infringement of any law pertaining to patents, trademarks, copyrights etc. in respect of the Services provided by the Bidder:</p> <p>14.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract.</p> <p>14.2.2 the limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual Property Rights. For claims relating to fraudulent misrepresentation, bodily injury or death arising from bidder's negligence, in these cases the liability will be unlimited.</p> <p>14.2.3 All employees engaged by the Bidder shall be in employment of the bidder/or its subcontractor and the bidder/subcontractor shall be solely liable for their salaries, wages, statutory payments etc. the Bank may not be held liable for any payment or claim or compensation by any employee/personnel of the bidder except on account of injury, bodily injury or death caused due to the negligence of the Bank.</p> <p>14.3 The liability of the Bidder shall not exceed the annual value of the contract, irrespective of whether the liability arises under contract, tort or indemnity.</p> <p>Neither party shall be liable for indirect and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
135	32	G- General Conditions	Integrity pact	Integrity Pact	<p>Integrity Pact</p> <p>We agree to execute the Integrity Pact given by Canara Bank, provided that there is no Fall Clause in it. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. For all practical purposes, we request deletion of the Fall Clause from the Integrity Pact. We also wish to bring to your notice, that by way of Office Order dated 4/12/2007, the Central Vigilance Commission (CVC) even circulated copy of an Integrity Pact, drafted by SAIL and vetted by the Additional Solicitor General, for reference of individual organizations. The same does not contain any Fall Clause.</p> <p>Additionally, CVC issued a Circular dated 13.01.2017, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall Clause as an essential ingredient of the Pact.</p> <p>Please refer to the enclosed Office Order and Circular, issued by the Central Vigilance Commission, for your information.</p>	Bidder has to comply with RFP Terms
136	32	G. GENERAL CONDITIONS	14. Indemnity	<p>14. Indemnity</p> <p>14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.</p> <p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	<p>14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all third party actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>14.2.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
137	32	G. GENERAL CONDITIONS	14. Indemnity	14. Indemnity 14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	14.3. Bidder's maximum aggregate liability shall be subject to an overall limit of the total Cost of the project. 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 Supplier) that may arise out of or result from this Agreement.	Bidder has to comply with RFP Terms
138	32	G. GENERAL CONDITIONS	18. Adoption of Integrity Pact	18. <u>Adoption of Integrity Pact</u>	We request bank to kindly consider the latest integrity pact released by the CVC. Fall clause had been removed from the IP.	Bidder has to comply with RFP Terms
139	32	G. GENERAL CONDITIONS	4. Human Resource Requirement	4. <u>Human Resource Requirement</u>	Add: The Bank acknowledges that personnel to be provided by the selected bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to the bidder's business. In consideration of the foregoing, the Bank agrees that for the term of this Agreement and for a period of one year thereafter, the Bank will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Supplier employee, or induce any such individual to leave the employ of Supplier. For purposes of this clause, an "employee" means any person who has who has been involved in providing the services under this Agreement.	Bidder has to comply with RFP Terms
140	32	G. GENERAL CONDITIONS	6. Inspection of Records	6. <u>Inspection of Records</u> <u>Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.</u>	At any time during the term of Contract but no more than once in any calendar year, Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard. Provided, however, the vendor shall not be obligated to disclose to such auditor any records or information pertaining to the vendor's internal costs or confidential personnel data.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
141	32	G. GENERAL CONDITIONS	7. Negligence	<p>7. Negligence</p> <p><u>In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.</u></p>	<p>In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. The selected bidder's failure to perform or delay in performing its contractual responsibilities (in whole or in part), to perform any part of the work (whether in conformance with the Agreement or at all), or to meet any agreed service levels shall be excused if and to the extent the selected bidder's non-performance is contributed to by Bank's act or omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.</p>	Bidder has to comply with RFP Terms
142	32	G. GENERAL CONDITIONS	16. Responsibilities of the Bidder	<p>16. Responsibilities of the Bidder</p>	<p>Add: EXCEPT FOR THE FOREGOING, SELECTED BIDDER EXCLUDES AND DISCLAIMS ALL WARRANTIES, CONDITIONS OR STATEMENTS, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR THAT THE PROPOSED SOLUTION OR SOFTWARE PROVIDED WILL BE ERROR-FREE.</p>	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
143	36	Annexure-2	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	ApMoSys Technologies Pvt. comes under Start up. Hence we request exemption of this clause for us..	<p>Eligibility Criteria is modified as under: "The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies. <u>(However, Prior Turnover for Startups is relaxed under this RFP)</u> <u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
144	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	ApMoSys Technologies Pvt. Ltd is MSME Certified. Hence we request exemption of this clause for us.	<p>Eligibility Criteria is modified as under: "The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies. <u>(However, Prior Turnover for Startups is relaxed under this RFP)</u> <u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number."</p>
145	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>ApMoSys Technologies Pvt. comes under Start up and we are MSME certified. Hence we request exemption of this clause for us.</p> <p>We have our employees in Bangalore for 24x7 support.</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder and OEM shall have support office in Bengaluru for 24x7 support. <u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
146	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>Kindly amend this as The Bidder should have the Average Turnover of minimum <u>Rs.500.00 Crores</u> for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p>	<p>Eligibility Criteria is modified as under: "The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies. <u>(However, Prior Turnover for Startups is relaxed under this RFP)</u> <u>Documents to be submitted for Eligibility Criteria Compliance:</u> Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number."</p>

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
147	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p>Request you to please relax this clause for MSME bidders. MSME's will though comply with the clause of year on Year profitability. Kinsdly consider average of last two financial years should be minimum 15 Crores</p>	<p>Eligibility Criteria is modified as under: "The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies. <u>(However, Prior Turnover for Startups is relaxed under this RFP)</u> <u>Documents to be submitted for Eligibility Criteria Compliance:</u> Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number."</p>
148	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>Please provide relaxation to OEM for support office in india as long as OEM is providing 24X7 L3 support to bidders from any cities in india. This point is restricting OEM who can provide solutions and support from india form other city</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder and OEM shall have support office in Bengaluru for 24x7 support. <u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
149	36	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>Requesting Bank to modify as Bidder/OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder and OEM shall have support office in Bengaluru for 24x7 support.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>
150	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>1. Can we provide reference letter/ supporting document for global financial institutions with proposed solution? These global financial institutions also operate in India.</p> <p>2. Canara Bank may limit the global references to top banks with India Operations</p> <p>3. Kindly accept supporting documents as obtaining letters in current situation is difficult.</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
151	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Kindly Ammend the clause as : "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 50 Network devices. Proposed Solution should have been implemented in anyone of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date."</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last five years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
152	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>The eligibility criteria for an OEM is defined as successful implementation of NMS solution for 2000 network devices. Since this RFP is looking to cover a large scale network of up to 15000 network devices, we feel that the eligibility bar set forth is too low. For the Bank to attract best of the breed NMS solution the eligibility criteria should be increased to anywhere between 5000-7000 network devices</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
153	37	Annexure-2	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	Complexity of the implementation is increased with the need to integrate with various element management systems that support various interfaces such as SNMP, API's, direct database queries etc. In any complex integration project there is also a need for custom development which is typically done by the OEM and not SI. Keeping in mind the criticality of this RFP and the business continuity it ensues, we request the Bank to make "OEM deployment" mandatory	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
154	37	Annexure-2	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	As per this clause, Please confirm this condition should be met by the Lead Bidder or System Integrator credential will work as eligibility ?	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
155	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Request Bank to change it to : The bidder/OEM should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule Commercial Bank/Public Sector Organizations/Private Sector Organizations/Central or State Organization in India in last five years as on RFP date. The bidder has to Purchase Order / provide reference letter in their name with quantity specified with project details from schedule commercial bank/public sector organization /private sector organization/ cental or state organization in India duly mentioning the proposed solution with make & model of this effect.</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last five years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of</p>
156	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Complexity of the implementation is increased with the need to integrate with various element management systems that support various interfaces, considering the criticality of the requirement, we request the bank to make OEM deployment mandatory</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
157	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have Positive Net Worth as on 31/03/2019.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	<p>Kindly amend this clause to The Bidder should have Positive Net Worth <u>of 100 Crores</u> as on 31/03/2019.</p>	<p>Bidder has to comply with RFP Terms</p>
158	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance:</p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Kindly amend this as The <u>Bidder / OEM</u> should have supplied and successfully implemented the Network monitoring solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p>	<p><u>Eligibility Criteria is modified as under:</u> "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>

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159	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Kindly amend this clause as - (The Criteria is come under OEM Experience in RFP) The OEM has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
160	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>The eligibility criteria for an OEM is defined as successful implementation of NMS solution for 2000 network devices. Since this RFP is looking to cover a large scale network of up to 15000 network devices, we feel that the eligibility bar set forth is too low. For the Bank to attract best of the breed NMS solution the eligibility criteria should be increased to anywhere between 5000-7000 network devices</p>	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



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161	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	NMS solution typically has a broad scope. It can include anything from a simple ping monitoring to complex features such as flow analysis, RCA, 3rd party integration, correlation etc. Bank to clarify about various modules of NMS where the OEM & SI/Bidder needs to procure reference letter	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
162	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	Complexity of the implementation is increased with the need to integrate with various element management systems that support various interfaces such as SNMP, API's, direct database queries etc. In any complex integration project there is also a need for custom development which is typically done by the OEM and not SI. Keeping in mind the criticality of this RFP and the business continuity it ensues, we request the Bank to make "OEM deployment" mandatory	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
163	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>The eligibility criteria for an OEM is defined as successful implementation of NMS solution for 2000 network devices. Since this RFP is looking to cover a large scale network of upto 15000 network devices, we feel that the eligibility bar set forth is too low. For the Bank to attract best of the breed NMS solution the eligibility criteria should be increased to anywhere between 5000-7000 network devices</p>	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
164	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>We request to amend the clause as: The Bidder should have supplied and successfully implemented Network Monitoring Solution OR providing Network Monitoring solution through it own captive NOC in any of the Schedule commercialbanks /Public Sector Organizations/Private Sector Organizations/ Central or state Organizations/ Central or state organization in India n last three years is as on RFP date.</p>	<p>Eligibility Criteria is modified as under: "The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last five years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of</p>



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165	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>We request to ameend the clause as: The proposed Network Monitoring Solution should have been implemented by Bidder / OEM and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented by Biddder / OEM in any of the Schedule commercialbanks /Public Sector Organizations/Private Sector Organizations/ Central or state Organizations/ Central or state organization in India in last three years as on RFP date.</p>	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
166	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date..</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>The eligibility criteria for an OEM is defined as successful implementation of NMS solution for 2000 network devices. Since this RFP is looking to cover a large scale network of upto 15000 network devices, we feel that the eligibility bar set forth is too low. For the Bank to attract best of the breed NMS solution the eligibility criteria should be increased to anywhere between 5000-7000 network devices</p>	<p>Eligibility Criteria is modified as under: "The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
167	37	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>Please provide relaxation to OEM for support office in india as long as OEM is providing 24X7 L3 support to bidders from any cities in india. This point is restricting OEM who can provide solutions and support from india form other city</p>	<p><u>Eligibility Criteria is modified as under:</u> "The Bidder and OEM shall have support office in Bengaluru for 24x7 support.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u> The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>
168	38	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	2. The solution should integrate tightly with Bank existing tools like Everest NCCM, etc., on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.	We would expose our API's, please explain the use case for this bi-directional integration to make sure the availability of the API's	This is required for visiblty and control of network devices, links etc
169	38	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	3. The solution should provide the ability for multiple Integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.	Is this requirement mentioned here is to connect to the targeted device for the NMS software ? Please confirm	Bidder has to comply with RFP Terms
170	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	<p>Please provide more clarity and use case on the WMI and telemetric protocol is not frequently used in EMS/NMS solutions. if not being used, request to remove WMI and telemetry protocols from this cluase OR provide an an optional requiemment to have the cluase as below</p> <p>"The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API/PDC/Tetlemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement"</p>	<p><u>RFP Clause is Amended as below:</u> "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."</p>



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
171	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	(1)Please provide the Application and Version Details to check the integration compatibility matrix: - □PAM □SIEM □PIM □IPAM □Incident Management (2)Also, please provide the use cases for above mentioned applications with proposed network monitoring solution	Bidder has to comply with RFP Terms
172	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	(1)Please provide the Application and Version Details to check the integration compatibility matrix: - □Incident Management Ticketing Tool □Third Party CRM tool □Customer Portal □Other NMS and EMS tool (2)Also, please provide the use cases for above mentioned applications with proposed network monitoring solution	The details will be provided to the successful bidder.
173	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	Bidder has to comply with RFP Terms
174	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Does the Bank want to perform root cause analysis and improve MTTR based on alerts received from various element managers? Does the Bank also want to correlate to Business/Customer impact? Can the Bank provide one or two use cases as per this RFP specification?	Yes, The proposed NMS solution should perform RCA for reducing repeated incidents, monopoly incidents, bulk outages etc.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
175	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	Please clarify what is the expectation for "Nmap" and Telemetry Protocols etc.here? Requesting bank to delete this clause as it favors to specific OEM and a roadblock for other Enterprise NMS OEM's to participate on this RFP.	<u>RFP Clause is Amended as below:</u> "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."
176	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	7. The solution should provide Role-Based-Access-Control to define privilege for the users to raise a request to add, modify, delete nodes/devices, etc., in their web management console and the request should be effected only after the approval of the super administrator.	The NMS tool will have Role-Based-Access-Control to define the privileges for each user and only users with device modification privileges will be able to add, modify, delete nodes / devices in the NMS tool. We find this clause a redundant requirement, all users accessing the NMS tool will be have privileges pre-defined as per their Role Based Access Control credentials. Kindly relax the same.	Bidder has to comply with RFP Terms
177	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	9. The solution should provide monitoring for any Network Devices but not limited to Routers, Switches, VSAT's, Firewalls, Load Balancers, SD-WAN Devices, SDN devices, WAN Optimizers, Wireless devices, CCTV's, etc.,	Does the Bank want to future proof the NMS solution by being able to integrate with systems like Telemetry, Sensors (for example Temperature, Light etc) and other remote edge devices?	Bidder has to comply with RFP Terms
178	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	12. The Bidder should size highly scalable monitoring architecture including all necessary Hardware's, Software's, Database, Operating System, etc. on a platform that should scale efficiently for monitoring minimum 15000 nodes from day 1 of the implementation.	Please confirm the devices license count. In Annexure 14 Table A mentioned 10,000 and Table D additional license as 2,000. In this point from day one it should monitor 15,000 devices. Please confirm the exact count.	Bidder has to comply with RFP Terms



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179	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	Please provide more clarity on the WMI and telemetric protocol is not frequently used in EMS/NMS solutions. Request to reward the clause as below "The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API/PDC/Tetemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement"	<u>RFP Clause is Amended as below:</u> "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."
180	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	The Bidder should size a solution where utilization of hardware resources like CPU, Memory, etc., should not exceed above 60% at any point of time during the contracted period, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of the contracted period.	Need more clarification for this point related to hardware in consider to existing Infra structure (All the bidders have to provide hardware sizing to run the propopsed solution and other environmental or related software along with technical proposal)	Bidder has to properly size hardware as per our technical requirement. In contract peroid utilization should not exeed 60% at any point of any time
181	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	Bidder has to comply with RFP Terms
182	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Does the Bank want to perform root cause analysis and improve MTTR based on alerts received from various element managers? Does the Bank also want to correlate to Business/Customer impact? Can the Bank provide one or two use cases as per this RFP specification?	Yes, The proposed NMS solution should perform RCA for reducing repeated incidents,monopoly incidents,bulk outages etc.



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183	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	Request Bank to change it to : Please provide more clarity and use case on the WMI and telemetric protocol is not frequently used in EMS/NMS solutions. if not being used, request to remove WMI and telemetry protocols from this clause OR provide an optional requirement to have the clause as below "The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API/PDC/Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement"	RFP Clause is Amended as below: "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."
184	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	Should the NMS solution be required to correlate network faults to config changes and also fire config change commands via NCCM solution to resolve the issue?	Yes, RCA is required and need to correlate to Business/customer impact. The details will be provided to the successful bidder.
185	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Does the Bank want to perform root cause analysis and improve MTTR based on alerts received from various element managers? Does the Bank also want to correlate to Business/Customer impact? Can the Bank provide one or two use cases as per this RFP specification?	Yes, RCA is required and need to correlate to Business/customer impact. The details will be provided to the successful bidder.
186	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	14. The Bidder should size a solution where utilization of hardware resources like CPU, Memory, etc., should not exceed above 60% at any point of time during the contracted period, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of the contracted period.	It is also relevant to License Count. Please confirm for how many devices we need to consider the server specification for now which have to meet 60% of utilization. Hope the future expansion will be taken when is happening by adding additional servers on need basis. Please correct if any difference in our understanding.	Bidder has to comply with RFP Terms



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187	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	The details will be provided to the successful bidder.
188	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	Please provide more clarity and use case on the WMI and telemetric protocol is not frequently used in EMS/NMS solutions. if not being used, request to remove WMI and telemetry protocols from this clause OR provide an optional requirement to have the clause as below "The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API/PDC/Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement"	<u>RFP Clause is Amended as below:</u> "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."
189	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	The details will be provided to the successful bidder.
190	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Does the Bank want to perform root cause analysis and improve MTTR based on alerts received from various element managers? Does the Bank also want to correlate to Business/Customer impact? Can the Bank provide one or two use cases as per this RFP specification?	Yes, RCA is required and need to correlate to Business/customer impact. The details will be provided to the successful bidder.



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191	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	The details will be provided to the successful bidder.
192	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	2. The solution should integrate tightly with Bank existing tools like Everest NCCM, etc., on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.	Can the Bank provide the NCCM integration scope or uses cases which needs to be covered as part of integration	The details will be provided to the successful bidder.
193	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Should the proposed solution be required to perform auto-correlation of network faults and root cause analysis?	Yes, RCA is required and need to correlate to Business/customer impact. The details will be provided to the successful bidder.
194	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	4. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	The details will be provided to the successful bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
195	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	Please provide more clarity and use case on the WMI and telemetric protocol is not frequently used in EMS/NMS solutions. if not being used, request to remove WMI and telemetry protocols from this clause OR provide an optional requirement to have the clause as below "The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API/ <u>PDC/Telemetry Protocols</u> , etc., and present the same in a customizable dashboard as per bank requirement"	<u>RFP Clause is Amended as below:</u> "17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement."
196	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	24. The solution should analyze and monitor SNMP and non-SNMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains invariably (e.g., Radio Frequency, VSAT, Wi-Fi, etc.,). It should display them in a unified user interface optimized for very high scale visualization and network problem solving.	Please elaborate which Non - SNMP technologies should be supported and which devices do we need to monitor	<u>RFP Clause is Amended as below:</u> "24. The solution should analyze and monitor all SNMP enabled devices. It should display them in a unified user interface optimized for very high scale visualization and network problem solving. "
197	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	26. The solution should provide the feature to customize and configure the polling intervals/frequency through a web management console to define a monitoring intervals/frequency depending on the priority till the individual component / resource level like each interface might have the different polling interval in the same device based on the criticality and importance of service customer as per the bank's requirement.	Provide information for minimum and maximum devices/interface with respect to maximum and minimum polling interval in percentage to estimate system load and hardware sizing.	The details will be provided to the successful bidder.
198	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	14. The Bidder should size a solution where utilization of hardware resources like CPU, Memory, etc., should not exceed above 60% at any point of time during the contracted period, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of the contracted period.	We are requesting bank to please provide relaxation on CPU, Since there will be flow, logs and syslogs will be processed based on the received volume on realtime bases, Solution can use maximum power of CPU and process data in no time. For Memory and Disk utilization solution will not exceed above 60%.	Bidder has to comply with RFP Terms



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199	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	21. The solution should discover all the WAN link connectivity's of each branch connected to DC/DRC and monitor the connectivity with the WAN link IP address for faults, performance, etc.	Please provide us clarification on number of links to understand requirement for SLA monitoring	The details will be provided to the successful bidder.
200	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	14 The Bidder should size a solution where utilization of hardware resources like CPU, Memory, etc., should not exceed above 60% at any point of time during the contracted period, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of the contracted period.	We are requesting bank to please provide relaxation on CPU, Since there will be flow, logs and syslogs will be processed based on the received volume on realtime bases, Solution can use maximum power of CPU and process data in no time. For Memory and Disk utilization solution will not exceed above 60%.	Bidder has to comply with RFP Terms
201	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	5. The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.	Please explain why Bank needs integration with CRM and customer portal? Normally these devices will not be exposed in the customer portal. Kindly share some use case for this integration. What is the current ITSM solutions been used by Bank?	The details will be provided to the successful bidder.
202	39	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	9. The solution should provide monitoring for any Network Devices but not limited to Routers, Switches, VSAT's, Firewalls, Load Balancers, SD-WAN Devices, SDN devices, WAN Optimizers, Wireless devices, CCTV's, etc.,	Please share the make and model details for SD-WAN and SDN devices	The details will be provided to the successful bidder.



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203	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	24. The solution should analyze and monitor SNMP and non-SNMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains invariably (e.g., Radio Frequency, VSAT, Wi-Fi, etc.,). It should display them in a unified user interface optimized for very high scale visualization and network problem solving.	Network monitoring solution can monitor only ICMP and SNMP (v1, v2c and v3) enabled devices and cannot monitor the telecom support devices like Radio Frequency and VSAT etc..... Requesting Bank to remove these keywords from this compliance statement and allow enterprise NMS OEM's to participate.	<u>RFP Clause is Amended as below:</u> "24. The solution should analyze and monitor all SNMP enabled devices. It should display them in a unified user interface optimized for very high scale visualization and network problem solving. "
204	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	25. The solution should be able to discover and monitor VSAT parameters such as IN & Out Traffic, Bandwidth utilization, Symbol Rate, Modulation Type, Center Frequency, RF Power, etc., and the relevant reports should be available as per the banks requirement.	Please confirm these VSAT devices and Base Platform is reachable directly or it is with Service Provider. To get all these mentioned metrics we need the access.	RFP Clause stands deleted.
205	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	26 The solution should provide the feature to customize and configure the polling intervals/frequency through a web management console to define a monitoring intervals/frequency depending on the priority till the individual component / resource level like each interface might have the different polling interval in the same device based of the criticality and importance of service customer as per the bank's requirement.	Provide information for minimum and maximum devices/interface with respect to maximum and minimum polling interval in percentage to estimate system load and hardware sizing.	The details will be provided to the successful bidder.
206	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	21 The solution should discover all the WAN link connectivity's of each branch connected to DC/DRC and monitor the connectivity with the WAN link IP address for faults, performance, etc.	Please provide us clarification on number of links to understand requirement for SLA monitoring	The details will be provided to the successful bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
207	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	24. The solution should analyze and monitor SNMP and non-SNMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains invariably (e.g., Radio Frequency, VSAT, Wi-Fi, etc.,). It should display them in a unified user interface optimized for very high scale visualization and network problem solving.	Please confirm if the Radio Frequency, VSAT devices are IP enabled?	RFP Clause is Amended as below: "24. The solution should analyze and monitor all SNMP enabled devices. It should display them in a unified user interface optimized for very high scale visualization and network problem solving. "
208	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	25. The solution should be able to discover and monitor VSAT parameters such as IN & Out Traffic, Bandwidth utilization, Symbol Rate, Modulation Type, Center Frequency, RF Power, etc., and the relevant reports should be available as per the banks requirement.	Please confirm if the VSAT devices are enabled with SNMP protocol? If so, please share the OID and MIB files	RFP Clause stands deleted.
209	40	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	30. The solution should provide the feature to display the values pulled using SNMP MIB's, OID's and Traps including but not limited to No. of BGP routes, ARP, Routing information and table, IPSEC tunnels, Device registered with key servers, NTP status of the nodes, etc., on near real time basis.	Please share the device make and model	The details will be provided to the successful bidder.
210	41	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	32. The solution should discover, monitor and provide intelligent alarms/events for VPC, VDC, etc.	Please provide the clarity on this requirement and use cases for intelligent alarms/events for VPC, VDC, etc.?	The details will be provided to the successful bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
211	41	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	39. The solution should support heterogeneous network Flow monitoring and traffic analysis for any of the technology vendors but not limited to: NetFlow v5, v7, v9, NBAR2(Next Generation Network based Application Recognition) protocol and Random Sampled Netflow, s-flow version 5, IPFIX, j-flow, c-flow, and NetStream flow that complies with the standards for NetFlow v5, v7, or v9. It should have capability to alternatively capture flow data via packet capture.	In Annexure 14, Flow license count is provided. For the Server Specification, mainly storage we need the flow rate or overall Bandwidth size including zonal, regional and branch leased line details. Please provide the same	The details will be provided to the successful bidder.
212	41	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	32. The solution should discover, monitor and provide intelligent alarms/events for VPC, VDC, etc.	We do not have this feature, Request Bank to delete.	Bidder has to comply with RFP Terms
213	41	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	36. The solution should provide multi-level (preferably six-level) Severity fault definition, which will handle events automatically and inform the respective user/admin as per operational requirement.	Will Bank accept 5 levels of severity configuration?	Bidder has to comply with RFP Terms
214	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	44. The solution should support the ability to monitor and report on traffic based on the IP ToS field using a bit pattern matching method that will allow reporting on any variation of usage within this 8 bit field including, DSCP and IP Precedence. The solution must maintain this custom ToS based information for each interface for at least 6 months at a minimum 5 minute granularity.	Granularity reports will be calculated basis of retention policies like raw data for 70 days/hourly data for 70 days and daywise data for 800 days. 5 mins granularity can be achieved from the 70 days of raw data. Would request to re-word the clause as below "the solution should support the ability to. monitor and report on traffic based on the IP ToS field using a bit pattern matching method that will allow reporting on any variation of usage within this 8 bit field including, DSCP and IP Precedence. The solution must maintain this custom ToS based information for each interface for at least 6 months at minutes/hourly granularity "	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
215	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	44. The solution should support the ability to monitor and report on traffic based on the IP ToS field using a bit pattern matching method that will allow reporting on any variation of usage within this 8 bit field including, DSCP and IP Precedence. The solution must maintain this custom ToS based information for each interface for at least 6 months at a minimum 5 minute granularity.	Please provide the clarity on this requirement?	Bidder has to comply with RFP Terms
216	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	46. The solution should provide feature to add description for any standard or customized TCP or UDP ports and IP address globally and the same should be reflected in all the dashboards or reports or whenever queried for any information. For example naming a custom tcp/udp port number with an application/service name, adding description for a physical/virtual IP address, etc.,	This feature is not supported by any Network monitoring solution or must be favoring to specific OEM. Request bank to delete this clause.	Bidder has to comply with RFP Terms
217	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	The web management console should provide parameters of the link/node including but not limited to bandwidth utilization graph with Tx and Rx load, CRC, latency, errors, discards, packet loss, Interface reset, etc., for the past 1 hour and with an extended option to view the graph for 1 day, 1 week, 1 month and 3 months in the same dashboard window or by a pop-up window in the network devices displayed in the dashboard.	Please provide the clarity on this compliance point, what Bank is looking for?	The details will be provided to the successful bidder.
218	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	43. The solution should keep network flow of minimum 35000 unique flows per monitored interface and it should be customizable as per the requirement.	Kindly confirm if 35,000 flows per monitored interface is constant during operational hours?	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
219	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	47. The solution should synchronize all the faults and threshold crossing alerts (TCA) from NMS to NCCM on real-time and all the configuration changes and auditing information should be synced with NMS from NCCM on real time basis.	We do offer NCM along with this package and it already integrated in one single Exe. Will Bank be interested to explore this on POC?	Bidder has to comply with RFP Terms
220	42	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	48. The web management console should provide parameters of the link/node including but not limited to bandwidth utilization graph with Tx and Rx load, CRC, latency, errors, discards, packet loss, Interface reset, etc., for the past 1 hour and with an extended option to view the graph for 1 day, 1 week, 1 month and 3 months in the same dashboard window or by a pop-up window in the network devices displayed in the dashboard.	We do not have this feature, Request Bank to delete.	Bidder has to comply with RFP Terms
221	43	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	54. The solution should have Integrated Web based feature to build Network Diagram, No separate client window to configure network Diagram. The builder should be a Visio like system with all pre-loaded shapes/icons and it should support Drag & Drop based Network Diagram builder, Dynamically Upload Images, Customizable objects to support multiple vendors, capability to export maps in an XML format and upload to any other system. It should also provide provision to draw & map user specific network diagram	Requesting bank to delete this clause as it favors to specific OEM and a roadblock for other Enterprise and many "Make in India" NMS OEM's to participate on this RFP.	Bidder has to comply with RFP Terms
222	44	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	66. The solution should integrate with email, Execute Batch file, SNMP Trap to notify events/alerts to the respective users as per the Bank's requirement. And it should allow the end users/admins to access all the reports using any web browsers like Internet explorer, Google chrome, Mozilla Firefox, etc. without depending or installing any reporting software.	Please confirm if email server (MS Exchange) will be provided by Canaa Bank?	Yes, email server will be provided by the bank.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
223	45	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	78. The solution should provide SLA calculation for Link down and Isolation report considering all connected WAN links of the branch together and also individual link based downtime report. The downtime calculation will be measured when all the links are down for internal reporting and link based for ISP reporting. The solution should provide the flexible configuration in UI itself as per the bank's requirement.	As standard Industry practices , SLA are calculated through TroubleTicket / Helpdesk (incident) by leveraging IT Service Management solution. Kindly confirm is there is specific expectation of IT Service Management requirement. If not, kindly update the clause by removing the SLA requirement. The NMS solution can monitor the link which is been connected with different branches and downtime will be calculated basis of link availability and reachability. However, there would be dependency on the ISP vendor in order to monitor the ISP link.	The details will be provided to the successful bidder.
224	45	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	69. The solution should have capability to configure business, non-business hours or custom time polling. These configuration should be available for every device as well as every component in the device and it should have provision to disable and enable the polling of specific or group of devices.	Please clarify the requirement with use cases to understand more to factor the right fit solution	The details will be provided to the successful bidder.
225	45	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	76. The solution should able to integrate with AAA solution/LDAP.	Please confirm what AAA solution and LDAP solution Bank is using?	The details will be provided to the successful bidder.
226	45	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	79. The solution's SLA module should have the template based configuration where each branch measurement will be different for internal and ISP reporting. User/Admin should be able to configure multiple templates for the different needs and assign the related branches to the template which will give the flexible and simple configuration for different needs. The solution should also provide the flexibility for grouping multiple resources as a single service and allows the SLA computation against the service instead of individual resource / component level SLA measurement.	SLA calculations will be happens through TroubleTicket (incident) by leveraging IT Service Management solution. Kindly confirm is there specific expectation of IT Service Management requirement	The details will be provided to the successful bidder.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
227	45	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>A. TECHNICAL REQUIREMENTS</u>	79. The solution's SLA module should have the template based configuration where each branch measurement will be different for internal and ISP reporting. User/Admin should be able to configure multiple templates for the different needs and assign the related branches to the template which will give the flexible and simple configuration for different needs. The solution should also provide the flexibility for grouping multiple resources as a single service and allows the SLA computation against the service instead of individual resource / component level SLA measurement.	As standard Industry practices , SLA are calculated through TroubleTicket / Helpdesk (incident) by leveraging IT Service Management solution. Request Bank to confirm if there is specific expectation of IT Service Management requirement. If not, kindly update the clause by removing the SLA requirement.	The details will be provided to the successful bidder.
228	48	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>B. HARDWARE & SOFTWARE REQUIREMENTS:</u>	3. The Proposed hardware should capable to handle the projected load till project tenure with average 35%-40% resource utilization in any point of time during production workload. If any degradation in performance of the NMS solution ,bidder has to upgrade hardware/software with out any cost to the bank.	Point 14 in Annexure 7 mentioned 60% of resource utilization and this point mention 35 - 40% utilization. Please confirm. Also we assume Storage doesn't need this limited utilization and should plan for maximum utilization possible.	Bidder has to comply with RFP Terms
229	48	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>B. HARDWARE & SOFTWARE REQUIREMENTS:</u>	4. The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of three months in Data Center and Data Recovery center setup.	The warranty and AMC support is required for Business Hours only or for 24x7 ?	24*7 . Please refer page No 16 Point no 4.1
230	48	<u>Annexure-7</u> <u>Technical & Functional Requirement of Network Monitoring Solution</u>	<u>B. HARDWARE & SOFTWARE REQUIREMENTS:</u>	10. The solution should support minimum 300 concurrent users to access the Monitoring console.	Please confirm what would be the named user license count in case the OEM does not support concurrent user license.	Minimum 300 number of users able to access the solution at a time



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
231	49	<u>Annexure-8</u> <u>Scope of Work</u>	<u>Scope of Work</u>	9. Bidder has to integrate the solution with LDAP/TACACS, NTP Server, PIM, Monitoring tool etc.	This requirement needs integration with other element managers. Does the Bank require the NMS tool to seamlessly integrate with all these different element managers and provide a single pane of glass view? Can the Bank provide one or two use cases as per this RFP specification?	The details will be provided to the successful bidder.
232	49	<u>Annexure-8</u> <u>Scope of Work</u>	<u>Scope of Work</u>	9. Bidder has to integrate the solution with LDAP/TACACS, NTP Server, PIM, Monitoring tool etc.	Please provide the PIM and Monitoring tool name and version details to check the integration compatibility matrix with the proposed NMS solution Also, please specify the use case for these integrations.	The details will be provided to the successful bidder.
233	49	<u>Annexure-8</u> <u>Scope of Work</u>	<u>Scope of Work</u>	4. Bidder has to plan, design, integrate, implement, rollout and manage the solution for the contracted period.	The warranty and AMC support is required for Business Hours only or for 24x7 ?	24*7 . Please refer page No 16 Point no 4.1
234	50	<u>Annexure-8</u> <u>Scope of Work</u>	<u>Scope of Work</u>	21. Bidder has to prepare and supply the standard configuration/ backup/ compliance/ reporting etc. templates as per Bank's requirement	Please confirm, if bidder has to use Bank's existing backup solution to take the proposed NMS solution backup?	The details will be provided to the successful bidder.
235	54	<u>Annexure -14</u>	<u>Bill of Material</u>	As per RFP - only one onsite resource is required.	We request bank to Confirm on the count, is availability timelines (Business hours or 24X7 support) and methodology for billing, whether T&M or FPP	24*7 . Please refer page No 16 Point no 4.1
236	NA	NA	NA	NA	ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards. It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. Hence request you to please confirm if the proposed solution must be an industry standard solution from an OEM that is ISO 27034-1 certified	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
237	NA	NA	NA	NA	To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels.	Bidder has to comply with RFP Terms
238	NA	NA	NA	NA	This would help Bank to identify the unused network ports and helps in capacity planning.	Bidder has to comply with RFP Terms
239	NA	NA	NA	NA	To ensure detailed analysis of aggregated links monitoring between network devices.	Bidder has to comply with RFP Terms
240	NA	NA	NA	NA	Helps visualization of network data based on the persona. Single dashboard to visualize both IT and non-IT metrics.	Bidder has to comply with RFP Terms
241	NA	NA	NA	NA	Kindly confirm Canara Bank is looking for the hardware, software license ownership in the bank name only .	Bidder has to comply with RFP Terms
242	NA	NA	NA	NA	Please confirm if consortium is allowed?	Bidder has to comply with RFP Terms
243	NA	NA	NA	NA	ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards. It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. Hence request Bank to confirm if the proposed solution must be an industry standard solution from an OEM that is ISO 27034-1 certified	Bidder has to comply with RFP Terms
244	NA	NA	NA	NA	To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels.	Bidder has to comply with RFP Terms
245	NA	NA	NA	NA	This would help Bank to identify the unused network ports and helps in capacity planning.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
246	NA	NA	NA	NA	To ensure detailed analysis of aggregated links monitoring between network devices.	Bidder has to comply with RFP Terms
247	NA	NA	NA	NA	Helps vizualization of network data based on the persona. Single dashboard to visualize both IT and non-IT metrics.	Bidder has to comply with RFP Terms
248	NA	NA	NA	NA	Clause non Solicitation to be added as under; Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.	Bidder has to comply with RFP Terms
249	NA	NA	NA	NA	Termination right to be added for Bidder/Vendor as under; Bidder/Vendor may terminate this Agreement and / or any SOW upon written notice to the Bank if Bank commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the first party.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
250	NA	NA	NA	NA	Following clause to be added in payment terms: In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practicably possible upon normalization of the situation.	Bidder has to comply with RFP Terms
251	NA	NA	NA	NA	Bank to kindly confirm that warranty, support, AMC/ATS conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank."	Bidder has to comply with RFP Terms
252	NA	NA	NA	NA	ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards. It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. Hence request you to please confirm if the proposed solution must be an industry standard solution from an OEM that is ISO 27034-1 certified	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
253	NA	NA	NA	NA	To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels.	Bidder has to comply with RFP Terms
254	NA	NA	NA	NA	This would help Bank to identify the unused network ports and helps in capacity planning.	Bidder has to comply with RFP Terms
255	NA	NA	NA	NA	To ensure detailed analysis of aggregated links monitoring between network devices.	Bidder has to comply with RFP Terms
256	NA	NA	NA	NA	Helps visualization of network data based on the persona. Single dashboard to visualize both IT and non-IT metrics.	Bidder has to comply with RFP Terms
257	NA	Draft Contract Agreement		Draft Agreement	If during the term of Contract, the performance in whole or in part by either Party [BANK/VENDOR/ SERVICE PROVIDER] of any obligations under the Contract is prevented or delayed by reason of war, destructive act of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemic, quarantine restrictions, strikes, lock-outs, act of government, or acts of god (hereinafter referred to individually as an "Event" the notice of happening of which shall be given by either Party to the other within seven days of the date of occurrence of such Event), neither Party [BANK nor VENDOR/ SERVICE PROVIDER] shall be entitled to terminate this Contract nor have any claim for damages against the other by reason only of such non-performance or delay in performance.	Bidder has to comply with RFP Terms
258	NA	NA	NA	NA	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 Customer.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
259	NA	NA	NA	NA	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Bidder has to comply with RFP Terms
260	NA	NA	NA	NA	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Supplier shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	Bidder has to comply with RFP Terms
261	NA	NA	NA	NA	Since Supplier is acting as a reseller of completed products, Supplier shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Supplier shall not provide any additional warranties and indemnities with respect such products.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
262	NA	NA	NA	NA	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be Bangalore, India.	Bidder has to comply with RFP Terms
263	NA	NA	NA	NA	"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."	Bidder has to comply with RFP Terms
264	NA	NA	NA	NA	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Bidder has to comply with RFP Terms
265	NA	NA	NA	NA	Customer acknowledges that personnel to be provided by Supplier represent a significant investment in recruitment and training, the loss of which would be detrimental to Supplier's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Supplier employee, or induce any such individual to leave the employ of Supplier. For purposes of this clause, a Supplier employee means any employee or person who has who has been involved in providing services under this Agreement.	Bidder has to comply with RFP Terms
266	NA	NA	NA	NA	Supplier's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Supplier performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Bidder has to comply with RFP Terms

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
267	NA	NA	NA	NA	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Supplier within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Supplier shall have 15 days time to correct in case of any rejection by Customer.	Bidder has to comply with RFP Terms
268	NA	NA	NA	NA	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Supplier will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Supplier shall not be bound to perform any additional services.	Bidder has to comply with RFP Terms
269	NA	NA	NA	NA	Successful Bidder may terminate the Agreement upon written notice to the Customer in the event that the Customer commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice. In the event of termination Customer shall pay Supplier for goods delivered and services rendered till the date of termination.	Bidder has to comply with RFP Terms
270	NA	NA	NA	NA	All the payments to be made within 30 days of monthly submission of invoice	Please refer page No 23 Point 11.4 in RFP



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
271	NA	NA	NA	NA	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Customer and the successful bidder ("Contract") shall specify the document to be issued by the Customer for procuring the deliverables ("Procuring Document"). Such Procuring Document shall - (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.	Bidder has to comply with RFP Terms
272	NA	NA	NA	NA	ISO 27034-1 standard helps organizations integrate security controls in the software through their software development cycle, by defining security frameworks & vulnerability management processes. This certification protects customer assets from potential cyber breaches & security threats while complying with the Application security standards. It addresses all aspects from determining information security requirements, to protecting information accessed by an application as well as preventing unauthorized use and/or actions of an application. Hence request you to please confirm if the proposed solution must be an industry standard solution from an OEM that is ISO 27034-1 certified	Bidder has to comply with RFP Terms
273	NA	NA	NA	NA	To ensure that the proposed NMS/EMS is proven at the scalability required for the said project and is operational in the Indian Public Sector space and thereby avoid risk of being a test bed for solutions not known to scale up to the requisite levels.	Bidder has to comply with RFP Terms
274	NA	NA	NA	NA	This would help Bank to identify the unused network ports and helps in capacity planning.	Bidder has to comply with RFP Terms
275	NA	NA	NA	NA	To ensure detailed analysis of aggregated links monitoring between network devices.	Bidder has to comply with RFP Terms
276	NA	NA	NA	NA	Helps vizualization of network data based on the persona. Single dashboard to visualize both IT and non-IT metrics.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
277	NA	NA	NA	NA	To ensure the proposed software is secure, it should have ISO 27034 certification from a verification or certification agency which has global recognition.	Bidder has to comply with RFP Terms
278	NA	NA	NA	NA	The proposed NMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding.	Bidder has to comply with RFP Terms
279	NA	NA	NA	NA	The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning	Bidder has to comply with RFP Terms
280	NA	NA	NA	NA	Proposed NMS solution should be able to monitor Aggregated Links (Grouped connections between network switches). If the Layer 2 Connection is an Aggregator, the Status must be calculated using the combined Status of all Aggregation Member Layer 2 Connections and should be able to expand the grouped connections for detailed analysis	Bidder has to comply with RFP Terms
281	NA	NA	NA	NA	NMS should provide out of the box Risk Visibility Dashboards of network infrastructure and Converge IT and Business KPIs into one view	Bidder has to comply with RFP Terms
282	NA	NA	NA	NA	To ensure the proposed software is secure, it should have ISO 27034 certification from a verification or certification agency which has global recognition.	Bidder has to comply with RFP Terms
283	NA	NA	NA	NA	The proposed NMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding.	Bidder has to comply with RFP Terms



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284	NA	NA	NA	NA	The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning	Bidder has to comply with RFP Terms
285	NA	NA	NA	NA	Proposed NMS solution should be able to monitor Aggregated Links (Grouped connections between network switches). If the Layer 2 Connection is an Aggregator, the Status must be calculated using the combined Status of all Aggregation Member Layer 2 Connections and should be able to expand the grouped connections for detailed analysis	Bidder has to comply with RFP Terms
286	NA	NA	NA	NA	NMS should provide out of the box Risk Visibility Dashboards of network infrastructure and Converge IT and Business KPIs into one view	Bidder has to comply with RFP Terms
287	NA	Draft Contract Agreement	NA	NA	8.3.Bank shall serve the notice of termination to the Vendor/Service Provider at least 30 days prior, of its intention to terminate services. Vendor/Service Provider may terminate the Agreement upon written notice to the Customer in the event that the Customer commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice. In the event of any termination of this Contract Bank shall pay Vendor/Service Provider for goods delivered and services rendered till the date of termination.	Bidder has to comply with RFP Terms
288	NA	Draft Contract Agreement	NA	NA	8.4.In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider. Provided, however, that the Vendor/Service Provider shall not be liable for any amounts in excess of ten (10%) percent of the price of undelivered goods or services for which such option is exercised by the Bank.	Bidder has to comply with RFP Terms



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
289	NA	Draft Contract Agreement	NA	8.5.After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Request you to kindly remove the clause	Bidder has to comply with RFP Terms
290	NA	Draft Contract Agreement	NA	NA	11.1. The Vendor/Service Provider shall keep and hold the Bank indemnified and harmless from time to time and at all times against all third party actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: - 11.2.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the Vendor/Service Provider;	Bidder has to comply with RFP Terms

Date 14-10-2020
Place Bengaluru

R.S. Sathya
Deputy General Manager
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