

Solution

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure-1	1. Bidder has to supply and install the Hardware/Appliance and software along with required licenses at Banks DC and DRC to set up IP address Management Solution.	Please help us confirm if the Hardware/ Appliance indicate Hardware/VM Appliance ?	All necessary hardware, software, OS, licences for the solution to function should be provided by the bidder without any dependency from the bank.
2	Annexure-1	2. Bidder has to take back-to-back OEM support for all Hardware/appliance, software, licenses etc. for contract period.	Major OEM's in the Industry today has adapted to the subscription based licensing Model and hence we request to amend Perpetual/Subscription Options for the license, Most of the OEM's could be eligible to participate.	Bidder can quote Perpetual/Subscription licenses provided the same is valid till contracted period.
3	Annexure-1  Scope of Work	15. During Project Implementation in DC and DRC, Bidder should provide onsite team size of 1 skilled resources excluding one project manager.	<b>Request to Modify as:</b> During Project Implementation in DC and DRC, Bidder should provide onsite team size of 1 technical resources to coordinate with the bank and OEM excluding one project manager.	Bidder has to comply with the GeM bid terms & conditions.
4	Annexure-2  Technical & Functional requirements for IP Address Management Solution	3.VIII  IP address scanning within the group.	Request you to please clarify, does group means as a subnet?	It is a subnet or a group of subnets which is classified as a group.
5	Annexure-2  Technical & Functional requirements for IP Address Management Solution	6. The solution should support reserving IP address blocks zone wise/ link wise/ component wise and the IP allotment should be picked automatically from the reserved segment based on the user request. For example HO/CO segment with /24, ATM segment /29, WAN IP segment /30	As IPAM maintains IP address in Structured manner, Administrator can request by search for the preferred best available IP address or Subnet.  Is the understanding right? Or else please provide more details.	Yes the IP address picked should be the preferred best available IP address or subnet which is meant for that segment. Examples already provided in the bid document.
6	Annexure-2  Technical & Functional requirements for IP Address Management Solution	11. The solution should be able to scan all the services running on IP enabled devices.	As this is primary function of NMS to monitor application and services which is not within the scope of IPAM. We would request to remove this clause.	Kindly refer Amendment-1 to this GeM bid.
7	Annexure-2  Technical & Functional requirements for IP Address Management Solution	13. The solution should provide facility to map Physical IP address with NAT IP address (Private to Private and Public to Private)	Request you to please give more clarity whether bank wants to have Custom field to map Public to Private IP?	Automatic mapping wherever possible, else a custom field to map the same.



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8	Annexure-2 Technical & Functional requirements for IP Address Management Solution	18. The solution should support allotment of classful and classless IP address blocks for different zones.	Kindly confirm does this mean VLSM?	Yes.
9	Annexure-2 Technical & Functional requirements for IP Address Management Solution	25. The solution should be capable to define address space authority boundaries per group.	Could you please confirm if the expectation is using Custom fields to map Public IP to ISP in IPAM to maintain public IP address on same IPAM tool.	The public IP address issued authorities such as ISP or IRINN or APNIC should be captured in IPAM either by any online feed or custom field.
10	Annexure-2 Technical & Functional requirements for IP Address Management Solution	29. The solution should have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.	As the reserved segment which is not reachable as per this clause, custom field can be used to add this details to respective Subnet & IP address manually. Hope understanding is fine.	The IP address which is used by my partners that does not have a discoverable permission should also be captured in the solution by a manual field.
11	Annexure-2 Technical & Functional requirements for IP Address Management Solution	33. The solutions should provide Unified multi-technology, multi-vendor device discovering capabilities like Cisco, HP, Aruba, Checkpoint, Juniper, Citrix, Huawei, Forcepoint, Fortinet, Lavelle, Array networks, Riverbed, Radware, etc.	As IPAM uses standard MIB to probe & pull IP information. We would request to consider it & not apply to specific vendor.	The IPAM solution should use standard MIB as defined in RFC to probe and pull any information.
12	Annexure-2 Technical & Functional requirements for IP Address Management Solution	39. The solution should provide the ability for multiple Integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.	IPAM has its own database so we request you to please amend the clause and include integration points include SNMP, Syslog & API. As rest are not much relevant to IPAM	Kindly refer Amendment-1 to this GeM bid.
13	Annexure-2 Technical & Functional requirements for IP Address Management Solution	40. The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM,NMS, TACACS+, RADIUS, SIEM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.	As TACACS is not very much used in enterprise network & primary used in service provider for routers, we would request to remove TACACS from this clause.	Kindly refer Amendment-1 to this GeM bid.
14	Annexure-2 Technical & Functional requirements for IP Address Management Solution	41. The admin should be able to create local users and integrate with other solutions like Active directory, RADIUS, TACACS for user creation	As TACACS is not very much used in enterprise network & primary used in service provider for routers, we would request tp remove TACACS from this clause.	Kindly refer Amendment-1 to this GeM bid.
15	Annexure-2 Technical & Functional requirements for IP Address Management Solution	41. The admin should be able to create local users and integrate with other solutions like Active directory, RADIUS, TACACS for user creation	As TACACS is not very much used in enterprise network & primary used in service provider for routers, we would request tp remove TACACS from this clause.	Kindly refer Amendment-1 to this GeM bid.



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16	Annexure-2  Technical & Functional requirements for IP Address Management Solution	45. The solution should support addition, deletion and modification of a user account. The account password, operation limit and operation privilege can be set and modified. The operation limit specifies the lifetime of a user account. The operation privilege specifies the scope of command groups that can be executed by the user.	As local user database is not defined with any timeline. As Bank would implement to integrate with 3rd Party Authentication, So would like to clarify if this can be taken care on AD/LDAP/Radius server to maintain user lifetime.	Operation limit for local users created in the solution is to be provided by the solution
17	Annexure-2  Technical & Functional requirements for IP Address Management Solution	54. The solution should support dynamic initiated reporting to query current IP address state, based on user provided requirements	Does this mean to create the custom report based on any Attribute over IPAM defined to be generated dynamically or can be scheduled ?	Yes
18	Annexure-2  Technical & Functional requirements for IP Address Management Solution	59. The solution should display Port/IP usage history.	Request you to please clarify whether IP / Port usage doesn't mean the bandwidth consumption. It is related to history of discovered IP and respective port	It is only related to history and not consumption
19	Annexure-2  Technical & Functional requirements for IP Address Management Solution	63. The solution should highlight location and status changes of IP address in devices and interfaces.	Would request to remove this clause, as this clause is primary function of NMS & NMS inventory management tool would already be maintaining & giving this function.	The location means the custom group or branch name where the device is located. Whenever there is a change in IP address it should be indicated during discovery.
20	Annexure-2  Technical & Functional requirements for IP Address Management Solution	70. The solution should be capable of triggering email to the requested users automatically after the approval of the administrator users	We request you to provide more clarification on this clause, is this related to workflow?	Yes
21	Annexure-2  Technical & Functional requirements for IP Address Management Solution	11. The solution should be able to scan all the services running on IP enabled devices.	Please help us understand more on the type of Services expected to be scanned	Kindly refer Amendment-1 to this GeM bid.
22	Annexure-2  Technical & Functional requirements for IP Address Management Solution	1. The solution should provide appropriate automated failover between data center and disaster recovery center. The database Synchronization between DC & DR should be automatic.	The solution should provide appropriate automated/Manual failover between data center and disaster recovery center. The database Synchronization between DC & DR should be automatic.	Bidder has to comply with the GeM bid terms & conditions.



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23	Annexure-2 Technical & Functional requirements for IP Address Management Solution	39. The solution should provide the ability for multiple Integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.	The solution should provide the ability for multiple Integration points including SNMP, XML or ODBC, syslog, delimited data imports/export,	Kindly refer Amendment-1 to this GeM bid.
24	Annexure-2 Technical & Functional requirements for IP Address Management Solution	3. The solution should support the following functionalities: (i) Create group, sub-group i.e.; Head Office, Circle Office, Regional Office, Branch Office etc. (ii) Create Subnet. (iii) Add subnet to group/subgroup. (iv) Automatically detect devices. (v) Display both physical and logical Interface name with IP address and the Interface name should be customizable. (vi) Scan devices in the network. (vii) IP address scanning within the subnet. (viii) IP address scanning within the group.	Instead of creating subgroups which impacts the overall feel of the solution, we propose to have indexing in the solution which will provide accurate result during search. Please make required amendments.	Bidder has to comply with the GeM bid terms & conditions.
25	Annexure-2 Technical & Functional requirements for IP Address Management Solution	5. The solution should support remote login using SSH through standard and custom port (Command Mode Login).	Need more information on Custom Port (Command Mode Login)	Default SSH port should not be used. Custom port should be configurable for an SSH connection
26	Annexure-2 Technical & Functional requirements for IP Address Management Solution	6. The solution should support reserving IP address blocks zone wise/ link wise/ component wise and the IP allotment should be picked automatically from the reserved segment based on the user request. For example HO/CO segment with /24, ATM segment /29, WAN IP segment /30	Automatic Assignment of IP , only if correct subnet has been given by the user/administrator. Please make amendments	Bidder has to comply with the GeM bid terms & conditions.
27	Annexure-2 Technical & Functional requirements for IP Address Management Solution	8. The solution should discover all virtual/logical IP address from Cluster, Load Balancer, Storage, HSRP etc.	We recommend to use IPAM API Integration to integrate with NSM/Asset management/NAC tools and so that IPAM can be used to manage Discovered Devices in Real-time. This will help to scale the solution and avoid conflict of data pointers for the administrator. IPAM will become single source of information collated by other tools. We hereby request to make the clause amended to have discovery data integration with RestAPI with other tools.	Bidder has to comply with the GeM bid terms & conditions.

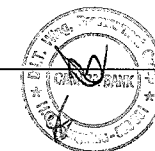


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28	Annexure-2  Technical & Functional requirements for IP Address Management Solution	9. The solution should show IP Details. i.e.; IP Address, DNS Name, Last alive time, Status (Used-Active/In-active, Unused).	Discovery and getting aliveness data of endpoints/server/infrastructure will be difficult on account of hardening policies which will stop the discovery protocol traffic. We recommend to use IPAM API Integration to integrate with NSM/Asset management/NAC tools and so that IPAM can be used to manage Discovered Devices in Real-time. This will help to scale the solution and avoid conflict of data pointers for the administrator. IPAM will become single source of information collated by other tools. We hearby request to make the clause amended to have discovery data integration with RestAPI with other tools.	Bidder has to comply with the GeM bid terms & conditions.
29	Annexure-2  Technical & Functional requirements for IP Address Management Solution	11. The solution should be able to scan all the services running on IP enabled devices.	Discovery and getting aliveness data of endpoints/server/infrastructure will be difficult on account of hardening policies which will stop the discovery protocol traffic. We recommend to use IPAM API Integration to integrate with NSM/Asset management/NAC tools and so that IPAM can be used to manage Discovered Devices in Real-time. This will help to scale the solution and avoid conflict of data pointers for the administrator. IPAM will become single source of information collated by other tools. We hearby request to make the clause amended to have discovery data integration with RestAPI with other tools.	Kindly refer Amendment-1 to this GeM bid.
30	Annexure-2  Technical & Functional requirements for IP Address Management Solution	13. The solution should provide facility to map Physical IP address with NAT IP address (Private to Private and Public to Private)	The solution should provide facility to map Physical IP address with NAT IP address (Private to Private and Public to Private) by using offline mode only by manually importing the data of translation by administrator. Please make amendments.	Automatic mapping wherever possible, else a custom field to map the same.

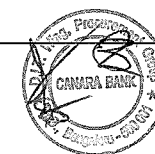


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31	Annexure-2  Technical & Functional requirements for IP Address Management Solution	15. The solution should either scan secondary/tertiary IP associated with one IP or provide an option to make entries manually for such IP in main discovery page of IP.	Discovery and getting aliveness data of endpoints/server/infrastructure will be difficult on account of hardening policies which will stop the discovery protocol traffic. We recommend to use IPAM API Integration to integrate with NSM/Asset management/NAC tools and so that IPAM can be used to manage Discovered Devices in Real-time. This will help to scale the solution and avoid conflict of data pointers for the administrator. IPAM will become single source of information collated by other tools. We hearby request to make the clause amended to have discovery data integration with RestAPI with other tools.	Bidder has to comply with the GeM bid terms & conditions.
32	Annexure-2  Technical & Functional requirements for IP Address Management Solution	16. The solution should provide option to filter/search secondary/tertiary IP (which is either discovered/manually entered).	Need more information, We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	Bidder has to comply with the GeM bid terms & conditions.
33	Annexure-2  Technical & Functional requirements for IP Address Management Solution	21. The solution should help to automate the transition from IPv4 to IPv6 and discover all IPv6 IP Addresses corresponding to IPv4 Addresses.	We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	Bidder has to comply with the GeM bid terms & conditions.
34	Annexure-2  Technical & Functional requirements for IP Address Management Solution	22. The solution should provide auto-discovery and manual addition of network devices both through manual entry and bulk upload by a customizable sample excel/CSV format as per the bank's requirement. The solution should be capable of grouping/tagging the discovered devices with IP address, Device hostname/description, Device type, Device Model No., Device interface/resource/component, Device default fields and custom fields, etc., as per the bank's requirement.	We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	Bidder has to comply with the GeM bid terms & conditions.
35	Annexure-2  Technical & Functional requirements for IP Address Management Solution	24. The solution should have the ability to scan a given range of IP Addresses and display the MAC addresses for various devices available in the given range. Also must display the IP address, port number, community, MAC address, DNS name, system name, and system type.	system type information depends on discovery or by using DHCP. The IPAM should capture DNS information by integrating with Bank DNS to get system hostname and application visibility. Please make amendments.	Bidder has to comply with the GeM bid terms & conditions.



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36	Annexure-2  Technical & Functional requirements for IP Address Management Solution	25. The solution should be capable to define address space authority boundaries per group.	Instead of creating subgroups which impacts the overall feel of the solution, we propose to have indexing in the solution which will provide accurate result during search. Please make required amendments.	The public IP address issued authorities such as ISP or IRINN or APNIC should be captured in IPAM either by any online feed or custom feed
37	Annexure-2  Technical & Functional requirements for IP Address Management Solution	29. The solution should have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.	Need more information	The IP address which is used by my partners that does not have a discoverable permission should also be captured in the solution by a manual field
38	Annexure-2  Technical & Functional requirements for IP Address Management Solution	33. The solutions should provide Unified multi-technology, multi-vendor device discovering capabilities like Cisco, HP, Aruba, Checkpoint, Juniper, Citrix, Huawei, Forcepoint, Fortinet, Lavelle, Array networks, Riverbed, Radware, etc.	We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	The IPAM solution should use standard MIB as defined in RFC to probe and pull any information
39	Annexure-2  Technical & Functional requirements for IP Address Management Solution	34. The solution should provide IP address discovery 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	We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	Bidder has to comply with the GeM bid terms & conditions.
40	Annexure-2  Technical & Functional requirements for IP Address Management Solution	36. The system should able to fetch IP details via SNMP for ARP tables from routers , MAC tables from switches, cisco Discovery Protocol, Link Layer Discovery Protocol. The discovery should be automated and continuous.	Manual or we can schedule jobs	Bidder has to comply with the GeM bid terms & conditions.
41	Annexure-2  Technical & Functional requirements for IP Address Management Solution	38. The solution should integrate tightly with Bank existing tools like NCCM/NMS 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.	API Integration is possible, but no separate API interface. Please make amendments.	Bidder has to comply with the GeM bid terms & conditions.
42	Annexure-2  Technical & Functional requirements for IP Address Management Solution	51. The solution should provide centralized Inventory reporting showing which device is assigned to which IP address within the network at any time.	possible in DHCP environment or if the manual details for IP - MAC inserted	Bidder has to comply with the GeM bid terms & conditions.
43	Annexure-2  Technical & Functional requirements for IP Address Management Solution	52. The solution should be able to present the network topology in hierarchical or in tree form.	applicable to network devices like switches, router and their neighbors	Bidder has to comply with the GeM bid terms & conditions.



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44	Annexure-2 Technical & Functional requirements for IP Address Management Solution	54. The solution should support dynamic initiated reporting to query current IP address state, based on user provided requirements	Need more information	The solution should be able to create the custom report based on any Attribute over IPAM defined to be generated dynamically or scheduled
45	Annexure-2 Technical & Functional requirements for IP Address Management Solution	59. The solution should display Port/IP usage history.	IP usage history is possible. Port usage should be out of the scope as this should be part of NCCM.	It is only related to history and not consumption
46	Annexure-2 Technical & Functional requirements for IP Address Management Solution	60. The solution should offer end host/MAC address location identification and tracking.	Location information is an information associated at subnet or IP level needs to be defined as attribute by administrator.	The location means the custom group or branch name where the device is located. Whenever there is a change in IP address it should be indicated during discovery.
47	Annexure-2 Technical & Functional requirements for IP Address Management Solution	61. The solution should offer end host/MAC address location history and auditing.	Location information is an information associated at subnet or IP level needs to be defined as attribute by administrator.	The location means the custom group or branch name where the device is located. Whenever there is a change in IP address it should be indicated during discovery and with appropriate auditing
48	Annexure-2 Technical & Functional requirements for IP Address Management Solution	62. The solution should report on new and no-longer-present devices on the network.	Need more information, We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	The solution should give the current and history of IP address
49	Annexure-2 Technical & Functional requirements for IP Address Management Solution	63. The solution should highlight location and status changes of IP address in devices and interfaces.	Need more information, We recommend to use IPAM API Integration to integrate with NSM tools and so that IPAM can be used to manage Discovered Devices in Real-time.	The location means the custom group or branch name where the device is located. Whenever there is a change in IP address it should be indicated during discovery.
50	Annexure-2 Technical & Functional requirements for IP Address Management Solution	1. The solution should provide appropriate automated failover between data center and disaster recovery center. The database Synchronization between DC & DR should be automatic.	The solution should provide appropriate automated/Manual failover between data center and disaster recovery center. The database Synchronization between DC & DR should be automatic.	Bidder has to comply with the GeM bid terms & conditions.





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51	Annexure-4  Eligibility Criteria declaration  Criteria no.5	<u><b>Eligibility Criteria:</b></u> The Proposed solution of proposed OEM (not necessarily the model) or IP based discovery solution of proposed OEM should have been deployed (not necessarily by the bidder) in atleast 10,000 nodes in single/multiple orders in at least one Scheduled Commercial Bank/PSU/Govt. Organization/Corporate in India. <u><b>Documents to be submitted:</b></u> The Bidders have to provide the order copy/reference letter in their name from customers duly mentioning the solution name and no. of Devices/IP's.	OEM is also MSME registered firm for the offered solution.  Request you to kindly clarify that for the clause of STC, is MSME registered OEM eligible for exemption from this experience criteria if not bidding directly but reseller is placing the bid with this OEM's offering?	Bidder has to comply with the GeM bid terms & conditions.
52	Annexure-4  Eligibility Criteria declaration  Criteria no.5	<u><b>Eligibility Criteria:</b></u> The Proposed solution of proposed OEM (not necessarily the model) or IP based discovery solution of proposed OEM should have been deployed (not necessarily by the bidder) in atleast 10,000 nodes in single/multiple orders in at least one Scheduled Commercial Bank/PSU/Govt. Organization/Corporate in India. <u><b>Documents to be submitted:</b></u> The Bidders have to provide the order copy/reference letter in their name from customers duly mentioning the solution name and no. of Devices/IP's.	The OEM's offered solution is deployed as per requirement of the clause, in a Large Turnkey Project executed by a System Integrator.  Request you to clarify if Purchase Order from the System Integrator to OEM is acceptable to suffice this clause requirement?  This is requested as the end user's project is Turnkey & IPAM is a part of that, for which end user PO is given to SI only and SI back to back placed the PO to OEM.  The clause says the solution may have been deployed by another bidder of OEM, while also contradicting that the PO should be in the name of Bidder.  Our understanding is that a PO copy is acceptable, which is raised to OEM by the System Integrator/ different bidder who actually served the end user. Kindly Clarify is your understanding is correct.	Kindly refer Amendment-1 to this GeM bid.
53	Deliverables & Service level agreement	2. Onsite Resources: 2.1. 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.	<b>Request to Modify as:</b> The bidder has to provide one onsite resource with minimum 3-years of experience on cyber security / infrastructure solution	Bidder has to comply with the GeM bid terms & conditions.

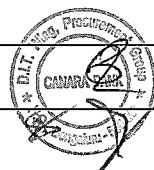


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54	Deliverables & Service level agreement	11. Uptime  Whole Clause	The SLA penalty is on the higher side as it is calculated based on every hour @ 1% - Request to reduce	Bidder has to comply with the GeM bid terms & conditions.
55	Deliverables & Service level agreement	12.3. 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.	Total Penalty is on the Higher side - Request to reduce	Bidder has to comply with the GeM bid terms & conditions.
56	Deliverables & Service level agreement	1. Delivery, Installation, Integration and Commissioning:  1.2. Delivery Schedule is as follows: 1.2.1. Supply of Hardware & other Items (including OS): Within Ten (10) weeks from the date of acceptance of Purchase Order or Eleven (11) weeks from the date of issue of Purchase Order whichever is earlier.	We request you extend the delivery timeline for Supply of Hardware up to 22 weeks from receipt/acceptance of PO. This is requested as there is a global shortage of chips and parts of IT equipment and OEM's are taking time upto 22 weeks for delivery.	Kindly refer Amendment-1 to this GeM bid.



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57	GeM Bid Document	5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least onesingle order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, addressand contact details of clients shall be uploaded with the bid for verification by the Buyer.	Requesting you to modify the clause as "5. Past Experience of Similar Services: The Bidder/ OEM have successfully executed / completed at least onesingle order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last Seven years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, addressand contact details of clients shall be uploaded with the bid for verification by the Buyer."	Bidder has to comply with the GeM bid terms & conditions.
58	GeM Bid Document	(a) EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are,eligible for exemption from EMD. Traders are excluded from the purview of this Policy.	Understanding is Exemption is given to MSME registered Bidder in Turnover & Experience Criteria  Request you to kindly clarify that for the clause of STC, is MSME registered OEM eligible for exemption from this experience criteria if not bidding directly but reseller is placing the bid with this OEM's offering?	Bidder has to comply with the GeM bid terms & conditions.
59	GeM Bid Document	1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.	In our case OEM is not bidding directly and we are participating as Bidder. Understanding is as an MSME registered firm in services category we are exempted form Turnover & Experience criteria.  Request you to kindly clarify that for the clause of STC, is MSME registered OEM eligible for exemption from this experience criteria if not bidding directly but reseller is placing the bid with this OEM's offering?	Bidder has to comply with the GeM bid terms & conditions.
60	NA	Additional Queries	How many Used IP's are required to be managed in IPAM?	The solution should support 10,00,000 IP address from day 1(Refer Annexure-8)
61	NA	Additional Queries	How many Used Switch Ports are required to be managed in SPM?	The solution should support 10,00,000 IP address from day 1(Refer Annexure-8)



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62	NA	Additional Queries	How many users need access to the application?	300 concurrent users(Refer Annexure-8)
63	NA	Additional Query	Request the bank to add "The solution must be hardware agnostic and compatible with Virtual Server (Hypervisor) Infrastructures and Hyper Converged Infrastructures (HCI)."	Bidder has to comply with the GeM bid terms & conditions.
64	Payment Terms	Sl. No. Payment Milestone Percentage of Payment 1. Delivery of Hardware, Software & other Licenses: 50% of total cost of Hardware, Software and other Licenses	Requesting you to modify the clause as "Delivery of Hardware, Software & other Licenses - 80% of total cost of Hardware, Software and other Licenses "	Bidder has to comply with the GeM bid terms & conditions.
65	Payment Terms	Sl. No. Payment Milestone Percentage of Payment 2. Installation, configuration and commissioning of solution: 40% of total cost of Hardware, Software and other Licenses	Requesting you to modify the clause as "Installation, configuration and commissioning of solution. -10% of total cost of Hardware, Software and other Licenses "	Bidder has to comply with the GeM bid terms & conditions.
66	Payment Terms	Sl. No. Payment Milestone Percentage of Payment 6. Onsite Resource: Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per clause 12.3 of SLA document of this GeM bid.	Requesting you to modify the clause as "Onsite Resource - Payment will be Monthly in arrears after deducting applicable penalties and Liquidated damages as per clause 12.3 of SLA document of this GeM bid."	Bidder has to comply with the GeM bid terms & conditions.
67	Payment Terms	Sl. No. Payment Milestone Percentage of Payment 7. AMC/ATS Charges: Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages.	Requesting you to modify the clause as "AMC/ATS Charges - Payment will be yearly in Advance after deducting ".	Bidder has to comply with the GeM bid terms & conditions.
68	Special Terms and Conditions	11. Bidders Presentation /Site Visits / Product Demonstration/POC 11.1. Bidders are further required to be in preparedness to demonstrate the proposed solution/services by arranging for service delivery walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.	Kindly clarify if the demonstration/POC is required at Bidder/OEM's installations/premises or the solution to be deployed at Canara Bank for POC.Also kindly clarify location/city, if POC/Demo is conducted at Canara Bank.	The PoC should be carried out in Canara Bank DIT Wing at Bengaluru by deploying your hardware in our Data Center with no dependency from bank

Place: Bengaluru

Date: 17/03/2022

*[Signature]*  
Deputy General Manager

