

Replies to representations updated in Gem portal for Gem bid ref. No. GeM/2022/1818973 dated 13/01/2022

Sl. No.	Gem Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Terms & Conditions	Delivery of Hardware/software should be within Sixty (60) days from the date of acceptance of the Purchase Order	We request customer to please provide the 40 weeks for the hardware delivery as there is huge delay from the OEM in providing the hardware due to semiconductor issue	Delivery of Hardware/Software should be within 24 weeks from the date of acceptance of purchase order.
2	Terms & Conditions	Subcontracting-The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.	It is a standard practice and norm within the telecom industry to perform certain mandate work through sub-contractors and in case we are supposed to take permission for such activity from customer, this invariably would delay the process of timely provisioning and meeting of time lines agreed between Parties. It is agreeable that Bidder would be solely liable for such third party sub-contractors	Bidder to comply with Gem bid terms and conditions
3	Terms & Conditions	Should have at least 04 number of 10 gigabit SFP+ Ports (Transceiver) for uplink connectivity. All the fiber ports should be loaded with compatible Transceiver	Should the bidder include the SFP+ modules? If yes Kindly confirm the type of 10G SFP+ transceiver required to be included in the BoM. Is it SFP-10G-SR (short range) or SFP-10G-LR(long range).	Bank requires SFP+ module which is to be Short Range
4	Other	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work.	Bidder to refer Annexure-6 (Scope of Work) of the Gem bid
5	Other	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Bidder to refer Annexure-6 (Scope of Work) of the Gem bid





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6	Other	Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device	Bidder to refer Annexure-6 (Scope of Work) of the GeM bid
7	Other	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Bidder to refer clause-4 of buyer uploaded ATC document.
8	Other	Acceptance criteria	Acceptance should be provided Site wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations.	Acceptance will be provided by bank official at Circle office/Head Office
9	Other	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	Bidder to refer clause-3 of buyer uploaded ATC document.
10	Other	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Bidder to refer clause-3 of buyer uploaded ATC document.

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11	Other	Payment terms are split as 50 -40 -10	Request for change in payment terms to 70% On delivery and rest on installation	Bidder to comply with Gem bid terms and conditions
12	Other	LD penalty has been capped at 10%	Request for capping the LD penalty at 5%	Bidder to comply with Gem bid terms and conditions
13	Product /Service Specification	Additional Clarification	We understand that the offered product should be in 1U height. Kindly confirm.	The proposed Switch should be 1U height and single box for ease of management
14	Product /Service Specification	Technical Specifications	In reference to Sr. No. 16 of Technical Specifications, by documentary proof, we understand that the offered 48 Port should be duly certified by IPV6 ready logo testing laboratories & the product model name should be visible in ipv6ready.org website. A print from the portal is to be submitted. Kindly confirm.	The Switch Should Support IPV6 phase 2 logo or TEC Certified. Certificate and Required Documents have to be submitted
15	Product /Service Specification	Sr. No. 5. of technical specifications	As per Sr. No. 5. of technical specifications, We understand equivalent RSTP is acceptable in lieu of OEM proprietary uplink fast protocol. Kindly confirm	We confirm that Equivalent RSTP is acceptable
16	Product /Service Specification	Additional Clarification	As the network will be deployed for 5 yr. of service, we understand the offered product should be license upgradable to L3 switch, supporting hardware based L3 forwarding, Carrier Ethernet (Q-in-Q, CFM, ERPS with CFM) part of the L3 feature set without requiring any hardware change. Kindly confirm	Bidder to comply with Gem bid terms and conditions





Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
17	Product /Service Specification	Technical Specifications	As per sr. no. 10 of technical specifications, Support for minimum of 256 Virtual LAN (VLAN) has been asked. However, in view of the network scale and size, we understand that the offered switch should support min. 4K+ VLANs inline to IEEE802.1Q standard	Bidder to comply with GeM bid terms and conditions
18	Product /Service Specification	Technical Specifications	As per sr. no. 1. of operating temperature, Switch should seamlessly operate within Temperature range from 32 to 104°F (0 to 40°C). However, as the network deployment will be spread across various branches through-out India with different environmental conditions, it is imperative to have ambient operating temperature range from 0 to 50°C. Kindly confirm.	Bidder to comply with GeM bid terms and conditions
19	Product /Service Specification	Additional Clarification	As the network deployment will spread across various branches with different site conditions, it is imperative to have surge protection to avoid burning of Ethernet Client ports. We understand the offered switch should support min. 3kV surge protection on Ethernet Ports. Kindly confirm	Bidder to comply with GeM bid terms and conditions
20	Bid Eligibility Criteria	Experience Criteria	In reference to the experience criteria, we understand the experience is to be submitted for a similar category 48-port switch against the experience requirement. Kindly confirm.	Any L2 network manageable switch
21	Bid Eligibility Criteria	Past Performance	In reference to the past performance criteria, we understand the experience is to be submitted for a similar category 48-port switch against the experience requirement. Kindly confirm.	Any L2 network manageable switch

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22	Bid Eligibility Criteria	EMD	EMD Amount - INR 300000/- -- We understand there is a typo error in the same. The correct value would be in the range of INR 30L or more as the earlier EMD value was around 26L. Kindly clarify	Bidder to comply with Gem bid terms and conditions
23	Terms & Conditions	Delivery	"1.2. Delivery of Hardware/software should be within Sixty (60) days from the date of acceptance of the Purchase Order. " Due to chip shortage and delay in hardware items from OEMs so requesting bank to modify the clause as "Delivery of Hardware/software should be within Ninety (90) days from the date of acceptance of the Purchase Order.	Delivery of Hardware/Software should be within 24 weeks from the date of acceptance of purchase order.
24	Terms & Conditions	Payment	50% on delivery of all Hardware/Software items on production of relevant documents. Requesting bank to modify the clause as "70% on delivery of all Hardware/Software items on production of relevant documents. "	Bidder to comply with Gem bid terms and conditions
25	Terms & Conditions	Payment	40% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work, Requesting bank to modify the clause as "25% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work,"	Bidder to comply with Gem bid terms and conditions



Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
26	Terms & Conditions	Payment	10% of the total cost shall be paid only after completion of warranty period of 3 years. or on submission of a bank guarantee for equivalent amount by the selected vendor after releasing 90% payment." "Requesting bank to modify the clause as ""5% of the total cost shall be paid only after completion of warranty period of 3 years. or on submission of a bank guarantee for equivalent amount by the selected vendor after releasing 90% payment	Bidder to comply with GeM bid terms and conditions
27	Product /Service Specification	Additional Clarification	We understand that the offered product should be in 1U height. Kindly confirm.	The proposed Switch should be 1U height and single box for ease of management
28	Product /Service Specification	Additional Clarification	The Switch Model proposed in the solution should be IPv6 from day one. OEM has to submit valid documentary proof acceptable to the bank for proposed switch's IPv6 readiness in all aspects. By documentary proof, we understand that the offered 48 Port should be duly certified by IPv6 ready logo testing laboratories & the product model name should be visible in ipv6ready.org website. Kindly confirm	The Switch Should Support IPv6 phase 2 logo or TEC Certified. Certificate and Required Documents have to be submitted
29	Product /Service Specification	Additional Clarification	STP Fast Calculation features as uplink fast for faster convergence We understand equivalent RSTP is acceptable in lieu of OEM proprietary uplink fast protocol. Kindly confirm	We confirm that Equivalent RSTP is acceptable.

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30	Product /Service Specification	Additional Clarification	As the network will be deployed for 5 yr. of service, we understand the offered product should be license upgradable to L3 switch, supporting hardware based L3 forwarding, Carrier Ethernet (Q-in-Q, CFM, ERPS with CFM) part of the L3 feature set without requiring any hardware change. Kindly confirm	Bidder to comply with Gem bid terms and conditions
31	Product /Service Specification	Additional Clarification	Support for minimum of 256 Virtual LAN (VLAN) In view of the network scale and size, we understand that the offered switch should support min. 4K+ VLANs inline to IEEE802.1Q standard.	Bidder to comply with Gem bid terms and conditions
32	Product /Service Specification	Additional Clarification	Switch should seamlessly operate within Temperature range from 32 to 104°F (0 to 40°C). As the network deployment will be spread across various branches through-out India with different environmental conditions, it is imperative to have ambient operating temperature range from 0 to 50°C. Kindly confirm	Bidder to comply with Gem bid terms and conditions
33	Product /Service Specification	Additional Clarification	As the network deployment will spread across various branches with different site conditions, it is imperative to have surge protection to avoid burning of Ethernet Client ports. We understand the offered switch should support min. 3kV surge protection on Ethernet Ports. Kindly confirm	Bidder to comply with Gem bid terms and conditions





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34	Bid Eligibility Criteria	Experiencnt Criteria	In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt. Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion. We understand the experience is to be produced for a similar category 48-port switch against the experience requirement. Kindly confirm.	Any L2 network manageable switch

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35	Bid Eligibility Criteria	Past Performance	The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for switch bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt. Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion. We understand the experience is to be produced for a similar category 48-port switch against the experience requirement. Kindly confirm.	Any L2 network manageable switch
36	Bid Eligibility Criteria	EMD	We understand there is a typo error in the same. The correct value would be in the range of INR 30L or more as the earlier EMD value was around 26L. Kindly clarify.	Bidder to comply with Gem bid terms and conditions



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37	Product/Service Specification	Additional Clarification	1. We understand that the offered product should be in 1U height. Kindly confirm. 2. By documentary proof, we understand that the offered 48 Port should be duly certified by IPv6 ready logo testing laboratories & the product model name should be visible in ipv6ready.org website. Kindly confirm. 3. We understand equivalent RSTP is acceptable in lieu of OEM proprietary uplink fast protocol. Kindly confirm. 4. As the network will be deployed for 5 yr. of service, we understand the offered product should be license upgradable to L3 switch, supporting hardware based L3 forwarding, Carrier Ethernet (Q-in-Q, CFM, ERPS with CFM) part of the L3 feature set without requiring any hardware change. Kindly confirm.	1. The proposed Switch should be 1U height and single box for ease of management. 2. The Switch Should Support IPv6 phase 2 logo or TEC Certified. Certificate and Required Documents have to be submitted. 3. We confirm that Equivalent RSTP is acceptable. 4. Bidder has to comply RFP Terms.

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Sl. No.	Gem Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
38	Product/Service/Specifications	Technical Specifications	In view of the network scale and size, we understand that the offered switch should support min. 4K+ VLANs inline to IEEE802.1Q standard. 6. As the network deployment will be spread across various branches through-out India with different environmental conditions, it is imperative to have ambient operating temperature range from 0 to 50°C. Kindly confirm. 7. As the network deployment will spread across various branches with different site conditions, it is imperative to have surge protection to avoid burning of Ethernet Client ports. We understand the offered switch should support min. 3kV surge protection on Ethernet Ports. Kindly confirm.	Bidder to comply with Gem bid terms and conditions
39	Bid Eligibility Criteria	Experience Criteria	We understand the experience is to be produced for a similar category 48-port switch against the experience requirement. Kindly confirm. 9. We understand the experience is to be produced for a similar category 48-port switch against the experience requirement. Kindly confirm.	Any L2 network manageable switch



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40	Terms & Conditions	Payment Terms	Since the project involves mainly CAPEX therefore request you to kindly change the payment terms as following: 80% on delivery of all hardware/ software items on production of relevant documents with relevant documents. 10% of the total cost will be released after successful installation of Hardware/ Software items supplied as per Scope of Work. The vendor has to be submit installation reports duly signed by the Bank officials of the respective branch/offices while claiming payment. 10% of the total cost shall be paid only after completion of warranty period of 3 years Or On submission of a bank guarantee for equivalent amount by the selected vendor.	Bidder to comply with GeM bid terms and conditions
41	Other	EMD	It seems there is a typo error in the same. The correct value would be in the range of INR 30L or more as the earlier EMD value was around 26L. Kindly clarify.	Bidder to comply with GeM bid terms and conditions
42	Product /Service Specification	Technical Specifications	We understand that the offered product should be in 1U height. Kindly confirm.	The proposed Switch should be 1U height and single box for ease of management.

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43	Product /Service Specification	Technical Specifications	The Switch Model proposed in the solution should be IPv6 from day one. OEM has to submit valid documentary proof acceptable to the bank for proposed switch's IPv6 readiness in all aspects. By documentary proof, we understand that the offered 48 Port should be duly certified by IPv6 ready logo testing laboratories & the product model name should be visible in ipv6ready.org website. Kindly confirm	The Switch Should Support IPv6 phase 2 logo or TEC Certified. Certificate and Required Documents have to be submitted
44	Product /Service Specification	Technical Specifications	STP Fast Calculation features as uplink fast for faster convergence We understand equivalent RSTP is acceptable in lieu of OEM proprietary uplink fast protocol. Kindly confirm.	We confirm that Equivalent RSTP is acceptable.
45	Product /Service Specification	Technical Specifications	Support for minimum of 256 Virtual LAN (VLAN) In view of the network scale and size, we understand that the offered switch should support min. 4K+ VLANs inline to IEEE802.1Q standard	Bidder to comply with Gem bid terms and conditions
46	Product /Service Specification	Technical Specifications	Switch should seamlessly operate within Temperature range from 32 to 104°F (0 to 40°C). As the network deployment will be spread across various branches through-out India with different environmental conditions, it is imperative to have ambient operating temperature range from 0 to 50°C. Kindly confirm	Bidder to comply with Gem bid terms and conditions

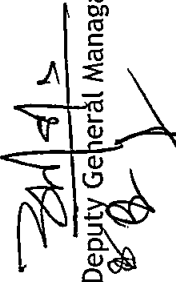




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47	Others	Additional Clarification	As the network will be deployed for 5 yr. of service, we understand the offered product should be license upgradable to L3 switch, supporting hardware based L3 forwarding, Carrier Ethernet (Q-in-Q, CFM, ERPS with CFM) part of the L3 feature set without requiring any hardware change. Kindly confirm	Bidder to comply with GeM bid terms and conditions
48	Others	Additional Clarification	As the network deployment will spread across various branches with different site conditions, it is imperative to have surge protection to avoid burning of Ethernet Client ports. We understand the offered switch should support min. 3kV surge protection on Ethernet Ports. Kindly confirm.	Bidder to comply with GeM bid terms and conditions
49	Terms & Conditions	delivery	As we are experiencing the current Pandemic situation threat happening and considering the Semi conductor supply chain issues - we as bidders requires minimum 90 + 90 = 180 days for supply and execution time. Kindly confirm.	Delivery of Hardware/Software should be within 24 weeks from the date of acceptance of purchase order.

Date: 27/01/2022

Place: Bangalore


Deputy General Manager