

Dated 03.06.2023

CORRIGENDUM - 1

(Tender Reference No. CO/DIT/PUR/2023-24/383)

In reference to the Request for Proposal (RFP) Document for Augmentation of Existing Network infrastructure at Data Centre (DC), Disaster Recovery Centre (DRC) and Near Site (NS) and AMC/ATS of Existing Devices of Bank, Tender reference no. CO/DIT/PUR/2023-24/383 dated 16.05.2023, all interested bidders are hereby informed that the Changes/Clarifications/Revisions/Addendum as per Corrigendum are to be taken into account for bid submission. Bidders are requested to note and comply accordingly. **The last date of bid submission is extend from 15/06/2023 to 23/06/2023 by 15:00 hrs.**

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
1	Page 17, 9. Project Timelines	4 weeks from the date of delivery of Network Equipment's at DC, DRC and NS as per the Annexure 1: Bill of Material	Requesting you to change this clause from 4 Weeks to 12 Weeks as there are multiple components & complete deployment will have dependencies on downtimes, migration activity and other related activities	Refer to Corrigendum 1 for revised Project Timelines.
2	NA	NA	Please confirm if our assumption is correct, any passive cabling required during deployment will be provided by BANK	Cables will be provided by Bank. However, Bidder has to lay the cables. Laying charges should be included in the implementation cost.
3	Page 10, 2. Eligibility Criteria, Point 11	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	We Request Bank to modify this clause to: Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 700 branches in India.	Refer to Corrigendum 1 for revised Eligibility Criteria

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
4	Page 10, 2. Eligibility Criteria, Point 11	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	We Request Bank to modify this clause to: Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU / Scheduled Commercial Banks in India, having a minimum of 1000 branches in India / Government	Refer to Corrigendum 1 for revised Eligibility Criteria
5	Page No. 50 , Annexure 2	General	Please let us know if NBAD, Web Security Solution, IPS, LLB, PCAP would be refresh of your existing solution or a new product requirement. Also, please let us know if we need to provide any specific OEM for these technologies or bidder has the option to select any OEM whoever is complying to the technical speccifications	Existing Solutions - NBAD, Web Security Solution, IPS, LLB are nearing End-of-support. Bank would like to refresh them. Bidder can provide any OEM solution complying to the Technical Specifications given in the RFP. PCAP is a new packet capture solution requirement where Bidder can provide any OEM solution complying to the Technical Specifications given in the RFP.
6	Page No. 49, Annexure 1	General	Please let us know if below mentioned devices AMC to be provided additionally apart from the new supply of LLB and firewall mentioned in the RFP scope of work. F5-Big-IP-i10800 MPX 14040-40G MPX 14060-40G PAN-M-200 PAN-PA-5220-AC	Refer to sheet 'AMC Renewal - Existing Device' in Corrigendum 1_Annexure 1- Bill of Materials for AMC of existing components.

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7	Page 17, 9. Project Timelines	All the components of this RFP should be covered under 24x7x4 direct OEM support for the tenure of the contract; that is the replacement of the defective components should be delivered within four hours from the time call is logged.	Please clarify the start time of the OEM support; will it be from the day of installation of particular device or after complete project installation	Refer to section 7 of the RFP for Warranty, AMC, ATS, Subscription and other details.
8	Page 17, 9. Project Timelines	Deliver at Bank's location within 14 weeks from the date of acceptance of purchase order	Request to consider 16-18 weeks	Please refer Corrigendum 1 for revised Project Timelines
9	Page No. 20, 13. Liquidated damage	The Liquidated Damages (LD) shall be 1 % of amount for services or goods which have been delayed for each week or part thereof for delay until actual delivery or performance	Request to consider 0.5% of the amount	No change. Please be guided by the RFP terms.
10	31	21.1 Product Cost with 3 years warranty	Request to consider: 80% - Against delivery signoff 10% - Against successful installation signoff 10% - 3 months after successful installation signoff	No change. Please be guided by the RFP terms.
11	31	21.2 Installation Cost	Request to consider: 80% - Against successful installation signoff 20% - 3 months after successful installation signoff	No change. Please be guided by the RFP terms.
12	NA	NA	Please clarify if bank will provide underline HW/VM's required for the Software/VM application/ solutions	Bidder must provide underlying HW/VM's required for the

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				Software/VM application/solutions.
13	Annexure 2 Technical Specifications NBAD Solution_Flow Collector	Scalability of the solution should be such as to cover the entire enterprise network with ability to ingest up to 2,000,000 FPS (Flows per Second) and should be scalable to support 3,00,000 FPS per appliance.	Looks like a mis-print in the number of FPS required at day 1. Requesting to please clarify the exact FPS needed at each DC location. Looking at the scalability FPS it should be 2,00,000 FPS at DC & DR location each. Requesting to modify the clause to "Scalability of the solution should be such as to cover the entire enterprise network with ability to ingest up to <u>2,00,000 FPS (Flows per Second) at each DC & DR location and the hardware</u> should be scalable to support 3,00,000 FPS per appliance."	The revised clause should read as "Scalability of the solution should be such as to cover the entire enterprise network with ability to ingest up to 2,00,000 FPS (Flows per Second) and should be scalable to support 3,00,000 FPS per appliance."
14	Annexure 2 Technical Specifications AAA Solution	The proposed solution should provide comprehensive visibility of the network by automatically discovering, classifying, and enforcing policy for endpoints connected to the network and must have capacity to enable the appropriate services for atleast a total of 15,000 endpoint devices from day 1	Please clarify if by 15,000 endpoint devices you mean network device (including switches, routers, firewall's) ? Requesting to modify the clause as "The proposed solution should provide comprehensive visibility of the network by automatically discovering, classifying, and enforcing policy for <u>network devices</u> connected to the network and must have capacity to enable the appropriate services for at-least a total of 15,000 <u>network</u> devices from day 1 "	The revised clause should read as "The proposed solution should provide comprehensive visibility of the network by automatically discovering, classifying, and enforcing policy for network and Network Security devices connected to the network and must have capacity to enable the appropriate services for at-least a total of 15,000 Network and Network Security devices from day 1 "
15	Annexure 2 Technical Specifications IPS	The proposed appliance must natively support 8 x 1G Copper & 8 x 10G SFP+ and 4 x 40G QSFP Ports from day one. All the modules and transceivers	40G interfaces are not required as the backbone is going to be on 10G. Also, as this is going to be an Inline IPS deployment Fail-to-wire interfaces would be necessary. Requesting to modify the clause as follows "The proposed appliance must natively support 8 x 1G Copper & 8 x 10G	The revised clause should read as "The proposed appliance must natively support 8 x 1G Copper & 8 x 10G SFP+ and 6 x 10G Fail-To-Wire Ports from day one. All the modules and transceivers should be provided from day one."

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		should be provided from day one.	SFP+ and <u>6 x 10G Fail-To-Wire Ports</u> from day one. All the modules and transceivers should be provided from day one."	
16	Annexure 2 Technical Specifications PCAP	1.5 The packet capture appliance should have minimum of 20 Gbps automated packet capture with TCP and application analysis using 1024 bytes as average packet size./Annexure 2 Technical Specification PCAP	Kindly rephrase the statement as" The Packet capture solution should support minimum of 20Gbps of automated packet capture with TCP and application analysis using 1024 bytes as average packet size." as every OEM have there different appliance sizing	The revised clause should read as "The Packet capture solution should support minimum of 30Gbps of automated packet capture with TCP analysis using 128 bytes as average packet size on day 1. However, the same solution should be scalable to support 100Gbps of automated packet capture using 128 bytes as average packet size."
17	Annexure 2 Technical Specifications PCAP	1.6 The packet capture appliance should support mutiple types of interface i.e. 5 x 1Gb (Copper/RJ45), 24 x 10Gb interfaces (SR Fibre)	This is an OEM specific cluase, Kindly specify why do you need 24X10Gb ports to deploy the pcap solution, 4X10Gb are sufficient to deploy the solution . Therefore kindly rephrase it to "The packet capture appliance should support mutiple types of interface i.e. 4x 1Gb (Copper/RJ45), 4 x 10Gb interfaces (SR Fibre)"	No change. Please be guided by the RFP terms. The network switches will be terminating on the PCAP Solution/ Appliance.
18	Annexure 2 Technical Specifications PCAP	1.7 The solution should have data storage usable capacity of minimum 100TB with RAID-01, RAID-5, and RAID-6 options/Annexure 2 Technical Specification PCAP	Kindly mention the total number of storage required for the solution or mention the retention days for sizing proper storage for the solution	The solution should have data storage usable capacity of minimum 100TB with RAID-01, RAID-5, or RAID-6 options; however, it is the Bidders responsibility to size the storage to support 24 hours storage for Raw packets. However, during the period of contract, if the storage sizing needs to be augmented to meet the above mentioned requirements, in such case bidder needs to provide additional storage at no extra cost to the bank within 4 weeks of the reporting of

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				the same by Bank or Bank's existing SI.
19	Annexure 2 Technical Specifications PCAP	1.10 The solution should have native ability to analyze packets with Cisco FabricPath, GTP, L3 GRE, VXLAN, or MAC in MAC encapsulation	Cisco Fabric Path is an OEM specific, kindly remove the same from this clause	Solution should have capability to analyse packets with Cisco FabricPath, GTP, L3 GRE, VXLAN, or MAC in MAC encapsulation
20	Annexure 2 Technical Specifications PCAP	1.14 The solution should be FIPS 140-2 Certified	There are 2 types of vendors hardware and software , vendor who will be providing you the hardware it is ok for them but for software it is not required, so kindly delete this clause.	This clause stands deleted
21	Annexure 2 Technical Specifications PCAP	1.2 The solution should support for external authentication and authorisation via AAA framework and SAML mechanisms with roles assigned based on authorisation attributes provided by the AAA mechanism	SAML is generally used for cloud or inter application exchange, PCAP solution runs on offline mode, therefore kindly delete this clause	The revised clause should read as "The solution should support for external authentication and authorisation via AAA framework with roles assigned based on authorisation attributes provided by the AAA mechanism"
22	Annexure 2 Technical Specifications PCAP	2.12 The solution should provide integrated desktop client packet analyzer to analyze raw packets without downloading	This is an OEM specific clause, as most of the organisation ask for pcap to analyze raw data that can be run on any solution, it is anyway ask in Point 2.13, therefore kindly delete this clause	The revised clause should read as "The solution should provide integrated desktop client packet analyzer or Web UI to analyze raw packets without downloading packets from the appliance"

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		packets from the appliance		
23	Annexure 2 Technical Specifications PCAP	4.13 The solution should have provide scatter diagram to identify outliers in full-fidelity data with sub-minute details	OEM specific, kindly rephrase the clause such as "The solution should have the ability to identify outliers in full-fidelity data with sub-minute details	4.13 The revised clause should be read as "The solution should have provide scatter diagram/equivalent feature to identify outliers in full-fidelity data with sub-minute details"
24	Annexure 2 Technical Specifications NBAD	2.2 The solution must be able to consume flow information from the network in the form of Netflow V5, Netflow V9, IPFIX, sFlow, Jflow, cFlowd, NSEL to perform behavioural analysis./Annexure 2 Technical Specification NBAD	NSEL is OEM specific features which restricts participation of OEMs at large. Request you to remove NSEL from this clause	The revised clause should be read as "The solution must be able to consume flow information from the network in the form of Netflow V5, Netflow V9, IPFIX, sFlow, Jflow, cFlowd to perform behavioral analysis."
25	-	Preference would be given to Indian make as per the DPIIT Order No P 45021/2/2017-PP(BE-11) Dated 16th September 2020	The OEM should be Class-1 Make in India player	No change. Please be guided by the RFP terms.
26	-	As applications in most Organization run on non-standard ports, so in order to get visibility port agnostic protocol detection is a must. This helps in	The solution must support port-agnostic protocol detection. The solution should be capable of detecting protocols and applications despite them using non-standard TCP/UDP ports.	No change. Please be guided by the RFP terms.

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		reducing the risk surface.		
27	-	As NDR is still a niche technology which requires OEM professional services to correctly deploy otherwise most deployments doesn't see the light of the day.	The solution must be deployed by the OEM's own professional services and not by any authorized partner	No change. Please be guided by the RFP terms.
28	-	As Central Bank of India is an critically important organization and works for Banking infra, the proposed solution should have no connectivity to the cloud whatsoever.	The solution should automatically identify and investigate suspicious or malicious web-based traffic and should have capability to identify both potential and confirmed threats without sending any data to cloud intelligence.	No change. Please be guided by the RFP terms.
29	-	As Central Bank of India is an critically important organization and works for Banking critical infra, the proposed solution should have no connectivity to the cloud whatsoever.	The solution should not store or forward the traffic and alert metadata (or raw) either in part or in full for any purpose to the OEM or any third-party cloud to achieve any of the use-case mentioned in the sheet.	No change. Please be guided by the RFP terms.
30	-	Networks use more encrypted traffic than ever before. Encrypted traffic hides possible threats to a network hence it is important to analyse these type of traffic.	The solutions should be capable of analysing and detecting malware in encrypted communication without the need for any decryption technology being put in place.	No change. Please be guided by the RFP terms.

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31	-	The solution must provide the ability to perform real-time matching/detection of millions of IOC/IOA at the NIC level.	These days millions of IOC are generated each day, hence it is important for the solution to support million plus IOC for ingestion and scanning. This will ensure proper detection by NDR tool	No change. Please be guided by the RFP terms.
32	-	The solution should be able to analyze SMTP traffic to detect high-volume emails, abnormal patterns in email traffic, traffic from unfriendly countries, and with character sets often used by attackers (ex. Chinese).	This will give complete visibility of messaging platform as email is by far the number 1 source of attack.	No change. Please be guided by the RFP terms.
33	Annexure 2 Technical Specifications - IPS	1.1 : The proposed solution must be a Next Generation IPS and not a part of UTM. It should embed application visibility/intelligence for commonly used TCP/IP protocols like telnet, ftp etc. It should be a zone based firewall.	Need clarity on Bank's requirement, as Bank is looking for only Network IPS or Network IPS along with Firewall Functionality.	Bank's requirement is for Network IPS functionality only.
34	Annexure 2 Technical Specifications - IPS	3.5 : The solution must provide NAT functionality, including dynamic and static NAT translations.	As per our undersatnding, Bank is looking for Dedicated Network IPS solution and NAT functionality will not be achieved through NIPS.Hope our understanding is correct. Hence request bank to remove this point	This clause stands deleted
35	Annexure 2 Technical Specifications - IPS	2.4 : The proposed appliance must have minimum of 128 GB of RAM from day one .	As per our understanding, many OEM's would comply with the requirement through their dedicated appliances with lower computing.	No change. Please be guided by the RFP terms. As for the 20Gbps NIPS throughput, 128GB of RAM is recommended considering all

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			Hence request bank to remove this point.	threat prevention features turned ON.
36	Annexure 2 Technical Specifications - IPS	5.28 : Solution must support Sandboxing of unknown files	As per our undersatding Bidder should provide dedictaed Sandboxing solution which can be intergated with NIPS and other security solutions. Hope our understanding is correct.	No change. Please be guided by the RFP terms.
37	Annexure 2 Technical Specifications - IPS	6.17 : The solution must support integration with existing NBAD solution for extended log retention.	As per our understanding, the NIPS solution would be integrated with SIEM for log retention not with the NBAD. Hence request bank to remove this point	This clause stands deleted
38	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.3 The solution should be able to analyze packets and write-to-disk at the same time, on the same appliance or on attached storage.	The solution should be able to analyze packets and write-to-disk at the same time, on the same appliance or on attached storage. However, solution shall provide option to select what to store (write to disk) per application basis as per bank's requirement. The solution must not store confidential/sensitive information from payload like Username, Passwords, Card PIN etc. which is not relevant to analysis/troubleshooting. It should only store relevant information like TCP matrix, Host information, Session information, error codes etc from packet.	No change. Please be guided by the RFP terms.
39	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.4 The solution should support virtual, cloud and physical deployment options	The solution should support virtual (VMWare/HyperV/OpenStack/Kuber net etc.), cloud (AWS/AZURE/Google etc.) and physical deployment (Taps/Port mirror) options without depending on any thirdparty components.	The revised clause should be read as "The solution should support virtual (VMWare/HyperV/OpenStack/Ku bernet etc.), cloud (AWS/AZURE/Google etc.) and physical (Taps/Port mirror) deployment options."

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
40	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.6 The packet capture appliance should support multiple types of interface i.e. 5 x 1Gb (Copper/RJ45), 24 x 10Gb interfaces (SR Fibre)	The packet capture solution should support multiple types of interface i.e. 5 x 1Gb (Copper/RJ45), 24 x 10Gb interfaces (SR Fibre)	The revised clause should read as "The packet capture appliance/solution should support multiple types of interface i.e. 5 x 1Gb (Copper/RJ45), 24 x 10Gb interfaces (SR Fibre)"
41	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.7 The solution should have data storage usable capacity of minimum 100TB with RAID-01, RAID-5, and RAID-6 options	The solution should have data storage usable capacity of minimum 100TB with RAID-01/ RAID-5/RAID-6. The solution should have enough storage to store relevant data for 5 day of troubleshooting task including session analysis and packet evidences of analysis. However, solution shall provide option to select what to store (write to disk) per application basis as per bank's requirement. The solution must not store confidential/sensitive information from payload like Username, Passwords, Card PIN etc. which is not relevant to analysis/troubleshooting. It should only store relevant information like TCP matrix, Host information, Session information, error codes etc from packet.	The solution should have data storage usable capacity of minimum 100TB with RAID-01, RAID-5, or RAID-6 options; however, it is the Bidders responsibility to size the storage to support 24 hours storage for Raw packets. However, during the period of contract, if the storage sizing needs to be augmented to meet the above mentioned requirements, in such case bidder needs to provide additional storage at no extra cost to the bank within 4 weeks of the reporting of the same by Bank or Bank's existing SI.
42	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.9 The solution should have transparent disk self-encryption without performance loss	The solution should have transparent disk self-encryption or alternative method to protect data stored on the disk without performance loss.	The revised clause should be read as "The solution should have transparent disk self-encryption or equivalent method to protect data stored on the disk without performance loss"
43	Annexure 2- Technical Specifications for	Architecture - Point # 1.10 The solution should have native ability to analyze packets with	GTP , L3 GRE and MAC in MAC traffic is not used in enterprise Data Center. The solution should have native ability to analyze encapsulated packets in environment like Cisco	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
	Packet Capture Solution	Cisco FabricPath, GTP, L3 GRE, VXLAN, or MAC in MAC encapsulation.	FabricPath, Cisco ACI & VMware VXLAN.	
44	Annexure 2- Packet Capture Solution	Architecture - Point # 1.14 The solution should be FIPS 140-2 Certified	FIPS stand for Federal Information Processing standards of United States of America this is not required in India and hence not relevant.	This clause stands deleted
45	Annexure 2- Technical Specifications for Packet Capture Solution	Architecture - Point # 1.22 The solution should support optional session timeout with the duration configurable	User session time-out on a monitoring console is not advisable as it could disconnect the user and hence an option to kill the user session to be provided. "The solution should support optional session timeout or session kill manually "	No change. Please be guided by the RFP terms.
46	Annexure 2- Technical Specifications for Packet Capture Solution	Raw Packet Capture/ Write-to-Disk - Point # 2.2 The solution should capture and write-to-disk original, full-payload packets in real-time, all the time (24x7) without any sampling	The solution should capture and write-to-disk original, full-Packet/no-packet/custom size packet /automatic packet size based on each application or each protocol and compliance requirement of bank in real-time, all the time (24x7).	No change. Please be guided by the RFP terms.
47	Annexure 2- Technical Specifications for Packet Capture Solution	Raw Packet Capture/ Write-to-Disk - Point # 2.6 The solution should have ability to capture VM-VM packets inside an ESXi hypervisor. It should be able to integrated with virtual and cloud tap and packet brokers to collect data from NSX, Nutanix, AWS and Azure platforms	The solution should have built-in ability to capture VM-VM packets inside an ESXi hypervisor. Or if third-party virtual / cloud tap and packet brokers to be used to collect data from NSX, Nutanix, AWS and Azure platforms, the support for integrated solution shall be available from primary OEM.	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
48	Annexure 2- Technical Specifications for Packet Capture Solution	Raw Packet Captuer/ Write-to-Disk - Point # 2.12 The solution should provide integrated desktop client packet analyzer to analyze raw packets without downloading packets from the appliance	The solution should provide integrated Web UI or desktop client packet capture to analyze raw packets.	The revised clause should read as "The solution should provide integrated desktop client packet analyzer or Web UI to analyze raw packets without downloading packets from the appliance"
49	Annexure 2- Technical Specifications for Packet Capture Solution	Raw Packet Captuer/ Write-to-Disk - Point # 2.13 The solution should have integrated Wireshark support with one-click 'send packets to Wireshark'	The solution should PCAP export in standard format for use with thirdparty products like wireshark	The revised clause should be read as "The solution should have integrated Wireshark support with one-click 'send packets to Wireshark' or solution should PCAP export in standard format for use with thirdparty products like wireshark"
50	Annexure 2- Technical Specifications for Packet Capture Solution	On-Demand Real-Time and Historical Packet Analysis - Point # 3.8 The solution should have ability decode and troubleshoot FIX, VMware View, Citrix ICA and CGP protocols	The solution should have ability to analyse, decode and troubleshoot financial transactions like ATM/Master/Visa/NPCI/ISO-8583 protocol. The dashboard should provide information like total no of transactions, failed transactions, failure reason / error code etc. for all financial transactions. It should also support other transactions like FIX, VMware View, Citrix ICA, CGP protocols.	No change. Please be guided by the RFP terms.
51	Annexure 2- Technical Specifications for Packet Capture Solution	Automated TCP and Application Analysis - Point # 4.3 The solution should provide individual web page performance analysis (stitch together web page contents) for	The Solution should provide web service performance analysis for visibility into true end-user experience.	The revised clause should read as "The solution should provide individual web page performance analysis for visibility into true end-user experience"

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		visiblity into true end-user experience		
52	Annexure 2- Technical Specifications for Packet Capture Solution	Automated TCP and Application Analysis - Point # 4.11 The solution should have built-in ability to view analysis data in real-time (updates every second)	The solution should have built-in ability to view analysis data and alert in real-time	The revised clause should be read as "The solution should have built-in ability to view analysis data and alert in real-time"
53	Page 83	1. Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	We have undergone restructuring of our company business resulting in formation of subsidiary company operating since 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Experiance & financial Eligibility clauses of the RFP. Request you to modify the clause as: 3. The Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Please refer Corrigendum 1 for revised Eligibility Criteria

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54	Page 84	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	Kindly clarify that experience of Network & Security devices including Router, NIPS, Proxy and Ethernet Switching should be in single PO or Multiple PO of Multiple Customers (Banks having 1000 branches)? Kindly consider PSU organizations / BFSI also.	The revised eligibility criteria clause should be read as "Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU/ Government/Scheduled Commercial Banks/BFSI in India, having a minimum of 1000 branches in India."
55	Page 84	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	We have undergone restructuring of our company business resulting in formation of subsidiary company operating since 2020 to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Experience & financial Eligibility clauses of the RFP. Request you to modify the clause as: 3. The Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India. Multiple POs of different customers can be considered.	Please refer Corrigendum 1 for revised Eligibility Criteria
56	10	2. Eligibility Criteria		

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		Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	Request for Clarification on considering the experience of Cyber Security Devices / solutions also as valid	No change. Please be guided by the RFP terms.
57	17	9. Project Timelines		
		Time Period for Completion		
		Deliver at Bank's location within 14 weeks from the date of acceptance of purchase order	Request for considering as Deliver at Bank's location within 16 to 18 weeks from the date of acceptance of purchase order	Please refer to Corrigendum 1 for revised Project Timelines
		4 weeks from the date of delivery of Network Equipment's at DC, DRC and NS as per the Annexure 1: Bill of Material	Request for considering as 6 to 8 weeks from the date of delivery of Network Equipment's at DC, DRC and NS as per the Annexure 1: Bill of Material	Please refer to Corrigendum 1 for revised Project Timelines
58	17	11. Repeat Order		
		Bank may procure additional components up to 25% of the ordered quantity within 18 months from the Date of Purchase Order at the same cost mentioned in	Request for considering as Bank may procure additional components up to 25% of the ordered quantity within 15 months from the Date of Purchase Order at the same cost mentioned in Annexure 1: Bill of Material	No change. Please be guided by the RFP terms.

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		Annexure 1: Bill of Material		
59	31	21 Payment Terms		
		21.1 Product Cost with 3 years warranty		
		60% Against delivery signoff	Request for considering as 80% Against delivery signoff	No change. Please be guided by the RFP terms.
		30% Against successful installation signoff	Request for considering as 10% Against successful installation signoff	No change. Please be guided by the RFP terms.
		21.2 Installation Cost		
		70% Against successful installation signoff	Request for considering as 80% Against successful installation signoff	No change. Please be guided by the RFP terms.
		21.3 AMC/ATS Payment Terms		
		AMC/ATS amount payable would be paid quarterly in arrears at the end of each quarter.	Request for considering as AMC/ATS amount payable would be paid quarterly in ADVANCE at the START of each quarter.	No Change. Please be guided by the RFP terms.
61	1.6	The packet capture appliance should support multiple types of interface i.e. 5 x 1Gb (Copper/RJ45), 24 x 10Gb interfaces (SR Fibre)	Request for Clarification - Is this a requirement for all appliances in DC / DR or each appliance?	The requirement is for each all appliance in DC and all appliance in DR.
62	1.9	The solution should have transparent disk self-encryption without performance loss	It is relevant in case of WEB APP, DB, UC traffic for which we had used 120TB storage units (which supports encryption) in bill of materials. We will have use 48TB storage units for meeting current RFP specs and	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
			solution budget - We would like to request for removal of this clause	
63	1.15	Full support for IPv4 and IPv6 monitoring and analysis	Our understanding is that the solution should support packet capture and analysis of IPv6 traffic and IPv6 logo certification is non-mandatory - Kindly clarify	No change. Please be guided by the RFP terms.
64	1.18	The solution should support centralized management (upgrades, definitions, user access, etc.) for multi-appliance health and maintenance	We assume that CBI shall provide VMware ESXi compute resources to install central management virtual appliance. Kindly confirm	No. Bidder has to arrange for VMware ESXi compute resources.
65	4.10	The solution should have integrated VoIP and video monitoring, with support for monitoring channel metrics, jitter, RTP packet loss, and call quality (MOS scores)	We would like to request for revision as follows: The solution should have an option to provide integrated VoIP and video monitoring, with support for monitoring channel metrics, jitter, RTP packet loss, and call quality (MOS scores) by adding additional license /module It is relevant in case of UC traffic analysis only. As UC analysis specs are removed in current RFP specs, we will have to add additional module in BOM to meet this requirement.	The revised clause should be read as "The solution should have an option to provide integrated VoIP and video monitoring, with support for monitoring channel metrics, jitter, RTP packet loss, and call quality (MOS scores) by adding additional license /module"

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
66		(1.1) - Minimum Technical Specifications section: Architecture "The solution should provide contextual network-wide visibility with an agentless approach across the entire network with knowledge of who is on the network and what they are doing. It should also help organizations to implement smarter segmentation customized to the business logic. It should provide actionable intelligence enriched with context such as user, device, location, time-stamp, application."	Kindly provide the network architecture for the better understanding. Is Bank looking to have DC & DR with near time replication or Independent DC & DR architecture. Also please clarify whether the data needs to be collected	Bank is looking for independent DC and DR architecture for NBAD Solution. Traffic Flow data needs to be collected using Net Flow.
67		(1.5) - Minimum Technical Specifications section: Architecture "The solution should be able to get threat intelligence from research team to make detections of malware activity with higher accuracy and efficacy including Botnets, C&C servers, Bogons, Tor Entry/Exit	Does "Research Team" means R n D team of Threat Intel OEM or any in house team from Bank?	Research Team means team of Threat Intel OEM.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		Nodes, Connections to bad reputation Nations and Dark IPs.."		
68		(4.2) - Minimum Technical Specifications section: Sizing and Scalability "Scalability of the solution should be such as to cover the entire enterprise network with ability to ingest up to 2,000,000 FPS (Flows per Second) and should be scalable to support 300000 FPS per appliance."	How much is the average bandwidth utilization of the network and the number of SPAN links? Please provide the same for better understanding.	Solution should be such as to cover the entire enterprise network with ability to ingest up to 2,00,000 FPS (Flows per Second) and should be scalable to support 3,00,000 FPS irrespective of Bandwidth utilization and irrespective of no. of SPAN Links.
69	13	7.1 Network Equipment at DC, DRC & Near Site. The Bidder is required to supply, install, maintain, and provide AMC for the following (Network Items mentioned in subsection) solution for the period of contract at Bank's DC, DRC and Near Site Locations. In case of any compatibility issue	Requesting Bank to share the existing setup details along with equipment's Make, Model information where Bank is expecting compatibility issues	Details of existing setup will be shared with the successful bidder.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		arises between the proposed solution/appliance in existing network setup during implementation or within 3 months of installation signoff, then the successful bidder is required to replace such solution/appliance, with the compatible one, at no additional cost to the bank within 4 weeks of the issue is identified by Bank or Bank's existing SI.		
70	13	7.1 Network Equipment at DC, DRC & Near Site. 7.1.1 Top of the Rack (ToR) Switches The Bank intends to implement Top of the Rack switches which would be capable of terminating 1GE/10GE connectivity for servers. Bidder is required to procure, supply, install, configure, and provide comprehensive onsite warranty for 3 years and AMC support for next 2 years post warranty period as described	We have understanding proposed devices configuration will be Bidders responsibility whereas AAA, SIEM, SOAR and NMS side configuration will be Banks existing vendors responsibility. Please confirm	Entire responsibility up to installation and commissioning is of the Bidder till handover to Bank's existing SI.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		in Annexure 1: Bill of Materials. DC/DRC ToR Switches should be IPv6 logo certified device which should be integrated with AAA, SIEM, SOAR and NMS software installed in the bank. Refer "Annexure 2: Technical Specifications" for Minimum Technical Specifications of the Top of the Rack Switches.		
71	18	12.1.2 Service Level Default Bidder's performance on Availability Service Level will be assessed against Minimum Expected Service Level requirement of 99.95% on monthly basis.	In case device without HA. Considering 4 hours OEM replacement & faulty part replacement (Configuration, connectivity, testing & bringing to production) will need at least 2 more hours hence 99.95% (i.e. 21 min in month) will not be too stringent & will likely to invoke every single case. So kindly change SLA to 99%	No change. Please be guided by the RFP terms.
72	Annexure -1	AMC Renewal - Existing Device	We have understanding Bidder need to propose AMC as per start date whereas SLA will not be applicable for these Existing devices. Existing system integrator will maintain SLA for these devices. Please confirm.	Bidder need to propose AMC as per start date. SLA will not be applicable for these Existing devices till the start date mentioned in the Bill of Material which is part of the RFP. Existing system integrator will maintain SLA for these devices till the start date mentioned in the Bill of Material which is part of the RFP.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
73	19	If one of the network components in HA mode fails in HA environment, while other is working with no impact on the availability of the DC/DR/NS IT infrastructure and service levels, in such a case penalty shall be levied on the failed component. The failed component in HA mode should be replaced within 24 hours of the failure. If Bidder fails to meet the timeline, the Bank shall levy a penalty at the rate of 1% of the monthly impacted Network Product and impacted Services Cost [Total Product & Service cost including Product cost (with 3 years warranty) + Implementation cost + AMC/ATS cost (for 2 Years)] / 60, for every 2 hours of delay thereof, on the failed component.	We understand that as per this clause penalty is applicable only after 24 hours of failed component. Please confirm.	Yes, understanding is correct. However, if the remaining device that is part of the HA fails, penalty will be applicable as per the SLA.
74	16	Bidder shall ensure compatibility of the supplied network equipment and licenses with the hardware and software systems	Please share the parameter that would be considered for replacement of the proposed solution/appliance	Details of existing setup will be shared with the successful bidder.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		being used in the Bank. In case of any compatibility issue arises between the proposed solution/appliance in existing network setup during implementation or within 3 months of installation signoff, then the successful bidder is required to replace such solution/appliance, with the compatible one, at no additional cost to the bank within 4 weeks of the issue is identified by Bank or Bank's existing SI.		
75	18	Bidder shall resolve the issue/problem within 4 hours from the time of reporting, if any at DC, DRC and other locations of the Bank which are part of this RFP. Bidder shall ensure delivery of any replacement/repair of damaged part or equipment within 4 hours from the time of reporting without any cost to the Bank. Bidder shall provide 24x7 service support by deputing their engineer as and when required.	Resolution for any issue/problem will depend on the issues and the dependency on the OEM to resolve the same. (eg - issue is due to a bug in the firmware where OEM has to release an updated firmware). In such cases resolving within 4 hours will not be possible for softwares. Hence requesting Bank to consider such scenarios and relax the clause and exempt the bidder from SLA	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		However, in such a scenario, SLA shall be applicable as mentioned in this document		
76	Technical specs for Near site switch 1.4	Switch should have minimum 8 GB RAM and 8 GB Flash.	Our OEM OS is optimized to run with 4GB RAM, request you to change the same.	The revised clause should be read as "Switch should have minimum 4 GB RAM and 8 GB Flash. However, Bidder needs to ensure that there is no compromise on throughput of the device."
77	Technical specs for Near site switch 2.6	Switch should have 16MB or more packet buffer.	Request you to amend the same as this buffer size is too large for this form factor of switch and is proprietary to an OEM.	The revised clause should be read as "Switch should have minimum of 12MB packet buffer."
78	Technical specs for near site router 5.7	The router must support IPv4, IPv6, static routes, RIP and RIPv2, OSPF, Border Gateway Protocol (BGP), BGP Router Reflector, IGMPv3,PIM SM, PIM Source-Specific Multicast (SSM), HSRP or VRRP,policy based routing, LISP, IPv4 to IPv6 multicast, MPLS, L2 and L3 VPN, BFD, IEEE 802.1ag, and IEEE 802.3ah from day-1	802.1ag and LISP are generally not desired on WAN routers. Request you to remove the same for larger OEM participation.	The revised clause should read as "The router must support IPv4, IPv6, static routes, RIP and RIPv2, OSPF, Border Gateway Protocol (BGP), BGP Router Reflector, IGMPv3,PIM SM, PIM Source-Specific Multicast (SSM), HSRP or VRRP,policy based routing, IPv4 to IPv6 multicast, MPLS, L2 and L3 VPN, BFD and IEEE 802.3ah from day-1"

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
79	Technical specs for near site router 6.9	The router should support 3DES and AES-256 (CBC and GCM mode) encryption standards, RSA (1024/2048 bit) authentication standard and MD5, SHA-256, SHA-512 integrity standard	Request you to change to SHA-256/SHA-512	The revised clause should read as "The router should support 3DES and AES-256 (CBC and GCM mode) encryption standards, RSA (1024/2048 bit) authentication standard and SHA-256, SHA-512 integrity standard"
80	Technical specs for near site router 6.10	Router should be able to support GETVPN, Dynamic VPN, site to site IPsec VPN for scalable IPsec network	GETVPN is proprietary to Cisco. Please change it GETVPN/Equivalent	The revised clause should read as "Router should be able to support GETVPN/Equivalent, Dynamic VPN, site to site IPsec VPN for scalable IPsec network"
81	Technical specs for near site router 8.10	Router should be certified with IPv6 logo phase 2 certification	Request to remove the clause for larger OEM participation	No change. Please be guided by the RFP terms.
82	Technical specs for Internet router 5.7	The router must support IPv4, IPv6, static routes, RIP and RIPv2, OSPF, Border Gateway Protocol (BGP), BGP Router Reflector, IS-IS, IGMPv3, PIM SM, PIM Source-Specific Multicast (SSM), RSVP, HSRP or VRRP, policy based routing, DVMRP, LISP, IPv4 to IPv6 multicast, MPLS, L2 and L3 VPN, L2TPv3, BFD, IEEE 802.1ag, and IEEE 802.3ah from day-1	802.1ag and LISP are generally not desired on WAN routers. Request you to remove the same for larger OEM participation.	The revised clause should read as "The router must support IPv4, IPv6, static routes, RIP and RIPv2, OSPF, Border Gateway Protocol (BGP), BGP Router Reflector, IGMPv3, PIM SM, PIM Source-Specific Multicast (SSM), HSRP or VRRP, policy based routing, IPv4 to IPv6 multicast, MPLS, L2 and L3 VPN, BFD and IEEE 802.3ah from day-1"

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
83	Technical specs for Internet router 6.9	The router should support 3DES and AES-256 (CBC and GCM mode) encryption standards, RSA (1024/2048 bit) authentication standard and MD5, SHA-256, SHA-512 integrity standard	Request you to change to SHA-256/SHA-512	The revised clause should read as "The router should support 3DES and AES-256 (CBC and GCM mode) encryption standards, RSA (1024/2048 bit) authentication standard and SHA-256, SHA-512 integrity standard"
84	Technical specs for Internet router 6.12	The router should be software or license upgradable to support DNS security by intercepting the DNS packets destined to any DNS server and must forward only the DNS request to the DNS security solution over DNSCrypt or equivalent technology	Request you to remove the clause as it is proritary to an OEM	No change. Please be guided by the RFP terms.
85	Technical specs for Internet router 8.1	Router should be certified with IPv6 logo phase 2 certification	Request to remove the clause for larger OEM participation.	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
86	General	Change in the RFP format	We request CBI to split the RFP into 2 parts (Part A: New components and Part B: Existing components and AMC), wherein the bidder can decided which part/s they would want to bid. With the current nature of the RFP, every bidder will be forced to bid with Cisco as there is the Cisco Firewall Manager component and a very huge value of Cisco AMC component. By changing the format of the RFP in two parts, Bank will benefit by getting better commercial/technologies/services as multiple OEM's and partners can participate and it will be a win win for CBI and OEM/bidders	No change. RFP asks for procurement of Cisco Firewall Manager along with Checkpoint Firewall Manager. Additionally, there are other OEMs' AMC components along with Cisco Devices AMC such as Palo Alto, Citrix, F5, Array. Similar case exists for other solutions as well.
88	LLB	Point - 9.2 Section - Link Load Balancing System should support inbound and outbound loadbalancing for A, AAAA, MX, CNAME and NA-PTR	Query: All the asked records are part of DNS server feature and not GSLB based solution of this only A, AAAA, A6, NA-PTR records would be leveraged by this project for DC/ DR failover Hence request to change the specs to below System should support inbound and outbound loadbalancing for A, AAAA, and NA-PTR	The revised clause should be read as "System should support inbound and outbound loadbalancing for A, AAAA, and NA-PTR"
89	LLB	Point - 11.10 Section - Global Server Load Balancing (GSLB) Capable of handling complete Full DNS bind records including A, MX, AAAA, CNAME, PTR, SOA etc.	Query: All the asked records are part of DNS server feature and not GSLB based solution of this only A, AAAA, A6, NA-PTR records would be leveraged by this project for DC/ DR failover Hence request to change the specs to below Capable of handling complete Full DNS bind records including A, AAAA, PTR, SOA etc.	The revised clause should be read as "Capable of handling complete Full DNS bind records including A, AAAA, PTR, SOA etc."

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
90	LLB	Point - 11.10 Section - Global Server Load Balancing (GSLB) The appliance should support secure DNS resolution for A, MX, AAAA, CNAME, PTR, SOA records (DNSsec)	Query: All the asked records are part of DNS server feature and not GSLB based solution of this only A, AAAA, A6, NA-PTR records would be leveraged by this project for DC/ DR failover Hence request to change the specs to below The appliance should support secure DNS resolution for A, AAAA, PTR, SOA records (DNSsec)	The revised clause should be read as "The appliance should support secure DNS resolution for A, AAAA, PTR, SOA records (DNSsec)"
91	LLB	Point - 1.3 Section - Hardware Should have minimum 64GB Memory and atleast 450GB SSD	Query: For 10Gbps throughput 64Gb of RAM is overkill and every OEM have different way of handling the throughgput and session Hence request to change the specs to below Should have minimum 16GB Memory and atleast 450GB SSD	The revised clause should be read as "Should have minimum 16GB Memory and atleast 450GB SSD "
92	LLB	Point - 3.6 Section - Performance Should support minimum of 20,000 SSL CPS/TPS of ECDSA-P256 bit key strength, must be mentioned in public facing Datasheet	Query: For link load balancer solution SSL is not needed and not used Hence request to Delete the specs	This clause stands deleted
93	LLB	Point - 3.7 Section - Performance Should support minimum of 40,000 SSL CPS/TPS of RSA 2048 bit key strength, must be	Query: For link load balancer solution SSL is not needed and not used Hence request to Delete the specs	This clause stands deleted

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		mentioned in public facing Datasheet		
94	10 - Eligibility Criteria	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India.	We request the bank to kindly amend the clause as :- Bidder should have a composite experience of managing and implementing Network & security devices including Router, NIPS, Proxy and Ethernet Switching in at least one PSU/Govt/Scheduled Comercial Banks in India.	No change. Please be guided by the RFP terms.
95	Technical Specification for Link Load Balancer	2.2	Solution should be virtualization ready with hypervisor with minimum 4 virtual instances from day 1 Query: Based on the details of the requirement shared, creation of virtual instance might be an overkill. Instead, this same requirement can be achieved by the creation of VLANs, partitions, etc. This will also ensure that the full throughput of the devuce is utilized by any service if required. So we request the bank to change this point as below. : "Proposed solution is expected to provide network isolation based on the requirement using multitenancy or VLAN or VRF or smilar functionlity or with minimum 2 vADC. scalable to 4 vADC in future with license upgrade"	No Change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
96	Technical Specification for Link Load Balancer	3.6	Should support minimum of 20,000 SSL CPS/TPS of ECDSA-P256 bit key strength, must be mentioned in public facing Datasheet Query: Based on the overall details shared for this requirement, the mentioned numbers will force most OEM's to pitch a higher device which can be can be an overkill. And the requirement could be addressed with lesser TPS values. Hence we request the bank to change the clause as below. "Should support minimum of 13,000 SSL CPS/TPS of ECDSA-P256 bit key strength and scalable to 20,000 SSL CPS/TPS of ECDSA-P256 bit, must be mentioned in public facing Datasheet"	This clause stands deleted
97	Technical Specification for Link Load Balancer	3.7	Should support minimum of 40,000 SSL CPS/TPS of RSA 2048 bit key strength, must be mentioned in public facing Datasheet Query: Based on the overall details shared for this requirement, the mentioned numbers will force most OEM's to pitch a higher device which can be can be an overkill. And the requirement could be addressed with lesser TPS values Hence we request the bank to change the clause as below. "Should support minimum of 28,000 SSL CPS/TPS of RSA 2048 bit key strength and scalable to 40,000 SSL CPS/TPS of RSA 2048 bit key strength, must be mentioned in public facing Datasheet"	This clause stands deleted

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
98	Technical Specification for Link Load Balancer		Additional Point Considering future growth, and business requirements, the same solution can be used for multiple other functionalities. This will save on a significant amount of capex for the bank. So we propose that CBI add the following recommendation. Recommended clause to add "The proposed solution should be capable of providing add-on modules and services on the same hardware like WAF, Zero Trust app access, OAuth integration, DNS with Security and SSL VPN with add-on licenses if required in future"	No Change. Please be guided by the RFP terms.
99	Technical Specification for Link Load Balancer	3.1	System should support 5 Gbps L7 throughput and should be scalable to 10 Gbps L7 throughput without change in hardware (license upgrade only) Query: We would request CBI to add compression numbers to make sure the LLB product that gets supplied to CBI has known performance benchmarks when doing High speed hardware compression. Recommended clause "The Proposed solution should have 30 Gbps of LLB throughput, and at a minimum the hardware compression should not be less than 20 Gbps. must be mentioned in public facing Datasheet"	No Change. Please be guided by the RFP terms.
100	Page-09 (Clause 4. of Eligibility Criteria)	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e., 2020-21,	Request to remove the clause as Positive Networth is being asked. is it Ok to consider our Global Balance sheet, then in that case this clause of the RFP is done with us. Or instead for Indian books of account if it can be	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
		2021-22, 2022-23).	considered 2 out of 5 financial years for Operating Profits.	
101	Eligibility Criteria - Page 9	1	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP. Query: We request to change of exitecne clause to 3 years for MSME	No change. Please be guided by the RFP terms.
102	Eligibility Criteria - Page 9	3	The bidder must have an average annual turnover in India of INR 300 crores per annum in the last three financial years (i.e., 2020-21, 2021-22, 2022-23) at the time of submission of tender, of individual company and not as group of companies Query: We request to change average turnover to 35cr for MSME	No change. Please be guided by the RFP terms.
103	9	2 . Eligibility Criteria	The bidder must have an average annual turnover in India of INR 300 crores per annum in the last three financial years (i.e., 2020-21, 2021-22, 2022-23) at the time of submission of tender, of individual company and not as group of companies Query: We request to change average annual turnover to INR 150 crores per annum in last three year, instead of INR 300 Crores	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
104	9	Point Eligibility point (i) 2, Criteria	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years . Q: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As kyndryl is hived off as a seperate company from IBM on Nov 2021	No change. Please be guided by the RFP terms.
105	9	Point Eligibility point (iii) 2, Criteria	The bidder must have an average annual turnover in India of INR 300 crores per annum in the last three financial years (i.e., 2020-21, 2021-22, 2022-23) at the time of submission of tender, of individual company and not as group of companies. Q: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As kyndryl is hived off as a seperate company from IBM on Nov 2021	No change. Please be guided by the RFP terms.
106	9	Point Eligibility point (iv) 2, Criteria	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e., 2020-21, 2021-22, 2022-23). Q: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
			etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As kyndryl is hived off as a seperate company from IBM on Nov 2021	
107	9	Point Eligibility point (v) 2, Criteria	The bidder should have a positive net worth in last three financial years (i.e., 2020-21, 2021-22, 2022-23). Q: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As kyndryl is hived off as a seperate company from IBM on Nov 2021	No change. Please be guided by the RFP terms.
108	10	Point Eligibility point (xi) 2, Criteria	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU /Scheduled Commercial Banks in India, having a minimum of 1000 branches in India. Q: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. As kyndryl is hived off as a seperate company from IBM on Nov 2021	No change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
109	12	Section 7, Point 3	Onsite Comprehensive warranty from OEM Request bank to confirm OEM onsite support is required or not. As per out understanding, existing SI will log call with OEM and they will provide remote assistance Bullet Point 3 - Here also, onsite OEM support is mentioned. Request bank to clarify on the same Bullet Point 6 - Here also, onsite OEM support is mentioned. Request bank to clarify on the same Last bullet Point - Bank has asked to provide 6th and 7th Year AMC at the same price quoted for 5th Year. Request bank to remove this clause as no OEM is able to meet this requirement	No Change. Please be guided by the RFP terms.
110	16	8: General Responsibility	Bullet Point 1 - Request bank to clarify on who will provide RACK space in DC and DRC	Rack space will be provided by Bank.
111	17	9: Project Timelines	Request bank to increase delivery timelines to 20 weeks and installation timelines to 8 weeks	Refer Corrigendum 1 for revised Project Timelines.
112	19	12.1.2 - Service Level Default	Penalty for HA component failure - request bank to change the same to AMC/ATS cost paid till date (for 2 years)	No Change. Please be guided by the RFP terms.
113	31	21 - Payment Terms	Request bank to change AMC payment terms for newly procured equipment to annually in advance instead of quarterly arrears	No Change. Please be guided by the RFP terms.
114	31	21 - Payment Terms	Request bank to change AMC payment terms for existing equipment to annually in advance instead of quarterly arrears.	No Change. Please be guided by the RFP terms.

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
115	7	Bid submission timelines	Request bank to extend bid submission deadline to 30 June 2023	Refer Corrigendum 1
116	Page 12	Performance Bank Guarantee- 4(i)	The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in Annexure-10, for 3% of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance.	Revised Clause: The Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in Annexure-10, for 10% of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance.
117	13	7. Scope of Work	AMC/ATS support of Existing Network equipment for the tenure of the contract	The revised clause should be read as “AMC+ATS+Subscription support of Existing Network equipment for the tenure of the contract”
118	13	7.Scope of Work	Bidder will be responsible to provide following to meet the Service Levels defined in this RFP till the Contract period • AMC/ATS from the OEM • Back-to-Back support from the OEM.	The revised clause should be read as “Bidder will be responsible to provide following to meet the Service Levels defined in this RFP till the Contract period •AMC+ATS+ Subscription from the OEM •Back-to-Back support from the OEM.”
119	16	7.1.14 AMC & ATS of existing Network Equipment	Bidder is required to provide AMC & ATS of the existing Network equipment at Bank’s DC, DRC, Branches and other offices for the period of contract. Refer to Annexure 1: Bill of Materials for the existing list of Network Equipment deployed at Bank’s DC, DRC, Branches and other offices.	The revised clause should be read as “Bidder is required to provide AMC, ATS and Subscription of the existing Network equipment at Bank’s DC, DRC, Branches and other offices for the period of contract. Refer to Annexure 1: Bill of Materials for the existing list of Network Equipment deployed at Bank’s DC, DRC, Branches and other offices.”

Sr. No.	Page #	Point / Section #	Query	Banks Response (Bidder Should not fill in this column)
120	15	7.1.13 Packet Capture and Packet Analyzer Solution	Bank intends to procure Packet Capture and Packet Analyzer solution in DC and DRC. This solution should be able to capture all raw transmit and receiving traffic/packets on switch span interfaces. Bidder is required to procure, supply, install, migrate, and provide comprehensive onsite warranty for 3 years and AMC/ATS support for next 2 years post warranty period is over. The solution should be able to capture 100G of data in DC and 100G of data in DRC. The solution should be able to store raw logs for at-least 24 hours. The solution should be able to capture from 20 span ports in DC and 20 ports in DRC. The solution should come with its dedicated hardware and required licenses. Packet capture solution should be IPv6 logo certified device which should be integrated with AAA, SIEM, SOAR and NMS software installed in the bank as per Annexure 1: Bill of Materials. Refer "Annexure 2: Technical Specifications" for Minimum Technical Specifications.	The revised clause should be read as "Bank intends to procure Packet Capture and Packet Analyzer solution in DC and DRC. This solution should be able to capture all raw transmit and receiving traffic/packets on switch span interfaces. Bidder is required to procure, supply, install, migrate, and provide comprehensive onsite warranty for 3 years and AMC/ATS support for next 2 years post warranty period is over. The solution should be able to capture 30G of data in DC and 30G of data in DRC. The solution should be able to store raw logs for at-least 24 hours. The solution should be able to capture from 20 span ports in DC and 20 ports in DRC. The solution should be scalable to support 100Gbps of automated packet capture using 128 bytes as average packet size. The solution should come with its dedicated hardware and required licenses. Packet capture solution should be IPv6 logo certified device which should be integrated with AAA, SIEM, SOAR and NMS software installed in the bank as per Annexure 1: Bill of Materials. Refer "Corrigendum 1_Annexure 2 - Technical Specifications" for Minimum Technical Specifications."

Legal Queries

Sr. No	Page	Point/Section	Query	Banks Response (Bidder Should not fill in this column)
1	11	4. Performance Bank Guarantee iv. In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason. vi. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default. viii. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract.	Change Requested: iv. In the event of the Successful Bidder being unable to service the contract for whatever reasons <u>solely and directly attributable to it</u>, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reasons <u>solely and directly attributable to it</u>. vi. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default <u>provided the failure is for reasons solely and directly attributable to the Bidder</u> . viii. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.	The revised clause should be read as “In the event of the Successful Bidder being unable to service the contract for reasons solely and directly attributable to it, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for reasons solely and directly attributable to it.” The revised clause should be read as “Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default provided the failure is for reasons solely and directly attributable to the Bidder” The revised clause should be read as “The PBG may be discharged / returned by Bank upon due performance of the obligations of the Successful Bidder as per the terms of contract. However, no interest shall be payable on the PBG”

		However, no interest shall be payable on the PBG.		
2	20	13 – Liquidated damage : The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedule, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the successful bidder's inability to meet the established delivery dates, and also the bank may take suitable penal actions as deemed fit. Penalty: The successful bidder shall agree to the penalties structure in accordance with the following: The Liquidated Damages (LD) shall be 1 % of amount for services or goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of	Change Requested: The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedule, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the successful bidder's inability to meet the established delivery dates, and also the bank may take suitable penal actions as deemed fit <u>impose penalty as per the Penalty clause.</u> Penalty: The successful bidder shall agree to the penalties structure in accordance with the following: The Liquidated Damages (LD) shall be <u>0.51</u> % of amount for services or goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at <u>105</u>% of the <u>amount for services or goods which have been delayed contract value</u>. Once the maximum is reached, the Bank may consider termination of the contract and <u>forfeit the PBG. other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.</u>	No Change, Please be guided by the Point 13 – Liquidated damage of the RFP. No Change, Please be guided by the Point 13 – Liquidated damage of the RFP.

		the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc. In this context Bank may exercise both the rights simultaneously and severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard. In case delay is attributable to Bank, proper evidence should be produced by Bidder	In this context Bank may exercise both the rights simultaneously and severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard. In case delay is attributable to Bank, proper evidence should be produced by Bidder.	No Change, Please be guided by the Point 13 – Liquidated damage of the RFP.
3	33	23 – Order Cancellation: Bank reserves its right to cancel the order in the event of one or more of the following situations: 1. Delay in delivery beyond the specified period for delivery.	Change Requested: Bank reserves its right to cancel the order in the event of one or more of the following situations: 1. <u>Substantial Delay</u> in delivery beyond the specified period for delivery <u>provided the delay is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure.</u>	The revised clause should be read as “Substantial delay in delivery beyond the specified period for delivery provided the delay is for the reasons which are solely and entirely attributable to the Bidder and not due to

		2. Serious discrepancy in hardware noticed during Installation or during maintenance period 3. Any other lapse pertaining to the order In addition to the cancellation of purchase order, Bank reserves the right to appropriate the damages by foreclosing the performance bank guarantee.	2. Serious discrepancy in hardware noticed during the pre-dispatch factory inspection or during Installation. 3 - Any other lapse pertaining to the order. In addition to the cancellation of purchase order, Bank reserves the right to appropriate the damages by foreclosing the bank guarantee given by the supplier against the advance payment.	reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure” No Change, Please be guided by the point no 23. Order Cancellation Clause of the RFP.
4	34	24 – Indemnity	Change Requested: The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including <u>reasonable</u> attorney’s fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of: i. Bank’s authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or ii. Relating to or resulting directly from infringement of any third party patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. iii. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of	No Change, Please be guided by the point no 24. Indemnity Clause of the RFP.

			the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA(Service level Agreement) or Purchase Order(PO) and/or iv. Claims made by employees or subcontractors or subcontractors" employees, who are deployed by the Bidder, against the Bank and/or v. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or vi. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or vii. Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or viii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors. The Bidder shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property issued or registered in India, provided however, (i) The Bank notifies the Bidder in writing immediately on aware of such claim, (ii) The Bidder has sole control of defense and all related settlement negotiations, (iii) The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) The Bank does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank"s (and/or its customers, users and Bidders) rights, interest and reputation.	
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		The Bidder shall compensate the Bank for direct financial loss suffered by the Bank, if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank. Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, suffered by bank due to the following reasons: i. that the Deliverables and Services delivered or provided under this Agreement infringe a <u>third party</u> patent, utility model, industrial design, copyright, trade secret, mask work or trademark issued or registered in India in any country where the Deliverables and Services are used, sold or received; and/or The Bidder shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies. ii. all claims, losses, costs, damages, expenses, action, suits and other proceedings resulting from infringement of any <u>third party</u> patent, trade-marks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however: a. The Bidder has sole control of the defense and all related settlement negotiations. b. The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court	
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		or arbitration awarded damages and shall exclude indirect and incidental damages and compensations. Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with Bank's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Bank of the same); (ii) Inclusion in a Deliverable of any content or other materials provided by Bank and the infringement relates to or arises from such Bank materials or provided material; (iii) Modification of a Deliverable after delivery by Bidder to Bank if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder; or (v) Use of a superseded release of some or all of the Deliverables or Bank's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder. In the event that Bank is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Bank under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) Procure for Bank the right to continue using such Deliverable; (ii) Modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is noninfringing; or (iv) If such measures do not achieve the desired result and	
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			if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Bank the fees effectively paid for that Deliverable by the Bank subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Bank in matters related to infringement of third party intellectual property rights. The Bank warrants that all software, information, data, materials and other assistance provided by it under this Agreement shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney"s fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.	
5	36	25 – Confidentiality & Non-Disclosure :	Change requested: The bidder is bound by this agreement for not disclosing the Banks data and other information. Resources working in the premises of the Bank are liable to follow the rules and regulations of the Bank. As the bidder providing support services for multiple Banks, the bidder at all times should take care to build strong safeguards so that there is no mixing together of information/ documents, records and assets is happening by any chance. The bidder should undertake to maintain confidentiality of the Banks information even <u>for a period of 2 years</u> after the termination / expiry of the <u>Contracts</u>. The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the successful bidder <u>on mutually agreed terms and conditions</u> within a period of 21 days from, the date of acceptance of purchase order. Guarantee on Software License	No Change, please be guided by the Point no 25. Confidentiality & Non-Disclosure of the RFP.

			The bidder shall guarantee that the software supplied under this contract to the Bank is licensed and legally obtained. Software supplied should not have any embedded malicious and virus programs.	
6	37	26 – Force Majeure : The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, as a result of force majeure. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the parties, including but not limited to, due to or as a result of or caused by acts of God, wars, epidemic/pandemic, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.	Change requested: The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, as a result of force majeure. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the parties, including but not limited to, due to or as a result of or caused by acts of God, wars, epidemic/pandemic/<u>quarantine restrictions, insurrections, riots, earth quake, flood, explosion, war, action or request of governmental authority, accident, labour trouble</u> and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within seven business days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable	The revised clause should be read as “The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, as a result of force majeure. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the parties, including but not limited to, due to or as a result of or caused by acts of God, wars, epidemic/pandemic/quarantine restrictions, insurrections, riots, earth quake, flood, explosion, war, action or request of governmental authority, accident, labour trouble and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.” No Change, Please be guided by point no 26 – Force Majeure of the RFP.

			alternative means for performance affected by the Event of Force Majeure. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months due to force majeure situation, the parties shall hold consultations with each other in an endeavor to find a solution to the problem. <u>If no solution is arrived at between the parties, either Party may terminate the Contract with a notice to the other Party.</u> However bidder shall be entitled to receive payments for all services actually rendered up to the date of termination of date of agreement. The financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed.	
7	37	27 - Resolution of Disputes	Change requested: Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will continue to perform its contractual obligations <u>which are practically feasible and are not the subject of the dispute in the arbitration proceedings</u> and the Bank will continue to pay for all products and services <u>which are provided by the Bidder as per the agreed scope between the parties and</u> that are accepted by it. provided that all products and services are serving as per the agreed scope between the parties.	No Change, Please be guided by the point no 27 Resolution of Disputes of the RFP.
8	39	32 - Bidder's Liability	Change Requested The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall <u>not exceed the amount paid to Bidder by Bank in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).</u> be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from <u>willful misconduct or gross negligence</u> of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this tender and	No Change, Please be guided by the point no 32 Bidders Liability of the RFP.

		subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank. <u>In no event Bidder shall be liable, whether in contract, tort, or otherwise, for any special, punitive, indirect, exemplary, consequential, speculative or incidental losses, damages, claims, liabilities, charges, costs, expenses or injuries, including, without limitation, loss of use, data, profits, revenues, business, goodwill, reputation and for any claims of customers of the Bank or other third parties claiming through the Bank arising under or in connection with this Agreement even if Bidder has been advised in advance of their possibility.</u> <u>Biddershall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Bank or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidderis delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank, then Biddershall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidderis delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Bank. Such failures or delays shall be brought to the notice of the Bank and subject to mutual agreement with the Bank, then Biddershall take such actions as may be necessary to correct or remedy the failures or delays. Biddershall be entitled to invoice the Bank for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</u>	
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9	42	37 - Termination	Change requested: Termination for Default The Bank, without prejudice to any other remedy for breach of contract, by 30 (Thirty) days written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part: a. if the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure; or; b. If the Successful Bidder fails to perform any other material obligation(s) under the contract provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure. c. If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Prior to providing a written notice of termination to the Selected Bidder, Bank shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period. <u>Bidder shall also have the right to terminate the agreement if the Bank commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the same within 30 days provided for curing such breach.</u> Bidder shall also have the right to terminate the agreement if the Bank commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the	No Change, please be guided by point no 37. Termination Clause of the RFP. The suggested point is not acceptable. Please be guided by the RFP.
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		same within 15 days provided for curing such breach. In case the contract is terminated then all undisputed payment for the services delivered till the date of termination will be given to vendor, but disputed payment shall be discussed and will be paid once the dispute is resolved. Termination for Insolvency If either party becomes bankrupt or insolvent, has a receiving order issued against it, with its creditors, or, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if either party takes or suffers any other analogous action in consequence of debt; then other party plans to, at any time, terminate the contract by giving written notice of 60 days to the party becoming bankrupt etc. If the contract is terminated by either party in terms of this Clause, Bank shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder. Termination- Key Terms & Conditions Notwithstanding anything contain in this RFP, the Bank<u>either party</u> shall <u>be</u> entitled to terminate the agreement with the service provider<u>other party</u> without assigning any reason at any time by giving 60 <u>30</u> days prior written notice to the successful bidder<u>other party</u> .Bidder shall have to comply the same Either Party shall also be entitled to terminate the agreement at any time by giving notice if the other party. i. has a winding up order made against it; or ii. has a receiver appointed over all or substantial assets; or iii. is or becomes unable to pay its debts as they become due; or iv. enters into any arrangement or composition with or for the benefit of its creditors; or v. Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.	
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		Exit Option & Contract Re-Negotiation The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: i. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 21 days of receipt of purchase contract ii. Substantial delay in delivery, performance or implementation of the solution beyond the specified period <u>provided the delay is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure.</u> iii. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period) In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue to provide services to the Bank as per the contract <u>which are practically feasible and are not the subject of the dispute in the arbitration proceedings.</u> Bank will continue to pay for all products and services that are <u>provided by the Bidder as per agreed scope between the parties and</u> accepted by it provided that all products and services as serving as per	The revised clause should be read as “Substantial delay in delivery, performance or implementation of the solution beyond the specified period provided the delay is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure.” The revised clause should be read as “In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder” No Change, Please be guided by the point no 37 - Termination of the RFP
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		the agreed scope between the parties. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Bidder shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to The Bank or its designee to ensure smooth handover and transitioning of Bank"s deliverables, maintenance and services. Notwithstanding anything contained in this RFP, Bank reserve the right to cancel the contract by giving 90 days <u>written</u> notice period without assigning any reason as per its convenience. <u>In such case, Bank shall pay the following amounts to the Bidder:</u> <u>a) The Contract Price, properly attributable to the parts of the system/project executed by the Bidder as of the date of termination including also the work in progress, up to the date of termination. The term "work in progress" shall include but not limited to the value of deliverables/services meant for delivery to the Bank (i) for which service delivery process was initiated by the Bidder or its vendor prior to the date of notice of termination of Contract; or (ii) order was placed by the Bidder on its vendors, prior to the date of notice of termination.</u> <u>b) The cost of satisfying all other obligations, commitments and claims that the Bidder may in good faith have undertaken with third parties in connection with the Contract.</u> <u>c) The cost of all the material, hardware, equipments, and manpower etc, purchased</u>	The revised clause should be read as "Notwithstanding anything contained in this RFP, Bank reserve the right to cancel the contract by giving 90 days written notice period without assigning any reason as per its convenience." The suggested point is not acceptable. Please be guided by the RFP.
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			<u>and/or employed by the Bidder for performing its obligations under the Contract.</u> <u>d) The cost of removing all Bidder's Equipment from the site, repatriate the Bidder's and its Subcontractors" personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind.</u> <u>e) The cost of meeting any other obligations towards the Bank due to such termination.</u>	
10	45	41 - Violation of Terms	Change Requested: The Bank clarifies that the bank<u>Either Party</u> shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the <u>other Party bidder</u> from committing any violation or enforce the performance of the covenants, obligations and representations contained under the RFP/Agreement. These injunctive remedies are cumulative and are in addition to any other rights and remedies the bank-non-defaulting Party <u>Party</u> may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages <u>subject to liability provisions.</u>	No Change, Please be guided by point no 41- Violation of Terms of the RFP.
11	45	42 - Corrupt & Fraudulent Practices	Change Requested: As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy: “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Bidders (prior to or after offer submission) designed to establish offer prices at artificial noncompetitive levels and to deprive The Bank of the benefits of free and open competition.	No Change, Please be guided by point no 42- Corrupt & Fraudulent Practices of the RFP.

			The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. <u>In case of successful Bidder, the Bank reserves the right to terminate the Agreement immediately and forfeit the Performance Bank Guarantee declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.</u>	
12	47	51 – Signing of Contract	Change Requested: The successful bidder(s) to be called as bidder, shall be required to enter into an Agreement with the Bank <u>on mutually agreed terms and conditions</u>, within 21 days of the award of the work order (when provided) or within such extended period as may be specified by the bank.	No Change, Please be guided by the point no 51 – Signing of Contract of the RFP.
14	31-33	22. AMC & ATS and Warranty Costs	Change Requested: Bidder shall provide the maintenance (Warranty, AMC & ATS) for a period of five years from the date of successful installation of the product in CBoI network. Warranty period for the new components should be for the first three years for which the cost should be factored in the Product cost and AMC/ATS shall be factored for the subsequent two years. <u>Bank shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the software.</u> <u>The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the Bank. Warranty shall not cover any enhancements or changes in the software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software,</u>	No Change, Please be guided by the point no 22. AMC & ATS and Warranty Costs of the RFP.

specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the Bank without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by Bank in connection with the preparation of the deliverable.

In case of breach of this warranty, Bank's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the Bank if already paid by the Bank.

The following are the exclusions and limitations to Hardware Warranty

Warranty exclusions:

This warranty excludes defects attributable to external factors beyond the Bidder's control, including power supply fluctuations, or the Bank's alterations, misuse or negligence.

Limitations to Warranty:

a) If any of the Deliverables have been tampered with or altered by any unauthorised person from the Bank's side, either by way of retrofitting or otherwise, the warranty provided by the bidder shall be rendered void to that extent.

b) If the Bank uses any of the Deliverables in disregard to any operating instructions, the warranty shall be rendered void to that extent.

c) Any abuse, negligent use or misuse of any of the Deliverables shall render the warranty void to that extent.

			<u>EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO BANK, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER.</u> If during operation, the down time of any piece of equipment or component thereof does not prove to be within reasonable period, Bidder shall replace the unit of component with another of the same performance and quality or higher, at no cost to the Bank Further provided that the Bank may, during the contract, shift the goods wholly or in part to other location(s) within the Country and in such case the Bidder undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to the Bank In case the Bank desires to get the services delivered by their appointed Bidder or System Integrator, then the OEM shall transfer such services to that preferred Bidder at no additional cost to the Bank. Provide all future software upgrades and patches for all components of the solution and assist the Bank or its System Integrator to install the same if Bank desires during period of contract at free of cost.	
15	51	55. Annexure 3: Conformity Letter	Change Requested: Further to our proposal dated _____, in response to the RFP document (hereinafter referred to as "RFP DOCUMENT") issued by Central Bank of India ("Bank") we hereby covenant, warrant and confirm as follows: <u>Subject to the deviations submitted along with the bid proposal, W</u> we hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the related addendums and other documents	No Change, Please be guided by the Point no 55. Annexure 3: Conformity Letter of the RFP.

			including the changes made to the original tender documents issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us. <u>We also agree that in such case Bank reserves its right to reject the bid, however, EMD will not be forfeited by the Bank.</u>	
16	52	58. Annexure 6: Letter for Conformity of Product as per RFP	Change Requested: We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the bank to do so, a contract in the prescribed form <u>on mutually terms and conditions</u>. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us	No Change, Please be guided by point no 58. Annexure 6: Letter for Conformity of Product the RFP
17	63-66	63. Annexure 11: Non-Disclosure Agreement	Change requested: Notwithstanding anything to the contrary contained herein, the confidential information shall continue to remain confidential until it reaches the public domain in the normal course for a period of 2 years after the termination or expiry of the Agreement. 11. Indemnity The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party, its officers, employees, agents or consultants.	No Change, please be guided by the Point no 63. Annexure 11: Non-Disclosure Agreement of the RFP.
18	69	65. Annexure 13: Bid Security (Earnest Money Deposit)	Change requested: The Bid security for which this guarantee is given is liable to be enforced/ invoked: 1. If the Bidder withdraws his proposal during the period of the proposal validity; or	No Change, please be guided by the Annexure 13: Bid Security (Earnest Money Deposit) of the RFP.

			2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.	
19	76-77	68. Annexure 17: Reverse Auction Process - Indemnity	Change Requested: In the event of any loss or damage on account of error in reconciliation, any reason whatsoever, Bidder shall liable to The Bank for each such event and in respect of each occasion at which such event occurs. If The Bank is in a position to recover a part of or the entire amount of loss suffered by The Bank from its insurance claims and provided that the Bidder has reimbursed The Bank of the entire loss, the amount recovered by The Bank from the insurer shall be refunded to the Bidder. Bidder is also liable to bear any losses for failure on part of the bidder that bank or customer suffers owing to lapses in reconciliation or due to occurrence of any fraudulent transactions going unnoticed on account of reconciliation failure, security procedures or standards. The Bidder shall adequately compensate the bank for any loss occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.	No Change. Please be guided by the point no 68. Annexure 17: Reverse Auction Process– Indemnity of the RFP.

Revised Project Timelines

#	Activity	Time Period for Completion
1	Delivery of in-scope Network Infrastructure at DC, DRC and NS as per the Annexure 1: Bill of Material	Deliver at Bank's location within 14 weeks from the date of acceptance of purchase order
2	Successful Installation of Network Equipment's at DC, DRC and NS as per the Annexure 1: Bill of Material	6 weeks from the date of delivery of Network Equipment's at DC, DRC and NS as per the Corrigendum 1_Annexure 1: Bill of Material

Revised Eligibility Criteria

The Bidder must fulfil following eligibility criteria:

#	Eligibility of the Bidder	Documents to be submitted	Compliance (Y/N)
1.	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/Registrar of firms and full address of the registered office of the bidder	
2.	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN	
3.	The bidder must have an average annual turnover in India of INR 300 crores per annum in the last three financial years (i.e., 2020-21, 2021-22, 2022-23) at the time of submission of tender, of individual company and not as group of companies	Copy of Audited Balance Sheet and Copy of Certificate of the Chartered Accountant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23)	
4.	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e., 2020-21, 2021-22, 2022-23).	Copy of Audited Balance Sheet and Copy of Certificate of the Chartered Accountant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23)	
5.	The bidder should have a positive net worth in last three financial years (i.e., 2020-21, 2021-22, 2022-23).	Copy of Audited Balance Sheet and Copy of Certificate of the Chartered Accountant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23)	
6.	At the time of bidding, the Bidder should not have been blacklisted/debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order.	Submit the undertaking on Company's letter head	

#	Eligibility of the Bidder	Documents to be submitted	Compliance (Y/N)
	Self-declaration to that effect should be submitted along with the technical bid.		
7.	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services	Submit the undertaking self-declaration on Company's letter head	
8.	Bidder/OEM should not have • NPA with any Bank /financial institutions in India • Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank	Submit self-declaration on Company's letter head.	
9.	Bidder should have service/ support Centre at Mumbai and Hyderabad and should be able to provide efficient and effective support.	Submit the undertaking self-declaration on Bidder's letter head	
10.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate	
11.	Bidder should have a composite experience of managing and implementing Network & Security devices including Router, NIPS, Proxy and Ethernet Switching in at least One PSU/ Scheduled Commercial Banks/ Government/ BFSI in India, having a minimum of 1000 branches in India."	Reference Letter/ Completion certificate of similar projects undertaken and completed of similar nature in last 5 years	
OEM Eligibility Criteria			
12.	Each proposed OEM product series should have been implemented in at least One Scheduled Commercial Bank having 1000 office/Branches in India in last 5 years.	Copy of Purchase Order OR Credential letter OR Copy of Sign off document	

Revised Bill of Material is as per

Corrigendum 1_Annexure 1- Bill of Material

Revised Technical Specification is as per

Corrigendum 1_Annexure 2-Technical Specification