

Addendum-II to RFP for

Request For Proposal for 'Empanelment Of Vendor On Rate Contract Basis For Supply, Installation, Configuration, Commissioning, Warranty Support and Maintenance of Branch Network Routers & Switches (CAPEX Model) in Allahabad Bank'.



Allahabad Bank

RFP Ref. No: HO/DIT/NETWORK/EQUIPMENT-EMPANELMENT/2019-20/131 Dated: 08.05.2019

Introduction

Bank has floated the RFP ref no: HO/DIT/NETWORK/EQUIPMENT-EMPANELMENT/2019-20/131 Dated: 08.05.2019 for Empanelment Of Vendors On Rate Contract Basis For Supply, Installation, Configuration, Commissioning, Warranty Support And Maintenance Of Branch Network Routers & Switches (CAPEX Model) in Allahabad Bank.

As per the terms of the RFP, a pre-bid meeting was held on 15th May, 2019, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders, addendum dated **31.05.2019** containing clarifications to the queries & amendments to the RFP document is issued herewith.

Amendments to the RFP:-

➤ Revised Project Timeline is as under:

Sr. No.	Activity	Maximum Time Period for completion	Liquidated Damages
1.	Execution of PBG and submission of SLA	Within 15 days from issue of Notification of Award (NOA)/Purchase Order.	NIL
2.	Delivery of ordered hardware (including all associated accessories) at tentative locations specified in Purchase Order.	Within 08 weeks from issue of Notification of Award (NOA)/Purchase Order.	1% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the contract price.
3.	Transfer of warranty in the name of the Bank.	Within 02 weeks of delivery of ordered hardware (including all associated accessories) at the locations specified.	Rs.10,000/- for each week of delay or part thereof
4	Installation, Configuration & Commissioning of ordered Network equipment.	Within 02 weeks of delivery of ordered hardware (including all associated accessories) at the locations specified.	Rs.10,000/- for each week of delay or part thereof

Amendments to the RFP (Including Additions/Modifications/Deletions):-

Sr. No.	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
1	Page no:-12	<p>5. Eligibility Criteria</p> <p>5.2. Bidder should have an average annual turnover of more than INR 100 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth & net profit should be positive in the last financial year i.e. 2017-18.</p> <p>This must be the individual company turnover and not of any group of companies/subsidiaries.</p>	<p>The clause should be read as:</p> <p>5.2. Bidder should have an average annual turnover of more than INR 100 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth & net profit should be positive in the last financial year i.e. 2017-18.</p> <p>This must be the individual company turnover and not of any group of companies/subsidiaries.</p> <p>In case, any subsidiary company (bidder) turn up in the bidding process with the credential of parent company, then the bidder has to submit notarized Undertaking/Resolution passed by the Parent Company authorizing Subsidiary Company (bidder) to use their credentials, in their bid proposal. The parent company shall also be responsible for every act of it's subsidiary company. In case, any loss incurred/ suffered by the Bank, due to the deficiency/ act of the subsidiary company, parent company shall also be liable and parent company shall indemnify the Bank for any such consequential losses.</p>
2	Page no:-13	<p>5. Eligibility Criteria</p> <p>5.5. The bidder should have supplied and maintained/maintaining One Hundred (100 No.) number of Network Routers and Network Switches each of offered make in at least One PSU/ PSB/ govt. organization during last Five (05) years.</p>	<p>The clause should be read as:</p> <p>5.5. The bidder should have supplied and maintained/maintaining Seventy Five (75 No.) number of Network Routers and Network Switches each of offered make in at least One PSU/ PSB/ govt. organization during last Five (05) years.</p>
3	Page no:-17	<p>6.Scope of Work:</p> <p>Point no: 6.24</p>	<p>Following clause is added as point no:6.24</p> <p>The bidder should have back to back agreement with the OEM for the warranty & AMC services part for the entire contract period of Five (05) years and bidder has to produce the necessary documentary evidence (s) along with their bid proposal.</p>

	Page no:18	<p>7.4.Right to Alter Quantities: 7.4.1.The Bank reserves the right to increase or decrease the requirements (10% to 15%) specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Vendors about changes, if any. The Vendor agrees that the Bank has no limit on the additions or deletions on the number of items for the period of the contract.</p>	<p>The clause should be read as:</p> <p>The Bank reserves the right to increase or decrease the requirements specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Vendors about changes, if any. The Vendor agrees that the Bank has no limit on the additions or deletions on the number of items for the period of the contract.</p>
4	Page no:-19	<p>7.6. Security, Monitoring and Audit: 7.6.2. Audit logs should be retained and made promptly available, as and when required during the life cycle of data retention.</p>	<p>The clause stands deleted.</p>
5	Page no:-50	<p>8.DELIVERY AND DOCUMENTS:</p> <p>Delivery of the goods shall be made by the Empanelled Vendor(s) within 4 (Four) weeks from Receipt of Purchase Order from the concerned office of the Purchaser. The goods must be supplied with their original and complete printed documentation.</p>	<p>The clause should be read as:</p> <p>Delivery of the goods shall be made by the Empanelled Vendor(s) within 08 (Eight) weeks from Receipt of Purchase Order from the concerned office of the Purchaser. The goods must be supplied with their original and complete printed documentation.</p>
6	Page no:62	<p>B. Functional Specification- Branch Router. Sl. No:3: Router should have minimum 512 MB DRAM and at least 1GB Flash Memory.</p>	<p>The clause should be read as:</p> <p>Router should have minimum of 512 MB DRAM and at least 512 MB Flash Memory.</p>
7	Page no:-102	<p>13. SERVICE LEVEL AGREEMENT & PENALTY: The Empanelled vendor shall execute all the Purchase Orders placed by the Bank. If any purchase order placed by the Bank is not executed by the empanelled vendor within the stipulated time as mentioned in RFP then the penalty of 5% of order value will be deducted from any of the previous payments due to the empanelled vendor.</p>	<p>The clause should be read as:</p> <p>The Empanelled vendor shall execute all the Purchase Orders placed by the Bank. If any purchase order placed by the Bank is not executed by the empanelled vendor within the stipulated time as mentioned in RFP then Empanelment Security may be forfeited of the empanelled vendor(s).</p>
8	Page no:-102	<p>Annexure- 26 :Eligibility Criteria (EC) Compliance Point no:5 The bidder should have supplied and maintained/maintaining Router and switch of offered make in at least One PSU/ PSB/ govt. organization during last Three (03) years.</p>	<p>The clause should be read as:</p> <p>The bidder should have supplied and maintained/maintaining Seventy Five (75 No.) number of Network Routers and Network Switches each of offered make in at least One PSU/ PSB/ govt. organization during last Five (05) years.</p>

Clarifications to Pre-Bid Queries:

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
1	Page no-7	Section 1 , Point 1.3	SUPPLY, INSTALLATION, CONFIGURATION, COMMISSIONING, WARRANTY SUPPORT AND MAINTENANCE OF BRANCH ROUTERS & SWITCHES IN ALLAHABAD BANK , over a period of five years (1 year of warranty + 4 Years of AMC).	Kindly confirm whether OEM Back-lining is required for AMC period of 4 year or not	The bidder should have Back-to-Back agreement with the OEM for the warranty & AMC services part for the entire contract period of Five (05) years and bidder has to produce the necessary documentary evidence (s) along with their bid proposal.
2	Page no-12	Clause No 4, PROPOSED SETUP/REQUIREMENTS: Point No 4A	Any additional Hardware/ Software/ OS / DB/ Third party tools required with respect to the RFP over and above bank's Provided Hardware/ Software/DB/ Third party tools, bidder should include the same in their proposals. The AMC/ATS of additional Hardware/ OS / DB / Third party tools should also included in the technical & commercial proposal.	Please elaborate on this clause	No Changes-RFP stands. Explanation: While commissioning the Router/switch at locations, in case, any additional Hardware/ Software/ OS / DB/ Third party tools required to make the hardware operational within the ambit of the Scope of Work, bidder should include the same in their proposal.
3	Page no-12	Clause No 4, PROPOSED SETUP/REQUIREMENTS: Point No 4A	The proposed Network equipment should be integrated with the Bank's existing Network Setup.	Information about Bank's existing network required needed.	To be shared with the successful bidder(s) as per requirement.
4	Page no-12	Clause No 4, PROPOSED SETUP/REQUIREMENTS: Point No 4A	All kind of cables (UTP, Fiber, Power, USB, Serial etc.) and any other hardware requirement for the complete commissioning of Routers and Switches should be provided by the vendor.	Bank Should provide connectivity details for accurate calculation of numbers of cables required.	No Changes –RFP stands.
5	Page no-12	Clause No 4, PROPOSED SETUP/REQUIREMENTS: Point No 4A	However, installation/ re-installation, configuration/ re-configuration, parameterization and all other activities related to Hardware / Software/ DB/ Third party tools for are the responsibility of the Bidder during entire contract period.	If re-installation is to be done on another site, transportation cost will come under Bank or Bidder scope. To avoid any confusion a proper SOW be maintained for configuration/ re-configuration.	Bank/Purchaser will bear the cost of transportation, in case there is requirement for shifting the router/switch. Reinstallation, reconfiguration, parameterization and all the other activities will be the responsibilities of the bidder(s).

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
6	Page no-13	2. ELIGIBILITY CRITERIA-Clause No:2	Bidder should have an average annual turnover of more than INR 100 Crore in each of the last three financial year (i.e. 2015-16, 2016-17, 2017-18). Further, their net worth & net profit should be positive in the last financial year i.e. 2017-18. This must be the individual company turnover and not of any group of companies/subsidiaries.	Request to consider "Credentials of Bidder/bidder parent /subsidiary in this regard"	No Changes-RFP Stands.
7	Page no:-13	2. ELIGIBILITY CRITERIA-Clause No:3	The bidder should be the Original Equipment Manufacturer (OEM) or certified / authorized agent of the proposed hardware /software etc.	The bidder should be the Original Equipment Manufacturer (OEM) or certified / authorized (Gold Partner) agent of the proposed hardware /software etc.	No Changes-RFP Stands.
8	Page no-13	5. ELIGIBILITY CRITERIA - Clause No. 4	The bidder should have supplied and preferably maintained/ maintaining at least Five Hundred (500 No.) of Network Routers & One Thousand (1000 No.) of Switches for at least One (01) year to Govt. organizations/PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank) in the last Five (5) years.	We understand that the said number of routers and switches to be shown against this criteria need not be to the same customer/organization. Routers (500 Nos) could have been supplied to a separate organization and Switches (1000 No.) to a separate organization. Kindly confirm if our understanding is correct.	No changes-RFP Stands. Explanation: Bidders may submit multiple order references in support of supply & maintenance of routers and switches.
				We would request you to change the clause as follows The bidder should have supplied and preferably Maintained / maintaining at least Three Hundred (300 No.) of Network Routers & Six Hundred (600 No.) of Switches for Govt. organizations/PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank) in the last Five (5) years.	No Changes- RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
9				Request to amend as follow: The bidder should have supplied and preferably maintained/maintaining at least 400 Hundred (400 No.) of Network Routers & 900 Hundred (900 No.) of Switches for at least One (01) year to Govt. organizations/PSU/PSB or any scheduled commercial Bank (including RRBs/ Cooperative Bank) in the last Five (5) years.	No changes-RFP Stands.
10	Page no-13	5. ELIGIBILITY CRITERIA - Clause No. 5	The bidder should have supplied and maintained/maintaining One Hundred (100 No.) number of Network Routers and Network Switches each of offered make in at least One PSU/ PSB/ govt. organization during last Five (05) years.	We understand that the said number of routers and switches to be shown against this criteria (offered make) need not be to the same customer/organization. Routers (100 Nos) could have been supplied to a separate organization and Switches (100 No.) to a separate organization. Kindly confirm if our understanding is correct. We would request you to remove this clause as this will limit bidder's choice of products and to provide a competitive commercial to the Bank.	No changes-RFP Stands. Explanation: required no. of Routers & Switches each should be supplied and maintaining/ maintained to same or separate PSU/ PSB/ govt. organization during last Five (05) years. The clause should be read as: The bidder should have supplied and maintained/maintaining Seventy Five (75 No.) number of Network Routers and Network Switches each of offered make in at least One PSU/ PSB/ govt. organization during last Five (05) years.
11		5. ELIGIBILITY CRITERIA - Clause No. 10	The Bidder should be ISO 27001: 2013 complied.	Request to consider "Credentials of Bidder/bidder parent /subsidiary in this regard".	No Changes-RFP Stands

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
12	Page no-14	Clause No 6, Point No. 6.1 Scope of Work	Supply, Installation, Configuration, Commissioning, Warranty Support And Maintenance Of Network Routers & Switches (both Hardware and Software) and its associated accessories, as per the technical specification defined in Annexure- 2 at various branches/offices of the Bank spread across the country for a TCO period of 5 years which comprises 1 year warranty period followed by 4 years of Annual maintenance support. The scope of work will broadly cover the following. If there is a gap between the Bank's requirements and the OEM warranty/ AMC then it will be the responsibility of Bidder to fill the gap.	We would request you to remove this clause and instead take an undertaking letter from the OEM to provide Warranty/AMC support from OEM for the entire contract period. Reason Bidder can provide first level of support but in case spares or any firmware/software upgrade is needed then only OEM. can provide support	No Changes- RFP stands.
				As Bank has about 3300+ office/branches across INDIA, proper location and address details is required to calculate actual supply time-line and warranty type.	Details to be shared with the successful bidder(s).
14	Page no-14	Clause No 6, Point No. 6.10 Scope of Work	Bidder shall ensure that during various phases of implementation, the performance, security, etc. of the existing setup is not compromised. Vendors shall discuss with the Bank and the Bank's Network Integrator in order to finalize the configuration of the equipment as per the requirement of the Bank.	Who is the current Network Integrator ?	M/s Wipro Ltd. is the existing Network Integrator in Allahabad Bank.
				Router and switch configuration will be provided by bank or banks SI.	Bidders/vendors shall discuss with the Bank and the Bank's Network Integrator (Presently, M/s Wipro Ltd.) in order to finalize the configuration of the equipments (Routers & switches) as per the requirement of the Bank.
15	Page no-14	Clause No 6, Point No. 6.12 Scope of Work	6.12: If during the contract period it is found that one or more features specified in this RFP is/are not supported, the bidder has to replace earlier supplied device with a device meeting all the specifications of the RFP.	Request you to remove this clause as the same will be reviewed during technical evaluation.	No Changes-RFP Stands.
16	Page no-14	Clause No 6, Point No. 6.16 Scope of Work	Bidders shall provide Maintenance support of the supplied equipments with its own resources which are on their permanent payroll	Kindly amend this to "Bidders shall provide Maintenance support of the supplied equipments with its own resources which are on their permanent/ Partner payroll .	The clause should be read as: Bidders shall provide Maintenance support of the supplied equipments with its own resources which are on their permanent

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					or partner payroll.
17	Page No:16	Clause No 6, Point No. 6.19 Scope of Work	The routers & Switches shall include all components and subcomponents like cables (such as fiber, Ethernet etc.), connectors, tools, hardware & software Licenses, Accessories and other components (required for commissioning of the solution as a part of RFP) should be supplied by the bidder at no extra cost to the Bank.	Patch cords are not part of the hardware component. Please confirm the length & type of the cable required to provide with router and switches.	Details will be shared with the successful bidder(s).
18	Page No:16	Clause No 6, Point No. 6.19 Scope of Work	The Vendor will also be responsible to co-operate & coordinate with the Bank/its bandwidth service provider/its Network Integrator vendor, to ensure that the integrated systems are fully functional. The vendor should also coordinate with the aforesaid in case of any configuration change in network equipment.	Bank and Bank's SI should ensure the availability of service provider. Bidder can extend the required support for any configuration changes at the time of installation.	No Changes-RFP Stands.
19	Page No:17	7. 7.1 DESTINATIONS OF DELIVERY	The destinations at which the deliveries are expected shall be informed to the bidder along with Purchase Order. The Bank reserves the right at its discretion to add new destination, delete any destination or replace any destination with new destination.	Change in location should not happen after the hardware is dispatched. Also share the location and contact details of local person at each location who can sign the delivery and remain available during testing to provide the acceptance.	Details will be shared with the successful bidder(s).
20	Page No:17	7.3. HARDWARE INSTALLATION:	The Bank reserves the right to install third party software/hardware or any other products at the same Site.	Bidder is not responsible for any compatibility concern between the HW provided by bidder and third party HW/SW arranged by Bank.	No Changes-RFP Stands.
21	Page No:17	7.3.5. Site Not Ready (SNR) case	Wherever installation could not be carried out by the empanelled vendors due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful vendor's submission of certificate from location concerned duly signed (with Bank's seal affixed)	Bank should inform the bidder only after receiving the site readiness confirmation from local spoc available at branch. If even after two visits site is found not ready then engineer visit charges will be applicable. Bidder will share the	No changes-RFP Stands. Explanation: Site Readiness Certificate (SRC) as finalized between bank and the successful bidder(s)/ vendor will be shared to the vendor(s) prior installation.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the vendors have to give an undertaking to complete installation within a week of being informed that the site is ready.	confirmation on mail for the SNR locations, bank can reconfirm with the branch and take the required action.	
22	Page no:- 18	7.5 Warranty, AMC/ ATS etc. Scope:	7.5.9 Bidder shall provide required help during VAPT (External & Internal), IS Audit, Security Audit, various compliances specially government and regulatory, cyber related, etc to the Bank. Also rectify the irregularities pointed out during IS Audit at no cost to the Bank.	<p>Kindly delete this clause as this tender is only limited to supply and maintenance of Router and switches, Audit will be separate requirement.</p> <p>Kindly clarify the support required from bidder. As per our understanding the equipment will be provided as per the compliance defined in RFP and after one time configuration, device will be taken care by banks SI.</p>	No Changes-RFP Stands.
23	Page no:19	7.6 Security, Monitoring and Audit 7.6.1	Bank's IT security Policy in vogue should be followed in spirit which includes password management, change management, backup, patch update etc.	For proper backup to happen storage is required. So storage will be provided by bank or bidder will provide.	The said clause stands deleted.
24	Page no:19	7.6 Security, Monitoring and Audit 7.6.2	Audit logs should be retained and made promptly available, as and when required during the life cycle of data retention.	<p>Retention period should be mentioned clearly, as it is very important to calculate amount of storage required.</p> <p>Banks SI can manage this, don't think there is any bidder involvement is required</p>	The said clause stands deleted.
25	Page no:19	7.6 Security, Monitoring and Audit	Bank has already implemented Cyber Security Operation Centre (C-SOC) wherein monitoring of all critical servers mainly application & database servers would be done for its security, uptime/downtime, performance, user access to system, parameter changes, etc would be monitored based on different logs from servers and devices. Bidder should provide necessary logs of system, application users and database etc for integration with	After one time configuration, the device will be handed over to bank's SI, Bank's SI can capture, store and provide the desired logs.	No Changes-RFP Stands

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<p>SOC. For integration of SOC with the system being provided by the bidder, required support and tools (if any for log generation and pushing to SOC) would be required from bidders at no additional cost to the bank. Bidder shall ensure creation of secure repository of logs for current and future analysis, which will be provided to the Bank as and when required. As one of the critical components of Bank, the proposed solution should have the capability to communicate with SOC by means of Secured transfer of logs and no extra charge shall be paid to the Bidder for this. In case of requirement, the bidder shall provide required scripts, program to integrate with SIEM. The vendor shall provide all the data/information through their equipments/ systems installed in the Bank, as required by the Bank, so that rules configured under SIEM provide meaningful data.</p>		
26	Page no:22	9.2 During AMC period	The maximum permissible downtime for any equipment will be 24 hours after the call is logged to the vendor/bidder.	<p>As bank has about 3300+ branches/offices across India maximum permissible downtime for any equipment will depends on location of the branch/office.</p> <p>Kindly consider max permissible downtime for any equipment to be 72 hours.</p>	<p>The Clause should be read as: The maximum permissible downtime for any equipment will be 2 working days after the call is logged to the vendor/bidder.</p>
27	Page no-17	7.2 DELIVERY SCHEDULE:	The delivery of the equipments ordered, should be affected within Six (06) weeks from the date of placement of purchase order.	<p>We request the bank to kindly allow at least 8 to 10 weeks from date of order, for delivery.</p> <p>Will request you to consider the delivery period within 08 weeks from issue of Notification of Award (NOA)/Purchase Order</p> <p>Delivery of equipments will depend of location of branch/office. The</p>	<p>The clause should be read as: The delivery of the equipments ordered, should be affected within Eight (08) weeks from the date of placement of purchase order.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				same is required to be provided by Bank.	
28	Page no:17		7.3.4 The Bank reserves the right to shift any equipment delivered by the Vendor from one destination to another at its cost for which the Vendor shall extend all assistance and install the equipment at the new site.	We request you to remove this clause as this clause has a serious commercial implication.	No Changes- RFP Stands.
	Page no:18	Right to Alter Quantities :	The Bank reserves the right to increase or decrease the requirements (10% to 15%) specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Vendors about changes, if any. The Vendor agrees that the Bank has no limit on the additions or deletions on the number of items for the period of the contract.	Decrease of requirement has a serious commercial implication, hence request you to remove deletion clause and provide actual number.	The clause should be read as: The Bank reserves the right to increase or decrease the requirements specified in the RFP. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Vendors about changes, if any. The Vendor agrees that the Bank has no limit on the additions or deletions on the number of items for the period of the contract.
29	Page no:21	PROJECT TIMELINES AND LIQUIDATED DAMAGES:	The overall cap for penalty would be 10% of the overall contract amount and thereafter the contract may be cancelled.	Request you to reduce this penalty clause to 0.5%. Please cap the overall LD up to 10% of the delayed work value.	No Changes-RFP Stands.
30	Page No-21	8. PROJECT TIMELINES AND LIQUIDATED DAMAGES:	Delivery of ordered hardware (including all associated accessories) at tentative locations specified in Purchase Order. Time Period: Within 06 weeks from	Kindly cap the Liquidated Damages to not more than 0.5% per week of delay, up to a maximum deduction of 5% of the contract price.	No Changes-RFP Stands.

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			<p>issue of Notification of Award (NOA)/Purchase Order.</p> <p>1% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the contract price.</p>	<p>Will request you to consider Liquidated Damage of 0.5% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 5% of the contract price.</p>	
31	Page No-21	8. PROJECT TIMELINES AND LIQUIDATED DAMAGES:	<p>3. Transfer of warranty in the name of the Bank.</p> <p>4. Installation, Configuration & Commissioning of ordered Network equipment .</p> <p>Time Period: Within 08 weeks from issue of Notification of Award (NOA)/Purchase Order.</p>	<p>Kindly allow at least 10 to 12 weeks from date of NOA for Transfer of Warranty and Installation, Configuration & Commissioning.</p> <hr/> <p>Will request you to consider :</p> <p>Installation, Configuration & Commissioning of ordered Network equipment within 10 weeks from issue of Notification of Award (NOA)/Purchase Order, No penalty if installation is help up due to reasons attributable to the Bank.</p> <hr/> <p>Kindly consider commissioning within 12-14 weeks.</p>	<p>The clause should be read as: Transfer of warranty in the name of the Bank & Installation, Configuration & Commissioning of ordered Network equipment: Within 02 weeks of delivery of ordered hardware (including all associated accessories) at the locations specified.</p>
32	Page :21	Penalty	<p>9.1. During the Warranty Period : The Vendors will carry out preventive and corrective maintenance activities to ensure that all hardware perform without defect or interruption for at least 99.5% uptime for working hours of Bank per day for all working days of that particular site . The uptime will be calculated on quarterly basis. In case the vendor is not able to manage the desired uptime of 99.5% quarterly, there will be deduction of 0.25% of the total cost of the equipment on every 1% reduction of uptime or part thereof during the Warranty Period of 1 Year. The</p>	<p>We request the bank to kindly amend the penalty clause as:</p> <p>9.1. During the Warranty Period : The Vendors will carry out preventive and corrective maintenance activities to ensure that all hardware perform without defect or interruption for at least 99.5% uptime for working hours of Bank per day for all working days of that particular site . The uptime will be calculated on quarterly basis. In case</p>	<p>No Changes-RFP Stands.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<p>amount of penalty will be recovered from the remaining 5% of the total amount to be released after completion of Warranty period. The maximum penalty deduction for the said penalty will be up to 5% of the total cost of the equipment (excluding AMC cost).</p>	<p>the vendor is not able to manage the desired uptime of 99.5% quarterly, there will be deduction of 0.1% of the total cost of the equipment on every 1% reduction of uptime or part thereof during the Warranty Period of 1 Year. The amount of penalty will be recovered from the remaining 5% of the total amount to be released after completion of Warranty period. The maximum penalty deduction for the said penalty will be upto 2.5% of the total cost of the equipment (excluding AMC cost).</p>	
				<p>Kindly consider uptime of 90% quarterly</p>	<p>No Changes-RFP Stands.</p>
33	Page No-25	<p>15.3. EMPANELMENT SECURITY 15.4. Performance Bank Guarantee:</p>	<p>15.3 - 15.3.1. Successful bidders, shortlisted for empanelment will have to submit separate security of the same amount specified in ITB clause 15.2, valid for a period of one (1) year +60 days from start of the empanelment, as per format given in Annexure- 28 15.4. Performance Bank Guarantee: 15.4.1. The Empanelled vendors, on whom any purchase order will be placed by Head Office/CBS Office of the Purchaser, will be required to furnish Performance Security as per Annexure-11 to the Purchaser for an amount of 10% of the estimated total order value of the equipment valid up to 60 (Sixty) days beyond the date of completion of 5 (Five) years (1 year warranty + 4 year AMC) from the start of warranty period.</p>	<p>We request the bank to kindly retain only one form of Security or Guarantee after empanelment, amounting to not more than 10% of the value of purchase order. Please retain either Empanelment Security or PBG.</p>	<p>No Changes-RFP Stands. Explanation: a. Successful bidders, shortlisted for empanelment will have to submit Empanelment security of an amount of Rs.12,00,000/- (Rupees Twelve Lacs Only) as specified in ITB clause 15.2, valid for a period of one (1) year +60 days from start of the empanelment. b. The Empanelled vendors, on whom any purchase order will be placed by Head Office/CBS Office of the Purchaser, will be required to furnish</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
					<p>Performance Security as per Annexure-11 to the Purchaser (Bank) for an amount of 10% of the estimated total order value of the equipment valid up to 60 (Sixty) days beyond the date of completion of 5 (Five) years (1 year warranty + 4 year AMC) from the start of warranty period.</p> <p>No Changes-RFP Stands. Successful bidders, shortlisted for empanelment will have to submit separate security of the same amount (Rs.12,00,000/-) towards Empanelment Security specified in ITB clause 15.2, valid for a period of one (1) year + 60 days from start of the empanelment.</p>
34	Page no:38	40. FALL CLAUSE	The price once offered must remain constant and must not be subject to escalation during the tenure of the empanelment. However, the entire benefits/ advantages arising out of fall in prices due to fall in cost of various components, taxes, duties etc. must be passed on to the Purchaser without the purchaser specifically asking for it.	Since this tender is for Rate contract for period of one year , what if Government change the duty structure or introduce any new tax structure , then same will be pass on to bank back to back for both upside or downside.	No Changes- RFP Stands.
35	Page no:55	14. Proof of Concept	The selected Bidder (s) shall temporarily provide a Proof of Concept (POC) setup comprising the Routers & Switches, including all requisite components, within 7 days of intimation of selection in three locations, notified by the Bank. The POC on the proposed devices will be done at no additional cost to the Bank for the period of 15 days. The Routers & Switches and supporting software/accessories should be same as that proposed by the Bidder in the Bid. The POC should demonstrate all the technical specifications	We request the honorable tendering committee to remove this clause as POC's are OEM dependant. Also providing POC's under such strict timelines are not at all possible. Also linking penalty clause with POC holds no justification as POC's are not bidder dependant. We hereby request to	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<p>mentioned in Annexure-2. Any purchase order will be placed only after satisfactory completion of the POC activity and submission of POC certificate duly signed by the concerned branch and vendor, mentioning all the points in Annexure-2 have been complied with. If the Bank is not satisfied with the performance of the Bidder in POC, Bank has right to reject the Bidder. The delay in providing POC setup may lead to a penalty of INR 5000/- per week or part thereof for the delayed period i.e. beyond 7 days of intimation of selection. Such penalty, if any, shall be realized from the payments becoming due as per the terms of this RFP. The purpose of POC is to ensure integration of Routers & Switches to be supplied with Bank's existing Network Infrastructure. Bidder would support the Bank's Network Integrator wherever such assistance is required.</p>	<p>remove this clause as part of payment is also linked with installation.</p>	
36	Page no-56	15.4 PAYMENT FOR ROUTER & SWITCHES HARDWARES:	<p>Payment on Delivery and installation of Goods:</p> <p>Site-wise Payment of 80% of the cost of equipment shall be made by respective Head Office/CBS Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents specified (CDP Clause 8) and on submission of Performance Security pursuant to CDP Clause 5.</p> <p>Site-wise payment of balance 15% of the cost of the equipment shall be made by Head Office or designated office of the Bank, who have placed the purchase order, after one month of successful installation and commissioning at the site. If the installation and commissioning is delayed by more than 45 days due to reasons which are attributable to the bank, the concerned office shall release the remaining payment (15%) after 45 days and before 60 days.</p> <p>Final Payment: Site-wise Payment of balance 5% cost of the equipment will be paid after the completion of</p>	<p>We request you to kindly amend the payment terms as: 70% on delivery, 20% on installation & commissioning, balance 10% after one month of successful installation & commissioning. We request the bank not to hold any payment till completion of warranty period as there is a provision for Performance Security of 10% already in place.</p> <p>Clause may kindly be amended as:</p> <p>Site-wise payment of 70% of the cost of equipment shall be made by respective Head Office/CBS Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods,</p> <p>Site-wise Payment of 20% of the cost of the equipment shall be made by Head Office or</p>	No Changes-RFP Stands

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			the warranty period.	<p>designated office of the Bank, who have placed the purchase order successful installation and commissioning at the site.</p> <p>Site-wise payment of balance 10% of the cost of the equipment shall be made by Head Office or designated office of the Bank, who have placed the purchase order, after one month of successful installation and commissioning at the site</p>	
37				<p>Will request to consider Site-wise Payment of 90% of the cost of equipment shall be made by respective Head Office/CBS Office of the Purchaser, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents specified (CDP Clause 8).</p> <p>Site-wise payment of balance 10% of the cost of the equipment shall be made by Head Office or designated office of the Bank, who have placed the purchase order, after successful installation and commissioning at the site and on submission of 10% Performance Bank Guarantee.</p> <p>Will request you to remove this clause as Bank in any way will be having the 10% Performance Bank Guarantee submitted by the bidder.</p>	No Changes-RFP Stands

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
38				<p>We request to modify the payment term to:</p> <p>> 80% on delivery of product and submission of subsequent Invoices.</p> <p>> 20% immediately after installation and commissioning at the site. If the installation and commissioning is delayed by more than 45 days due to reasons which are attributable to the bank, the concerned office shall release the remaining payment (15%) after 45 days and before 60 days.</p>	
				<p>Kindly change this to 80% on delivery and 20% on Successful installation Site wise.</p>	<p>No Changes-RFP Stands</p>
39	Page no-56	Clause no 15.5, PAYMENT OF ANNUAL MAINTENANCE CHARGES:	<p>Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the concerned Head Office/CBS Office of the Purchaser who has placed the purchase order, on Quarterly basis in advance, at the agreed rates, within thirty days from the date of completion of warranty/maintenance period, subject to satisfactory services rendered during the previous year of warranty/maintenance and on submission necessary documents for AMC agreement to the concerned office. The Empanelled vendor must submit the quarterly Preventive maintenance reports, as well as all visit reports along with the invoice for payment of AMC charges.</p>	<p>Will request you to consider Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the concerned Head Office/CBS Office of the Purchaser who has placed the purchase order, yearly in advance, at the agreed rates, within thirty days prior to the date of completion of warranty/maintenance period, subject to satisfactory services rendered during the previous year of warranty/maintenance and on submission necessary documents for AMC agreement to the concerned office. The Empanelled vendor must submit the half yearly Preventive maintenance reports, as well as all visit reports along with the invoice for payment of AMC</p>	<p>The clause should be read as:</p> <p>Site-wise annual maintenance (after warranty period) for the equipment shall be paid by the concerned Head Office/CBS Office of the Purchaser who has placed the purchase order, on Quarterly basis in arrears, at the agreed rates, within thirty days from the date of completion of warranty/maintenance period, subject to satisfactory services rendered during the previous year/quarter of warranty/maintenance and on submission necessary documents for AMC agreement to the concerned office. The Empanelled vendor must submit the quarterly Preventive maintenance reports, as well as all visit reports along with the invoice for payment of AMC charges.</p> <p>The bidder should have back to back agreement with the OEM for the AMC part for the entire contract</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>charges.</p> <p>Will also request you to add that the bidder should have back to back agreement for the AMC part for the entire contract period and bidder to be asked to produce the same along with the bid proposal.</p>	<p>period of Five (05) years and bidder has to produce the necessary documentary evidence (s) along with their bid proposal.</p>
40	Page No-59	TRAINING:	<p>For items being procured, the Empanelled Vendor may be asked to train upon its installation, the designated end-user (personnel of the Purchaser) to effectively operate the Routers & Switches. The training shall also cover use of various features of the related H/W and/or S/W, as the case may be.</p>	<p>Please confirm the level of the training and bidder will conduct the one day training session as decided at bank's central location. The lodging and conveyance/travelling charges will be borne by the bank only.</p>	<p>Comprehensive Training shall be conducted by the bidders/vendors at a central location as per the convenience of the Bank. All the related cost of training (conveyance/travelling, etc.) will be borne by the bidder/vendor only.</p>
41	Page No-62	ANNEXURE 2, A. Functional Specification: Branch Router, Sl. No. 1	<p>The router shall have at least 2x 10/100/1000 Mbps WAN ports (RJ-45), 4x 10/100/1000 Mbps LAN ports (RJ-45) and one serial port from day-1. Shall be supplied along with V.35 Serial cable.</p>	<p>At the Branch level only 2 nos. of WAN ports required 1xRJ-45 and 1xSerial port as the bank is having 2 links, there should not be any need for 2 nos. of RJ-45 ports, so requesting Bank to amend the clause as below -</p> <p>"The router shall have at least 1x 10/100/1000 Mbps WAN ports (RJ-45), 4x 10/100/1000 Mbps LAN ports (RJ-45) and one serial port from day-1. Shall be supplied along with V.35 Serial cable."</p>	<p>No Changes- RFP Stands.</p>
42	Page No-62	ANNEXURE 2, A. Functional Specification: Branch Router, Sl. No. 3	<p>Router should have minimum 512 MB DRAM and at least 1GB Flash Memory</p>	<p>For future demands like Configuration files, Backups, Repository we need minimum 2GB of Flash, so requesting Bank to amend the clause as below -</p> <p>"Router should have minimum 512 MB DRAM and at least 2GB Flash Memory"</p>	<p>The clause should be read as:</p> <p>Router should have minimum of 512 MB DRAM and at least 512 MB Flash Memory.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 256MB flash are sufficient to store the IOS, Configuration files and Log files in HPE routers without any degradation of performance because all the features, application and protocols supports from day one. No additional licenses are required for upgradation for features and protocols. Request you to please modify the clause as "Router should have minimum 512 MB DRAM and at least 256 MB Flash Memory", so that leading OEM can participate.</p>	
43	Page No-62	ANNEXURE 2, A. Functional Specification: Branch Router, Sl. No. 2	Router should have a minimum performance throughput of 32 Mbps or more with all services enabled and at least 24 Mbps throughput for IPsec	Request to change as "Router should have a minimum performance throughput of 100 Mbps or more with all services enabled and at least 50 Mbps throughput for IPSEC". To avoid any future bottleneck and better ROI.	<p>No Changes-RFP Stands. Explanation: The technical specifications specified in this document are minimum and the bidder can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.</p>
44	Page No-62	ANNEXURE 2, A. Functional Specification: Branch Router, Sl. No. 10	The Router should have UL 60950-1; IEC 60950-1; EN 60950-1; CAN/CSA-C22.2 No. 60950-1; Safety certification	<p>"IEC 60950-1;" and "CAN/CSA-C22.2 No. 60950-1;" are equivalent standards hence requested bank to amend the clause as below for maximum participation -</p> <p>"The Router should have UL 60950-1; IEC 60950-1; OR CAN/CSA-C22.2 No. 60950-1; EN 60950-1; Safety</p>	<p>The clause should be read as: The Router should have UL 60950-1; IEC 60950-1; OR CAN/CSA-C22.2 No. 60950-1; EN 60950-1 or equivalent ; Safety certification)</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				certification"	
45	Page No-62	ANNEXURE 2, A. Functional Specification: Branch Router, Sl. No. 11	The Router should have VCCI Class A; EN 55022 Class A; CISPR 22 Class A; EN 55024; ICES-003 Class A; EN 300 386 v1.6.1; CISPR 24; AS/NZS CISPR 22 Class A; EN 61000-3-2; EN 61000-3-3; FCC (CFR 47, Part 15) Class A Emissions certification	<p>1) VCCI - Class A & Class B are equivalent standards 2) EN 55022 - Class A & Class B are equivalent standards 3) CISPR 22 Class A; and EN 55022 are equivalent standards 4) ICES-003 Class A; - kindly remove, it is applicable for Canada 5) CISPR 24; and EN 55024 are equivalent standards 6) AS/NZS CISPR 22 Class A; - it is applicable for Australia and New Zealand and equivalent standard already mentioned</p> <p>Requesting Bank to amend the clause as below for maximum participation -</p> <p>"The Router should have VCCI Class A/B; EN 55022 Class A/B OR CISPR 22 Class A; OR ICES-003 Class A; OR AS/NZS CISPR 22 Class A; EN 55024; OR CISPR 24; EN 300 386 v1.6.1; EN 61000-3-2; EN 61000-3-3; FCC (CFR 47, Part 15) Class A Emissions certification"</p>	<p>The clause should be read as:</p> <p>The Router should have VCCI Class A or Class B ; EN 55022 Class A or CISPR 22 Class A; EN 55024 or CISPR 24; EN 300 386 v1.6.1 or equivalent; ; EN 61000-3-2; EN 61000-3-3; FCC (CFR 47, Part 15) Class A Emissions certification or equivalent.</p>
46	Page No-63	ANNEXURE 2, B. Functional Specification- Branch Switch, Sl. No. 4, 1st clause	The switch should support IP multicast and PIM Sparse and Dense modes to route IP multicast traffic	PIM is L3 multicast and not required in Branch switches. Since this is a requirement of Branch L2 switch and PIM is L3 multicast adjacency, its not needed where as "IGMP snooping" is required and which is a L2 multicast, so	<p>The clause should be read as:</p> <p>The switch should support IP multicast and IGMP snooping.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				Requesting bank for relaxation of the clause and amend as below - "The switch should support IP multicast and IGMP snooping"	
47	Page No-63	ANNEXURE 2, B. Functional Specification-Branch Switch, Sl. No. 10, 2nd clause	Safety and Emission standards including EN 60950; IEC 60950; VCCI Class A; FCC Class A	FCC Class A and 47CFR Class A is equivalent standards, so Requesting Bank to amend the clause as below - "Safety and Emission standards including EN 60950; IEC 60950; VCCI Class A; FCC Class A OR 47CFR Class A"	The clause should be read as: Safety and Emission standards including EN 60950 or equivalent; IEC 60950 or equivalent; FCC Class A or equivalent.
48	Page No-63	ANNEXURE 2, B. Functional Specification-Branch Switch. Sl. no:8 (Layer 2 Swiching)	The switch should support IEEE 802.1Q (minimum 512 VLAN IDs) and at least 256 active VLANs simultaneously	Request to please change as "The switch should support IEEE 802.1Q (minimum 1000 VLAN IDs) and at least 1000 active VLANs simultaneously". This will ensure better scalability and ROI.	No Changes- RFP Stands. Explanation: The technical specifications specified in this document are minimum and the bidder can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.
49	Page No-64	ANNEXURE 2, B. Functional Specification-Branch Switch. Sl. no:8 (Layer 2 Swiching)	Switch should support cross-stack etherchannel	This is OEM specific terminology. Request to please remove for wider OEM participation. LACP is already mentioned in the specification which is an open standard.	The clause should be read as: Switch should support cross-stack etherchannel or equivalent.
50	Page No-64	B. Functional Specification-Branch Switch:	General	Request to add - "Switch should support static routing, RIP, RIPng". Basic Layer 3 features should be available for any future requirement to avoid further investment.	Not Applicable.
51	Page No-68	Annexure-5	Credential Letter	Request you to remove this clause. We as bidder can only provide PO and completion certificates. As we sign a contract agreement and NDS with	No Changes-RFP Stands.

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				our existing clients, hence providing such information is against the NDA clause.	
52	Page No-68	Annexure-7	BIDDER TURNOVER & PROFITS	Request to consider the standard CA certificate along with Annexure 7 to be Seal & Signature by Authorized Signatory only.	Bidder may submit standard Chartered Accountant certificate along with Annexure-7 duly signed and sealed by Authorized Signatory.
54		ANNEXURE 20 - COMMERCIAL BID / BILL OF MATERIAL	Comprehensive on-site AMC cost \$ per unit per year (Exclusive of Taxes) [C]	Kindly confirm its INR or \$	Commercial Bid should be quoted in INR only.
55	Page No-96	ANNEXURE-21: LIST OF ALL SPARE PARTS (INCLUDING CONSUMABLES) WITH COMMERCIALS	Note: Prices are exclusive of taxes. The Sum total (A) of Serial Nos 1 to X should not exceed 1.25 times the CAPEX cost of one Router/Switch. These prices will be applicable only in case of any unforeseen natural calamities/ fire incidents which are not in the scope of the bid / RFP during the contract period. For all other purpose, the Bidder has to replace the spare parts, if required, at no additional cost to the Bank during the Contract period (one year warranty and four years AMC). If found that the Sum total price (A) of spares is exceeding 1.25 times of the CAPEX cost of one Router/Switch then Bank may recalculate the prices of the spares in proportion of 1.25 times of the CAPEX cost of one Router/Switch and we will abide by the prices so derived.	To arrive at cost of spares of routers and switches separately, we understand that the bidder needs to submit two separate Annexures against Annexure 21. One for Routers and one for Switches. Kindly confirm if our understanding is correct.	No Changes-RFP Stands. Explanation: Bidder has to submit separate sheets for cost of spares part; One for Routers and one for Switches.
56	Page No-96	ANNEXURE-21: LIST OF ALL SPARE PARTS (INCLUDING CONSUMABLES) WITH COMMERCIALS	We undertake that the aforesaid prices will be valid during the contract period, in case of exigency which is not in the scope of the bid.	We understand that the "Contract Period" mentioned in this undertaking is the "Empanelment-cum-Rate Contract" period, which is one (01) year, (extendable by 3-6	No changes- RFP Stands. Explanation: The quoted price for spare parts will be valid for the entire contract period of Five (05) years.

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				<p>months by purchaser).....and not the 5 year period of warranty & AMC. Kindly confirm if our understanding is correct.</p> <p>Will request you to remove this clause as "If found that the Sum total price (A) of spares is exceeding 1.25 times of the CAPEX cost of one Router/Switch then Bank may recalculate the prices of the spares in proportion of 1.25 times of the CAPEX cost of one Router/Switch and we will abide by the prices so derived"</p> <p>It is not possible for any bidder to have a control on the prices of spares which is totally driven by market trend</p>	
57	Page no:107	Subcontracting	The company will not subcontract or delegate or permit anyone other than the company personnel to perform any of the work, service or other performance required of the company under this agreement without the prior written consent of the Bank.	Kindly delete this clause	No Changes –RFP Stands.
	Page no:120	ANNEXURE – 30	NO LITIGATIONS CERTIFICATE	<p>Request to consider the self declaration form, should be Sealed & Signature by Authorized Signatory only.</p> <p>As we have submitted similar documents in many Gov Tender.</p>	No changes-RFP Stands.

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58				Please confirm the percentage of spare to consider in this case, secure space with lock will be provided by the bank. Also confirm the locations where to kept the hardware spares.	No Changes-RFP Stands.
59				Earthing , UPS power, rack space will be provided by customer.	Earthing , UPS power, rack space will be provided from the Bank's end.
60				Site-wise testing must be done, site-wise acceptance must be released within 24 to 48 hours of delivery and payment must be released site-wise.	No Changes-RFP Stands.
61				Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	No Changes-RFP Stands.
62				Downtime will start the moment complaint logged with the bidder and trouble ticket number shared with the customer.	No Changes-RFP Stands.
63				In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT. Please confirm.	No Changes-RFP Stands.
				Monthly SLA, Uptime/downtime will be calculated basis the uptime report submitted by the bidder Spoc.	No Changes-RFP Stands.

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64				Billing/invoice submission and clearance must be from banks central location.	No Changes-RFP Stands.
65				All delivery and installation report will be shared on mail, bidder will not maintain the hard copies of the reports.	No Changes-RFP Stands.
66				Physically damages hardware or hardware damaged due to customer end issue will not be covered under warranty/ support. Bank has to borne the cost for the replacement.	No Changes-RFP Stands.
67				Propose the termination for convenience be preceded by prior written notice of 90 days	No Changes-RFP Stands.
68				Propose the company may be allowed to subcontract and notify the same to the Bank.	No Changes-RFP Stands.

Further, for all other queries/requests submitted by the bidders in the Pre-Bid Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the Bank's response is 'No Changes-RFP Stands'.

All other terms and conditions of the RFP remain unchanged. Please treat this Addendum as an integral part of the RFP under reference. No further queries pertaining to this Addendum will be entertained. Amendment incorporated through this addendum will override the concerned RFP clause/terms & condition issued earlier.

(Chief Manager-IT)
Allahabad Bank, Head Office
Kolkata (WB)

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