

Sr. No	Section/Annexure	Pg. No./Tab	Point No.	Original Clause	Query/Changes Requested	ACAB Response
1	2.10 EMD	9		The EMD submitted by the bidder will be forfeited if i. The bidder withdraws his tender before processing of the same. ii. The bidder withdraws his tender after processing but before acceptance of "Letter of appointment" to be issued by the Bank. iii. The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee. iv. The bidder violates any of the provisions of the terms and conditions of this RFP.	We would request that the forfeiture of EMD be restricted to only fraudulent actions.	RFP Requirement stands
2	3.3 Detailed Scope of Work	14	i	The Bank reserves the right to change the scope of RFP considering the Bank's requirements.	We would request clarity on whether this change in scope would also account for subsequent impact such as on prices, delivery, timelines, etc.	RFP Requirement stands
3	3.3 Detailed Scope of Work	18	v. q	The Bidder needs to configure policies as per Bank's requirement.	We would request clarity on whether this clause means that the Bidder has to change its internal policies to be aligned with the Bank's policies, or if this is as part of the scoping work for the Bank's policies to be arranged in a certain fashion as stated by the Bank.	RFP Requirement stands
4	5. Payment Terms	23		In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount.	We would request that this be deleted as there are SLAs/LDs and liability claims that can be made as opposed to withholding of payments.	RFP Requirement stands
5	8.5 Liquidated Damages, Penalties & termination on default	33		Insertion of new clause	All penalties and liquidated damages claims shall be cumulatively capped at 5% of the TCV.	Clause not accepted
6	8.5 Liquidated Damages, Penalties & termination on default	33	iv	The Bank shall be in its right to terminate the Contract in case of non-performance of the Bidder as per the terms of the contract, and/or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.	We would request that the clause reference the termination clause (8.13) to avoid any misunderstanding, along with a cure period post notice being issued, be granted, to permit rectification of such error.	RFP Requirement stands
7	8.6 Force Majeure	33		Insertion of new clause	we would kindly request that the following language be added as well:  "A Force Majeure event however does not preclude the Bank from making good the payments due to the Bidder."	Please refer corrigendum
8	8.13 Cancellation of Contract and Compensation	35		The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: - i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract. ii. The bidder goes into liquidation voluntarily or otherwise. iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid. iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory. v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.	We would request that the clause be amended as follows:  "The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances, after providing a cure period of 30 days from the day of serving the notice to the Bidder: - i. The selected bidder commits a material breach of any of the terms and conditions of the bid/contract. ii. The bidder goes into liquidation voluntarily or otherwise. iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid. iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory. v. After the award of the contract, if the selected bidder does not perform satisfactorily, as per the agreed upon criteria or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled."	Please refer corrigendum
9	8.13 Cancellation of Contract and Compensation	35		Insertion of new clause	We would request that the Bidder also have the right to terminate owing to material breach on part of the Bank:  "The Bidder reserves the right to terminate the contract if the Bank does not make good the due payments within 30 days of the invoice being due."	Clause not accepted
10	8.20 Limitation of Liability	36		Insertion of additional language	We would request that indirect damages be excluded with the following language:  "Neither party will be liable to other party in respect of any loss of profits, business, custom, revenue, anticipated savings, goodwill, data or contracts or any type of special, indirect, economic, punitive or consequential loss (including loss or damage suffered as a result of any claims brought by a third party) even if such loss was reasonably foreseeable or the party had been advised of the possibility of the other party incurring the same."	Clause not accepted
11	8.28 Termination for Convenience	37		Termination for convenience	We would request for this right to be made mutual.	RFP Requirement stands
12	9.6 Manufacturer's Authorization Form (MAF)	46		Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.	We would request for this clause to be deleted as we cannot share the source code for the Products.	Please refer corrigendum
13	9.7 Format for Bank Guarantee for Performance Security	48, 49		Format for Bank Guarantee for Performance Security	We would request that the claims made be with proper documentation submission and on the Bidder's material failure to perform the contract as per the set milestones beyond the cure period being provided from the date of notice to the Bidder. We would also request that it be restricted to the duration of the contract, i.e. 60 months.	RFP Requirement stands
14	9.10 Non-Disclosure Agreement	54		Indemnity: The Vendor shall defend, indemnify and hold harmless Assam Co-operative Apex Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.	We would request that the clause be amended as follows:  "Indemnity: The Vendor shall defend, indemnify and hold harmless Assam Co-operative Apex Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortious or of any nature whatsoever, arising out of or pertaining to or resulting from any willful breach of representations and warranties made by the Vendor. and/or willful breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement."	RFP Requirement stands

15	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	A.5	It shall be possible to assign role based privileges (like Administrator, Auditor, Client, Customer/End user, Helpdesk User etc.) with unique usernames and passwords to the users e.g. privileges to execute only the selected options to view only the selected topology views/maps, devices & their information based on criteria like IP address, Device Type, device name, device status, group of devices etc.	Suggested revised clause as mentioned below: It shall be possible to assign role based privileges (like Administrator, Auditor, Client, Customer/End user, Helpdesk User etc.) with unique usernames and passwords to the users e.g. privileges to execute only the selected options, devices & their information based on criteria like IP address, group of devices etc.	Revised Clause: It shall be possible to assign role based privileges (like Administrator, Auditor, Client, Customer/End user, Helpdesk User etc.) with unique usernames and passwords to the users e.g. privileges to execute only the selected options, devices & their information based on criteria like IP address, group of devices etc.
16	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.4	Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service	As the asked clause is asking for Server, OS and Application deployment which could be achieved from different kind of Orchestration kind of tool and not part of NMS system, hence we request authority to remove this clause from the requirement	Clause to be considered as deleted
17	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.7	The system must support multiple built-in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery	As the asked discovery mechanism should be based on IP, IP Range and CSV based file upload, but here its mentioned the different kind of methods which are single OEM specific hence we suggest authority to remove this clause so that other NMS/EMS OEM can participate in this tender and provide our software and services.	Clause to be considered as deleted
18	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.13	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.	Requesting authority to modify the required clause as mentioned below so that it can allow other OEMs to participate. It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool received from different kind of devices.	Revised Clause: It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool received from different kind of devices.
19	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS): Network Management System (NMS)	A.7	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms	As the discovery of device can be done using SNMP based protocol and other credentials, the Trap based discovery is used in Telecom related work where the devices are not fixed, the clause is OEM specific, we request authority to modify the clause as mentioned below: "The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms"	Revised Clause: The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms
20	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS): Helpdesk and IT Asset Management	A.2	Proposed Service desk must be ITIL certified on at least 10+ processes.	As the latest ITIL framework is used on ITIL4 based practices, we recommend authority to specify ITIL version for asked certifications. Proposed Service desk must be ITIL v4 certified on at least 10+ processes.	RFP Requirement stands
21	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS): Helpdesk and IT Asset Management	D.3	The tool should have out of the box changeback workflow	Requesting you to please provide more details on changeback workflow with example or use case so that we can align our tool configuration accordingly and match your requirement. As the requirement is not clear.	Clause to be considered as deleted
22	Technical Specification_Annx. 9.1	Privilege Identity and Access Management (PIM/PAM)	17	9. Annexures 9.1 Technical Specification	We request you to kindly share number of devices to be on-boarding on PAM solution during the project tenure of 5 years. This count will help us to provide an optimised hardware sizing.	Device Qty: 350
23	3.3 Detailed Scope of Work	18	via	Bidder should provide solution licenses to manage the following instances i.e., DC- Primary with HA & DR- Standalone.	Request you to clarify, if the Solution should be hosted in DC - Primary with HA & DR (Standalone) or The Solution will be hosted in DC (Standalone) and DR (Standalone)	The Solution should be hosted in DC - Primary with HA & DR (Standalone)
24	Technical Specification_Annx. 9.1	Privilege Identity and Access Management (PIM/PAM)	17	9. Annexures 9.1 Technical Specification	Request you to clarify, if the Solution should be hosted in DC - Primary with HA & DR (Standalone) or The Solution will be hosted in DC (Standalone) and DR (Standalone)	The Solution should be hosted in DC - Primary with HA & DR (Standalone)
25	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	4	Should have the flexibility in creation and assignment of email security policies, can be applied at user level or at user group level	It is requested that this clause be removed because it relates to email security rather than email DLP.	RFP Requirement stands
26	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	6	Must show graphical summary of sensitive incidents detected by the Email Gateway	It is requested that this clause be removed because it relates to email security rather than email DLP.	Clause to be considered as deleted
27	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	8	Must be able to trigger alerts for emails sent to high risk domains	It is requested that this clause be removed because it relates to email security rather than email DLP.	Clause to be considered as deleted
28	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	14	The Network Monitor solution capture all TCP Protocols and protocol detection should be port agnostic. The solution should not discard any unidentified protocols and capture all traffic	Since this is the OEM-specific clause, we kindly ask that you remove it.	Clause to be considered as deleted
29	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	15	The Network DLP solution shall have the capability to mine previously unknown historical data risks without knowledge of data or violation. For example, if the solution had been in the organisation for 2 months and today the policy maker realized that a document is extremely sensitive, he has the ability to know if anyone sends out the data in these 2 months period.	Please reword this sentence to read "The Network DLP solution shall have the capability to mine previously discovered historical data risks without knowledge of data or violation. For example, if the solution had been in the organisation for 2 months and today the policy maker realized that a document is extremely sensitive, he has the ability to know if anyone sends out the data in these 2 months period." in order to encourage greater participation	Revised Clause: The Network DLP solution shall have the capability to mine previously discovered historical data risks without knowledge of data or violation. For example, if the solution had been in the organization for 2 months and today the policy maker realized that a document is extremely sensitive, he has the ability to know if anyone had sent out the data in these 2 months period.
30	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	19	The solution should detect keywords/patterns based on location (beginning/end) and proximity to each other within documents.	Since this is the OEM-specific clause, we kindly ask that you remove it.	Clause to be considered as deleted
31	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	25	The proposed solution should provide the ability to the end user to manually classify the solution on the endpoint.	Forcepoint already has more than 1700 predefined templates that are organisation- and region-based, and classification is a different solution, I kindly ask that you utilise this template to determine the data classification. Please modify this statement to read, "The proposed solution shall give classification data through predefined template," in order to promote greater participation.	Revised Clause: The proposed solution should provide the ability to the end user to manually classify the solution on the endpoint or through predefined templates.
32	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	26	The Proposed solution should provide Policy enforcement with combined automatic and manual classifications	Please reword this sentence to read "The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information pertaining to different industry like Energy, Petroleum industry vertical etc and India IT Act". in order to encourage greater participation.	RFP Requirement stands
33	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	27	The proposed solution DLP Discover should detect and identify automatic classifications on files set by DLP Endpoint	Please reword this sentence to read "The proposed solution DLP Discover should detect and identify automatic classifications on files set by DLP Endpoint/Classification agent" in order to encourage greater participation	Revised Clause: The proposed solution DLP Discover should detect and identify automatic classifications on files set by DLP Endpoint/Classification agent.
34	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	28	Single place to define classification and same should be used in Endpoint or network DLP. This is to avoid defining same classification multiple times	Please reword this sentence to read "The solution should be able to define the single policies for network DLP and the inside and out of office endpoint machines through Endpoint DLP." in order to encourage greater participation.	Clause to be considered as deleted
35	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	29	The DLP discover solution should apply automatic classification, and embeds the classification Tag ID into the file format.	Please reword this sentence to read, "The proposed DLP Solution must be able to detect Data Classification Labels applied by Data Classification partners by reading metadata as well as custom header analysis". in order to encourage greater participation.	Revised Clause: The DLP discover solution should apply automatic classification, and embeds the classification Tag ID into the file format or similar process to achieve the objective.

36	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	31	The solution should have the ability to define a single set of policies based on content, sender/recipient, file characteristics and communications protocols once and deploy across all products.	The protocols being mentioned here include, as far as we can tell, HTTP, HTTPS, and SMTP for email, all of which are connected to DLP. Please verify that this is what we understand.	Understanding is correct
37	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	33	The solution should create policies that support full boolean expression for keywords/patterns (not just and/or).	Please reword this sentence to read "the solution should create policies that support boolean expression for keywords/patterns (not just and/or).in order to encourage greater participation	Revised Clause: The solution should create policies that support Boolean expression for keywords/patterns (not just and/or).
38	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	34	The solution should provide directory based policies to selectively monitor downloads based on user, business units, or directory groups, specific groups of computers and specific groups of users.	DLP operates via the Outods channel.DLP only protects data from being uploaded or outsourced; it does not function on downloads. Therefore, it is necessary that you reword this sentence to read as follows: "The solution should offer directory-based policies to selectively monitor uploads based on user, business unit, or directory group, as well as particular groupings of computers and users."	Revised Clause: The solution should offer directory based policies to selectively monitor uploads based on user, business unit, or directory group, as well as particular groupings of computers and users.
39	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	35	The solution should have the ability to search across all captured data (not just incidents) on the network DLP Monitor solution, then modify and test rules offline and implement the rules on live data thus reducing false positive.	In addition, DLP works on Endpoint Email & Web; if our understanding is correct, then this would be done by Forcepoint Network DLP & Endpoint DLP monitoring other channels is not scope of DLP. DLP Monitoring Solution is the OEM Specific Teams. Kindly provide confirmation. If not, may I kindly ask you to remove this clause?	Clause to be considered as deleted
40	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	37	The solution should provide the ability to detect Policy violation which retains the source IP address, destination IP address, protocol, sender e-mail address, recipients e-mail address and SMTP Headers.	In lieu of protocol and SMTP header, various DLP OEMs record their data in distinct incident formats. We, at Forcepoint, has captured original data for forensic analysis. This data is detected via web, email, or endpoint channels and is analysed by the device in question. Therefore, I kindly ask that you consider expanding your engagement.	RFP Requirement stands
41	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	38	The solution should provide ability by which incidents can be assigned automatically to reviewers.	Please reword this sentence to read, "The solution should enable ability by which incidents can be allocated to reviewers by DLP administrator," in order to encourage greater participation.	Revised Clause: The solution should enable ability by which incidents can be allocated to reviewers by DLP administrator or automatically.
42	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	41	The solution should provide an inbuilt Case Management Tool.	Please reword this sentence to read, "The solution should integrate an internal, external, or third-party case management tool, in order to encourage greater engagement."	Revised Clause: The solution should integrate an internal, external, or third-party case management tool.
43	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	42	The solution should provide the ability for Case content to be exported with full content and attachments for review by an external reviewer.	We offer an integrated auditory role for external evaluation. querying such a provision is specific to OEMs	Revised Clause: The solution should provide the ability for Case content to be exported with full content and attachments for review or have provision of auditory role in system
44	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	43	The solution should have the provision to purge the incidents from the central management console based on defined criteria by customer. For example purge incidents beyond 12 months or purge incidents related to particular policy	As soon as we can, we will archive the logs.As long as you have permission to save data, the management server automatically creates a log partitions, and we have archived those logs for forensic purposes. So, I kindly ask that you consider adding the word "Archived" or "Purge."	Revised clause: The solution should have the provision to archive or purge the incidents from the central management console based on defined criteria by customer. For example, archive or purge incidents beyond 12 months or archive/purge incidents related to particular policy
45	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	44	Solutions should also have the provision to purge associated evidence files with the incidents from the same management console	As soon as we can, we will archive the logs.As long as you have permission to save data, the management server automatically creates a log partitions, and we have archived those logs for forensic purposes. So, I kindly ask that you consider adding the word "Archived" or "Purge."	Revised Clause: Solutions should also have the provision to archive or purge associated evidence files with the incidents from the same management console
46	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	45	The solution should have the ability to store and index the capture event data with appropriate metadata (date/time, user, protocol).	Please remove the OEM-specific clause in order to promote greater participation.	Clause to be considered as deleted
47	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	46	Should be able to capture all the data flowing outside of the network even if there is no policy configured to match the data. This data should be used later to do a search for after the fact incident so that the admin can do a forensic investigation.	Please remove the OEM-specific clause in order to promote greater participation.	Clause to be considered as deleted
48	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	47	The Network DLP solution should provide support to store online on the network DLP appliance itself capacity to hold metadata and raw data for investigators and regulators.	Please remove the OEM-specific clause in order to promote greater participation.	Clause to be considered as deleted
49	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	49	The DLP Network Monitor solution should Index and retain all documents and unfiltered network traffic that the network sensor analyzes.	Please remove the OEM-specific clause in order to promote greater participation.	Clause to be considered as deleted
50	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	50, 51, 52, 53	The solution should conduct the following searches: A. Any e-mail sent from or to email addresses B. Any traffic sent across protocols or ports C. Documents leaving the network based on document type.	A.It is requested that this clause be removed because it relates to e mail security rather than email DLP.Email DLP only capture data as per policy. B. This is not a DLP function. I kindly ask that you remove this sentence. C. This is not a DLP function. I kindly ask that you remove this sentence.	Clause to be considered as deleted
51	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	54	The solution should Index and retain all unfiltered files that are analyzed while scanning file servers, Desktops/laptops, Web and FTP servers, share-point servers etc.	This is not a DLP function. I kindly ask that you remove this sentence.	Clause to be considered as deleted
52	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	63	The solution should check the health status of any managed appliance, including CPU utilization, disk utilization, and network throughput etc.	software-based Forcepoint DLP system.This argument focuses primarily on appliance-based solutions, such as Trillix.	Clause to be considered as deleted
53	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	64, 67	The Policy management should include the following features and options: C. Traffic direction - enforce on outbound or interdepartmental traffic.	C. Please remove the OEM-specific clause in order to promote greater participation.	Clause to be considered as deleted
54	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	69	The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining, redirection, and bouncing.	point unique to OEMs.Each OEM has a unique action plan for the Email DLP.Please eliminate this two words, redirection, and bouncing, if or greater participation.add the Drop attachment and the encrypt	Revised Clause: The solution should be able to Configure and distribute action rules, including email notification, blocking, quarantining etc.
55	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	74	The solution should be able to identify mass storage device by vendor specific identification numbers.	Please reword this sentence to read, "The solution should be able to certify mass storage devices based on this identifying numbers in the console," in order to encourage greater participation.	Revised Clause: The solution should be able to identify mass storage device.
56	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	75	The solution should be able to identify content using regular expressions, key words, hash functions, Document Fingerprint Signatures and pattern matching.	Please delete the hash function word for wider participation.	Revised Clause: The solution should be able to identify content using regular expressions, key words, Document Fingerprint Signatures and pattern matching.
57	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	76	The solution should be able to identify content based on location and allow creation of policies based on Users and Groups.	OEM specific point.please delete this point.	Revised Clause: The solution should be able to allow creation of policies based on Users and Groups.
58	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	77	The solution should provide an option of rule override which can be authorized to use an override code issued from the security administrator based on the end user's justification.	OEM specific point.please delete this point.	Clause to be considered as deleted

59	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	78	The solution should support the deployment of agent using the Central Management Console and should have the option to upgrade future agent version from same console	Please reword this sentence to read, "The solution should support the deployment of agent using the Central Management Console/SCCM tools or Active directory and should have the option to upgrade future agent version from same console/SCCM tools or Active directory" in order to encourage greater participation.	Revised Clause: The solution should support the deployment of agent using the Central Management Console or Active directory and should have the option to upgrade future agent version from same console or Active directory .
60	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	79	The solution should provide the compliance report which will help to identify the DLP versions being deployed in customer environment. This report can be used to identify if any EOL or older versions running in customer environment. Solution should have the feasibility to upgrade the systems to newer version from the same management console	Please reword this sentence to read "The solution should provide the compliance report which will help to identify the DLP versions being deployed in customer environment. This report can be used to identify if any EOL or older versions running in customer environment. Solution should have the feasibility to upgrade the systems to newer version from the same management console/SCCM tools or Active directory".in order to encourage greater participation.	Revised Clause: The solution should provide the compliance report which will help to identify the DLP versions being deployed in customer environment. This report can be used to identify if any EOL or older versions running in customer environment. Solution should have the feasibility to upgrade the systems to newer version from the same management console or Active directory.
61	Technical Specification_Annx. 9.1	Data Leakage Prevention (DLP)	81	Solution should have the option to identify the Rough systems in customer environment and provision to automate task such as alert admin or deploy the Agent	This is not a DLP function. I kindly ask that you remove this sentence.	Clause to be considered as deleted
62	Technical Specification_Annx. 9.1	Internal Firewall: Hardware and Interface Requirements	4	The NGFW must have atleast 16 GB of RAM	Changes Required: The NGFW must have atleast 32 GB of RAM. Justification: The productivity of your firewall depends heavily on the efficiency of the firewall memory. If the firewall memory is not high enough, it can become a painful bottleneck for the firewall. This means that the processing of the CPU or the central processing unit has to wait for the execution. This latency prevents the firewall from reaching its actual working potential. Request you to include RAM/Memory for performance parameter in order to avoid any bottleneck situation for firewall.	RFP Requirement stands
63	Technical Specification_Annx. 9.1	Internal Firewall: Filtering Requirements	5	NGFW should support over 2000+ applications	Changes Require: Application Control Library should have more than 10,000+ Web 2.0 application detection signature and should detect Social Networking Widgets. Should support customized Application signature for Home-grown applications. Justification: Should support pre-define application signature for security effectiveness. Request to amend the changes for wider participation.	RFP Requirement stands
64	3.3 Detailed Scope of Work	15	iii. p	p. Migration of all workload from existing hardware/solution to new hardware/solution with support application vendor and bank team wherever deemed required. Refer section "One Time Activities".	Request clarity on the storage data migration from existing storage to new storage here. Recommended as per prevailing industry practice to ask for "storage data migration" from existing storage to new storage considering the criticality involved.	All data migration to new hardware/solution including storage data migration
65	3.2 Present Inventory Details	11			Request clarity on the server life cycle management as well as server infrastructure management being used by Bank today and does the bank intends to achieve a single unified life cycle management for some of the servers bank plans to retain including other servers bank asked as new against this tender.	Once server is in end of support stage same will be discussed with shortlisted bidder
66	Technical Specification_Annx. 9.1	VM Server	4	CPU support to be available for up to 64-cores and CPU's up to 350W and fully populated memory slots of highest capacity.	As latest 5th Gen CPU range up to 385W, kindly revise 350W as 385W here.	Revised Clause: CPU support to be available for up to 64-cores and CPU's up to 385W and fully populated memory slots of highest capacity.
67	Technical Specification_Annx. 9.1	VM Server	10	Server shall have Two(2) Dual-ported 25G SFP28 ports with SR optics and Two(2) Dual-ported 32G FC ports with SW optics.	Please clarify if Two(2) dual-ported 32G FC ports required or Two(2) 32G FC ports required across 2 different HBAs?	Two(2) dual-ported 32G FC ports required which means total 4 ports
68	Technical Specification_Annx. 9.1	DB Server	4	CPU support to be available for up to 64-cores and CPU's up to 350W and fully populated memory slots of highest capacity.	As latest 5th Gen CPU range up to 385W, kindly revise 350W as 385W here.	Revised Clause: CPU support to be available for up to 64-cores and CPU's up to 385W and fully populated memory slots of highest capacity.
69	Technical Specification_Annx. 9.1	DB Server	10	Server shall have Two(2) Dual-ported 25G SFP28 ports with SR optics and Two(2) Dual-ported 32G FC ports with SW optics.	Please clarify if Two(2) dual-ported 32G FC ports required or Two(2) 32G FC ports required across 2 different HBAs?	Two(2) dual-ported 32G FC ports required which means total 4 ports
70	Technical Specification_Annx. 9.1	Storage	10.1	Offered Storage array shall provide enterprise availability of 99.9999% or better and with no single point of failure	Please help clarify on asked enterprise availability. Does the bank intend the 99.9999% enterprise availability as "99.9999% data availability guarantee"?	Enterprise availability of 99.99% or better
71	Technical Specification_Annx. 9.1	Storage	19. a	Integration - Container: Shall support both Static and Dynamic provisioning	Does the bank intends to have the capability of storage here for "dynamic provisioning capability for both block as well as NFS" against CSI driver integration?	Static and Dynamic provisioning for container integrations
72	Technical Specification_Annx. 9.1	Branch Peripherals	1	Intel Core i5 Processor or Rayzen 5 with support for atleast 2.5 Ghz (6 core, 18 MB Intel Smart Cache), RAM 8 GB DDR4 or higher, Storage 1 TB or 512 Nvme M.2 SSD, minimum 19" LCD monitor, resolution of 1600 x 900 or better, 802.11ac 2.4/5 GHz wireless adapter	Please specify the New Desktop Specification as per the latest Intel /AMD processor and Motherboard.	RFP Requirement stands
73	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	1	The appliance should be high performance purpose built next generation multi-tenant hardware. It should have should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports and optional 2x25G/40G for future.	We would like to request the honourable tendering committee to clarify that the appliance should be delivered with either 40G or 25G ports from day 1 or only need support of either ports for future use ? And kindly mentioned the qty of 40G or 25G ports.	Revised Clause: The appliance should be high performance purpose built next generation multi-tenant hardware. It should have should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports
74	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	9	The solution should be a Veracode VL4 certified to ensure that software is built using secure development practices	We would like to request the honourable tendering committee to amend the clause as requested for wider participation. The solution should be a Veracode VL4 certified to ensure that software is built using secure development practices or ICSA lab certified.	Clause to be considered as deleted
75	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	12	Solution should provide cookie encryption, cookie signing	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions. "Solution should provide cookie encryption, cookie signing or Cookie Tampering defence & Cookie security Hardening mechanism"	Revised Clause: Solution should provide cookie encryption, cookie signing or Cookie Tampering defence & Cookie security Hardening mechanism.
76	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	13	Solution should provide Web decoding, SOAP message validation, WSDL method limiting.	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions. "Solution should provide Web decoding, SOAP message validation, WSDL method limiting or Equivalent"	Revised Clause: Solution should provide Web decoding, SOAP message validation, WSDL method limiting/WSDL Security or equivalent
77	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	16	Solution should provide illegal upload and download restriction	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions. "Solution should provide illegal upload and download restrictions or Http File control and HTTP profile upload feature"	Revised Clause: Solution should provide illegal upload and download restrictions or Http File control and HTTP profile upload feature

78	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	19	The WAF solution practice of obtaining information or input into a task or project by enlisting the services of a large number of people, via the Internet/Active Crowd sharing.	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions.  "The WAF solution practice of obtaining information or input into a task or project by enlisting the services of a large number of people, via the Internet/Active Crowd sharing, or OEM should have own threat Intel"	Clause to be considered as deleted
79	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	20	The solution should integrate OEM own web vulnerability systems scanner for fastest time for 0-day vulnerability mitigation by automatically creating virtual patching policies foremost found vulnerability, Web vulnerability scanner and WAF should be from same OEM.	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions.  "The solution should integrates OEM own or Third-party web vulnerability systems scanner for fastest time for 0-day vulnerability mitigation by automatically creating virtual patching policies foremost found vulnerability, Web vulnerability scanner and WAF should be from same OEM."	Revised Clause: The solution should integrate OEM own or Third-party web vulnerability systems scanner for fastest time for 0-day vulnerability mitigation by automatically creating virtual patching policies foremost found vulnerability.
80	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	22	The solution should support Page Prefetch management and Server Offline takeover	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions.  "The solution should support Page Prefetch management and Server Offline takeover or Web Anti-defacement feature"	Revised Clause: The solution should support Page Prefetch management/Caching and Server Offline takeover or Web Anti-defacement feature.
81	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	34	The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logi	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions.  "The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logi or Equivalent mitigation options"	Revised Clause: The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logic or Equivalent mitigation options
82	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	35	The Solution must be able to Detect below types of Bad Bots: a. Misbehaving Legitimate Bots b. Bot Attacking from Public Cloud c. Known bad Bots d. Scripted Bots e. Programmatic session behaviour. f. Advance Java Script validation Failure g. Malicious Browser Behaviour h. Emulator tools i. Low and Slow Attacks j. Malicious intent detections	We would like to request the honourable tendering committee to amend the clause as requested for wider participation because different OEM has different terminology or techniques to achieve similar functions.  "The Solution must be able to Detect below types of Bad Bots: a. Misbehaving Legitimate Bots b. Bot Attacking from Public Cloud c. Known bad Bots d. Scripted Bots e. Programmatic session behaviour. f. Advance Java Script validation Failure g. Malicious Browser Behaviour h. Emulator tools i. Low and Slow Attacks j. Malicious intent detections or Equivalent BOT protection mechanism"	Revised Clause: The Solution must be able to Detect below types of Bad Bots: a. Misbehaving Legitimate Bots b. Bot Attacking from Public Cloud c. Known bad Bots d. Scripted Bots e. Programmatic session behavior. f. Advance Java Script validation Failure g. Malicious Browser Behavior h. Emulator tools i. Low and Slow Attacks j. Malicious intent detections or Equivalent BOT protection mechanism
83	4. Project Timelines	22		Project Timelines	Below modifications suggested: Project timeline should be minimum 6 months , OEM took minimum 6 – 8 weeks for hardware delivery and then installation of hardware and configuration another 4 weeks required. Then other application implementation will be start. So minimum 6-month time required for go live.	RFP Requirement stands
84	6.1 Eligibility Criteria	25, 26	8	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.  Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	Below modifications suggested: The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) <del>scheduled commercial banks/Private Bank/RRB/cooperative Banks</del> <b>one (1) BFSI Sector in India in last Seven years.</b>	Please refer corrigendum
85	6.1 Eligibility Criteria	26	9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.  Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	Credential to be consider from either Bidder / OEM	Please refer corrigendum
86	6.1 Eligibility Criteria	26	11	The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.	Credential to be consider from Bidder / OEM	Please refer corrigendum

87	5. Payment Terms	23, 24		<p>The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank.</p> <p>The component wise payment will be as mentioned below:</p> <p>i. Hardware Cost</p> <p>a. 50% of the delivered hardware cost would be payable on delivery.</p> <p>b. 20% of the hardware cost would be payable on post installation.</p> <p>c. 20% of the hardware cost would be payable after Go-live on production environment.</p> <p>d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.</p> <p>ii. Hardware &amp; software implementation/ installation cost</p> <p>a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank.</p> <p>iii. Software License cost</p> <p>a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank</p> <p>b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.</p> <p>iv. AMC &amp; ATS Cost of Hardware/ Software</p> <p>a. ATS &amp; AMC cost for Hardware will be paid half yearly in arrears.</p> <p>b. ATS/AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to</p>	<p>Below modifications suggested:</p> <p>The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. <del>In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank.</del></p> <p>1) Hardware : 70% on delivery, 20% on installation and 10% on go live</p> <p>2) Software : 70% on delivery, 20% on installation and 10% on go live</p> <p>3) AMC: Quarterly arrears + 30 days</p> <p>4) ATS: Yearly advance 100%</p>	RFP Requirement stands
88	6.1 Eligibility Criteria	25	6	<p>The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.</p>	<p>Requesting to delete this clause.</p> <p>The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations</p>	Please refer corrigendum
89	8.5 Liquidated Damages, Penalties & termination on default	33	i, iv	<p>i. Penalty will be charged @0.5% of the order value of the contract for the per week delay in delivery &amp; installation of the hardware/software subject to maximum 10% of the order value. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice, and also invoke the BG/PBG. The Bank may initiate proceedings against the Bidder for Blacklisting etc.</p> <p>iv. The Bank shall be in its right to terminate the Contract in case of non-performance of the Bidder as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc.</p>	<p>Below modifications suggested:</p> <p>Penalty will be charged @0.5% of the order value of the contract for the per week delay in delivery &amp; installation of the <del>delayed portion of</del> hardware/software subject to maximum 5% of the order value. The Bank shall <del>be in its right to terminate</del> <b>by providing 30 days prior written notice</b> in case of non-performance of the Bidder as per the terms of the contract, and or other conditions for termination on default as mentioned in the RFP, including termination on the grounds of insolvency etc</p>	RFP Requirement stands
90	8.7 Confidentiality	34			<p>Below clause to be added:</p> <p><b>The provisions of this clause shall survive for a period of one (1) year from the date of termination and/or expiry of this Agreement.</b></p>	RFP Requirement stands
91	8.13 Cancellation of Contract and Compensation:	35		<p>The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the bank on the following circumstances: -</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.</p> <p>ii. The bidder goes into liquidation voluntarily or otherwise.</p> <p>iii. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.</p> <p>iv. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.</p> <p>v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.</p>	<p>Below modifications suggested:</p> <p>The Bank reserves the right to cancel the contract of the selected bidder <del>and recover expenditure incurred by the bank on</del> <b>providing 30 days prior written notice under</b> the following circumstances: -</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.</p> <p>ii. The bidder goes into liquidation voluntarily or otherwise.</p> <p>iii. <del>An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.</del></p> <p>iv. <del>The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.</del></p> <p>v. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. <del>This clause is applicable, if for any reason, the contract is canceled.</del> <b>However, the liability of the vendor shall not exceed 5% of the cost of undelivered products/services</b></p>	RFP Requirement stands
92	8.20 Limitation of Liability	36		<p>The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the total contract value.</p>	<p>Below modifications suggested:</p> <p><del>The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the total contract value.</del></p> <p><b>Notwithstanding anything said elsewhere,</b></p> <p>1. In no event shall CMS IT be liable to the Company or any third party for a monetary amount collectively and in aggregate greater than the total amounts for the immediately preceding six (6) months received by CMS IT for the Services under a particular SOW under which the liability principally arises.</p> <p>2. Neither Party shall be liable to the other Party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising.</p> <p>The limitations set forth in this section shall apply even if any other remedies fall of their essential purpose and such limitation shall be considered cumulatively and not per incident. The existence of claims or suits will not enlarge or extend the limit.</p>	RFP Requirement stands

93	8.21 Indemnity	36		<p>The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.</p> <p>The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.</p> <p>Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.</p> <p>The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees.</p>	<p>Below modifications suggested:</p> <p>The bidder shall, <del>shall at its own cost and expenses,</del> defend and indemnify the bank against all <b>actual, direct and proven</b> third-party claims including those of the infringement of intellectual property rights, including patent, <del>trademark, copyright, trade secret or industrial design rights,</del> arising from the performance of the contract.</p> <p><del>The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.</del></p> <p><del>Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.</del></p> <p>The bidder shall also be liable to indemnify the bank, <del>at its own cost and expenses,</del> against all <b>actual, direct and proven</b> losses/damages, which bank may suffer on account of violation by the bidder of any or all applicable <del>national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees,</del></p>	RFP Requirement stands
94	8.22 Intellectual Property Rights	36		<p>The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.</p> <p>If a third party's claim endangers or disrupts bank's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to bank, (i) obtain a license so that bank may continue use of the Deliverables in accordance with the terms of this RFP.</p> <p>Bidder shall indemnify and keep fully and effectively indemnified ACAB from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or in respect of any other services rendered under this RFP.</p>	<p>Below modifications suggested:</p> <p><del>If a third party's claim endangers or disrupts bank's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to bank, (i) obtain a license so that bank may continue use of the Deliverables in accordance with the terms of this RFP.</del></p> <p>Bidder shall indemnify and keep fully and effectively indemnified ACAB from all <b>actual, direct and proven</b> legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or in respect of any other services rendered under this RFP.</p> <p>Below clause to be added:</p> <p><b>All proprietary materials and any ideas, concepts, designs, know how, methodology adopted or developed by either Party will belong to the originating Party and neither Party will use any such proprietary information and material of the other Party other than for projects executed under this Agreement</b></p>	RFP Requirement stands
95	8.23 Patent Right	36, 37		<p>The Bidder shall indemnify the bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.</p> <p>In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Bank will give notice to the Bidder of such claims, if it is made, without delay.</p> <p>Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.</p>	<p>Clause to be deleted</p>	RFP Requirement stands
96	8.28 Termination for Convenience	37		<p>The Bank, by written notice sent to the bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.</p>	<p>Below modifications suggested:</p> <p><del>The Bank, Either party</del> by written notice sent to <b>other party</b> the bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. <del>The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.</del></p>	RFP Requirement stands
97	8.29 Effect of Termination	38			<p>30 days notice for discontinuation of any service and same rates and terms shall apply maximum upto 3 months</p>	RFP Requirement stands
98	8.30 Handover & Transition of Services	38	2	<p>Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Six (6) months prior to the expiration of the term, or upon Bidder's receipt of notice of termination of this contract for any reason, or six (6) months prior to the cessation of any service, and at bank's request, Bidder shall provide to bank the staff and transition services necessary for bank to affect an orderly transition to bank or to a third party designated by bank</p>	<p>Clause to be deleted</p> <p><del>--Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Six (6) months prior to the expiration of the term, or upon Bidder's receipt of notice of termination of this contract for any reason, or six (6) months prior to the cessation of any service, and at bank's request, Bidder shall provide to bank the staff and transition services necessary for bank to affect an orderly transition to bank or to a third party designated by bank</del></p>	RFP Requirement stands
99	8.31 Addition or Deletion of Qualified Offerings	39		<p>The successful Bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and the Bank reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations the Bank has the right to order as much as it wants at those rates.</p>	<p><del>The successful Bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and the Bank reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations the Bank has the right to order as much as it wants at those rates maximum upto 25% of the agreed quantity</del></p>	RFP Requirement stands

100	9.10 Non-Disclosure Agreement	52		<p>(i) "Confidential Information" means all information disclosed/furnished by Assam Co-operative Apex Bank to the Vendor whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Vendor to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.</p> <p>(ii) The Vendor may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.</p> <p>The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement</p> <p>2. Non-disclosure: The Vendor shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Vendor who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Vendor shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Vendor may disclose Confidential Information to others only if the Vendor has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and the Vendor agrees to notify Assam Co-operative Apex Bank immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this</p>	<p>Below modifications suggested:</p> <p>"Confidential Information" means all <del>non public, proprietary</del> information disclosed/furnished by <del>disclosing party Assam Co-operative Apex Bank to the Vendor-receiving party</del> whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the <del>Vendor</del> <b>receiving party</b> to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.</p> <p>(ii) <del>The Vendor</del> <b>receiving party</b> may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.</p> <p>The obligations of this clause shall survive <b>2 years post</b> the expiration, cancellation or termination of this Agreement.</p> <p>Non-disclosure: <del>The Vendor</del> <b>receiving party</b> shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the <del>Vendor</del> <b>receiving party</b> who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. <del>The Vendor</del> <b>receiving party</b> shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. <del>The Vendor</del> <b>receiving party</b> may disclose Confidential Information to others only if the <del>Vendor</del> <b>receiving party</b> has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents and <del>receiving party</del> <b>the Vendor</b> agrees to notify <del>Assam Co-operative Apex Bank</del> <b>disclosing party</b> immediately if it</p>	RFP Requirement stands
101	9.10 Non-Disclosure Agreement	54	4	Term	<p>Below clause to be deleted:</p> <p><del>Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain</del></p>	RFP Requirement stands
102	9.10 Non-Disclosure Agreement	54	6	Remedies	<p>Clause to be deleted</p> <p>Below modifications suggested:</p> <p><b>The Parties Agree to comply with applicable laws as regard this Agreement. The Agreement and any non-contractual obligations or disputes arising out of or in connection with it shall be governed by and construed in accordance with the laws of India. The courts at Mumbai shall have the exclusive jurisdiction to try the matters arising in relation hereto or pursuant to this Agreement.</b></p>	RFP Requirement stands
103	9.10 Non-Disclosure Agreement	54, 55	9	Indemnity	Clause to be deleted	RFP Requirement stands
104				Clause to be added	<p><b>Non Solicitation:</b></p> <p>Neither party shall solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved for 2 years after such resource has ceased to be engaged for performance of services pursuant to proposal and this RFP. Notwithstanding the foregoing, either party may hire (a) personnel who independently responds to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other party and (b) personnel who have separated or have been separated from the services of a party for at least a period of 1 (One) year.</p>	Clause not accepted
105				Clause to be added	<p>In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practically possible upon normalization of the situation</p>	Clause not accepted
106	6.1 Eligibility Criteria	25, 26	8	<p>The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>We request you to revise this clause as</p> <p>"the bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (<b>Any five out of</b> Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least <b>One</b> scheduled commercial bank/Private Bank/RRB/cooperative Banks/ Government / PSU in India in last Seven years."</p> <p>Note: If the bidder does not have a single credential mentioning all components, bidder is free to provide credentials from at least One bank / Governmet / PSU / for any five components mentioned above.</p>	Please refer corrigendum
107	6.1 Eligibility Criteria	26	11	<p>The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.</p>	<p>We request you to revise this clause as</p> <p>"the bidder should have at least 3 certified resources for the OEMs of which hardware are being proposed as part of bid."</p>	Please refer corrigendum
108	6.1 Eligibility Criteria	26	9	<p>The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>Being OEM credentials, we request you to revise this clause as</p> <p>"The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least One scheduled commercial banks/Private Bank/RRB/cooperative banks in India."</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least <b>one bank</b> for each component</p>	Please refer corrigendum



109	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28	2	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT Infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20): • two (2) Banks in India in last seven years. (10 marks) • More than two, less than 5 Banks in India in last seven years. (15 marks) • More than or equal to 5 Banks in India in last seven years. (20 marks)	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT Infrastructure components (any 5 out of Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20): • One Bank/ Government / PSU in India in last seven years. (10 marks) • More than two, less than 3 Banks / Government / PSU in India in last seven years. (15 marks) • More than or equal to 4 Banks/ Government / PSU in India in last seven years. (20 marks)	Please refer corrigendum
110	5. Payment Terms	23		i. Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	i. Hardware Cost a. 70% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 10% of the hardware cost would be payable after Go-live on production environment.	RFP Requirement stands
111	5. Payment Terms	23		iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	iii. Software License cost a. 80% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 20% of the license cost will be paid after successfully go live.	RFP Requirement stands
112	6.1 Eligibility Criteria	25	5	The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	Kindly amend the clause as : The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2019-2020, 2020-2021, 2021-2022, 2022-2023) exclusively from their Indian operations.  As audit FY 2023-24 is under process.	Please refer corrigendum
113	6.1 Eligibility Criteria	25	6	The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	Kindly amend the clause as : The bidder should be a Profit-making company (after tax) for any 3 out of last 4 financial years (2019-2020, 2020-2021, 2021-2022, 2022-2023) from the India operations.  As audit FY 2023-24 is under process.	Please refer corrigendum
114	6.1 Eligibility Criteria	25	7	The bidder should have positive net worth in last four financial years (2020-2021, 2021-2022, 2022-2023, 2023-24).	Kindly amend the clause as : The bidder should have positive net worth in last four financial years (2019-2020, 2020-2021, 2021-2022, 2022-23).  As audit FY 2023-24 is under process.	Please refer corrigendum
115	6.1 Eligibility Criteria	26	10	The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India	Kindly Consider 500 branches with multiple banks/PSU/Govt/ private sector/ BFSI with accros India	Please refer corrigendum
116	6.1 Eligibility Criteria	26	11	The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.	Kindly amend the clause as : The bidder / OEM should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.	Please refer corrigendum
117	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28, 29	2	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT Infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks /Private Bank /RRB/cooperative Banks in India in last Seven years. (Maximum marks 20): • two (2) Banks in India in last seven years. (10 marks) • More than two, less than 5 Banks in India in last seven years. (15 marks) • More than or equal to 5 Banks in India in last seven years. (20 marks) Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.  The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India (Maximum marks 10) • 2500 branches of one or multiple bank(s) across India (7 marks) • More than 2500 branches of one or multiple bank(s) across India (10 marks) Certification to be provided by OEM	Kindly amend the clause as : The bidder/ OEM should have prior experience in delivery, integration, installation, and service in DC/DRC IT Infrastructure components (Servers, Storage, Network Switch/Router, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks /Private Bank /RRB/cooperative Banks in India in last Seven years. (Maximum marks 20): • two (2) Banks in India in the last seven years. (10 marks) • More than two, less than 5 Banks in India in the last seven years. (15 marks) • More than or equal to 5 Banks (in total having experience of each of the above components) in India in the last seven years. (20 marks) Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Orders / Bank's confirmation of having executed the PO to satisfaction.  Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component  Kindly amend the clause as : The proposed SDWAN solution should be implemented in at least 500 branches of one or multiple bank(s) across India (Maximum marks 10) • 500 branches of one or multiple bank(s) across India (7 marks) • More than 500 branches of one or multiple bank(s) across India (10 marks) Certification to be provided by OEM	Please refer corrigendum
118	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	29	3	Bidder's Financial Stability (Maximum marks 10): The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-24) exclusively from their Indian operations. (10 marks) • 150 – 200 Crores (7 marks) • More than 200 Crores (10 marks)	Kindly amend the clause as : The bidder should have a minimum annual turnover of INR 150 Cr for each of the last 4 financial years (2019-2020, 2020-2021, 2021-2022, 2022-23) exclusively from their Indian operations. (10 marks) • 150 – 160 Crores (7 marks) • More than 160 Crores (10 marks)	Please refer corrigendum
119	3.3 Detailed Scope of Work	15	iii.i	Implementation of new Active Directory based on the current security standards. The bidder should ensure that all the Data Center servers & Branch nodes (Ubuntu PCs) are connected to the Active Directory server hosted in Bank's Data Center.	Could you please confirm the number of users that will authenticate through the Active Directory service? Additionally, could you explain the policies that need to be implemented for the bank?	Please go through the RFP carefully to understand total desktop count & server count to understand no. of users of AD service. Policies will be discussed with shortlisted bidder.
120	3.3 Detailed Scope of Work	15	iii. m	Supply, implementation & support of Security Incidents and Event Management (SIEM) along with remote SOC monitoring for events & subsequent reporting	Kindly confirm the total number of devices that will be required under the SIEM service?	All DC & DR equipments including VMs & Router/SDWAN device at branches.
121	3.3 Detailed Scope of Work	15	iii. n	Supply, implementation & support of Data Leakage Prevention (DLP)	Could you please confirm the total number of VMs and servers that will require DLP licensing?	License Qty: 650
122	3.3 Detailed Scope of Work	15	iii. o	Supply, implementation & support of Privilege Identity and Access Management (PIM/PAM)	Could you please confirm the number of user-based PIM/PAM licenses required, as well as the total number of devices that will need PIM/PAM licensing?	User license Qty: 50 Device license Qty: 350
123	3.3 Detailed Scope of Work	15	iii. p	Migration of all workload from existing hardware/solution to new hardware/solution with support application vendor and bank team wherever deemed required. Refer section "One Time Activities".	Could you please confirm the total data size that needs to be migrated?	With change of server and storage the existing data from these devices has to be migrated to new servers.

124	3.3 Detailed Scope of Work	15	iii. p	Migration of all workload from existing hardware/solution to new hardware/solution with support application vendor and bank team wherever deemed required. Refer section "One Time Activities".	What type of support will be required during the migration process?	The same has to be done by bidder till go live.
125	3.3 Detailed Scope of Work	15	iii. p	Migration of all workload from existing hardware/solution to new hardware/solution with support application vendor and bank team wherever deemed required. Refer section "One Time Activities".	If the migration falls under the bidder's scope, could you kindly share the total system landscape for migration purposes?	Please check RFP, the details are clearly mentioned.
126	3.3 Detailed Scope of Work	22	xxii. a	Bidder should supply, install, test, and maintain (both under warranty and AMC) the Desktops with operating system as specified in technical specification annexure 9.1, Dot matrix printer, Passbook Printer, Multifunctional Printer & Scanners. Bidder should provide the MAF from the OEMs.	According to the technical compliance requirements, the bank has selected the Ubuntu operating system for desktops. Please confirm if the bank requires any additional changes to the desktop operating system, or if all users should use Ubuntu as their endpoint system. Or will the bank provide a different desktop operating system?	Bank will continue to use Ubuntu at desktop level.
127	3.3 Detailed Scope of Work	22	xxii. a	Bidder should supply, install, test, and maintain (both under warranty and AMC) the Desktops with operating system as specified in technical specification annexure 9.1, Dot matrix printer, Passbook Printer, Multifunctional Printer & Scanners. Bidder should provide the MAF from the OEMs.	What type of maintenance support is expected both under warranty and AMC for the supplied equipment?	AMC with onsite maintenance support
128	5. Payment Terms	23		The component wise payment will be as mentioned below: i. Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	Kindly amend this clause: and consider as, a. 50% of the delivered hardware cost would be payable on Advance. b. 20% of the hardware cost would be payable on delivery time installation. c. 10% of the hardware cost would be payable after installation. d. 10% of the hardware cost would be payable after Go-live on production environment. e. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	RFP Requirement stands
129	5. Payment Terms	23		iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	Kindly amend this clause: and consider as, a. 70% of the license cost will be paid in advance of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	RFP Requirement stands
130	5. Payment Terms	23, 24		iv. AMC & ATS Cost of Hardware/ Software a. ATS & AMC cost for Hardware will be paid half yearly in arrears. b. ATS/AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to the bank. Payment will be made on submission of these document.	Kindly amend this clause: and consider as, a. ATS & AMC cost for Hardware will be paid half yearly in Advance. b. ATS/AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to the bank. Payment will be made on submission of these document.	RFP Requirement stands
131	3.3 Detailed Scope of Work	19	vii. a	Bank intends to implement managed SIEM solution which will be used to capture, correlate, monitor and alert all the incoming data to Bank from different source. The solution should cover all hardware at DC, DR, HO & branches (till Router/Firewall/SWAN device)	Kindly confirm whether all the data from the 67 branches and 6 zonal offices will be brought to the central location for monitoring, or if there is a requirement for log collectors to be deployed at all these locations.	Log collectors to be deployed at DC & DR for collecting data.
132	3.3 Detailed Scope of Work Technical Specification_Annx. 9.1	19 SIEM	vii. b 30	b. The SIEM solution log collector should be implemented at Bank's DC & DR and the data to be processed & analysed at bidder's end. The subsequent report & dashboard to be shared by bidder to the Bank. Bidder must consider to deploy the solution for supporting minimum 500 assets or upto 5000 EPS from day one in Bank, DC(HA) and DR(standalone)	While reading the given clauses, there seems to be a contradiction. Kindly confirm whether only log collectors need to be deployed at the bank, with each log collector capable of handling 5000 EPS or 500 assets. Please confirm whether this understanding is correct.	Log collectors to be deployed at DC & DR for collecting data and SIEM should support minimum 500 assets or up to 5000 EPS from day one
133	Technical Specification_Annx. 9.1	SIEM	6	Service Provider should provide support for the integration of SIEM with SOAR platform to support incident management workflows (escalation, assignment, reporting).	Kindly let us know if The Assam Coperative Apex Ltd is having an existing SOAR solution. If having an existing SOAR solution, kindly provide us with the make and model details for integration. If not then kindly specify if there is a requirement of SOAR along with SIEM.	No SOAR available at present and not needed but SIEM should support SOAR integration
134	Technical Specification_Annx. 9.1	SIEM	34	The Log management solution (Centralized) is required at Bank for collection of logs from different log sources.	Kindly confirm whether Log collector need to be deployed on DC and DR	Understanding is correct
135	Technical Specification_Annx. 9.1	SIEM	20	The Service Provider must ensure that they are able to automatically weight the severity based on the asset profiling done by the tool of reported security events according to the vulnerability of the targeted assets.	This particular clause is specific and favorable to a particular OEM Arcsight. Requesting you to kindly remove the clause.	Revised Clause: The Service Provider must ensure that they are able to automatically weight the severity based on the asset profiling done by the tool of reported security events according to the vulnerability of the targeted assets or any other procedure to achieve the objective
136	Technical Specification_Annx. 9.1	SIEM	19	The Service Provider must have the ability to automatically weight the priority of reported security events according to the relative importance of the targeted asset.	This particular clause is specific and favorable to a particular OEM Arcsight. Requesting you to kindly remove the clause.	Revised Clause: The Service Provider must have the ability to automatically weight the priority of reported security events according to the relative importance of the targeted asset or any other procedure to achieve the objective
137	3.3 Detailed Scope of Work Commercial Bill of Material_Annx. 9.9	14 Application cost	ii. 4	Managed Security Information and Event Management (SIEM) solution along with remote SoC monitoring service for events & subsequent reporting. Security Information and Event Management (SIEM)	The detailed scope of Requirement asks for Managed Security Information and Event Management (SIEM) while the BOQ given in Annexure 9.9 mentions only Software Licence for SIEM. Hence kindly requesting to confirm whether managed service is required as part of the offering or solution licence alone is required. If so kindly included the managed service as a line item of commercial Bill of material, with the number of resource required.	Managed service required and should be part of costing.
138	Commercial Bill of Material_Annx. 9.9	Application cost		1. Enterprise Management System (EMS) 2. Microfocus Data protector (If any) 3. Security Information and Event Management (SIEM)	The requirement Primarily focus with Microfocus Data protector along with Enterprise Management System (EMS) and SIEM Solutions which are also offered by Microfocus. Kindly let us know whether refreshment of existing OEM is required or the new OEM can be proposed.	Bank is already using "Microfocus Data protector" for back up purpose and will continue with the same. EMS & SIEM can be of any OEM.
139	2.18 Submission of Bid	10	iv. b	iv) b. The Demand Draft/Bank Guarantee of Rs. 20,00,000 (Rupees Twenty lacs) only as EMD shall be kept in a separate envelop prominently marked as EMD.	Request the honorable Tendering authority to kindly provide the format for the Bank Guarantee to be submitted as EMD. We would request the Tendering authority to maintain EMD through DD or BG as mentioned in Page 10, to be consistent with similar clause elsewhere in the document	The Demand Draft/Bank Guarantee of Rs. 20,00,000 (Rupees Twenty lacs) only as EMD shall be kept in a separate envelop prominently marked as EMD.
140	6.1 Eligibility Criteria	26	14	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	Request the honorable Tendering authority to kindly amend the clause as "The bidder/subcontractor should have prior experience of Maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	Please refer corrigendum

141	2.11 Contract Performance Guarantee	9		The successful bidder has to submit a performance bank guarantee of 10% of the total project cost as contract performance guarantee for entire tenure of the project plus six months	As per the Project Timelines mentioned in the RFP, all the proposed Infrastructures / solutions need to be deployed at DC and DR within 3 (three) months of release of PO by the bank, which includes mainly the CAPEX part. Post that the Service part continues. Thus requesting the honorable Tendering authority to kindly consider Performance Bank Guarantee on a Yearly Reducing Balance for the entire duration of the Project plus Six months. Also request the Tendering authority to reduce the BG to 5% of the Total project cost, as is the current norm of similar tenders across the country.	RFP Requirement stands
142	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	29	4	The bidder should have at least 3 certified resources for each of the OEMs of which hardware and solutions are being proposed as part of bid. (Maximum marks 10)	Request the honorable Tendering authority to kindly amend the clause as " <b>The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid. (Maximum marks 10)</b> "	Please refer corrigendum
143	5. Payment Terms	23		i. Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	Request the honorable Tendering authority to kindly consider the following changes. Hardware Cost a. 60% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 10% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	RFP Requirement stands
144	5. Payment Terms	23		iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	Request the honorable Tendering authority to kindly consider the following changes. iii. Software License cost a. 80% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 20% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	RFP Requirement stands
145	5. Payment Terms	23, 24		iv. AMC & ATS Cost of Hardware/ Software - a. ATS & AMC cost for Hardware will be paid half yearly in arrears.	Request the honorable Tendering authority to kindly consider the AMC/ATS payment as Yearly advance, since all OEM's charges Yearly advance for the AMS/ATS component as per their standard business practice across similar RFPs across the country	RFP Requirement stands
146	7. Evaluation Mechanism	30, 31		The bidder with the lowest commercial bid shall be declared L-1. The L-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document.	Request the honorable Tendering authority to please clarify if this is a Techno-commercial bid, with weighted marks of both Technical and commercial evaluation will determine L-1	The bidders fulfilling the eligibility evaluation will be considered for technical evaluation. Only those bidders scoring atleast 70% will be shortlisted for commercial evaluation. The bidder with the lowest bid shall be declared as L1 bidder. The following Clause stands deleted: The L-1 vendor shall be decided on the basis of the Techno-Commercial evaluation as mentioned in the RFP document.
147	8.20 Limitation of Liability	36		Limitation of liability	<b>We propose to add below mention clause:</b> NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, OR LOSS OF DATA, OR INTERFERENCE WITH BUSINESS, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.	Clause not accepted
148				Termination	We propose to add new clause: Bidder if in case the Bank has materially breached any terms and conditions of the the contract, shall inform Bank of the same through a notice in writing giving thirty (30) days' time for remedying the breach. The bidder may terminate the contract, if such breach is not remedied during such thirty (30) day period.	Clause not accepted
149	9.10 Non-Disclosure Agreement	53		Confidential Information	<b>We propose to modify the clause :</b> Confidential Information, such Party shall give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement <b>for the period of three (3) years</b>	RFP Requirement stands

150	8.5 Liquidated Damages, Penalties & termination on default	33		Liquidated Damages, Penalties & termination on default	<p>8.5 Liquidated Damages, Penalties &amp; termination on default</p> <p>i. Penalty will be charged @0.5% of the order value of the contract for the per week delay in delivery &amp; installation of the hardware/software subject to maximum 10% of the order value. Thereafter, the Bank shall issue notice of termination, and cancel the contract on completion of one month of notice, and also invoke the BG/PBG. The Bank may initiate proceedings against the Bidder for Blacklisting etc.  --- We propose to restrict this at 0.25% per week of the order not supplied (not on complete order), restricted to max. of 5%</p> <p>ii. The bidder shall ensure that replacement of the hardware components by Next Business Day (NBD) in case a hardware component is malfunctioning or down during the AMC period. In case the issue is not resolved beyond the stipulated timeline a penalty of 2% of the annual warranty/AMC of that component will be levied per day. Amount of penalty as per above clauses will be recovered/adjusted while making payment of AMC for all equipment and add on components covered under the maintenance contract. In case of non-renewal of AMC, vendor will submit an unconditional undertaking to pay the pending penalty amount or damages immediately after demand from Bank.  : We propose that it should be at 0.1% per day, as 2% per day is very high</p> <p>iii. In case any software related issue is not resolved within 48-72 hours of reporting, then a penalty of 2% of the annual ATS cost of that software will be levied per day. Amount of penalty as per above clauses will be recovered/adjusted while making payment of ATS for</p>	RFP Requirement stands
151	3.3 Detailed Scope of Work	16	iii. v. a	<p>a. Bank intends to implement Data Leakage Prevention solution at DC and DR and at branches and other Bank's office locations as a new initiative to prevent the loss of confidential Bank data/ Bank customer information that could leak out of the Bank and would enable Bank to reduce the corporate risk of the unintentional or intentional disclosure of confidential information.</p>	<p>There are very limited solutions of endpoint DLP for Linux platforms as the Linux ecosystem poses unique challenges in terms of deployment of DLP agents and its smooth &amp; uninterrupted operation &amp; management while ruling out regular glitches and snags while enforcement of DLP policies.</p> <p>We request the honorable tendering authority to consider Microsoft Windows OS for the branch desktops to ensure seamless deployment, operation &amp; management of the DLP solution.</p> <p>In case the bank intends to keep Ubuntu Linux as desktop OS, we would request to consider only network DLP and remove all endpoint DLP specifications from the RFP.</p>	RFP Requirement stands
152	3.3 Detailed Scope of Work	20	iii. xxi	Migration of IT Infrastructure and application including CBS Database to the new hardware:	Please share the details of application, Database and data size which need to migrate	Same will be shared with shortlisted bidder and CBS vendor will be available for any support required
153	3.2 Present inventory Details	12		HPE Data Protector per TB for 10-49 TB Full Backup Capacity Software E-LTU --- TFS42AAE	Do we need to renew the license with 20TB capacity for further 5 Years or need to upgrade/replace as per proposed solution	To be continued with proper ATS support and capacity to be augmented if required by bidder
154	3.2 Present inventory Details	12		SQL Server Standard 2019 Core	Please confirm if bank have the valid software assurance with the license	Yes
155	3.2 Present inventory Details	11		CBS Storage-HPE 3PAR 8400	Another 89TB Storage has been asked in RFP, so how both storage will be use, do we need to migrate any data from current storage to new proposed storage	Please go through the RFP. HPE 3PAR StoreServ 7200c will be replaced with new storage.
156				Additional Point	We don't have seen any information regarding the Virtualization software for VM Servers & DB Server, can you please confirm do we need to add the required virtualization software along with its management.	Bank already has VMware as virtualization software for the mentioned qty of servers.
157	3.3 Detailed Scope of Work	18	vi. a	Bidder should provide solution licenses to manage the following instances i.e., DC- Primary with HA & DR- Standalone.	Request you to clarify, if the Solution should be hosted in DC - Primary with HA & DR (Standalone) or The Solution will be hosted in DC (Standalone) and DR (Standalone)	The Solution should be hosted in DC - Primary with HA & DR (Standalone)
158	Commercial Bill of Material_Annx. 9.9	Hardware, Inst charges		Internal Firewall (To be procured in Year 2)	Request Bank to remove this line. Justification: due to the dynamic changes in technology and price, it is difficult to quote for a product which will be used after 2 years.	RFP Requirement stands
159	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	1	The appliance should be high performance purpose built next generation multi-tenant hardware. It should have should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports and optional 2x25G/40G for future.	The appliance should be high performance purpose built next generation multi-tenant hardware. It should have minimum 4 no's of 1G RJ45 & 4 nos of 1GB SFP slots from day one.	Revised Clause: The appliance should be high performance purpose built next generation multi-tenant hardware. It should have should have dedicated 1x1GbE port for management and 8x10GbE SFP+ ports
160	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	2	The appliance should have multicore CPU, 64GB RAM, 2TB HDD and dual power supply.	The appliance should have multicore CPU, 16GB RAM, 450GB SSD and dual power supply.	Revised Clause: The appliance should have multicore CPU, minimum 16GB RAM, minimum 450GB SSD and dual power supply.
161	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	3	The solution Should have dedicated hardware SSL card and should support 53K SSL TPS RSA 2K and 38K ECC TPS.	The WAF Engine should deliver at least 10,000 SSL Transactions per Second for HTTPS Traffic with 2K RSA1, 2K ECDH2, 2K ECDH3 and 4K RSA4 from day one	Revised Clause: The solution Should have dedicated hardware SSL card and should support 10K SSL TPS RSA/RSA1 2K and 5K ECC TPS/2K ECDH2.
162	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	4	The solution should have dedicated instance of Web application Firewall with 1 Gbps WAF Throughput from day one.	The solution should be a dedicated Web application Firewall appliance with 500 Mbps of WAF Throughput from day one.	Revised Clause: The solution should be a dedicated Web Application Firewall with 500 Mbps of WAF Throughput from day one.
163	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	5	Web application firewall should be ICSA certified.	Web application firewall product family should be ICSA certified.	RFP Requirement stands
164	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	6	Web application firewall should be ipv6ready logo phase 2 certified	The proposed Hardware should be ROHS2 Compliant along with multiple other Safety & EMC Class A Compliance.	RFP Requirement stands
165	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	9	The solution should be a Veracode VUL4 certified to ensure that software is built using secure development practices	The proposed vendor should be placed as Leader on GigaOm Radar for Application and API Security (AAS) of 2024.	Clause to be considered as deleted
166	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	13	Solution should provide Web decoding, SOAP message validation, WSDL method limiting.	Solution should provide Web decoding, SOAP message validation, WSDL Security	Revised Clause: Solution should provide Web decoding, SOAP message validation, WSDL method limiting/WSDL Security or equivalent
167	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	18	Solution should provide Leech Protection and proof of the same to be provided with user guide or datasheet.	Solution should provide Leech /Anti-Bot Protection and proof of the same to be provided with user guide or datasheet.	Revised Clause: Solution should provide Leech /Anti-Bot Protection and proof of the same to be provided with user guide or datasheet.
168	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	19	The WAF solution practice of obtaining information or input into a task or project by enlisting the services of a large number of people, via the Internet/Active Crowd sharing.	request Bank to remove this clause.	Clause to be considered as deleted

169	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	22	The solution should support Page Prefetch management and Server Offline takeover	The solution should support Caching and Server Offline takeover	Revised Clause: The solution should support Page Prefetch management/Caching and Server Offline takeover or Web Anti-defacement feature.
170	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	27	Solution should provide Active/active; active/passive; VRRP configuration	Solution should provide Active/active; active/passive configuration	Revised Clause: Solution should provide Active/active; active/passive configuration
171	Technical Specification_Annx. 9.1	Web Application Firewall (WAF)	34	The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logi	Remove this clause	Revised Clause: The Solution have below flexible attack mitigation options, a. Blocking of User/session b. Feed Fake Data to Bots c. Captcha Challenge d. Filter the traffic. e. Throttle/Rate based Blocking. f. Session termination g. Redirect loop to the Bad Bot h. Custom business logic or Equivalent mitigation options
172	Technical Specification_Annx. 9.1	SIEM	12	12. Service Provider should conduct forensic analysis for security incidents and facilitate identification of perpetrators, origin of threats and their methodologies and mitigation thereof.	How many hrs. per year of Digital forensics and incident response (DFIR) are to be factored? <b>Justification:</b> <i>Providing the Bill of Material for this service will help the bank to compare the overall quotes received from various bidders and the evaluation will be transparent.</i>	50 hrs per year to be quoted for Digital forensics and incident response (DFIR). Same will have to be billed on actuals.
173	Technical Specification_Annx. 9.1	SIEM	34	34. The Log management solution (Centralized) is required at Bank for collection of logs from different log sources.	Request for clarification : Please confirm if our understanding is correct : The log management solution software will be provided by the bidder and the required server and storage will be provided by ACAB only.	Required Server & storage to be quoted by bidder.
174	Technical Specification_Annx. 9.1	SIEM	35	35. Service Provider shall build the capacity of the SIEM solution that can handle the log retention as mentioned below: a. Three months – Online b. Two Years – Offline Vendor should provide backup copy of logs to Bank for record and reconciliation in specified media device.	Request for clarification : Suggestion to keep 3 months Online and 6 months offline, this will save cost and optimised usage of Storage server <b>Justification :</b> <i>as per best practices of Cyber Security Framework requires banks to retain log groups for a minimum of 365 days where minimum 3 monts should be online and rest 9months should be offline.</i>	RFP Requirement stands
175	Technical Specification_Annx. 9.1	SIEM	30	30. Bidder must consider to deploy the solution for supporting minimum 500 assets or upto 5000 EPS from day one in Bank, DC(HA) and DR(standalone),	Request for clarification : Please confirm if our understanding is correct : The solution software will be provided by the bidder and the required server and storage will be provided by ACAB only.	Required Server & storage to be quoted by bidder.
176		SIEM		Additional Clause	Request the Bidder must be ISO 27001:2013 (or later), ISO 20000-1:2011 (or later) and SOC 2 Type 2 certified with CMMISVC /5 and shall have to furnish copies of the same. <b>Justification:</b> <i>The bidder selection criteria along with the ISO certificate and CMMISVC/5 will benefit to choose a bidder having quality and efficiency of their existing service processes with set of best practices for continuous improvement.</i>	Clause not accepted
177	2.10 EMD	8		The Bidder is required to submit EMD of INR 20,00,000(Rupees Twenty Lacs only) in form of Demand Draft along with this bid.	Request you to modify this clause as below: The Bidder is required to submit EMD of INR 20,00,000(Rupees Twenty Lacs only) in form of Demand Draft / <b>Bank Guarantee</b> along with this bid.	Please refer corrigendum
178	6.1 Eligibility Criteria	25, 26	8	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.	Request you to modify this clause as below: The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks / PSU/BFSI/State & Central Govt. in India in last Seven years.	Please refer corrigendum
179	6.1 Eligibility Criteria	26	9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.	Request you to modify this clause as below: The proposed hardware/solutions (Servers, Storage, Network Switch/Router) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks/ PSU/BFSI/State & Central Govt. in India and running satisfactorily as on date of bid submission.	Please refer corrigendum
180	6.1 Eligibility Criteria	26	14	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	Request you to modify this clause as below: The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Printer & Scanner in at least one bank / PSU/BFSI/Govt organization during the last 7 years	Please refer corrigendum
181	5. Payment Terms	23, 24		Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank. ii. Hardware & software implementation/ installation cost a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank. iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank. iv. AMC & ATS Cost of Hardware/ Software a. ATS & AMC cost for Hardware will be paid half yearly in arrears.	Request you to modify this clause as below: Hardware Cost a. 70% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 5% of the hardware cost would be payable after Go-live on production environment. d. 5% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank. ii. Hardware & software implementation/ installation cost a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank. iii. Software License cost a. 90% of the license cost will be paid on delivery b. 10% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank. iv. AMC & ATS Cost of Hardware/ Software a. ATS & AMC cost for Hardware will be paid yearly in advance.	RFP Requirement stands

182	Technical Specification_Annx. 9.1	SDWAN	16	SD-WAN solution should support different FEC (forward error correction) policies based on application. For e.g. 1:1 FEC for voice and 1:5 for other critical applications	Request for Changes: SD-WAN solution should support different FEC (forward error correction) policies based on application or alternate technologies. For e.g. 1:1 FEC for voice and 1:5 for other critical applications. Justification: We use proprietary technology, which is better than FEC and packet duplication. This is approved by IIT as well. Hence request for changes.	Revised Clause: SD-WAN solution should support different FEC (forward error correction) policies based on application or alternate technologies to achieve objective. For e.g. 1:1 FEC for voice and 1:5 for other critical applications
183	Technical Specification_Annx. 9.1	SDWAN	17	Solution should support adaptive FEC policies . FEC ratio (of loss-recovery packets to data packets) should be tied to dynamic network measurements. When a link is experiencing no loss, FEC should be disabled automatically and there should be no overhead	Request for changes: Solution should support adaptive FEC policies or alternate technology. FEC ratio (of loss-recovery packets to data packets) should be tied to dynamic network measurements. When a link is experiencing no loss, FEC should be disabled automatically and there should be no overhead Justification: We use proprietary technology, which is better than FEC and packet duplication. This is approved by IIT as well. Hence request for changes.	Revised Clause: Solution should support adaptive FEC policies or alternate technology to achieve objective. FEC ratio (of loss-recovery packets to data packets) should be tied to dynamic network measurements. When a link is experiencing no loss, FEC should be disabled automatically and there should be no overhead
184	Technical Specification_Annx. 9.1	SDWAN	18	Solution should load share traffic across both physical links. Solution should be able to map data traffic to one and Forward Error Correction (FEC) packets to the other	Request for Changes: Solution should load share traffic across both physical links . Solution should be able to map data traffic to one and Forward Error Correction (FEC) packets to the other (or) oem proprietary technology.	Revised Clause: Solution should load share traffic across both physical links . Solution should be able to map data traffic to one and Forward Error Correction (FEC) packets to the other or alternate technologies to achieve objective
185	Technical Specification_Annx. 9.1	SDWAN	28	QOS Policies should be used to assign different traffic types to different traffic classes. Each traffic class should be able to assigned to: -Priority -minimum bandwidth guarantee -maximum bandwidth limit -excess bandwidth allocation weight -maximum number of bytes per class -maximum number of bytes per flow per class -Time based (in ms) buffering	QOS Policies should be used to assign different traffic types to different traffic classes. Each traffic class should be able to assigned to - Classify based on Application, Network, Transport Classifiers -Priority -minimum bandwidth guarantee /limit / weight -maximum number of bytes per class / per flow per class / auto-allocation based on bandwidth availability of each link -Time based (in ms) buffering / Time Schedule option with date/time/frequency Justification: QOS must be automated with minimal configuration and SDWAN has to have the capability to prioritize the traffic based on classifiers and route the traffic according the the each link quality and each link bandwidth availability.	RFP Requirement stands
186	Technical Specification_Annx. 9.1	SDWAN	29	Solution should support standard Layer 2 and Layer 3 open networking protocols such as VLAN (802.1Q), LAG (802.3ad), IPv4 and IPv6 forwarding, GRE, IPsec, VRRP, WCCP, PBR, BGP (version 4), OSPF and PIM (Multicast routing)	Request for Changes: Solution should supports standard Layer 2 and Layer 3 open networking protocols such as VLAN (802.1Q), LAG (802.3ad), IPv4 and IPv6 forwarding, GRE, IPsec, VRRP, PBR, BGP (version 4), OSPF and PIM (Multicast routing) Justification: Please remove WCCP is developed by Cisco and used by Cisco & Citrix only. Hence WCCP is favouring to specific OEMs. SDWAN OEMs use their proprietary methods for load balancing of traffic.	Revised Clause: Solution should support standard Layer 2 and Layer 3 open networking protocols such as VLAN (802.1Q), LAG (802.3ad), IPv4 and IPv6 forwarding, GRE, IPsec, VRRP, PBR, BGP (version 4), OSPF and PIM (Multicast routing)
187	Technical Specification_Annx. 9.1	SDWAN	41	SDWAN Segmentation – Solution should support 2000 unique VRFs globally which should be centrally orchestrated, and each appliance should support minimum 64 VRFs	Request for Clarification / Removal: Apex Bank is having only 70 branches. Kindly update on the need for 2000 unique VRFs. This clause is designed to favour specific OEM. Hence request for removal.	Revised Clause: SDWAN Segmentation – Solution should support 500 unique VRFs globally which should be centrally orchestrated, and each appliance should support minimum 64 VRFs
188	Technical Specification_Annx. 9.1	SDWAN	47	Proposed Solution should supports 128 bit AES disk encryption and 256 bit AES IPsec encryption	Request for Changes: Proposed Solution should supports AES 128/256 IPsec encryption, SHA 256/512 Data integrity, CBC/GCM mode Justification: The WAN data to be secured with encryption on SDWAN.	RFP Requirement stands
189	Technical Specification_Annx. 9.1	SDWAN	52	Solution should show live views of MOS scores between locations	Request for Change: Solution should show live views of MOS scores / Quality Scores between locations. Justification: We provide the MOS equivalent functionality with Quality Score (OEM Proprietary)	Revised Clause: Solution should show live views of MOS scores / Quality Scores between locations.
190	Technical Specification_Annx. 9.1	SDWAN	53	Device should support SD-WAN IPsec throughput of upto 300 Mbps	Request for Changes: Device should support SD-WAN IPsec throughput of upto 100 Mbps Justification: As per point 56 - 20 Mbps (full duplex) SD-WAN throughput license for 5 years from Day-1. Hence considering 5 times the bandwidth which is 100 Mbps. Requesting to reduce from 300Mbps to 100Mbps which will provide cost savings.	RFP Requirement stands
191	Technical Specification_Annx. 9.1	SDWAN	57	47 CFR FCC Part15B/ICES-003 Issue 7 Class B, EN 55032 Class B, EN55035, IEC/N61000-3-2/3-3, VCCI Class B, CISPR 32 Class B, CISPR 35, EN 300 386 V2.1.1	Request for Changes: 47 CFR FCC Part15B/ICES-003 Issue 7 Class B / FCC CFR 47 Part 16, EN 55032 Class B / EN55035 / IEC/N61000-3-2/3-3 / EN50581, VCCI Class B/ CISPR 32 Class B/ CISPR 35/ EN 300 386 V2.1.1 / CE / ROHS, SDWAN must comply with TEC standard. Justification: The standards are specific to OEM / Country / type of industry where the network appliance is used. Hence certification standard differs and not all standard are applicable for Banking vertical.	RFP Requirement stands
192	Technical Specification_Annx. 9.1	SDWAN	58	Device should have minimum 120G SSD to support local caching of data in order to significantly improve performance and reduce WAN bandwidth utilization over low bandwidth WAN links by locally caching the data for deduplication and log/stats retention for extended period of time	Request for changes: Device should have minimum 60GB SSD and 8GB RAM. Justification: Our software is optimized to provide better performance with all mentioned features with 32G SSD, however for better performance we provide 60G SSD, 8GB RAM to keep CPU memory utilization less than 60%. Hence request for changes. Request to consider neural OEM approach. Even for larger Banks like Indian Bank, Canara Bank RFPs is not mentioed for 120G SSD for branches.	Revised Clause: Device should have minimum 60GB SSD to support local caching of data in order to significantly improve performance and reduce WAN bandwidth utilization over low bandwidth WAN links by locally caching the data for deduplication and log/stats retention for extended period of time
193	Technical Specification_Annx. 9.1	SDWAN	63	47 CFR FCC Part15B/ICES-003 Issue 7 Class B, EN 55032 Class B, EN55035, IEC/N61000-3-2/3-3, VCCI Class B, CISPR 32 Class B, CISPR 35, EN 300 386 V2.1.1	Request for Changes: 47 CFR FCC Part15B/ICES-003 Issue 7 Class B / FCC CFR 47 Part 16, EN 55032 Class B / EN55035 / IEC/N61000-3-2/3-3 / EN50581, VCCI Class B/ CISPR 32 Class B/ CISPR 35/ EN 300 386 V2.1.1 / CE / ROHS, SDWAN must comply with TEC standard. Justification: The standards are specific to OEM / Country / type of industry where the network appliance is used. Hence certification standard differs and not all standard are applicable for Banking vertical.	RFP Requirement stands
194	Technical Specification_Annx. 9.1	SDWAN	73	47 CFR FCC Part15B/ICES-003 Issue 7 Class B, EN 55032 Class B, EN55035, IEC/N61000-3-2/3-3, VCCI Class B, CISPR 32 Class B, CISPR 35, EN 300 386 V2.1.1	Request for Changes: 47 CFR FCC Part15B/ICES-003 Issue 7 Class B / FCC CFR 47 Part 16, EN 55032 Class B / EN55035 / IEC/N61000-3-2/3-3 / EN50581, VCCI Class B/ CISPR 32 Class B/ CISPR 35/ EN 300 386 V2.1.1 / CE / ROHS, SDWAN must comply with TEC standard. Justification: The standards are specific to OEM / Country / type of industry where the network appliance is used. Hence certification standard differs and not all standard are applicable for Banking vertical.	RFP Requirement stands
195	Technical Specification_Annx. 9.1	Branch Peripherals			Our earnest request to you to confirm whether branch peripherals to be delivered at respective locations or at your head office	At respective locations and details will be shared with shortlisted bidder.

196	3.2 Present inventory Details	12		These are at branches, routers and Switches, to be replaced with SDWAN devices by bidder	Our earnest request to you to confirm whether branch routers to be delivered at respective locations or at your head office	At respective locations and details will be shared with shortlisted bidder.
197	2.1 A Brief Profile of the Assam Co-Operative Apex Bank Ltd.	6		The Bank has a wide network of 67 branches and 6 Zonal offices, spread throughout the state providing effective banking products and other related services to the general public of Assam	Our earnest request to you to provide address and location details	Details will be shared with shortlisted bidder. Bidder to get an idea from bank's website
198	2.2 The Schedule of Dates	7		The Bidder is required to submit the Tender Fees worth INR 11,800/- (Rupees Eleven Thousand Eight Hundred only) vide Demand Draft on or before the pre-bid Meeting as mentioned above. Only those Bidders who have submitted the tender fees will be allowed to participate in the pre-bid meeting	Our earnest request to you to confirm in case the tender fee can be submitted along with Technical and Financial Bid	RFP Requirement stands
199	2.9 Cost of the Schedule	8		Bidder is required to submit a Demand Draft of Rs. 11,800.00 (Rupees Eleven thousand Eight Hundred) only along with the Technical and Financial Bid as a non-refundable tender document fee.	Our earnest request to you to confirm in case the tender fee to be submitted on or before the pre-bid Meeting	RFP Requirement stands
200	3.2 Present inventory Details	12	20	To continue with ATS by bidder	Our earnest request to you to confirm the type of license which the bank is having, whether OLP/ CSP/ Subscription	OLP
201	3.2 Present inventory Details: Branch Peripherals	13		Acer PC (Intel Core i3-4160 3.6 GHz, 4GB RAM, 500GB/ 1TB HDD), Quantity - 242, To continue with AMC by bidder	Our earnest request to you to confirm OEM of your existing endpoint operating systems along with build and version	Existing Desktop using below versions: Ubuntu 14.04 LTS 32 bit Ubuntu 16.04 LTS 64 bit Ubuntu 22.04 LTS 64 bit For new Desktop, bidder to propose Desktop with pre-loaded Ubuntu 24.04 LTS Operating system
202	3.3 Detailed Scope of Work	20		Migration involves one-time activities required to transfer responsibility for the migration & services, including processes, assets, facilities, technology and other knowledge to the bidder. The bidder is required to complete the migration within 3 months from the date of release of PO by the bank.	Considering delivery schedule of most of the hardware equipment of the project is 10 to 12 weeks, our earnest request to you to extend completion of migration schedule to within 6 months from the date of release of PO by the bank, from 3 months.	RFP Requirement stands
203	4. Project Timelines	22		The Bidder is required to adhere to the project timelines	Our earnest request to you to amend this clause, consiering our aforesaid change request of sl. no. 8	RFP Requirement stands
204	6.1 Eligibility Criteria	25, 26	8	The bidder should have prior experience of delivery, integration, installation and service in DC/DR/IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.	Every Banks/ customers has unique solutions consisting of components that differ from bank to bank. Hence, we request you to seek prior experience of the bidder in DC/ DR IT infrastructure/ environment of Banks and remove the name of technologies stated within bracket i.e. Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS as these components will not be exactly the same for others banks. Experience in handling DC IT of Banks will ensure that the bidder is capable of handling complex mission critical IT infrastructure. Additionally, this point largely duplicates with subsequent point no 9. Hence this point may also be deleted from the RFP. However, if Bank wants to still retain this point, our request is to remove SD-WAN, WAF, PIM/ PAM, SIEM, DLP, EMS etc. from the list and amend from just Banks to BFSI/ Central Govt./ State Govt./ PSU organisations as segment.	Please refer corrigendum
205	6.1 Eligibility Criteria	26	9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.	As requested in the above point, since contracts of such combinations are very rare, our earnest request to you to amend with following details: 1) Remove SD-WAN, WAF, PIM/ PAM, SIEM, DLP, EMS from the list. 2) Kindly further amend the removed amnded list of technologies with at least one (1) scheduled commercial bank/ Private Bank/ RRB/ cooperative Bank instead of 2. Else, amend with at least two (2) BFSI/ Central Govt./ State Govt. PSU organisations.	Please refer corrigendum
206	6.1 Eligibility Criteria	26	11	The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.	There are a large set of OEMs in this RFP and many of them does not have appropriate certification programs for their partner resources to get certified. Hence we request bank to consider certifications for the core infrastructure i.e.e. Servers, Storage and Network Switch/Router, instead of each of the OEMs of which hardware are being proposed.	Please refer corrigendum
207	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	29	4	The bidder should have at least 3 certified resources for each of the OEMs of which hardware and solutions are being proposed as part of bid. (Maximum marks 10) 3 certified resources for each OEM (7 marks) More than 5 certified resources for each OEM (10 marks)	There are a large set of OEMs in this RFP and many of them does not have appropriate certification programs for their partner resources to get certified. Hence we request bank to consider certifications for the core infrastructure namely Servers, Storage and Network Switch/Router, instead of each of the OEMs of which hardware are being proposed.	Please refer corrigendum
208	6.1 Eligibility Criteria	26	14	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	There are a variety of items under this head and banks often need not to procure all the items that ACAB is procuring. Hence we request you to modify this clause to prior experience of desktop, scanner and printing solutions instead of listing different types of printers.	Please refer corrigendum
209	7. Evaluation Mechanism	30		The Bank reserves the right to float the RFP again. The Bank shall not incur any liability to the bidder(s) on account of reissue of RFP. Bank shall not be obliged to inform the bidder(s) of the grounds for the Bank's rejection. The Bank reserves the right to modify any items of the scope of the RFP.	Our earnest request to you to confirm that in case of re-issue of the bid, bidders who have submitted tender fee for the initial bid, need not to re-submit the tender fee further.	Any decision pertaining to this point to be taken later and subsequently informed
210	7. Evaluation Mechanism	30		The bidder with the lowest commercial bid shall be declared 1.	Our earnest request to you to confirm in case the whole contract would be awarded to a single System Integrator or can be awarded to L1 bidders of each category of Annexure 9.9 Commercial Bill of Material	The contract will be awarded to a single vendor
211	Commercial Bill of Material_Annx. 9.9	Instructions		The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs	There are certain security software/ applications/ tools which are being asked in the RFP, require hardware and OS to run. Our earnest request to you to confirm whether the Bank will provide such hardware and OSs or the bidder needs to consider the same in their proposed solutions.	Bidder to propose hardware/OS/Middleware for running proposed solutions.
212	Commercial Bill of Material_Annx. 9.9	Hardware	22 (DC), 18 (DR)	Any other (Pls add)	There are certain security software/ applications/ tools which are being asked in the RFP, require hardware and OS to run. Our earnest request to you to confirm whether the Bank will provide such hardware and OSs or the bidder needs to consider the same in their proposed solutions.	Bidder to propose hardware/OS/Middleware for running proposed solutions.
213	Commercial Bill of Material_Annx. 9.9	Hardware	16, 17	Data Leakage Prevention (DLP) and Privileged Identity and Access Management (PIM/PAM)	Quantity of such software items are mentioned as "one" without further details. However, in the absence of detailed quantity, bidder maynot be able to propose the number of licenses. E.g. Without knowing how many IT Service Desk users bank intends to deploy, it is not possible to configure the quantity of service desk license. Similarly, Asset management licenses are configured on number of assets. Without understanding how many assets bank wants to manage, a bidder maynot be able to propose the right quantity. Hence we request the Bank to indicate exact quantity of licenses required for the respective software instead of mentioning "one" as the quantity and UAM as "Set"	Please refer corrigendum

214	Commercial Bill of Material_Annx. 9.9	Application cost	1, 2, 3	Enterprise Management System (EMS), Microfocus Data protector, Security Information and Event Management (SIEM)	Quantity of such software items are mentioned as "one" without further details. However, in the absence of detailed quantity, bidder may not be able to propose the number of licenses. E.g. Without knowing how many IT Service Desk users bank intends to deploy, it is not possible to configure the quantity of service desk license. Similarly, Asset management licenses are configured on number of assets. Without understanding how many assets bank wants to manage, a bidder may not be able to propose the right quantity. Hence we request the Bank to indicate exact quantity of licenses required for the respective software instead of mentioning "one" as the quantity and UAM as "Set"	Please go through RFP & corrigendum
215	3.3 Detailed Scope of Work	20	xxi	Entire details stated under this clause	We have not found details of any application, tools, virtualizations, replications being used by ACAB. Hence, we understand the scope of migration of equipment being replaced is limited to installation of the same, powering on and installation of operating systems / any other system software supplied with the new hardware. Migration of any other component not detailed in the RFP is beyond the scope of the bidder.	With change of server and storage the existing data from these devices has to be migrated to new servers. Application vendor will provide support wherever required to migrate application & database.
216	3.2 Present Inventory Details	11	7	D2D- HPE StoreOnce 5100 - To be shifted by bidder from DC to DR to replace the tape library at DR by bidder	Please share the bandwidth available between DC and DR and the volume of existing data to be transferred to size the efforts and timeline for the replication.	Bidder to propose required bandwidth for proposed application/Changes and bank will procure.
217	3.2 Present Inventory Details	11	8	CBS Storage - HPE 3PAR 8400 - To be Upgraded with additional 16*1.92TB SSD Drives by bidder	We are assuming that bank has necessary licenses for replication of 3PAR between DC and DR. Bidder has to only supply the additional licenses for the new disks being procured.	Understanding is correct. Bidder to provide additional license wherever required
218	Technical Specification_Annx. 9.1	Enterprise Management Solution (EMS)	B.7	The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery	As the asked discovery mechanism should be based on IP, IP Range and CSV based file upload, but here mentioned the different kind of methods, we request the Bank to remove this clause.	Clause to be considered as deleted
219	2.2 The Schedule of Dates	6		Last date of seeking Request for Clarifications through email if any: 20/07/2024, 16:00 hours	In view of the size & complexity of the RFP requirement we would request the Bank to kindly allow us time till 23rd July 2024 for submitting the final set of pre-bid queries.	RFP Requirement stands
220	2.2 The Schedule of Dates	6		Deadline for submission of Bids: 06/08/2024, 14:00 hours	We would request the Bank to kindly extend the bid submission date by at least 3 weeks from the date of issuance of the corrigendum / clarifications post the pre-bid meeting which would allow all Bidders to review the overall requirement and submit a comprehensive proposal.	Please refer corrigendum
221	2.2 The Schedule of Dates	6		EMD: Rs. 20,00,000/- (Rupees Twenty Lakhs Only) EMD in the form of Demand Draft in favor of "Managing Director, The Assam Co-operative Apex Bank Ltd.," payable at Guwahati	We would request the Bank to kindly allow the submission of Bank Guarantee from any scheduled commercial Bank as an alternative for submitting the EMD.  Please confirm the acceptance of our request.	Please refer corrigendum
222	4. Project Timelines	22		2. Solution Implementation: The proposed solution should be deployed at DC, DR, HO & Branches within 3 months of release of PO by the bank. 3. Go-live, Training & handover to support team of bank: Training & Handover should be completed within 3 months of release of PO by the bank	In view of the size & complexity of the RFP requirement and the prevalent industry wide supply chain challenge of IT equipment we would request the Bank to kindly amend the Project Timelines as suggested below:  2. Solution Implementation: The proposed solution should be deployed at DC, DR, HO & Branches within 8 months of release of PO by the Bank.  3. Go-live, Training & handover to support team of bank: Training & Handover should be completed within 9 months of release of PO by the Bank.	RFP Requirement stands
223	5. Payment Terms	23		(i) Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	We would request the Bank to kindly amend the payment terms as suggested below to align with the industry wide accepted terms for similar projects:  70% of the delivered hardware cost would be payable on delivery. 20% of the hardware cost would be payable on post installation. 10% of the hardware cost would be payable after Go-live on production environment.	RFP Requirement stands
224	5. Payment Terms	23		ii. Hardware & software implementation/ installation cost a. Implementation/installation cost will be paid after 30 days of successful implementation, sign off and acceptance by the bank.	We would request the Bank to kindly amend the payment terms as suggested below:  a. Implementation/installation cost will be paid within 30 days of successful implementation, sign off and acceptance by the bank.	RFP Requirement stands
225	5. Payment Terms	23		iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	We would request the Bank to kindly amend the payment terms as suggested below to align with the industry wide accepted terms for similar projects:  90% of the license cost will be paid on delivery of licenses 10% of the license cost will be paid after successful installation of the license	RFP Requirement stands
226	5. Payment Terms	23, 24		iv. AMC & ATS Cost of Hardware/ Software a. ATS & AMC cost for Hardware will be paid half yearly in arrears. b. ATS/AMC documents for in-scope software and hardware from the OEM for service and support have to be provided to the bank. Payment will be made on submission of these document.	We would request the Bank to kindly amend the payment terms as suggested below:  ATS/AMC for Hardware and Software - To be paid annually in advance	RFP Requirement stands
227	6.1 Eligibility Criteria	25	6	6. The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	To promote wider participation we would request the Bank to kindly accept "Operating Profit" as the qualifying parameter and amend the clause as suggested below:  6. The bidder should have positive Operating Profit for 3 out of last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024).	Please refer corrigendum
228	6.1 Eligibility Criteria	25, 26	8	8. The bidder should have prior experience of delivery, integration, installation and service in DC/DRC, IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.  Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	for promoting wider participation which would benefit the Bank in receiving competitive proposals we would request the Bank to consider the relevant experience of the Bidder in the following core / key technologies for Eligibility Criteria compliance: Servers Storage Network Switch/Router SD-WAN  Please confirm the acceptance of our request.	Please refer corrigendum



229	6.1 Eligibility Criteria	25, 26	8	<p>8. The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>During the FY 2020-21 our organization underwent an internal restructuring exercise where in the Business Units relevant for this RFP has been moved to a new company incorporated as a wholly owned subsidiary of the main Parent Company.</p> <p>In view of the above we would request the Bank to kindly consider the documentary evidence of the relevant projects undertaken by both the Parent Company and the Subsidiary Company (Bidder) for RFP compliance.</p>	Please refer corrigendum
230	6.1 Eligibility Criteria	25, 26	8	<p>8. The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>Please refer Office Memorandum No. F.8/78/2023-PPD, dated 12.10.2023 of Department of Expenditure (DoE), Ministry of Finance (MoF), Government of India which has provided the necessary guidance that demerged entities (by virtue of corporate restructuring exercise, etc.) would be permitted to use the credentials of original / parent entity to satisfy the eligibility criteria in the tenders.</p> <p>We understand that the Bank would adhere with the above mentioned guidance of Govt. of India and kindly consider the relevant documentary evidence of the Parent Company for qualifying the bid submitted by the Subsidiary Company (Bidder).</p> <p>Please confirm our understanding.</p>	Please refer corrigendum
231	6.1 Eligibility Criteria	26	9	<p>9. The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission.</p> <p>Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component</p>	<p>During the FY 2020-21 our organization underwent an internal restructuring exercise where in the Business Units relevant for this RFP has been moved to a new company incorporated as a wholly owned subsidiary of the main Parent Company.</p> <p>In view of the above we would request the Bank to kindly consider the documentary evidence of the relevant projects undertaken by both the Parent Company and the Subsidiary Company (Bidder) for RFP compliance.</p>	Please refer corrigendum
232	6.1 Eligibility Criteria	26	11	<p>11. The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.</p>	<p>We would request the Bank to evaluate the certified resources only for the below listed key technologies for tender compliance:</p> <p>Servers Storage Network Switch/Router SD-WAN</p> <p>Please confirm,</p>	Please refer corrigendum
233	6.1 Eligibility Criteria	26	12	<p>12. The bidder may be the OEM or its authorised partner. Subcontract is allowed only for branch peripherals support. However, the bidder will be the single point of contact for the bank and will be solely responsible for the ownership of the overall project.</p> <p>In case of authorised partner, MAF from all the proposed Hardware/solutions OEMs to be provided.</p>	<p>Servers are generally delivered with the necessary OS pre-loaded. So, we understand that in case pre-loaded Servers are proposed then separate MAF, only for the Server OS, would not be required.</p> <p>Please confirm our understanding.</p>	Understanding is correct
234	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28	2	<p><u>2. Bidder's capability and experience</u> The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20):</p> <ul style="list-style-type: none"> <li>• two (2) Banks in India in last seven years. (10 marks)</li> <li>• More than two, less than 5 Banks in India in last seven years. (15 marks)</li> <li>• More than or equal to 5 Banks in India in last seven years. (20 marks)</li> </ul> <p>Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.</p>	<p>for promoting wider participation which would benefit the Bank in receiving competitive proposals we would request the Bank to consider the relevant experience of the Bidder in the following core / key technologies for Eligibility Criteria compliance:</p> <p>Servers Storage Network Switch/Router SD-WAN</p> <p>Please confirm the acceptance of our request.</p>	Please refer corrigendum
235	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28	2	<p><u>2. Bidder's capability and experience</u> The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20):</p> <ul style="list-style-type: none"> <li>• two (2) Banks in India in last seven years. (10 marks)</li> <li>• More than two, less than 5 Banks in India in last seven years. (15 marks)</li> <li>• More than or equal to 5 Banks in India in last seven years. (20 marks)</li> </ul> <p>Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.</p>	<p>During the FY 2020-21 our organization underwent an internal restructuring exercise where in the Business Units relevant for this RFP has been moved to a new company incorporated as a wholly owned subsidiary of the main Parent Company.</p> <p>In view of the above we would request the Bank to kindly consider the documentary evidence of the relevant projects undertaken by both the Parent Company and the Subsidiary Company (Bidder) for RFP compliance.</p>	Please refer corrigendum
236	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	29	4	<p><u>4. Certifications</u> The bidder should have at least 3 certified resources for each of the OEMs of which hardware and solutions are being proposed as part of bid. (Maximum marks 10)</p> <ul style="list-style-type: none"> <li>• 3 certified resources for each OEM (7 marks)</li> <li>• More than 5 certified resources for each OEM (10 marks)</li> </ul>	<p>We would request the Bank to evaluate the certified resources only for the below listed key technologies for scoring:</p> <p>Servers Storage Network Switch/Router SD-WAN</p> <p>Please confirm the acceptance of our request.</p>	Please refer corrigendum
237	3.2 Present Inventory Details	12, 13	34	<p>34. Internal firewall: Currently it is under ATS till 31st December 2025. To be replaced by bidder on December 2025 with OEM other than Fortinet.</p>	<p>As you know OEMs do not provide proposal for deliveries which might happen 1 year down the line because rates cannot be committed due to various reasons. So we would request Bank to remove this requirement.</p>	RFP Requirement stands
238	3.2 Present Inventory Details	13	35	<p>35. ATM Firewall: Currently it is under ATS till 30th March 2025. To be replaced by bidder on March 2025</p>	<p>Since OEMs do not provide proposal for deliveries which might happen 1 year down the line dues to multiple reasons such as fluctuating dollar rate etc. So, we would request Bank to kindly remove this requirement.</p>	RFP Requirement stands
239	3.2 Present Inventory Details	12		<p>Present inventory Details</p>	<p>Request you to please help with the serial number details for Hardware devices and Subscription ID details for Software for AMC &amp; ATS service for IT and NON IT Inventory devices.</p>	Please visit DC & DR with prior intimation to bank

240	3.3 Detailed Scope of Work	14	iii. c	OEM24x7 L3 support for problem resolution during the entire contract period as part of warranty/ AMC & ATS service. The L3 OEM support team must attend calls for problems pertaining to Server, storage and other services and equipment at DC, DR including network solutions and resolve the same within 2 hours from the time of call logged.	Kindly Confirm Remote TAC Support and Back to Back OEM can be provide for AMC & ATS service.	Bank requires Remote Tac support from OEM. The same is to be given and with onsite troubleshooting & component replacement for AMC & ATS if same is required within SLA mentioned.
241	3.3 Detailed Scope of Work	20	xxi	Migration involves one-time activities required to transfer responsibility for the migration & services, including processes, assets, facilities, technology and other knowledge to the bidder. The bidder is required to complete the migration within 3 months from the date of release of PO by the bank.	We would request to kindly help Migration timeline for 9 months.	RFP Requirement stands
242	Technical Specification_Annx. 9.1	Switch1	1	Switch should support switch virtualization/stacking feature for combining multiple switches into single logical unit	Please mention minimum and maximum switches to be supported in single virtual stack	Minimum 2
243	Technical Specification_Annx. 9.1	Switch2	1	Switch should support switch virtualization/stacking feature for combining multiple switches into single logical unit	Please mention minimum and maximum switches to be supported in single virtual stack	Minimum 2
244	3.1 Present Status	11		Most of the components at Bank's DC & DR have reached EOL & EOS stage	Please clarify, whether to propose replacement of same make devices	Bidder's Discretion
245	3.3 Detailed Scope of Work	14	iii. a	iii. The bidder will be required to provide the following services during the contract - a. Hardware/solution supply, configuration, implementation, and integration with existing solutions/hardware	Please mention whether the proposed new devices should be of same make , as to support integration with existing solution/hardware	Bidder's Discretion
246	3.2 Present inventory Details: Branch Peripherals	13		Inventory Table	Please provide Equipment wise branch spread.	All branches are in Assam and will be shared with shortlisted bidder.
247	3.3 Detailed Scope of Work	15	iii. i	Implementation of new Active Directory based on the current security standards	Kindly provide details of present AD. The new AD sizing needs to be done. Kindly provide user numbers, storage quotas etc. to come up with detailed plan.	To be shared with shortlisted bidder.
248	3.3 Detailed Scope of Work	20	xxi	Migration of IT Infrastructure and application	Kindly provide details of applications to be migrated, DB versions and types. OS details and how much size .	To be shared with shortlisted bidder as already the count of hardware/solution is provided for reference.
249	3.3 Detailed Scope of Work	22		Branch Peripherals	Please share the branch wise user count.	All branches are in Assam and will be shared with shortlisted bidder.
250	3.2 Present inventory Details	11	8	8. CBS Storage: HPE 3PAR 8400: To be Upgraded with additional 16*1.92TB SSD Drives by bidder	Kindly share the details part number and serial number the existing HPE 3PAR 8400, it will help us to check compatibility of SSD.	Please visit DC & DR with prior intimation to bank
251	3.2 Present inventory Details	11	9	9. Tape Library: HPE MSL4048 O-Drive Tape Library: To be replaced by D2D shifted from DC by bidder	Kindly share the details of activities that have to be done. As per our understanding, you have to replace the existing Tape backup solution with the D2D solution. 1. Does the bidder need to transfer/migrate the backed-up data that is residing in Tape to a D2D device? If yes kindly share the amount of backed-up data capacity detail. 2. What backup policies need to be considered in the proposed D2D? 3. Is the backup server available or does the bidder have to consider it? 4. Kindly help us to understand the existing backup software license validity. 5. Is the available backup software license sufficient? or bidder will factor it into the proposed solution? 6. What is the long-term retention policy?	1. No migration required from Tape to D2D. 2. Please refer corrigendum 3. TO be part of VM servers proposed 4. Same is provided as part of present inventory and ATS to be provided. Bidder may propose additional license if required. 5. Bidder may propose additional license if required 6. Please refer corrigendum
252	3.2 Present inventory Details	11		To be replaced & To be dropped	As per our understanding of which component you asked to drop, it means neither has to be continued nor needs to be factored a new components in place of it. And of which component asked replaced it means the new one needs to be factored in the proposed solution.	The functionality of the "To be dropped" server will be done through the new procured server. Other equipment like tape library will be completely removed.
253	3.2 Present inventory Details	12	19	19. Microfocus Data protector: HPE Data Protector per TB for 10-49 TB Full Backup Capacity Software E-LTU --- TF542AAE 20 : To be continued with proper ATS support and capacity to be augmented if required by bidder	As per our understanding bank already has backup software license for 10-49 TB. and only this licenses need to be considered for proposed D2D. Only support is required from the Backup software OEM. If our understanding is correct then let us know how long support is required.	The present capacity is mentioned. If bidder requires additional capacity same to be proposed in addition to ATS support for project tenure.
254	3.2 Present inventory Details	12	20	20. MS SQL : SQL Server Standard 2019 Core 8 : To continue with ATS by bidder	Does only OS/ATS support is required for MS SQL? Hope it is a single instance only. Please confirm.	Understanding is correct
255	General			General ---- Specification sheet	Specification/Sizing is already being mentioned in the specification sheet. And bidder need to be quote accordingly. Hope bidder will not be responsible to factored any other components to integrate the solution or application. It would be fully Bank responsibility. Bidder will also not be responsible for any performance issue. Bidder will only supply whatever asked in the specification sheet.	Bidder to supply based on minimum requirement mentioned.
256	General			General : Solution perspective	Since RPO & RTO is not being asked in the RFP, so we understand that the Bidder will not be responsible for the RPO and RTO. Further, we also understand that the Bidder is not responsible for business continuity plan and replication. Please confirm our understanding.	Daily operational RPO & RTO maintenance i.e. RPO:15 min and RTO:1 hour for CBS is not responsibility of bidder but initial configuration/setup for RPO & RTO maintenance is bidder's responsibility.
257	3.1 Present Status	10	i	The core infrastructure for the CBS of Assam Cooperative Apex Bank is hosted at the Bank's DC (Guwahati) and DR (Kolkata).	Please share the capacity of DR w.r.t DC (e.g. DR = 100% DC)	To be shared with shortlisted bidder
258	3. Scope of Work	10			Can you please share existing Database deployment details of the non CBS applications such as AML, Internet Banking, Loan Management etc. Following details are requested for <b>each of the other applications</b> :- 1. Name of the application (AML, Internet banking, Loan Management etc.) 2. Database technology used 3. Number of DB Servers in DC 4. Number of DB Servers in DR 5. Number of Processors per server 6. Number of physical cores per processor	To be shared with shortlisted bidder
259	3.1 Present Status	11		Bank is seeking to augment DC & DR infrastructure (based on End of Support and utilization) aligned with the business growth for the next 10 years.	Does this mean that bank is looking for sizing of DC, DR and other environments for 10 years? Please confirm.	Please be guided by RFP

260	3.1 Present Status	11		Bank is seeking to augment DC & DR infrastructure (based on End of Support and utilization) aligned with the business growth for the next 10 years.	Please share maximum number of users at peak load for all applications <b>after the proposed refresh engagement</b> (please specify considering the growth for 10 years as mentioned in the RFP):- 1. CBS 2. AML 3. Loan Management 4. Any other application in scope of this refresh engagement	Please be guided by RFP
261	3.2 Present Inventory Details	12	20	20 MS SQL Server Standard 2019 Core	<b>We are aware that your existing CBS is based on Oracle Database which is not mentioned in this RFP.</b> Please provide deployment information for the same in terms of 1. Number of DB Servers in DC 2. Number of DB Servers in DR 3. Number of Processors per server 4. Number of physical cores per processor	Please be guided by RFP
262	3.2 Present Inventory Details	11	2	Item: DB Server Details: PROLIANT DL 560 G10 DC Qty: 2 DR Qty: 2 Remark: To be used as UAT and training and replaced with New DB servers proposed with RHEL subscription for 5 yrs by bidder	From the sizing perspective of both UAT and Training environments, please share the following :- 1. Number of processors per server for each of the 2 servers in DC and 2 servers in DR 2. Number of physical cores per processor	Please be guided by RFP
263	3.3 Detailed Scope of Work	17	v. l,m	l. There should be enough audit trail capability to identify drift in the document and all the relevant details like who made what changes and change details. m. Audit should allow for Reporting and Search capabilities.	It is recommended to consider the following :- 1. An external Audit Server to capture detailed audit data for best security as data is stored external to the database. It should also be possible to generate detailed compliance reports and configure alerts and notifications. The Audit Server should be able to capture audit data from any database and OS logs. 2. The same solution should also be able to prevent SQL injection attacks, blacklist rogue IP addresses with a built-in firewall at the database layer. <b>This solution is also aligned with RBI Information Security guidelines :-</b> <a href="https://bidocs.rbi.org.in/rdocs/content/PDFs/GBS300411F.pdf">https://bidocs.rbi.org.in/rdocs/content/PDFs/GBS300411F.pdf</a> Kindly confirm.	RFP Requirement stands
264	3.3 Detailed Scope of Work	16, 17	v. f	Also, the solution should seamlessly integrate with Encryption which should be intelligent enough to enforce Encryption of sensitive data.	It is recommended to consider the following solutions, at a minimum to implement comprehensive data security :- 1. Protect the data at rest including export dumps and backup files using multiple keys wherein the master key can be externalized from the database in a secured wallet. 2. Protect the database from internal powerful users such as database administrators who have root access and can access any data including sensitive/confidential information. This capability should be built into the database. <b>This solution is also aligned with RBI Information Security guidelines :-</b> <a href="https://bidocs.rbi.org.in/rdocs/content/PDFs/GBS300411F.pdf">https://bidocs.rbi.org.in/rdocs/content/PDFs/GBS300411F.pdf</a>	RFP Requirement stands
265	3.3 Detailed Scope of Work	20	vii. xi. b, d	b.Scalability d.24 x 7 Availability	To ensure 24x7 availability, it is recommended to consider an underlying database that provides Active-Active clustering for highest availability, scalability, Load Balancing and fault tolerance capabilities(in both DC and DR). Kindly confirm.	RFP Requirement stands
266	3.3 Detailed Scope of Work	20	vii. xi. b, d	b.Scalability d.24 x 7 Availability	To ensure 24x7 Availability and Scalability across the stack, it is recommended to adopt automatic performance diagnostics and tuning solutions (in both DC and DR) that would provide a comprehensive set of automatic performance diagnostics and monitoring functionality as well as automatic tuning of performance issues. Any manual intervention to monitor and fix performance issues is unpredictable in terms of timelines and will impact the stated SLA of 24x7 Availability requirement. Kindly confirm.	RFP Requirement stands
267				Generic	It is requested to consider an enterprise grade database that should be able to store all types of data (both structured and unstructured including Spatial, XML, JSON etc.) and workloads (such as OLTP, Analytics, Machine Learning etc.) for best manageability and performance. Moreover, the database should have built-in support for blockchain tables that prevents sensitive data from being tampered.	To be decided in future
268	6.1 Eligibility Criteria	25, 26	8	S.No. (8) Experience and Service Capability (The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, MPLS, PIM/PAM, SIEM, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks/ <b>Central/State Govt./PSU/</b> in India in last Seven years. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks/ <b>Central/State Govt./PSU/</b> for each component	Please refer corrigendum
269	6.1 Eligibility Criteria	26	9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, MPLS, PIM/PAM, SIEM, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks/ <b>Central/State Govt./PSU/</b> in India in last Seven years in India and running satisfactorily as on date of bid submission. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks/ <b>Central/State Govt./PSU/</b> for each component	Please refer corrigendum
270	6.1 Eligibility Criteria	26	14	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Multifunctional printer & Scanner in at least one bank/ <b>Central/State Govt./PSU/</b> during the last 5 years	Please refer corrigendum
271	3.2 Present Inventory Details	11	10	NAS Storage	Please clarify what is statement of to be dropped. It mean no AMC or Support require for that.	No AMC required and same is part of Buyback components
272	General				Please confirm, total No of Users & Endpoint Device. Can we consider 20% growth for next 5 years?	Please be guided by RFP
273	6.1 Eligibility Criteria	25, 26	8	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT 8 infrastructure components (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT of any 6 infrastructure components out of 8 (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks / <b>PSU/Any Govt Organization of India</b> in last Seven years. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks/ <b>PSU/Any Govt Organization of India</b> for each component Note: Credentials of Subsidiary	Please refer corrigendum

274	6.1 Eligibility Criteria	26	9	The proposed hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks for each component	The hardware/solutions (Servers, Storage, Network Switch/Router, SD-WAN Implementation, WAF, PIM/PAM, SIEM, DLP, EMS) should have been installed in at least 2 scheduled commercial banks/Private Bank/RRB/cooperative banks in India and running satisfactorily as on date of bid submission. Note: If the bidder does not have a single credential mentioning all components in a bank, bidder is free to provide credentials from at least 2 (two) banks/PSU/Any Govt Organization of India for each component for each component	Please refer corrigendum
275	6.1 Eligibility Criteria	26	11	The bidder should have at least 3 certified resources for each of the OEMs of which hardware are being proposed as part of bid.	The bidder should have at least 3 certified resources of any SDWAN OEM.	Please refer corrigendum
276	6.1 Eligibility Criteria	26	10	The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India	Bidder should have experience in implementing SDWAN solution in at least 2500 branches of one or multiple bank(s) across India	Please refer corrigendum
277	6.1 Eligibility Criteria	26	14	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop, Dot matrix printer, Passbook printer, Multifunctional printer & Scanner in at least one bank during the last 3 years	The bidder/subcontractor should have prior experience of supply, installation and maintenance of Desktop/Dot matrix printer/ Passbook printer/ Multifunctional printer / Scanner in at least one bank/PSU/Any Govt Organization of India during the last 7 years	Please refer corrigendum
278	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28	2	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT infrastructure components (Servers, Storage, Network Switch/Router, SDWAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks in India in last Seven years. (Maximum marks 20): • Two (2) Banks in India in last seven years. (10 marks) • More than two, less than 5 Banks in India in last seven years. (15 marks) • More than or equal to 5 Banks in India in last seven years. (20 marks) Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.	The bidder should have prior experience of delivery, integration, installation and service in DC/DRC IT of any 6 infrastructure components out of 8 (Servers, Storage, Network Switch/Router, SD-WAN, WAF, PIM/PAM, SIEM, DLP, EMS) in at least two (2) scheduled commercial banks/Private Bank/RRB/cooperative Banks /PSU/Any Govt Organization of India in last Seven years. (Maximum marks 20): • Two (2) Banks/PSU/Any Govt Organization in India in last seven years. (10 marks) • More than two, less than 5 Banks/PSU/Any Govt Organization in India in last seven years. (15 marks) • More than or equal to 5 Banks/PSU/Any Govt Organization in India in last seven years. (20 marks) Bidder is required to share the relevant supporting document i.e. Relevant credential letters or Purchase Order with the Bank's confirmation on having executed the PO to satisfaction.	Please refer corrigendum
279	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	28, 29	2	The proposed SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India (Maximum marks 10) • 2500 branches of one or multiple bank(s) across India (7 marks) • More than 2500 branches of one or multiple bank(s) across India (10 marks) Certification to be provided by OEM	The SDWAN solution should be implemented in at least 2500 branches of one or multiple bank(s) across India (Maximum marks 10) • 2500 branches of one or multiple bank(s) across India (7 marks) • More than 2500 branches of one or multiple bank(s) across India (10 marks) Certification to be provided by OEM	Please refer corrigendum
280	6.4.3 Technical Bid Evaluation Criteria: Detailed Technical Evaluation Parameters	29	4	The bidder should have at least 3 certified resources for each of the OEMs of which hardware and solutions are being proposed as part of bid. (Maximum marks 10) • 3 certified resources for each OEM (7 marks) • More than 5 certified resources for each OEM (10 marks)	The bidder should have at least 3 certified resources from any SDWAN OEM. (Maximum marks 10) • 3 certified resources for each OEM (7 marks) • More than 5 certified resources for each OEM (10 marks)	Please refer corrigendum
281	General				To accept EMD in form of BANK GUARANTEE	Please refer corrigendum
282	5. Payment Terms	23		(i) Hardware Cost a. 50% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 20% of the hardware cost would be payable after Go-live on production environment. d. 10% of the cost would be payable on completion of 3 months from the date of successful setting up of the tools and sign off by the bank.	We would request the bank not to relate CBS roll out with the installation of Hardware as CBS is not under Scope of Work of SI. However, as per the current 'Payment Terms' you are paying the balance 10% after 3 months of successful installation of the tools.  We would request for modification of the clause as suggested below:  i. Hardware Cost a. 70% of the delivered hardware cost would be payable on delivery. b. 20% of the hardware cost would be payable on post installation. c. 10% of the cost would be payable on completion of 1 month from the date of successful setting up of the supplied hardware and sign off by the Bank.	RFP Requirement stands
283	5. Payment Terms	23		iii. Software License cost a. 70% of the license cost will be paid on delivery of licenses of applications, installation and after sign-off from the bank b. 30% of the license cost will be paid after successfully go live and setting up of the application and sign off by the bank.	We would request Bank not to relate CBS roll out with the installation of supplied Software since CBS is not under the scope of work of SI. However, as per the current 'Payment Terms' the Bank is paying the balance 30% after successful go-live.  So, requesting the Bank to modify the clause as suggested below:  iii. Software License cost a. 90% of the license cost will be paid on delivery of licenses of applications. b. 10% of the license cost will be paid after successful installation.	RFP Requirement stands
284	3.3 Detailed Scope of Work	15	iii. i	Implementation of new Active Directory based on the current security standards. The bidder should ensure that all the Data Center servers & Branch nodes (Ubuntu PCs) are connected to the Active Directory server hosted in Bank's Data Center	Please clarify whether Bank is already having AD Server is not. If there is existing AD, please provide us the details like OS Version etc.	At present AD server is configured on Windows Server 2012 R2 DC edition.
285	3.3 Detailed Scope of Work	20	xxi	One Time activities : Migration of IT Infrastructure and application including CBS Database to the new hardware:	We would request the Bank to kindly exclude CBS Application and CBS Database from the scope of work of the SI.  Our understanding of the scope of work is that as a SI, we would install the supplied hardware and software as per the instructions from the Bank to address the requirement of the CBS and the existing VMs will be migrated on 'as it is' basis. However, the successful running of the CBS application or new installation should be taken care by CBS Partner, and the role of the SI will be limited to providing necessary assistance.  Please confirm our understanding.	Bidder to do basic database configuration on guidance from Application OEMs DBA. For application migration application team will provide full support to bidder.
286	3.3 Detailed Scope of Work	19	vii. a	Bank intends to implement managed SIEM solution which will be used to capture, correlate, monitor and alert all the incoming data to Bank from different source. The solution should cover all hardware at DC, DR, HO & branches (till Router/Firewall/SDWAN device)	We understand that bank is looking for Managed Services for SIEM. We would like to inform that this service is provided from remote Security support centre using our own tool under MSSP license.  As Bank has also mentioned required specification for the SIEM tools, our existing tool may not be able to comply all the points.  Need your suggestion and necessary amendment for addressing such a scenario.	Please be guided by RFP
287	3.3 Detailed Scope of Work	19	vii. a	Bank intends to implement managed SIEM solution which will be used to capture, correlate, monitor and alert all the incoming data to Bank from different source. The solution should cover all hardware at DC, DR, HO & branches (till Router/Firewall/SDWAN device)	We would request the Bank to kindly modify the payment terms for SIEM tools as it would be under Services model.  There will be OTC (One Time Charge) and the balance should be billed quarterly in advance.	Please refer corrigendum.  Payment Terms for Services: To be paid half-yearly in arrears.
288				Additional request	We earnestly request the Bank to kindly increase the delivery period for the branch locations. However, in view of the Bank's urgency we will try to deliver and install as early as possible.	RFP Requirement stands. Same will be discussed with selected bidder on case to case basis for remote branch locations.