

Date: 23.01.2023

Sr. No.	Tender Reference / clause	Query/Clarification of prospective bidders	Reply to the bidder's queries
1	Eligibility Criteria	Request to change the point: The Bidder should be either OEM or OEM's authorized partner in India as on RFP date	No Change
2	B. Resources required at our office, Mumbai / Hyderabad	kindly Confirm Number of Resources/ resource details/ sitting locations	Minimum 1 resource (with standby resource) is required, the resource would be seated in Bank's Hyderabad Office
3	Commercial	Some devices are under contract till Jan/Feb, their contract start date would be prorated dated basis, instead of 1st March 2023	Contract start date will be as mentioned in the Tender Document.
4	Scope	Health Check-up for out of support devices	15 days will be given to the L1 bidder post Purchase Order issuance to do health check-up of given inventory. In case any device is found defective then Bank will get it repaired on chargeable basis and then such devices will be handed over for AMC coverage to the L1 bidder.
5	Scope	Discrepancy in entitlement of devices in Bank's name	Bank along with Cisco will work to correct the entitlement if any, before PO issuance.
6	Scope	Location of devices	The complete location details along with Serial Nos. will be shared with Purchase Order
7	Commercial	Cost estimates given in RFP	No change

All other Terms and Conditions of the bid shall remain same.