

**Clause in RFP**

Sr. No.	Clause in RFP	Clarifications/ Changes made
1	<p><b>3. Project Details</b></p> <p>.....</p> <p>.....</p> <p><b>3.3 Project Scope</b>            Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below (Detailed scope in Annexure 12):</p> <p>a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch and Firewall)</p> <p>b) IT Facility Management Service</p> <p><b>c) Installation and Maintenance of Internet Proxy Solution &amp; Antivirus Solution.</b></p> <p>.....</p> <p>.....</p>	<p><b>3. Project Details</b></p> <p>.....</p> <p>.....</p> <p><b>3.3 Project Scope</b>            Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below (Detailed scope in Annexure 12):</p> <p>a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch and Firewall)</p> <p>b) IT Facility Management Service</p> <p><b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b></p> <p>.....</p> <p>.....</p>
2	<p><b>5.5 Terms of Reference</b></p> <p>.....</p> <p>.....</p> <p><b>5.5.2 Installation:</b>            Installation of Network Hardware (Core Switch, Access Switch, Firewall) including unpacking of cartons / boxes, mounting of the hardware equipment's <b>and installation of Antivirus Solution and Internet Proxy Solution</b> will be the responsibility of Vendor. Vendor will have to install the Network Hardware (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution</b> and hand it over to Bank for acceptance testing within a maximum of 1 week from the date of receipt of the Network Hardware (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution</b> at our office and Bank's notification for installation of the Network Hardware (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution</b>.</p> <p>.....</p> <p>.....</p>	<p><b>5.5 Terms of Reference</b></p> <p>.....</p> <p>.....</p> <p><b>5.5.2 Installation:</b>            Installation of Network Hardware (Core Switch, Access Switch, Firewall) including unpacking of cartons / boxes, mounting of the hardware equipment's will be the responsibility of Vendor. Vendor will have to install the Network Hardware (Core Switch, Access Switch, Firewall) and hand it over to Bank for acceptance testing within a maximum of <b>2 weeks</b> from the date of receipt of the Network Hardware (Core Switch, Access Switch, Firewall) at our office and Bank's notification for installation of the Network Hardware (Core Switch, Access Switch, Firewall). <b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b></p> <p>.....</p> <p>.....</p> <p>Bank reserves the right to shift part or the entire Network Hardware (Core Switch, Access Switch, Firewall) setup to new location/s and warranty and AMC will</p>

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	Bank reserves the right to shift part or the entire Network Hardware (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution</b> setup to new location/s and warranty and AMC will continue to be in force at the new location also.	continue to be in force at the new location also. <b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b>
3	<p><b>5.5 Terms of Reference</b> ..... .....</p> <p><b>5.5.4 Warranty:</b> The entire Network Hardware (Core Switch, Access Switch, and Firewall) <b>and Antivirus Solution</b> covering all components will remain under, onsite, comprehensive maintenance warranty for a period of three years. The service support during warranty period shall be for all Network Hardware (Core Switch, Access Switch, and Firewall), <b>Antivirus Solution</b> and accessories supplied. ..... .....</p>	<p><b>5.5 Terms of Reference</b> ..... .....</p> <p><b>5.5.4 Warranty:</b> The entire Network Hardware (Core Switch, Access Switch, and Firewall) covering all components will remain under, onsite, comprehensive maintenance warranty for a period of three years. The service support during warranty period shall be for all Network Hardware (Core Switch, Access Switch, and Firewall) and accessories supplied. <b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b> ..... .....</p>
4	<p><b>5.5 Terms of Reference</b> ..... .....</p> <p><b>5.5.6 Payment Terms</b> ..... .....</p> <p><b>C. Installation of Antivirus Solution and Internet Proxy Solution</b></p> <ul style="list-style-type: none"> <li>• 70% of the Installation Charges of Antivirus Solution and Internet Proxy Solution plus 100% of GST at actuals on installation of Antivirus Solution and Internet Proxy Solution. The required documents to be provided along with original invoice: <ul style="list-style-type: none"> <li>a) Original Installation Report dully stamped and signed by the Bank Official.</li> </ul> </li> <li>• Balance amount of 30% will be released after 3 months of successful installation of Antivirus Solution and</li> </ul>	<p><b>5.5 Terms of Reference</b> ..... .....</p> <p><b>5.5.6 Payment Terms</b> ..... .....</p> <p><b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b> ..... .....</p>

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	<b>Internet Proxy Solution.</b> ..... .....	
5	<b>Annexure 02 – Eligibility Criteria Compliance</b> ..... ..... <b>D. Experience &amp; Support Infrastructure</b> The Bidder must have executed the following: a) Minimum 5 orders for supply, installation and maintenance of Building Network Infrastructure and b) Minimum 2 orders for providing IT Facility Management services with each order of managing minimum 300+ networked desktops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India. ..... .....	<b>Annexure 02 – Eligibility Criteria Compliance</b> ..... ..... <b>D. Experience &amp; Support Infrastructure</b> The Bidder must have executed the following: a) Minimum 5 orders for supply, installation and maintenance of Building Network Infrastructure <b>(With each order for supplying minimum 600+ nodes network switches of proposed OEM make at one building / location (LAN))</b> and b) Minimum 2 orders for providing IT Facility Management services with each order of managing minimum 300+ networked desktops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India. ..... .....
6	<b>Annexure 12 – Technical Requirement (Project Scope)</b> <b>A. Project Scope</b> Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below: a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch, Firewall) b) IT Facility Management Service <b>c) Installation and Maintenance Internet Proxy Solution and Antivirus Solution.</b> ..... .....	<b>Annexure 12 – Technical Requirement (Project Scope)</b> <b>A. Project Scope</b> Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below: a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch, Firewall) b) IT Facility Management Service <b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b> ..... .....

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7	<p><b>Annexure 12 – Technical Requirement (Project Scope)</b></p> <p>.....</p> <p>.....</p> <p><b>2. Antivirus Solution &amp; Internet Proxy Solution Scope</b></p> <p>Bank will provide the license for Antivirus Solution &amp; Internet Proxy Solution. The successful bidder is required to install, implement and support Antivirus Solution &amp; Internet Proxy Solution at Bank’s office in Administrative Building, Alkapuri, Baroda, Gujarat. The services including, but not limited to following should be provided:</p> <ul style="list-style-type: none"> <li>• Bidder is required to install, implement and support Antivirus Solution &amp; Internet Proxy Solution at Bank’s office in Administrative Building, Alkapuri, Baroda, Gujarat.</li> <li>• Bidder shall configure / set up the rules of the software as desired by the Bank (including their reinstallation) for the period of contract.</li> <li>• Bidder is required to install, implement and support Antivirus (Client – Server Based) at Bank’s office in Administrative Building, Alkapuri, Baroda, Gujarat.</li> <li>• Bidder needs to install the antivirus software in the Internet based Desktops, Laptops and Servers at Bank’s office in Administrative Building, Alkapuri, Baroda, Gujarat.</li> </ul> <p>.....</p> <p>.....</p>	<p><b>Annexure 12 – Technical Requirement (Project Scope)</b></p> <p>.....</p> <p>.....</p> <p><b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b></p> <p>.....</p> <p>.....</p>
8	<p><b>Annexure 13 – Service Level Definitions for Network Infrastructure and IT Facility Management Service</b></p> <p><b>A. SLA for Network Infrastructure (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy</b></p>	<p><b>Annexure 13 – Service Level Definitions for Network Infrastructure and IT Facility Management Service</b></p> <p><b>A. SLA for Network Infrastructure (Core Switch, Access Switch, Firewall), (Individually)</b></p>

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	<p><b>Solution</b> (Individually)</p> <p>.....</p> <p>.....</p> <p>Availability Service Level Default</p> <ul style="list-style-type: none"> <li>• Availability Service Level will be measured on a monthly basis individually for each Network Infrastructure (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution.</b></li> <li>• A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.5%), as measured on a monthly basis for each Network Infrastructure (Core Switch, Access Switch, Firewall), <b>Antivirus Solution and Internet Proxy Solution.</b></li> </ul> <p>.....</p> <p>.....</p>	<p>.....</p> <p>.....</p> <p>Availability Service Level Default</p> <ul style="list-style-type: none"> <li>• Availability Service Level will be measured on a monthly basis individually for each Network Infrastructure (Core Switch, Access Switch, Firewall).</li> <li>• A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.5%), as measured on a monthly basis for each Network Infrastructure (Core Switch, Access Switch, Firewall).</li> </ul> <p><b>(The adjacent highlighted portion deleted. Rest of the clause as above)</b></p> <p>.....</p> <p>.....</p>
9	<p><b>Annexure 16 B - Access Chassis based Switch</b></p> <p>.....</p> <p>.....</p> <p><b>2.</b> Layer 3 switch with Backplane / Switch of atleast 280 Gbps and forwarding rate of 210 Mbps.</p> <p>.....</p> <p>.....</p> <p><b>Other Features</b></p> <p>.....</p> <p>.....</p> <p><b>17.</b> Web Cache Redirect Protocol/WCCP v1 &amp; v2</p> <p>.....</p> <p>.....</p>	<p><b>Annexure 16 B - Access Chassis based Switch</b></p> <p>.....</p> <p>.....</p> <p><b>2.</b> Layer 3 switch with Backplane / Switch of atleast <b>460 Gbps</b> and forwarding rate of <b>210 Mpps.</b></p> <p>.....</p> <p>.....</p> <p><b>Other Features</b></p> <p>.....</p> <p>.....</p> <p><b>17.</b> Web Cache Redirect Protocol/WCCP v1 &amp; v2 <b>or equivalent protocol.</b></p> <p>.....</p> <p>.....</p>

**Addendum to the following Annexures:**

- a) Annexure 14 – Commercial Bid Format
- b) Annexure 15 – Masked Commercial Bid Format

All other Terms & Conditions are same as per our RTP No: BCC:IT:PROC:109:54 dated 10<sup>th</sup> July 2017 for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

## Annexure 14 – Commercial Bid Format

TABLE 1									
HW Particulars	Qty	Unit Rate (Rs)	Amt (Rs)	AMC Percentage / Year (%)	AMC Amt (Rs) (2 Yrs)	Total Amount (Rs)	GST %	GST AMT	HSN / SAC Code
Core Switch (As per Technical Specifications Annexure – 16 A)	2	0	0	0	0	0	0	0	0
Access Switch – Chasis (Should include all modules other than 48 Port RJ 45 Line Card) (As per Technical Specifications Annexure – 16 B)	8	0	0	0	0	0	0	0	0
Access Switch Module (48 Port – RJ45 Line Card) (As per Technical Specifications Annexure – 16 B)	26	0	0	0	0	0	0	0	0
Firewall (As per Technical Specifications Annexure – 16 C)	2	0	0	0	0	0	0	0	0
Implementation – Network Infrastructure (Core Switch, Access Switch, Firewall, <b>Router &amp; Switch etc</b> ) (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0	0
SFP Module - 10 G Fiber Multimode (As per Technical Specifications Annexure – 16 D)	64	0	0	0	0	0	0	0	0
QSFP to QSFP active optical cables 10M (As per Technical	2	0	0	0	0	0	0	0	0



Specifications Annexure – 16 D)										
SFP Module - 1G Copper (As per Technical Specifications Annexure – 16 D)	10	0	0	0	0	0	0	0	0	0
Any Other Charges (if any Please specify)	x	0	0	X	X	0	0	0	0	0
<b>(A) Total Cost for 5 Years (i.e. 3 Years Warranty &amp; 2 Years AMC) exclusive of Goods &amp; Service Tax (in Rs.)</b>							<b>0</b>	<b>xxx</b>		

<b>TABLE 2</b>															
Service charges for Engineers	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		Total Amount for 5 Years (in Rs.)	GST %	GST Amt (in Rs.)	HSN / SAC Code
		Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt				
Network cum Desktop Engineer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Desktop Engineer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Help Desk	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>x</b>	<b>0</b>	<b>x</b>	<b>0</b>	<b>x</b>	<b>0</b>	<b>x</b>	<b>0</b>	<b>x</b>	<b>0</b>	<b>xxx</b>		<b>xxx</b>	
<b>(B) Total Cost for 5 Years exclusive of Goods &amp; Service Tax (in Rs.)</b>												<b>0</b>	<b>XXX</b>		
<b>Total Cost (TABLE 1 (A) + TABLE 2 (B)) for 5 Years exclusive of Goods &amp; Service Tax (in Rs.)</b>												<b>0</b>			

**Note:**



- a) For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- b) The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- c) If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- d) All Deliverables to be supplied as per RFP requirements provided in the tender.
- e) The Service Charges need to include all services and other requirement as mentioned in the RFP.
- f) The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
- g) All prices to be in Indian Rupee (INR) only.
- h) Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals.
- i) **Vendor has to mandatorily declare the applicable Goods & Service Tax Percentage (GST %), Goods & Service Tax Amount & HSN / SAC Code in the commercial bid format. The applicable Goods & Service Tax will not be part of Total Cost of Ownership (TCO) calculation.**
- j) All hardware and Software items should be as per technical specifications mentioned in Annexure 16 A – 16 D.

**Authorized Signatory**

**Name:**

**Designation:**

**Vendor's Corporate Name**

### Annexure 15 – Masked Commercial Bid Format

HW Particulars	Qty	Unit Rate (Rs)	Amt (Rs)	AMC Percentage / Year (%)	AMC Amt (Rs) (2 Yrs)	Total Amount (Rs)	GST %	GST AMT	HSN / SAC Code
Core Switch (As per Technical Specifications Annexure – 16 A)	2	0	0	0	0	0	0	0	0
Access Switch – Chasis (Should include all modules other than 48 Port RJ 45 Line Card) (As per Technical Specifications Annexure – 16 B)	8	0	0	0	0	0	0	0	0
Access Switch Module (48 Port – RJ45 Line Card) (As per Technical Specifications Annexure – 16 B)	26	0	0	0	0	0	0	0	0
Firewall (As per Technical Specifications Annexure – 16 C)	2	0	0	0	0	0	0	0	0
Implementation – Network Infrastructure (Core Switch, Access Switch, Firewall, <b>Router &amp; Switch etc</b> ) (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0	0
SFP Module - 10 G Fiber Multimode (As per Technical Specifications Annexure – 16 D)	64	0	0	0	0	0	0	0	0
QSFP to QSFP active optical	2	0	0	0	0	0	0	0	0

cables 10M (As per Technical Specifications Annexure – 16 D)														
SFP Module - 1G Copper (As per Technical Specifications Annexure – 16 D)	10	0	0	0	0	0	0	0	0	0	0	0	0	0
Any Other Charges (if any Please specify)	x	0	0	X	X	0	0	0	0	0	0	0	0	0
<b>(A) Total Cost for 5 Years (i.e. 3 Years Warranty &amp; 2 Years AMC) exclusive of Goods &amp; Service Tax (in Rs.)</b>										0	xxx			

<b>TABLE 2</b>															
Service charges for Engineers	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		Total Amount for 5 Years (in Rs.)	GST %	GST Amt (in Rs.)	HSN / SAC Code
		Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt				
Network cum Desktop Engineer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Desktop Engineer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Help Desk	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		x	0	x	0	x	0	x	0	x	0	xxx		xxx	
<b>(B) Total Cost for 5 Years exclusive of Goods &amp; Service Tax (in Rs.)</b>												0	XXX		
<b>Total Cost (TABLE 1 (A) + TABLE 2 (B)) for 5 Years exclusive of Goods &amp; Service Tax (in Rs.)</b>												0			

**Note:**

- a) For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- b) The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- c) If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- d) All Deliverables to be supplied as per RFP requirements provided in the tender.
- e) The Service Charges need to include all services and other requirement as mentioned in the RFP.
- f) The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
- g) All prices to be in Indian Rupee (INR) only.
- h) Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals.
- i) **Vendor has to mandatorily declare the applicable Goods & Service Tax Percentage (GST %), Goods & Service Tax Amount & HSN / SAC Code in the commercial bid format. The applicable Goods & Service Tax will not be part of Total Cost of Ownership (TCO) calculation.**
- j) All hardware and Software items should be as per technical specifications mentioned in Annexure 16 A – 16 D.

**Authorized Signatory**

**Name:**

**Designation:**

**Vendor's Corporate Name**