

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

RFP of empanelment of vendors for procurement of Managed Switches – Pre Bid queries responses					
Queries as submitted by bidders					Bank's Response
Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	
1	53	ELIGIBILITY CRITERIA OF THE BIDDER (ANNEXURE-III)	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	We request you to kindly amend the clause as mentioned below:- The Bidder Should have supplied or managed minimum 2500 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years. Note: As RFP requirement is for 2200Nos of switches, so experience should be asked for approx 100% of asked quantity.	Please refer corrigendum
2	54	ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder should have their own Centralized Support Center in India for providing 24x7x365 support service, and Bidder should have support offices at least in every state except in north east states, where at least one support center covering north east states should be located.	We request you to kindly amend the clause as mentioned below:- The Bidder should have their own Centralized Support Center in India for providing 24x7x365 support service, and Bidder should have support offices at least in every zone except in north east, where at least one support center covering north east region should be located.	Please refer corrigendum
3	67	Annexure-XI Clause no-5a	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface	Please clarify whether " 24x1/10G copper Ethernet RJ45 Interface " are required or " 24x10/100/1000 copper Ethernet RJ45 " are required, as the throughput requirement looks to be as per 24x10/100/1000 copper ethernet port.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

			Bank required both 24/48 Port-Switches from same OEM.		
4	67	Annexure-XI Clause no-5a	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	There are very limited MII compliant OEM of managed ethernet switching meeting minimum local content of more than 60%, and also offering 48 port switches. It is humbly requested to also accept (2X24) port switches in place of 48 port switches. This will widen the competition and more MII compliant OEMs would be able to participate.	Please be guided as per RFP
5	67	Annexure-XI Clause no-10	Switch should have minimum 4 nos. of fully populated SFP/SFP+ ports	Pls refer clause no-5b, pg no-67 where the RFP has asked for 2x10Gb SFP+ with SR module. Please clarify the exact optics requirement.	Clarification is as under:- Bank requires 2 Uplink of 10 GB with SR SFP (+)
6	71	Annexure-XI Clause no-52	Product should be able to be managed using the same or by equivalent solution (hardware, software, license combination) as provided by the Bidder	Please clarify whether a separate NMS is required for managing switches to be supplied under the scope of this RFP?	Please be guided as per RFP
7	13	Scopr of Work Clasue no-3V	The offered Switches must be IPV4 and IPV6 compliant from Day1.	Please clarify whether IPV6 logo certification is required to be submitted to comply for this clause?	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

8	67	Minimum Technical cum Functional Specification of the Product (Annexure-XI) In Hardware and Interface Requirement Point 5.a	A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface	A. It should be 24x1 G Copper Ethernet RJ45 Interface. B. It should be 48x1G Copper Ethernet RJ45 Interface. (Seeing the minimum throughput in Point (7) and minimum Switching capacity in point (8), in both Switches i.e., in 24 Port & 48 Port, Access Port should be 1 G Copper Ethernet Port. Kindly Clarify above points.	Please refer corrigendum
9	71	Minimum Technical cum Functional Specification of the Product (Annexure-XI) In Manageability Point 60.	Switch should support Real time Packet Capture in real time. for traffic analysis and fault finding.	Real Time Packet capture support in Switch can be done through only Mirroring. (SPAN / RSPAN). Kindly clarify this point that here Real time Packet Capture support means Mirroring of Traffic?	Clarification is as under:- Switch should support real time packet capture in real time through port mirroring for traffic analysis and fault finding.
10			The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	This project is for supply of 2200 nos switches only. Supply of 5000 nos L2 switches in one year in any PSU/central government organizations/ Financial institutions in India is a challenge for most of the bidders. Considering that standard clause for 33% of the tender quantities clause should be applicable.	please refer corrigendum
11	67	Basic Requirements (2)	Switch support on line hot insertion and removal of different parts like modules/power supplies/fan tray etc should not require switch reboot and disrupt the functionality of the system	Each OEM has it's own design. Considering that in mind choice should be given to OEM. Switch should be design to work in 24x7 environment. Whether OEM is going to offer hot swappable or built-in redundant power supply. Option to give fan/ fanless design. Please consider the clause as : Switch support dual redundant AC+AC power supply & fan/ fanless design to work in 24x7 environment.	please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

12	67	Hardware and Interface Requirement (6)	Switch should satisfy following minimum memory criteriaa. 24 Port: 1GB DRAM, 512MB Flash and 2MB Packet bufferb. 48 Port: 2GB DRAM 512MB Flash and 4MB Packet buffer	Each OEM has it's own design. Considering that in mind choice of RAM / FLASH memory capacity should be given to OEM. Switch should be design to work in 24x7 environment. Please consider the clause as : option 1: Switch should enough memory, so that dual image features is supported. FLASH memory size should be double the size of the firmware and handle packet in seamless manner. or option 2: Switch should satisfy following minimum memory criteriaa. 24 Port: 256 DRAM, 16 MB Flash and 1.5 MB Packet bufferb. 48 Port: 512 MB DRAM 16 MB Flash and 2 MB Packet buffer	Please be guided as per RFP
13	68	Hardware and Interface Requirement (11)	Switch should have management interface for Out of Band Management	Out of Band is additional Management Port. Especially for management purpose, Physical Console Port already asked. (Point no 9). Switch is going to support full CLI command. Each OEM has it's own design. Considering that this clause should be remove or mentioend as optional port. Please remove this clause.	This clause stands deleted
14	68	Hardware and Interface Requirement (19)	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy	For For more clarity change the features description to make it more understandable. This clause should be change to: Switch should support IEEE Link Aggregation functionality to group multiple ports for redundancy	Please be guided as per RFP
15	68	Performance Requirement (23)	The switch should support multi domain authentication on switch port	For more clarity change the features description to make it more understandable. This clause should be change to: The switch should support 802.1x authentication on switch port	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

16		Performance Requirement (24)	The Switch Should support Access from CLI to configure the ACL automatically from any NAC solution deployed in Bank. Proposed switch should support any OEM Network Access Control (NAC) solution whenever bank deploys in its network. All the required features should be available in the proposed switch from Day 1 for integration with Bank's NAC solution. At present bank is using HP Aruba and Forescout NAC Solution	Remove: Automatic ACL As it's going to be configure by the engg in the field. For more clarity, this clause should be change to: The Switch Should support Access from CLI to configure the ACL from any NAC solution deployed in Bank. Proposed switch should support any OEM Network Access Control (NAC) solution whenever bank deploys in its network. All the required features should be available in the proposed switch from Day 1 for integration with Bank's NAC solution. At present bank is using HP Aruba and Forescout NAC Solution	Clarification is as under:- The Switch Should support Access from CLI to configure the ACL from any NAC solution deployed in Bank. Proposed switch should support any OEM Network Access Control (NAC) solution whenever bank deploys in its network. All the required features should be available in the proposed switch from Day 1 for integration with Bank's NAC solution. At present bank is using HP Aruba and Forescout NAC Solution
17		Availability (35)	Switch should have provisioning for connecting power supply.	As highlighted above in the SN. 2, Switch is going to support dual redundant AC+AC power supply. So there is NO provisioning for connecting any additional power supply. Please remove this clause. As redundancy clause has been addressed with built-in dual redundant AC+AC power supply.	Clarification is as under:- Switch should have adequate capacity to ensure uninterrupted power supply to Branch/WAN locations & fan/fanless design to work in 24x7 environment.
18	70	Security (41)	Switch should support MAC Address Notification on host join into the network for Audit trails and logging	802.1x/ NAC is already asked in the tender specs. NO alert mechanism. Please remove this clause.	Clarification is as under:- Banks expects that offered switch should provide Real Time view of Hosts join into the network.

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

19	70	Security (46)	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined.	802.1x/ NAC is already asked in the tender specs. For more clarity change the features description to make it more understandable. This clause should be change to: Switch should support 802.1x	Please be guided as per RFP
20	71	Managability (57)	Switch should support for predefined and customized execution of script for device mange for automatic and scheduled system status update for monitoring and management	This kind of feature is not recommended. This is going to hae wrong behavior in the production environment. Please remove this clause.	Please refer corrigendum
21	71	Managability (60)	Switch should support Real time Packet Capture in real time for traffic analysis and fault finding.	For more clarity change the features description to make it more understandable. This clause should be change to: Switch should support port mirror for packet capture in real time for traffic analsis and fault finding.	Clarification is as under:- Switch should support real time packet capture in real time through port mirroring for traffic analysis and fault finding.
22	10	13 Earnest Money Deposit	Earnest Money Deposit Rs. 36.00 lakhs* should be submitted online or in the form of Bank Guarantee (BG) before last date of bid submission in favour of Punjab National Bank, IT Division payable at New Delhi. BG should be valid up to 12 months from the date of submission of bid with claim period of another 12 months.	Our Banker IOB mandates, for eBG release the following Additional Details Including a. officer Email Id b. Office Mobile Number (To Received SMS from NeSL) c. PAN Details of PNB d. GST Number	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

			<p>IFSC Code: PUNB0015300 Bank & Branch: Punjab National Bank, Sansad Marg, New Delhi -110001 Account No. 0153002100572 949 (16 digits) ITD E- Procurement EMD *Registered MSE & Startup- India bidders are exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. Latest guidelines regarding EMD, published by Ministry of Finance or other regulatory bodies,during the RFP process, will be applicable</p>		
23	10	14 Contact to Bidders	<p>Interested Bidders are requested to send the email to nandita@pnb.co.in, tarun@pnb.co.in & arun.verma2@pnb.co.in containing following information, so that in case of any clarification, the same may be issued to them:(a)Name of Bidder,(b)Contact person,(c)Mailing address with</p>	<p>Name of Bidder : Mould Networks. Contact Person ; B Jagadish / R Subhashini Address : 35/26, KNS Estates, Karpagambal Nagar, Mylapore, Chennai 600004 Email : Jaga@mouldnetworks.in / subhashini@mouldnetworks.in Ph : + 91 99520 56873 / + 91 73388 80689</p>	<p>Please be guided as per RFP</p>

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Pin Code,(d)Telephone No., Fax No., Mobile No.(e) e-mail etc.		
24	16 of 97	3. SCOPE OF WORK:	XXXI. Vendor should have support offices at least in every state except in north east states, where at least one support center covering north east states should be located.	<p>1. With Products Being on ON-SITE Warranty and OEM offers RMA from their Ex-Works Factory location for Hardware and for Software Related its 24x7x365 from OEM desk supported by bidders Desk on Remote via Bank Secure Network, may we request the Need for EVERY State be deleted.</p> <p>2. Normally System Integrators/ Network Integrations other than Predominantly Telecom/ISP Service products dont have Precence of GST Registered offices across all the 28 States + 8 Union Territories less the North Eastern States.</p> <p>3. This clause deceptively restricts the number of Bidders . Request <u>Deletion of this Clause.</u></p> <p>4. NOn GST Registered Support Associates Precence - Most of System Integrators have, If this can be Considered, we shall be thankful</p> <p>5. Considering the RFP has stringe SLA requirement which are to be managed by the bidder/vendor. In view of above, we request you to delete the said clause since it is upto bidder/ OEM to manage the SLAs by using best of their local offices/ presence. Alternatively, the clause be modified as, "OEM/Vendor(bidder) should have support offices at least in 3 tier-I metro cities except in north east states, where at least one support center covering north east states should be located." Kindly confirm.</p>	please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

25	20	12 PRE-BID MEETING & PRE-BID QUERIES	Bidders are advised to reach the pre-bid meeting venue well in time. No bidder will be allowed to attend the pre-bid meeting once it is started.	May we Request ONLINE PREBID LINK TO ATTEND	Please be guided as per RFP
26	33	40 PRE DISPATCH INSPECTION (PDI)	PRE DISPATCH INSPECTION (PDI) : The Vendor shall inform his readiness for pre-dispatch inspection at least 30 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at Vendor's site/facility.	Its requested the PDI be done at Factory of the OEM, as the Devices shall be Ex-Factory to Direct Ship to the Branches and not via Vendor (bidder warehouse). Further more, PDI Testing of Ports/ Firmware/Functionality can be carried out, If in Vendor /Bidder place it would be limited to Physical inspection but not Funcational Inspection as facilities at OEM Factory would be more sophisticated.	please refer corrigendum
27	38	2. DURATION OF RATE CONTRACT 3. PERFORMAN CE BANK GUARANTEE (period of 7 years with claim period of another 12 months.) 10. WARRANTY and ANNUAL MAINTENANC E CONTRACT (AMC):	The hardware components supplied should be covered under 3 years' comprehensive warranty & comprehensive BACK-TO-BACK AMC for two years. The period of warranty and subsequent AMC shall be from the date of acceptance of the installation by the Bank for the respective device(s).	When Read in Conjunction, The Warranty is for 3 Years, + Two years AMC = Total 5 years, but the PBG is being asked for 7+1 = 8 Years. Kindly clarify, the PBG Period.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

28	52	ELIGIBILITY CRITERIA OF THE BIDDER	<p>For past three Consecutive financial years i.e. (FY 2019-20, FY 2020-21 and FY 2021-22):</p> <p>I. the Bidder should have an average annual turnover of INR 50 Crores with minimum turnover 40 Crores in each year from their Indian Operations from sale of Networking Solutions/ Network Equipment or providing NI services.</p> <p>If the bidder is MSE Bidder, then an average annual turnover of INR 10 crores with minimum turnover 08 Crores in each year from their Indian Operations from sale of Networking Solutions/ Network Equipment or providing NI services.</p>	<p>a) This Clause considering the 2000 Switches Requirement Including GST -18% and 2 Year AMC back to back), the ask of Rs. 40 Cr in Each year of 19-20, 20-21, 21-22, May please be Reconsidered as Atleast 25 Crores in One of the Preceding 3 Financial Years.</p> <p>b) Typically a Value of Rs. 25 Cr demonstrates near 100% of this Bid Value requirement. Which is Adequate Coverage for Potential PNB Consideration of Wherewithal of SI/NI to be able to handle such HIGH VALUE ORDERS.</p> <p>c) May we suggest that "Access to Funds" of atleast 50% of the Potential Value if not 100 % of the Potential Value be a criteria rather than 40+40+40 = 120 Cr Cumulative Turnover for past 3 years.</p> <p>d. The ask of Rs. 120 Crores does limit the number of SI Participating when read in conjunction with the Requirement of "having Registered Office in EACH State" and also when read in conjunction with the Order is being Released by Regional/Zonal Offices and not NATIONALLY.</p> <p>e. Further when READ for MSE, who is a MANUFACTURER as CLASS 1 or CLASS 2, whose R&D, Manufacturing Assembly, Certifications Costs for IPv6, VA, etc are Substantial high, the Wherewithal requirement of Financial Guidelines needs to be more, instead the consideration - possibly to Promote MII-MSE is only Rs. 10 Crores, for a Bid Value atleast 2.5 to 3 Times more, while for Brand (OEM) Neutral System Integrator the Turnover cumulative ask is Rs. 120 Crores. May we request Kind consideration of Atleast Rs. 25 Crores in One of the Preceding 3 Financial Years as Eligibility Criteria</p>	Please be guided as per RFP
----	----	------------------------------------	---	---	-----------------------------

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

29		ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/Financial institutions in India during the last 3 years.	May we Request a. Bidder should have supplied or managed minimum 5000 L2 switches in Single or Cumulative Contracts. B. Alternatively if its only for bidder, may we request as Minimum 2000 in any PSU/Central/ Financial Institutions (Which is 100% of the PNB Requirement). c. Optionally, In the current RFP, there is no separate eligibility criteria for OEMs. We request to review and consider adding the eligibility criteria separately for OEMs with respect to deployment considering mission critical infrastructure deployment. Kindly review and add, "The OEM should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.". Kindly confirm.	Please refer corrigendum
30	12 of 97	1. INTRODUCTI ON:	Maximum of two vendors will be shortlisted for the Rate Contract which will be valid upto March'2025 and the orders will be placed from Head office, Zonal Office & Circle Offices as per the actual requirement of the Bank in phases during the rate contract period. Further, actual quantity procured will be shared between L1 and L2 Vendor in the	We would like to bring to your notice that splitting the bid into multiple vendors/ OEMs will be complex since bank would need to maintain multiple types of spares, team capability to work with different set of command/ GUI/CLI interfaces including the interoperability, NAC profiling etc. In view of the same, we request you to review and not to split the contract/ quantity between multiple OEMs. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			ratio of 60:40 after matching the price by L2 bidder with L1 bidder, as mentioned in clause no 25 Selection of other bidder along with L1.		
31	12 of 97	3. SCOPE OF WORK:	V. The offered Switches must be IPV4 and IPV6 compliant from Day1.	We understand vide this clause, offered switches should be IPv6 logo ready and duly certified from day 1 and certificate is to be submitted during bidding. Kindly confirm if our understanding is correct.	Please be guided as per RFP
32	13 of 97	3. SCOPE OF WORK:	VI. The Vendor shall work in coordination with existing Network Integrator of the Bank for getting the necessary configuration, for assigning IP address to switches for seamless migration, operationalization and maintenance of switches. In case, if any switch goes faulty due to reasons non attributable to bank the Vendor is required to replace the switch of same or higher version at no additional cost to the Bank.	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	Clarification: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not repairable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank. Repairing/Replacement to be done as per SLA Defined under this RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

33	14 of 97	3. SCOPE OF WORK:	<p>VIII. The proposed switches should operate within a heterogeneous environment of network devices from multiple OEMs (e.g. Switches, Security Solutions etc.). In case the supplied switches are unable to operate in heterogeneous environment of Bank, then Vendor will take back all the equipment's and supply new equipment's compatible with heterogeneous environment. In such case Bank will not bear any additional cost other than the Total Cost of Table-A as mentioned in Annexure XII.</p>	<p>We understand in the current heterogeneous environment, only open standards/ protocols based on ITU-T, IEEE, IETF are configured and running. It is important to note that proprietary protocol/ configuration are specific to OEMs and hence are interoperable with any other OEMs. Kindly confirm if our understanding is correct.</p>	<p>Please be guided as per RFP</p>
34	14 of 97	3. SCOPE OF WORK:	<p>IX. Switches proposed by Vendors should be compatible with Network Access Control Solutions being used by Bank. At present bank is using Forescout and HP Aruba clearpass. In support of the same, Vendor must submit "Published Technical Document from either OEM or Network Access</p>	<p>The mentioned NAC providers publish their compatibility matrix with the list of interoperable OEMs with their NAC solution as verified and validated by them. We understand that the proposed OEM should be listed in the compatibility matrix report of existing NAC providers of the bank and the report is to be submitted during bidding. Kindly confirm.</p>	<p>Please be guided as per RFP</p>

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Control (NAC) solution providers” which Bank may even cross-check verified/ certified by OEM in the MAF during technical bid submission.		
35	16 of 97	3. SCOPE OF WORK:	XXIII. It is Vendor's responsibility to check the necessary parameters (like earthing, power, UPS backup, Rack space etc.) before installation of switches under RFP at the various locations. If any parameter is not as per standard requirement, then Vendor in writing should approach Bank to provide/rectify the same and after confirmation from Bank installation should be done. In any case supplied equipment goes faulty due to the negligence in checking necessary parameters, then it will be sole responsibility of the Vendor to replace the same free of cost. Further in these cases	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	<p>Clarification: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not repairable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank.</p> <p>Repairing/Replacement to be done as per SLA Defined under this RFP</p>

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			where revisit is required then Vendor will send the engineer again for the installation without any additional cost to Bank.		
36	39 of 97	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery. Bidder shall be responsible for installation of the equipment ordered at site within 2 weeks from the date of submission of proof of delivery.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. In view of the same, we request you to reconsider the delivery timelines and issue suitable amendment as feasible.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

37	40 of 97	8. PENALTY CLAUSE8.1 Delivery and Installation:	After 8 weeks - 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. Additionally, as a general practice, the LD are deducted as 0.5% up to 5% and hence we request you to amend the clause as, "After 6 months - 0.5% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost. Kindly confirm.	Please be guided as per RFP
38	Page 67 of 97	Hardware and Interface Requirement	5.a-Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	We understand that the offered switches should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM. There seem to be a typo error in the client ports. In line to above, we request to amend the clause as "Switch should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM."	Please refer corrigendum
39	Page 68 of 97	Hardware and Interface Requirement	16-Switch should be able to operate in a temperature range of 0 to 45 degree	We would like to bring to your notice that operating temperature range plays a very crucial role. In view of current ambience escalating temperature requirement, we request you to amend the clause as "Switch should be able to operate in a temperature range of 0 to 55 degree"	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

40	Additional Recommendation	New Clause to be added	Feature Description - For both types of switches - Product Certification	We request you to kindly review certificate requirements as per MII policy to add in the current bid which empowers the buyer to ensure authentic and certified products are quoted by the OEMs/ bidders. As per DPIIT's approved Nodal Ministry DoT's policy dated 29th August 2018 vide clause no. 10, the offered product family, series or product should be TSEC certified. The same has been asked in majority of the BFSI tenders considering the nature of the network requirement serving financial services. The change request is in compliance to same. We request you to additionally ask for,"The offered product or any product from the offered product family/ product series should be TSEC certified based on TEC GR of LAN Switch.". Kindly confirm.	Please be guided as per RFP
41	92 of 97	ANNEXURE- XIX UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	The supplied devices and software should be free from any vulnerability at the time of implementation.	We would like to bring to your notice that in view of recent cyber attacks/ hacking of network, it is imperative to have products which have been tested for vulnerability and have been certified by national labs that the switch OS and the product is free from any malware or vulnerability. In order to mitigate such risks in the network, we request you to add the clause, "The supplied devices and software should VAPT certified to be free from any vulnerability at the time of bidding." Kindly confirm.	Please be guided as per RFP
42	67	Hardware and Interface Requirement	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	Please clarify whether the requirement is for 1/10G ports on the downlink OR whether the requirement is for 1G on the downlink. There is a mismatch between the interfaces requested and the min backplane mentioned in pt 8	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

43	67	Hardware and Interface Requirement	Switch should satisfy following minimum memory criteria . a. 24 Port: 1GB DRAM, 512MB Flash and 2MB Packet buffer b. 48 Port: 2GB DRAM, 512MB Flash and 4MB Packet buffer	Requesting to please modify to " Switch should support min 512MB DRAM and 512MB Flash and min 1.5MB Buffer for both 24 port and 48 port". Some switch vendors have an optimized operating system which doesn't need such high DRAM. From a logging perspective, logs are always sent to a separate logging server; therefore eliminating need for switch logging	Please be guided as per RFP
44	67	Hardware and Interface Requirement	Switch should have following minimum throughput:- a. 24 port: 48Gbps b. 48 port: 96Gbps	Please clarify - in pt 5.a the interfaces mentioned were a)24 ports 1/10G + 4 ports of 10G uplinks and b) 48 ports+ 4ports of 10G uplinks. The minimum throughput does not tally with the min throughput requested for both the 24 port and 48 port models.	Clarification is as under:- Switch Should have following throughput a) 24 port: (24+2*10)*1.488 Mpps b) 48 port: (48+2*10*)1.488 Mpps
45	67	Hardware and Interface Requirement	Switch should have following minimum switching capacity - a. 24 port: 128GBPS b. 48 port: 176GBP	Please clarify - in pt 5.a the interfaces mentioned were a)24 ports 1/10G + 4 ports of 10G uplinks and b) 48 ports+ 4ports of 10G uplinks. The switching capacity does not tally with the min throughput requested for both the 24 port and 48 port models.	Clarification is as under:- Switch should have following minimum switching capacity - a. 24 port * 1Gbps + 2 * 10 Gbps = 88 Gbps : b. 48 port* 1 Gbps +2*10 Gbps =136 Gbps
46	68	Performance Requirement	The Switch should support minimum 128 Access lists (ACL) from day 1	The no. of supported ACL is too low. Please increase to minimum ACL to 1000 ACL from day 1	Please be guided as per RFP
47	69	Availability	Switch should have provisioning for connecting power supply.	Please clarify if the bank is requesting that the switch be with dual power supplies	Clarification is as under:- Switch should have adequate capacity to ensure uninterrupted power supply to Branch/WAN locations & fan/fanless design to work in 24x7 environment.

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

48	53	ELIGIBILITY CRITERIA OF THE BIDDER, Point No-5, Page No-53	The Bidder Should have supplied ormanaged minimum 5000 L2 switchesfor minimum one year in any PSU/central government organizations/ Financial institutions in India during thelast 3 years.	The Bidder/OEM Should have supplied ormanaged minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	Please refer corrigendum
49	70	Security	Switch should support for MOTD banner displayed on all connected terminals at login and security discrimination messages can be flashed as per Bank's requirement	Please clarify what is MOTD banner and how this is relating to the switch functionality	Please be guided as per RFP
50	67	Hardware and Interface Requirement	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	Please clarify whether the requirement is for 1/10G ports on the downlink OR whether the requirement is for 1G on the downlink. There is a mismatch between the interfaces requested and the min backplane mentioned in pt 8	Please refer corrigendum
51	67	Hardware and Interface Requirement	Switch should satisfy following minimum memory criteria . a. 24 Port: 1GB DRAM, 512MB Flash and 2MB Packet buffer b. 48 Port: 2GB DRAM, 512MB Flash and 4MB Packet buffer	Requesting to please modify to " Switch should support min 512MB DRAM and 512MB Flash and min 1.5MB Buffer for both 24 port and 48 port". Some switch vendors have an optimized operating system which doesn't need such high DRAM. From a logging perspective, logs are always sent to a seperate logging server; therefore eliminating need for switch logging	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

52	67	Hardware and Interface Requirement	Switch should have following minimum throughput:- a. 24 port: 48Gbps b. 48 port: 96Gbps	Please clarify - in pt 5.a the interfaces mentioned were a)24 ports 1/10G + 4 ports of 10G uplinks and b) 48 ports+ 4ports of 10G uplinks. The minimum throughput does not tally with the min throughput requested for both the 24 port and 48 port models.	Clarification is as under:- Switch Should have following throughput a) 24 port: (24+2*10)*1.488 Mpps b) 48 port: (48+2*10*)1.488 Mpps
53	67	Hardware and Interface Requirement	Switch should have following minimum switching capacity - a. 24 port: 128GBPS b. 48 port: 176GBP	Please clarify - in pt 5.a the interfaces mentioned were a)24 ports 1/10G + 4 ports of 10G uplinks and b) 48 ports+ 4ports of 10G uplinks. The switching capacity does not tally with the min throughput requested for both the 24 port and 48 port models.	Clarification is as under:- Switch should have following minimum switching capacity - a. 24 port * 1Gbps + 2 * 10 Gbps = 88 Gbps : b. 48 port* 1 Gbps +2*10 Gbps =136 Gbps
54	68	Performance Requirement	The Switch should support minimum 128 Access lists (ACL) from day 1	The no of supported ACL is too low. Please increase to minimum ACL to 1000 ACL from day 1	Please be guided as per RFP
55	69	Availability	Switch should have provisioning for connecting power supply.	Please clarify if the bank is requesting that the switch be with dual power supplies	Clarification is as under:- Switch should have adequate capacity to ensure uninterrupted power supply to Branch/WAN locations & fan/ fanless design to work in 24x7 environment.
56	70	Security	Switch should support for MOTD banner displayed on all connected terminals at login and security discrimination messages can be flashed as per Bank's requirement	Please clarify what is MOTD banner and how this is relating to the switch functionality	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

57	13	Scope of work	VII. Further the Vendor shall manage the switches for a period of 5 years i.e.3 years during warranty and 2 years during Annual Maintenance Contract period (AMC). Warranty of the device will start from the date of installation of that device.	we request PNB to consider the warranty from date of delivery not from installation.	Please be guided as per RFP
58	16	Scope of work	Please be noted it is Vendor's responsibility to install switches kept as buffer as per the requirement of the bank and in such cases responsibility of bank to deliver the spare equipment's at intended location of the Bank.	we request PNB to confirm the quantity of spares.	Spares will be decided as per requirement. Payment for Spare Switches will be made as per RFP Payment terms.
59	39	DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery.	we request PNB to extended the delivery time from 8 weeks to 16 weeks	Please be guided as per RFP
60	39	DELIVERY & INSTALLATION	Bidder shall be responsible for installation of the equipment ordered at site	we request PNB to extended the Installation time line from 2 weeks to 4 weeks	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

			within 2 weeks from the date of submission of proof of delivery.		
61	39	PAYMENT	100% of invoice amount on installation and operationalization of switches.	we request PNB to change the payment terms as below: 80% on delivery and 20 % on installation.	Please be guided as per RFP
62	40	PENALTY CLAUSE	1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	we request PNB to to keep maximum capping of 10% on undelivered quantity.	Please be guided as per RFP
63	Page 52 and 53	ANNEXURE- III ELIGIBILITY CRITERIA OF THE BIDDER Page No. 2	For past three Consecutive financial years i.e. (FY 2019-20, FY 2020-21 and FY 2021-22): I. the Bidder should have an average annual turnover of INR 50 Crores with minimum 40 Crores in each year from their Indian Operations from sale of Networking Solutions/ Network Equipment or providing NI services. II. If the bidder is MSE Bidder, then an average annual turnover of INR 10 crores with minimum 08 Crores in each year from their Indian Operations from sale of Networking Solutions/	<u>Request to remove this clause from RFP and consider the overall turnover since most of the organisation do not release product wise turnover.</u> For past three Consecutive financial years i.e. (FY 2019-20, FY 2020-21 and FY 2021-22): I. the Bidder should have an average annual turnover of INR 50 Crores II. If the bidder is MSE Bidder, then an average annual turnover of INR 10 crores with III. The bidder should have positive net worth during the last three consecutive financial years for which CA Certificate as per Annexure- IX and Audited Financial statements (Balance sheet and Profit & Loss statement) have to be submitted.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Network Equipment or providing NI services. III. The bidder should have positive net worth during the last three consecutive financial years for which CA Certificate as per Annexure- IX and Audited Financial statements (Balance sheet and Profit & Loss statement) have to be submitted.		
64	Page 54	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER Page No. 6	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	<u>Request to change the clause as follows</u> The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions/ BFSI in India during the last 5 years.	Please refer corrigendum
65	67	Annexure-XI Clause no-5a	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	Please clarify whether " 24x1/10G copper Ethernet RJ45 Interface " are required or " 24x10/100/1000 copper Ethernet RJ45 " are required, as the throughput requirement looks to be as per 24x10/100/1000 copper ethernet port.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

66	67	Annexure-XI Clause no-5a	Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	There are very limited MII compliant OEM of managed ethernet switching meeting minimum local content of more than 60%, and also offering 48 port switches. It is humbly requested to also accept (2X24) port switches in place of 48 port switches. This will widen the competition and more MII compliant OEMs would be able to participate.	Please be guided as per RFP
67	67	Annexure-XI Clause no-10	Switch should have minimum 4 nos. of fully populated SFP/SFP+ ports	Pls refer clause no-5b, pg no-67 where the RFP has asked for 2x10Gb SFP+ with SR module. Please clarify the exact optics requirement.	Clarification is as under:- Bank requires 2 Uplink of 10 GB with SR SFP (+)
68	71	Annexure-XI Clause no-52	Product should be able to be managed using the same or by equivalent solution (hardware, software, license combination) as provided by the Bidder	Please clarify whether a separate NMS is required for managing switches to be supplied under the scope of this RFP?	Please be guided as per RFP
69	13	Scopr of Work Clasue no-3V	The offered Switches must be IPV4 and IPV6 compliant from Day1.	Please clarify whether IPV6 logo certification is required to be submitted to comply for this clause?	Please be guided as per RFP
70	39	Point no. 5. Delivery & Installation	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order	Chip set globally are still in short supply and therefore deliveries are taking longer period. We request PNB to give delivery & installation period up to 6 months.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

71	53	Eligibility Criteria Sr.No. 5	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	RFP Total requirement is 2200 number of switches. In line with requirement we request PNB for amendment. "The Bidder Should have supplied / managed minimum 2000 Switches /Routers in any PSU/central government organizations/ Financial institutions in India during the last 3 years."	Please refer corrigendum
72	67	Annexure-XI – Technical cum Functional Specification Point no. 5.a	A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface	Throughput in Point (7) and Switching capacity in point (8), in both Switches i.e., in 24 Port & 48 Port, Access Port should be 1 G Copper (RJ45) Ethernet Port and not 1G/10G Copper. We request PNB to please check and amend 1. 24 Port: 24 x 1G copper Ethernet RJ45 Interface 2. 48 Port: 48 x 1G copper Ethernet RJ45 Interface	Please refer corrigendum
73	71	Annexure-XI – Technical cum Functional Specification Point no. 60	Switch should support Real time Packet Capture in real time. for traffic analysis and fault finding.	Real Time Packet capture support in Switch can be done through port mirroring technology where the switch captures a copy of packet and sends it to an external Traffic Analysis solution. Industry standard feature for this is port mirroring/ SPAN/RSPAN. We request PNB to please check and confirm "port mirroring/ SPAN/RSPAN feature".	Clarification is as under:- Switch should support real time packet capture in real time through port mirroring for traffic analysis and fault finding.
74	12 of 97	1. INTRODUCTI ON:	Maximum of two vendors will be shortlisted for the Rate Contract which will be valid upto March'2025 and the orders will be placed from Head office, Zonal Office & Circle Offices as per the actual requirement of the Bank in phases during	We would like to bring to your notice that splitting the bid into multiple vendors/ OEMs will be complex since bank would need to maintain multiple types of spares, team capability to work with different set of command/ GUI/CLI interfaces including the interoperability, NAC profiling etc. In view of the same, we request you to review and not to split the contract/ quantity between multiple OEMs. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

			the rate contract period. Further, actual quantity procured will be shared between L1 and L2 Vendor in the ratio of 60:40 after matching the price by L2 bidder with L1 bidder, as mentioned in clause no 25 Selection of other bidder along with L1.		
75	12 of 97	3. SCOPE OF WORK:	V. The offered Switches must be IPV4 and IPV6 compliant from Day1.	We understand vide this clause, offered switches should be IPv6 logo ready and duly certified from day 1 and certificate is to be submitted during bidding. Kindly confirm if our understanding is correct.	Please be guided as per RFP
76	13 of 97	3. SCOPE OF WORK:	VI. The Vendor shall work in coordination with existing Network Integrator of the Bank for getting the necessary configuration, for assigning IP address to switches for seamless migration, operationalization and maintenance of switches. In case, if any switch goes faulty due to reasons non attributable to bank the Vendor is required to replace the switch of same or higher version at no additional cost to the Bank.	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	Clarification is as under: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not repairable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank. Repairing/Replacement to be done as per SLA Defined under this RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

77	14 of 97	3. SCOPE OF WORK:	VIII. The proposed switches should operate within a heterogeneous environment of network devices from multiple OEMs (e.g. Switches, Security Solutions etc.). In case the supplied switches are unable to operate in heterogeneous environment of Bank, then Vendor will take back all the equipment's and supply new equipment's compatible with heterogeneous environment. In such case Bank will not bear any additional cost other than the Total Cost of Table-A as mentioned in Annexure XII.	We understand in the current heterogeneous environment, only open standards/ protocols based on ITU-T, IEEE, IETF are configured and running. It is important to note that proprietary protocol/ configuration are specific to OEMs and hence are interoperable with any other OEMs. Kindly confirm if our understanding is correct.	Please be guided as per RFP
78	14 of 97	3. SCOPE OF WORK:	IX. Switches proposed by Vendors should be compatible with Network Access Control Solutions being used by Bank. At present bank is using Forescout and HP Aruba clearpass. In support of the same, Vendor must submit "Published Technical Document from either OEM or Network Access	The mentioned NAC providers publish their compatibility matrix with the list of interoperable OEMs with their NAC solution as verified and validated by them. We understand that the proposed OEM should be listed in the compatibility matrix report of existing NAC providers of the bank and the report is to be submitted during bidding. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Control (NAC) solution providers” which Bank may even cross-check verified/ certified by OEM in the MAF during technical bid submission.		
79	16 of 97	3. SCOPE OF WORK:	XXIII. It is Vendor's responsibility to check the necessary parameters (like earthing, power, UPS backup, Rack space etc.) before installation of switches under RFP at the various locations. If any parameter is not as per standard requirement, then Vendor in writing should approach Bank to provide/rectify the same and after confirmation from Bank installation should be done. In any case supplied equipment goes faulty due to the negligence in checking necessary parameters, then it will be sole responsibility of the Vendor to replace the same free of cost. Further in these cases	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	Clarification is as under: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not reparable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank. Repairing/Replacement to be done as per SLA Defined under this RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			where revisit is required then Vendor will send the engineer again for the installation without any additional cost to Bank.		
80	16 of 97	3. SCOPE OF WORK:	XXXI. Vendor should have support offices at least in every state except in north east states, where at least one support center covering north east states should be located.	We would like to bring to your notice that the RFP has stringe SLA requirement which are to be managed by the bidder/vendor. In view of above, we request you to delete the said clause since it is upto bidder/ OEM to manage the SLAs by using best of their local offices/ presence. Alternatively, the clause be modified as, "Vendor should have support offices at least in 3 tier-I metro cities except in north east states, where at least one support center covering north east states should be located." Kindly confirm.	Please refer corrigendum
81	39 of 97	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery. Bidder shall be responsible for installation of the equipment ordered at site	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. In view of the same, we request you to reconsider the delivery timelines and issue suitable amendment as feasible.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			within 2 weeks from the date of submission of proof of delivery.		
82	40 of 97	8. PENALTY CLAUSE 8.1 Delivery and Installation:	After 8 weeks - 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. Additionally, as a general practice, the LD are deducted as 0.5% up to 5% and hence we request you to amend the clause as, "After 6 months - 0.5% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost. Kindly confirm.	Please be guided as per RFP
83	53 of 97	ELIGIBILITY CRITERIA OF THE BIDDER	The OEM Should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/Financial institutions in India during the last 3 years.	In the current RFP, there is no separate eligibility criteria for OEMs. We request to review and consider adding the eligibility criteria separately for OEMs with respect to deployment considering mission critical infrastructure deployment. Kindly review and add, "The OEM should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.". Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

84	Page 67 of 97	Hardware and Interface Requirement	5.a-Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	We understand that the offered switches should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM. There seem to be a typo error in the client ports. In line to above, we request to amend the clause as "Switch should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM."	Please refer corrigendum
85	Page 68 of 97	Hardware and Interface Requirement	16-Switch should be able to operate in a temperature range of 0 to 45 degree	We would like to bring to your notice that operating temperature range plays a very crucial role. In view of current ambience escalating temperature requirement, we request you to amend the clause as "Switch should be able to operate in a temperature range of 0 to 55 degree"	Please be guided as per RFP
86	Additional Recommendation	\	Feature Description - For both types of switches - Product Certification	We request you to kindly review certificate requirements as per MII policy to add in the current bid which empowers the buyer to ensure authentic and certified products are quoted by the OEMs/ bidders. As per DPIIT's approved Nodal Ministry DoT's policy dated 29th August 2018 vide clause no. 10, the offered product family, series or product should be TSEC certified. The same has been asked in majority of the BFSI tenders considering the nature of the network requirement serving financial services. The change request is in compliance to same. We request you to additionally ask for,"The offered product or any product from the offered product family/ product series should be TSEC certified based on TEC GR of LAN Switch.". Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

87	92 of 97	ANNEXURE-XIX UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	The supplied devices and software should be free from any vulnerability at the time of implementation.	We would like to bring to your notice that in view of recent cyber attacks/hacking of network, it is imperative to have products which have been tested for vulnerability and have been certified by national labs that the switch OS and the product is free from any malware or vulnerability. In order to mitigate such risks in the network, we request you to add the clause, "The supplied devices and software should VAPT certified to be free from any vulnerability at the time of bidding." Kindly confirm.	Please be guided as per RFP
88	52	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER	All criteria pertaining to Eligibility, Experience, Past Performance & Turnover etc.	We request the bank to kindly add the following clause: "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."	Please be guided as per RFP
89	53	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	We understand that for this experience criteria, multiple orders from same or different customers can be shown and cumulative number of L2 Switches (supplied or managed) should be 5000 or more. Kindly confirm if our understanding is correct.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

90	53	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	Kindly amend the criteria as follows: The Bidder Should have supplied or managed minimum 1000 Network switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 5 years.	Please refer corrigendum
91	39	PAYMENT	100% of invoice amount on installation and operationalization of switches. In case installation of equipment is delayed due to Bank and the delay period is more than one month, then payment will be made as under: 100% of invoice amount after 30 days of delivery of equipment. Further, any payment will be released only after submission of PBG and signing of SLA (including Do & Don't) and NDA by Successful Bidder. The payment for AMC shall be made on quarterly basis in arrears.	We request the bank to kindly amend the Payment Terms as follows: 100 % on delivery of Switches/equipment The payment for AMC shall be made on quarterly basis in ADVANCE.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

92	39	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery. Bidder shall be responsible for installation of the equipment ordered at site within 2 weeks from the date of submission of proof of delivery.	We would like to bring to your notice that delivery timelines are presently prolonged to around 7-8 months due to global shortages of components. Hence, we request you reconsider the delivery timelines and amend the clause as below: "Bidder shall be responsible for delivery of complete equipment ordered at specified site within 7 months from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery."	Please refer corrigendum
93	40	Penalty for delayed delivery/installation	Penalty 1 Within 8 weeks: NIL 2 After 8 weeks: 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	As a general practice, the delay penalty is deducted as 0.25% up to 5% and hence we request you to amend the clause as below: "After 8 months - 0.25% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost."	Please refer corrigendum
94	53	ANNEXURE-III ELIGIBILITY CRITERIA OF THE BIDDER	The Bidder Should have supplied or managed minimum 5000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years. Bidder to submit performance	Please allow the bidders to submit purchase orders / performance certificates / letters / emails or any such documentary evidence that substantiates the compliance to required criteria.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

			certificates/letters from clients as per Annexure VI		
95	39	7. PAYMENT	100% of invoice amount on installation and operationalization of switches	We request you to kindly amend the payment terms as: a) On Delivery & Inspection: 80% payment of project value on prorata basis. b) Balance 20% payment of project value after completion of installation, configurations, testing and commissioning	Please be guided as per RFP
96	39	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. Bidder shall be responsible for installation of the equipment ordered at site within 2 weeks from the date of submission of proof of delivery.	Due to the global shortage of semiconductor materials the delivery of materials like Switches get delayed. Hence to achieve the project timelines without any delay in project execution, we request you to amend the timelines as: Bidder shall be responsible for delivery of complete equipment ordered at specified site within 16 weeks from the date of order. Bidder shall be responsible for installation of the equipment ordered at site within 4 weeks from the date of submission of proof of delivery.	Please refer corrigendum
97	38	3. PERFORMANCE BANK GUARANTEE	The successful bidder will have to submit Performance Bank Guarantee amounting to 10 % of the Contract value	Being a MSME organization access to the finance part has always been challenging for us and maintaining the adequate cash flow Management, we as a MSME requesting you to kindly amend the PBG as 3% of total contract Value.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

98	47	28. DISPUTE RESOLUTION / ARBITRATION	However, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties.	We request you to kindly amend the clause as: (a) In case of any dispute, the matter will be decided by reference to Arbitration by a Board of Arbitrators. There shall be a Board of three Arbitrators, of whom each party shall appoint one Arbitrator, and the two appointed Arbitrators shall appoint the third arbitrator who shall act as the presiding Arbitrator. Any Dispute which is not resolved amicably by conciliation, shall be finally decided as per Arbitration & Conciliation Act 1996 (amended).	Please be guided as per RFP
99	40	8. PENALTY CLAUSE 8.1 Delivery and Installation	Penalty Amount – After 8 weeks: 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	We request you to kindly amend the clause as: After 8 weeks: 0.5% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost.	Please refer corrigendum
100	12 of 97	1. INTRODUCTI ON:	Maximum of two vendors will be shortlisted for the Rate Contract which will be valid upto March'2025 and the orders will be placed from Head office, Zonal Office & Circle Offices as per the actual requirement of the Bank in phases during the rate contract period. Further, actual quantity procured will be shared between L1 and L2 Vendor in the ratio of 60:40 after matching	We would like to bring to your notice that splitting the bid into multiple vendors/ OEMs will be complex since bank would need to maintain multiple types of spares, team capability to work with different set of command/ GUI/CLI interfaces including the interoperability, NAC profiling etc. In view of the same, we request you to review and not to split the contract/ quantity between multiple OEMs. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			the price by L2 bidder with L1 bidder, as mentioned in clause no 25 Selection of other bidder along with L1.		
101	12 of 97	3. SCOPE OF WORK:	V. The offered Switches must be IPV4 and IPV6 compliant from Day1.	We understand vide this clause, offered switches should be IPv6 logo ready and duly certified from day 1 and certificate is to be submitted during bidding. Kindly confirm if our understanding is correct.	Please be guided as per RFP
102	13 of 97	3. SCOPE OF WORK:	VI. The Vendor shall work in coordination with existing Network Integrator of the Bank for getting the necessary configuration, for assigning IP address to switches for seamless migration, operationalization and maintenance of switches. In case, if any switch goes faulty due to reasons non attributable to bank the Vendor is required to replace the switch of same or higher version at no additional cost to the Bank.	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	clarification Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not repairable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank. Repairing/Replacement to be done as per SLA Defined under this RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

103	14 of 97	3. SCOPE OF WORK:	VIII. The proposed switches should operate within a heterogeneous environment of network devices from multiple OEMs (e.g. Switches, Security Solutions etc.). In case the supplied switches are unable to operate in heterogeneous environment of Bank, then Vendor will take back all the equipment's and supply new equipment's compatible with heterogeneous environment. In such case Bank will not bear any additional cost other than the Total Cost of Table-A as mentioned in Annexure XII.	We understand in the current heterogeneous environment, only open standards/ protocols based on ITU-T, IEEE, IETF are configured and running. It is important to note that proprietary protocol/ configuration are specific to OEMs and hence are interoperable with any other OEMs. Kindly confirm if our understanding is correct.	Please be guided as per RFP
104	14 of 97	3. SCOPE OF WORK:	IX. Switches proposed by Vendors should be compatible with Network Access Control Solutions being used by Bank. At present bank is using Forescout and HP Aruba clearpass. In support of the same, Vendor must submit "Published Technical Document from either OEM or Network Access	The mentioned NAC providers publish their compatibility matrix with the list of interoperable OEMs with their NAC solution as verified and validated by them. We understand that the proposed OEM should be listed in the compatibility matrix report of existing NAC providers of the bank and the report is to be submitted during bidding. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Control (NAC) solution providers” which Bank may even cross-check verified/ certified by OEM in the MAF during technical bid submission.		
105	16 of 97	3. SCOPE OF WORK:	XXIII. It is Vendor's responsibility to check the necessary parameters (like earthing, power, UPS backup, Rack space etc.) before installation of switches under RFP at the various locations. If any parameter is not as per standard requirement, then Vendor in writing should approach Bank to provide/rectify the same and after confirmation from Bank installation should be done. In any case supplied equipment goes faulty due to the negligence in checking necessary parameters, then it will be sole responsibility of the Vendor to replace the same free of cost. Further in these cases	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	<p>clarification Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not reparable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank.</p> <p>Repairing/Replacement to be done as per SLA Defined under this RFP</p>

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			where revisit is required then Vendor will send the engineer again for the installation without any additional cost to Bank.		
106	16 of 97	3. SCOPE OF WORK:	XXXI. Vendor should have support offices at least in every state except in north east states, where at least one support center covering north east states should be located.	We would like to bring to your notice that the RFP has stringe SLA requirement which are to be managed by the bidder/vendor. In view of above, we request you to delete the said clause since it is upto bidder/ OEM to manage the SLAs by using best of their local offices/ presence. Alternatively, the clause be modified as, "Vendor should have support offices at least in 3 tier-I metro cities except in north east states, where at least one support center covering north east states should be located." Kindly confirm.	Please refer corrigendum
107	39 of 97	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery. Bidder shall be responsible for installation of the equipment ordered at site	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. In view of the same, we request you to reconsider the delivery timelines and issue suitable amendment as feasible.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			within 2 weeks from the date of submission of proof of delivery.		
108	40 of 97	8. PENALTY CLAUSE 8.1 Delivery and Installation:	After 8 weeks - 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. Additionally, as a general practice, the LD are deducted as 0.5% up to 5% and hence we request you to amend the clause as, "After 6 months - 0.5% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost. Kindly confirm.	Please refer corrigendum
109	53 of 97	ELIGIBILITY CRITERIA OF THE BIDDER	The OEM Should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/Financial institutions in India during the last 3 years.	In the current RFP, there is no separate eligibility criteria for OEMs. We request to review and consider adding the eligibility criteria separately for OEMs with respect to deployment considering mission critical infrastructure deployment. Kindly review and add, "The OEM should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years." Kindly confirm.	Not accepted

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

110	Page 67 of 97	Hardware and Interface Requirement	5.a-Switch should have the following interfaces: A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	We understand that the offered switches should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM. There seem to be a typo error in the client ports. In line to above, we request to amend the clause as "Switch should have the following interfaces: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM."	Please refer corrigendum
111	Page 68 of 97	Hardware and Interface Requirement	16-Switch should be able to operate in a temperature range of 0 to 45 degree	We would like to bring to your notice that operating temperature range plays a very crucial role. In view of current ambience escalating temperature requirement, we request you to amend the clause as "Switch should be able to operate in a temperature range of 0 to 55 degree"	Please be guided as per RFP
112	Additional Recommendation	New Clause to be added	Feature Description - For both types of switches - Product Certification	We request you to kindly review certificate requirements as per MII policy to add in the current bid which empowers the buyer to ensure authentic and certified products are quoted by the OEMs/ bidders. As per DPIIT's approved Nodal Ministry DoT's policy dated 29th August 2018 vide clause no. 10, the offered product family, series or product should be TSEC certified. The same has been asked in majority of the BFSI tenders considering the nature of the network requirement serving financial services. The change request is in compliance to same. We request you to additionally ask for,"The offered product or any product from the offered product family/ product series should be TSEC certified based on TEC GR of LAN Switch.". Kindly confirm.	Not accepted

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

113	92 of 97	ANNEXURE- XIXUNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	The supplied devices and software should be free from any vulnerability at the time of implementation.	We would like to bring to your notice that in view of recent cyber attacks/hacking of network, it is imperative to have products which have been tested for vulnerability and have been certified by national labs that the switch OS and the product is free from any malware or vulnerability. In order to mitigate such risks in the network, we request you to add the clause, "The supplied devices and software should VAPT certified to be free from any vulnerability at the time of bidding." Kindly confirm.	Please be guided as per RFP
114	52	ELIGIBILITY CRITERIA/S.No. 2	For past three Consecutive financial years i.e. (FY 2019-20, FY2020-21 and FY 2021-22)	We request PNB to modify the clause as under : "For past three Consecutive financial years i.e. (FY2020-21, FY 2021-22 and FY 2022-23) Justification: Last three financial year is FY 2022-23 and it must be included to avoid contradiction within the clause. Besides, deadline Audited Financials of FY-22-23 was September 30, 2023 as per MCA & Income tax guidelines and we are already past this deadline so bidders can submit the details as per latest financial statments	Please be guided as per RFP
115	53	ELIGIBILITY CRITERIA/S.No. 5	The Bidder Should have supplied or managed minimum 500 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.	We request PNB to modify the clause as under : "The Bidder Should have supplied or managed minimum 2000 Networking elements/devices for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years." For MSE/Startup Bidder : "The Bidder Should have supplied or managed minimum 1000 Networking elements/devices for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years." Justifications : The total requirement is for 2200 switches and suggested clause is line with the general trend to define such criteria. While PNB has provided relaxation to MSE bidders in turn over criteria , we	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

				suggest the same to be provided for this clause as well.	
116	67	Minimum Technical cum Functional Specification of the Product (Annexure-XI) In Hardware and Interface Requirement Point 5.a	A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface	Based on the minimum throughput in Point (7) and minimum Switching capacity in point (8), in both Switches i.e., in 24 Port & 48 Port, Access Port should be 1 G Copper RJ45 Ethernet Port and not 1G/10G Copper. Hence, we request you to kindly review the above and update the Interface specification under this clause: A. for 24 Port: 24 x 1G copper Ethernet RJ45 Interface B. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

117	71	Minimum Technical cum Functional Specification of the Product (Annexure-XI) In Manageability Point 60	Switch should support Real time Packet Capture in real time. for traffic analysis and fault finding.	Real Time Packet capture support in Switch can be done through port mirroring technology where the switch captures a copy of packet and sends it to an external Traffic Analysis solution. Industry standard feature for this is port mirroring/SPAN/RSPAN. We request you please clarify if this clause is asking for port mirroring/SPAN/RSPAN feature.	Clarification is as under:- Switch should support real time packet capture in real time through port mirroring for traffic analysis and fault finding.
118	39	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order	Due to Global Chip Shortage Situation,delivery of the considered product line is getting delayed for 5-6 months hence Bank is requested to consider Delivery period of 24 weeks	Please refer corrigendum
119	12 of 97	1. INTRODUCTION:	Maximum of two vendors will be shortlisted for the Rate Contract which will be valid upto March'2025 and the orders will be placed from Head office, Zonal Office & Circle Offices as per the actual requirement of the Bank in phases during the rate contract period. Further, actual quantity procured will be shared between L1 and L2 Vendor in the ratio of 60:40 after matching the price by L2 bidder with L1 bidder, as mentioned in clause no 25 Selection of other bidder along with L1.	We would like to bring to your notice that splitting the bid into multiple vendors/ OEMs will be complex since bank would need to maintain multiple types of spares, team capability to work with different set of command/ GUI/CLI interfaces including the interoperability, NAC profiling etc. In view of the same, we request you to review and not to split the contract/ quantity between multiple OEMs. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

120	12 of 97	3. SCOPE OF WORK:	V. The offered Switches must be IPV4 and IPV6 compliant from Day1.	We understand vide this clause, offered switches should be IPV6 logo ready and duly certified from day 1 and certificate is to be submitted during bidding. Kindly confirm if our understanding is correct.	Please be guided as per RFP
121	13 of 97	3. SCOPE OF WORK:	VI. The Vendor shall work in coordination with existing Network Integrator of the Bank for getting the necessary configuration, for assigning IP address to switches for seamless migration, operationalization and maintenance of switches. In case, if any switch goes faulty due to reasons non attributable to bank the Vendor is required to replace the switch of same or higher version at no additional cost to the Bank.	We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.	Clarification is as under: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not repairable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank. Repairing/Replacement to be done as per SLA Defined under this RFP
122	14 of 97	3. SCOPE OF WORK:	VIII. The proposed switches should operate within a heterogeneous environment of network devices from multiple OEMs (e.g. Switches, Security Solutions etc.). In case the supplied switches are unable to operate in heterogeneous environment of	We understand in the current heterogeneous environment, only open standards/ protocols based on ITU-T, IEEE, IETF are configured and running. It is important to note that proprietary protocol/ configuration are specific to OEMs and hence are interoperable with any other OEMs. Kindly confirm if our understanding is correct.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

			Bank, then Vendor will take back all the equipment's and supply new equipment's compatible with heterogeneous environment. In such case Bank will not bear any additional cost other than the Total Cost of Table-A as mentioned in Annexure XII.		
123	14 of 97	3. SCOPE OF WORK:	IX. Switches proposed by Vendors should be compatible with Network Access Control Solutions being used by Bank. At present bank is using Forescout and HP Aruba clearpass. In support of the same, Vendor must submit "Published Technical Document from either OEM or Network Access Control (NAC) solution providers" which Bank may even cross-check verified/ certified by OEM in the MAF during technical bid submission.	The mentioned NAC providers publish their compatibility matrix with the list of interoperable OEMs with their NAC solution as verified and validated by them. We understand that the proposed OEM should be listed in the compatibility matrix report of existing NAC providers of the bank and the report is to be submitted during bidding. Kindly confirm.	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

124	16 of 97	3. SCOPE OF WORK:	<p>XXIII. It is Vendor's responsibility to check the necessary parameters (like earthing, power, UPS backup, Rack space etc.) before installation of switches under RFP at the various locations. If any parameter is not as per standard requirement, then Vendor in writing should approach Bank to provide/rectify the same and after confirmation from Bank installation should be done. In any case supplied equipment goes faulty due to the negligence in checking necessary parameters, then it will be sole responsibility of the Vendor to replace the same free of cost. Further in these cases where revisit is required then Vendor will send the engineer again for the installation without any additional cost to Bank.</p>	<p>We understand, replacement in the reference clause refers to the industry practice wherein, switches are repaired under warranty and repaired goods are sent back to bank/ customer. Kindly confirm if our understanding is correct.</p>	<p>Clarification is as under: Malfunctioned switch should be repaired by Vendor during contract period(including 3 years warranty and 2 years AMC period) and in case it is not reparable the same shall be replaced by Vendor by a new Switch of same capability at no extra cost to bank.</p> <p>Repairing/Replacement to be done as per SLA Defined under this RFP</p>
-----	----------	-------------------	---	---	---

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: eprocurement@pnb.co.in Tel: 011-23724596

125	16 of 97	3. SCOPE OF WORK:	XXXI. Vendor should have support offices at least in every state except in north east states, where at least one support center covering north east states should be located.	We would like to bring to your notice that the RFP has stringe SLA requirement which are to be managed by the bidder/vendor. In view of above, we request you to delete the said clause since it is upto bidder/ OEM to manage the SLAs by using best of their local offices/ presence. Alternatively, the clause be modified as, "Vendor should have support offices at least in 3 tier-I metro cities except in north east states, where at least one support center covering north east states should be located." Kindly confirm.	Please refer corrigendum
126	39 of 97	5. DELIVERY & INSTALLATION	Bidder shall be responsible for delivery of complete equipment ordered at specified site within 8 weeks from the date of order. The date on which proof of delivery is submitted with bank will be taken as the date of delivery. Bidder shall be responsible for installation of the equipment ordered at site within 2 weeks from the date of submission of proof of delivery.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. In view of the same, we request you to reconsider the delivery timelines and issue suitable amendment as feasible.	Please refer corrigendum
127	40 of 97	8. PENALTY CLAUSE 8.1 Delivery and Installation:	After 8 weeks - 1% of the individual device cost for per week's delay or part thereof subject to a maximum of 10% of the device cost.	We would like to bring to your notice that delivery timelines are of the order of 6-8 months due to acute shortages of components globally. Additionally, as a general practice, the LD are deducted as 0.5% up to 5% and hence we request you to amend the clause as, "After 6 months - 0.5% of the individual device cost for per week's delay or part thereof subject to a maximum of 5% of the device cost. Kindly confirm.	Please refer corrigendum

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

128	53 of 97	ELIGIBILITY CRITERIA OF THE BIDDER	The OEM Should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/Financial institutions in India during the last 3 years.	In the current RFP, there is no separate eligibility criteria for OEMs. We request to review and consider adding the eligibility criteria separately for OEMs with respect to deployment considering mission critical infrastructure deployment. Kindly review and add, "The OEM should have supplied or managed minimum 10,000 L2 switches for minimum one year in any PSU/central government organizations/ Financial institutions in India during the last 3 years.". Kindly confirm.	Not accepted
129	Page 67 of 97	Hardware and Interface Requirement	5.a-Switch should have the following interfaces:A. for 24 Port: 24 x 1/10G copper Ethernet RJ45 InterfaceB. for 48 Port: 48 x 1/10G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM.	We understand that the offered switches should have the following interfaces:A. for 24 Port: 24 x 1G copper Ethernet RJ45 InterfaceB. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM. There seem to be a typo error in the client ports.In line to above, we request to amend the clause as "Switch should have the following interfaces:A. for 24 Port: 24 x 1G copper Ethernet RJ45 InterfaceB. for 48 Port: 48 x 1G copper Ethernet RJ45 Interface Bank required both 24/48 Port-Switches from same OEM."	Please refer corrigendum
130	Page 68 of 97	Hardware and Interface Requirement	16-Switch should be able to operate in a temperature range of 0 to 45 degree	We would like to bring to your notice that operating temperature range plays a very crucial role. In view of current ambience escalating temperature requirement, we request you to amend the clause as "Switch should be able to operate in a temperature range of 0 to 55 degree"	Please be guided as per RFP

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
 Email: eprocurement@pnb.co.in Tel: 011-23724596

131	Additional Recommendation	New Clause to be added	Feature Description - For both types of switches - Product Certification	We request you to kindly review certificate requirements as per MII policy to add in the current bid which empowers the buyer to ensure authentic and certified products are quoted by the OEMs/ bidders. As per DPIIT's approved Nodal Ministry DoT's policy dated 29th August 2018 vide clause no. 10, the offered product family, series or product should be TSEC certified. The same has been asked in majority of the BFSI tenders considering the nature of the network requirement serving financial services. The change request is in compliance to same. We request you to additionally ask for,"The offered product or any product from the offered product family/ product series should be TSEC certified based on TEC GR of LAN Switch.". Kindly confirm.	Not accepted
132	92 of 97	ANNEXURE-XIX UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER	The supplied devices and software should be free from any vulnerability at the time of implementation.	We would like to bring to your notice that in view of recent cyber-attacks/ hacking of network, it is imperative to have products which have been tested for vulnerability and have been certified by national labs that the switch OS and the product is free from any malware or vulnerability. In order to mitigate such risks in the network, we request you to add the clause, "The supplied devices and software should VAPT certified to be free from any vulnerability at the time of bidding." Kindly confirm.	Please be guided as per RFP