

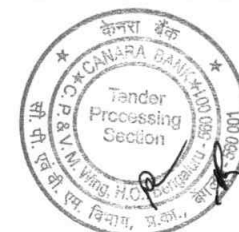
Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
1	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1.11. In case, if any of the location where items are delivered but not installed within Installation timeline as mentioned in GeM bid, for the reasons 'Site Not Ready', Bank will pay the Installation and commissioning amount to the selected bidder on the production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder representatives. For those locations, Bank shall communicate to the selected bidder whenever readiness of site/s for hardware installation, commissioning of devices as per scope of work, the selected bidder shall make visit/s without any cost to the bank till the scope of work is completed.	There has to be some time frame for the Customer to fix up the site for installation else Bidder will have to keep its resources idle for uncertain period.	Bidder to comply with RFP terms and conditions
2	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Acceptance	4.2. Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after successful working of the installed items at each location. Payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by Bank's officials in the Acceptance Test report and Acceptance payment claim letter.	No Time frame is mentioned for completion of the acceptance test by the Canara Bank.	Refer Section C clause no. 1.4.3. Acceptance report should be carried out on the date of installation , installation report and Acceptance report contains the parameters which are to be configured in switch.
3	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Acceptance	4.2. Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after successful working of the installed items at each location. Payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by Bank's officials in the Acceptance Test report and Acceptance payment claim letter.	These kind of penalties and other actions can be taken only in case if there is any material deviation from the Specification having actual bearing upon the Canara Bank and not for trivial issues.	Bidder to comply with RFP terms and conditions
4	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.9 If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Cost to be recovered from the Bidder only in case, if the corresponding payment for such part was paid to the Bidder.	Bidder to comply with RFP terms and conditions



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5	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.10. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.	There has to be the notice to cure such breach and that breach should be material in nature to justify such kind of rigid actions against the bidder. If Bidder fails to cure such material breach atleast with 30 days notice only then Bank to resort to such remedies.	Bidder to comply with RFP terms and conditions
6	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.13. All the above LDs are independent of each other and are applicable separately and concurrently	NA	Bidder to comply with RFP terms and conditions
7	NA	NA	Indemnification and Limitation of Liability.	NA	Indirect losses, consequential losses, loss of goodwill and revenue should be explicitly excluded i.e. neither party should raise claim in that regard.	Bidder to comply with RFP terms and conditions
8	39	Section-F OWNERSHIP & AWARDDING OF CONTRACT	12. Pricing & Payments:	12.1 From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Nothing mentioned about increase in duties. Taxes, GST. Considering this is a fixed price contract any increase or decrease in duties, taxes . GST should result in alteration of fixed price	Bidder to comply with RFP terms and conditions
9	NA	NA	Invoicing	NA	Since the deliverables are delivery and installation and not pure supply the material will move on delivery challan and as and when the milestone are achieved the works contract services invoices will be issued. Need to inform the same to the customer	RFP Scope is self explanatory, Bidder to Comply With RFP terms and conditions.



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10	NA	NA	Invoicing	NA	Since the order / REFP is issued from Canara Bank , Karnataka location. Need to know on the invoicing model for delivery to various location( whether to follow Bill to / Ship to concept or we will treat each delivery a separate order and raise separate invoice to the said location ). Similar arrangement will apply for O&M	Details will be shared to successful bidder.
11	12	SECTION B - INTRODUCTION	5.Requirement Details	5.3 Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	When will bidder decides over qty? This order will be single order from one location, or this will be multiple orders from single/multiple location? What will be duration of PO issuance for whole RFP?	The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 % of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidder to refer RFP/GeM terms and condition for the same
12	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3. Delivery of Manageable Network Switches	1.3.1 . Delivery of Manageable Network Switches at the bank branch/office should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Eleven (11) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location.	Can we extend this delivery timeline?	Bidder to comply with RFP terms and conditions
13	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Pre-Dispatch Inspection (PDI)	2.2 The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.	Please share the test details for this PDI.	Details will be shared to successful bidder.



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14	82	Annexure-10 Technical Specifications	L. Operating Conditions:	1.Switch should seamlessly operate within Temperature range from (-5°Cto 40°C).	We kindly request an amendment to the clause in accordance with QM-333 standards. Specifically, we request modifying the clause to state that the switch should seamlessly operate within a temperature range of 0°C to 55°C	Bidder to Refer Corrigendum-1
15	77	Annexure-10 Technical Specifications	A.General Specifications	1.The Switch should have 24 number of 10/100/1000 Ethernet auto sensing ports (RJ45 Type), with minimum 90 Mpps forwarding rate with packet size of 64 byte.	We kindly request an amendment to the clause to include 4 dedicated 10G uplinks and 4 additional stacking ports. Request to amend the clause as follows: "The Switch should have 24 number of 10/100/1000 Ethernet auto-sensing ports (RJ45 Type), 4x10G uplinks, and additional 4 dedicated stacking ports with a minimum 90 Mpps forwarding rate with a packet size of 64 bytes.	Bidder to Refer Corrigendum-1
16	78	Annexure-10 Technical Specifications	A.General Specifications	16.The Switch Should Support IPV6 phase 2 logo	We kindly request an amendment to the clause to the switch OS is appearing in the IPV6 logo ready certification The Switch OS Should Support IPV6 phase 2 logo and the IPV6 phase 2 logo ready certiication shall verified in the ipv6eady portal.	Bidder to Refer Corrigendum-1
17	77	Annexure-10 Technical Specifications	New Tener clause A#General Specifications	The Switch should have 1 GB RAM.	We kindly request the inclusion of 1 GB RAM in the Switch technical specifications. Adequate memory is crucial for handling multiple networking functions, including MAC address table management, VLAN support, QoS processing, and security features.	Bidder to Refer Corrigendum-1



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18	77	Annexure-10 Technical Specifications	New Tender clause A#General Specifications	The Switch should have 512 MB Flash	We kindly request the inclusion of 512 MB Flash memory in the Switch technical specifications. Flash memory is essential for storing firmware, configurations, and logs, ensuring stable and efficient switch operation. A 512 MB Flash memory provides sufficient storage for Firmware & Updates.	Bidder to Refer Corrigendum-1
19	77	Annexure-10 Technical Specifications	New Tender clause A#General Specifications	The Switch should have 2 MB Packet buffer	We kindly request the inclusion of a 2 MB packet buffer in the Switch technical specifications. The packet buffer plays a critical role in ensuring efficient data transmission, reducing packet loss, and enhancing network performance, especially in high-traffic environments. A 2 MB packet buffer helps manage network congestion, ensuring smooth data flow during peak loads, making it essential for reliable and high-performance networking.	Bidder to Refer Corrigendum-1
					We request an amendment to include this requirement in the tender clause. Kindly review.	
20	77	Annexure-10 Technical Specifications	New Tender clause A# General Specifications	The Switch should have 1# USB port	We kindly request the inclusion of USB port for better OS management.	Bidder to Refer Corrigendum-1



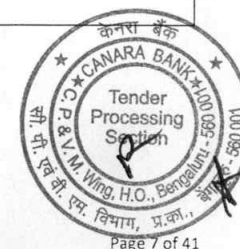
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21	93	Appendix -A	New Tender clause	The quoted product should be certified for equipment safety as per IEC 62368-1 standard tender clause should be include in the layer 2 switch product category with proper reason	<p>We kindly request the inclusion of a clause requiring that the quoted product be certified for equipment safety as per IEC 62368-1 standard in the Layer 2 switch product category. This standard ensures compliance with essential safety requirements for information technology and communication equipment. Including IEC 62368-1 certification ensures:</p> <p>Ensures the switch meets global safety standards, reducing risks of electrical hazards.</p> <p>Regulatory Compliance: Aligns with industry best practices and legal safety requirements.</p> <p>Product Reliability &amp; Longevity: Ensures robust design and manufacturing processes for long-term operation.</p> <p>Considering these critical factors, we request to include this requirement in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions
22	93	Appendix -A	New Tender clause	The quoted product should be certified against EN 55035, EN 55032, ETSI EN 300386, EN/IEC 61000-6-1 & EN/IEC 61000-6-3	<p>Electromagnetic Compatibility (EMC), Reliable Network Performance, Regulatory Compliance &amp; Safety.</p> <p>Considering the importance of these certifications for product quality, safety, and reliability, we request their inclusion in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions



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23	93	Appendix -A	New Tender clause	OEM should be the Original Equipment Manufacturer having IPR, source code in India registered in their OEM and should not have the ToT of the products offered from the other OEM/ manufacturer.	<p>"The OEM should be the Original Equipment Manufacturer (OEM) having Intellectual Property Rights (IPR) and source code registered in India under their name. The OEM should not rely on Technology Transfer (ToT) from any other OEM or manufacturer for the products offered."</p> <p>The inclusion of this clause is crucial for National Security &amp; Data Integrity: Ensures that critical networking equipment is designed and developed with full ownership in India, reducing risks of external dependencies and security vulnerabilities. Promotes indigenous manufacturing and innovation, aligning with government initiatives like "Make in India" and "Atmanirbhar Bharat." Product Reliability &amp; Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.</p>	Bidder to comply with RFP terms and conditions
24	93	Appendix -A	New Tender clause	The offered products to be in compliance to PPP-MII Orders dated 19.7.24 and 21.10.24.	<p>We kindly request the inclusion of a clause in the tender for the Layer 2 switch product category mandating that the offered products comply with the Public Procurement (Preference to Make in India) [PPP-MII] Orders dated 19.07.2024 and 21.10.2024.</p> <p>These orders specify that Ethernet Switches (L2/L3) are 100% notified items and should be procured from Class-1 OEMs only, as per Clause No. 3(a) of the order dated 19.07.2024</p>	Bidder to Refer Corrigendum-1



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25	93	Appendix -A	New Tender clause	The product should meet the local content value addition of min. 60% in compliance to DPIIT's approved Nodal Ministry DoT's notification dated 21st October 2024. Form-1 is to be submitted by the bidder duly declared by the OEM.	We kindly request the inclusion of the following clause in the tender for the Layer 2 switch product category: "The offered products must comply with a minimum local content value addition of 60%, in accordance with the DPIIT's approved Nodal Ministry, Department of Telecommunications (DoT), notification dated 21st October 2024. Form-1, duly declared by the Original Equipment Manufacturer (OEM), is to be submitted by the bidder."	Bidder to Refer Corrigendum-1
26	93	Appendix -A	New Tender clause	The quoted product should be certified for EMI/ EMC to TEC/SD/DD/EMC-221/05/OCT	Adhering to the TEC standard ensures that the equipment meets the mandatory EMI/EMC requirements set by the Telecommunication Engineering Centre (TEC), which is essential for lawful deployment in telecommunications networks. Compliance with EMI/EMC standards minimizes the risk of electromagnetic interference, thereby ensuring the reliable performance of the switch and preventing potential disruptions in network operations. Certification as per TEC/SD/DD/EMC-221/05/OCT-16 confirms that the product has been tested for immunity to various electromagnetic disturbances, ensuring safe operation within the specified electromagnetic environment. Incorporating this certification requirement will ensure that the procured Layer 2 switches are compliant with national standards, thereby supporting the integrity and	Bidder to comply with RFP terms and conditions



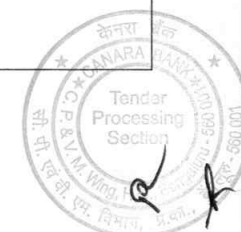
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27	68	Annexure-5 Make in India Certificate	Annexure-5 Make in India declaration	Format of Annexure 5 to be changed as per 21.10.24.	We kindly request an ammendment on the format of Annexure 5 as per Nodal ministry guideline dated 21.10.2024, where in the latest format for MII declarationas outlined in Page no 18 -Form1 has been included .	Bidder to Refer Corrigendum-1
28	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No-3 Site Survey	3.1. The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
29	82	Annexure-10 Technical Specifications	Clause No- K. RFC (Request for Comment) Support	8.RFC 951 - Bootstrap Protocol (BOOTP)	DHCP is widely used today and offers a more advanced and flexible solution compared to BOOTP. Additionally, DHCP is asked under network management in Clause 26, Page 81 of RFP. Request Please amend the clause to "RFC 951 - Bootstrap Protocol (BOOTP) OR RFC 2131 - Dynamic Host Configuration Protocol (DHCP)."	Bidder to Refer Corrigendum-1
30	82	Annexure-10 Technical Specifications	Clause No- L. Operating Conditions	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1



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31	NA	Generic Query	Generic Query	Generic Query	Request addition of below clause to ensure that only authentic Make in India compliant OEMs are eligible to participate in the bidding process. "The OEM and the quoted switch must be approved by the Trusted Telecom Cell."	Bidder to comply with RFP terms and conditions
32	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:8	The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid. Documents to be submitted: Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.	Request to consider enduser devices & related network devices for enterprise pvt ltd companies, Nodal agencies & for duration of last 10 years.	Bidder to Refer Corrigendum-1
33	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No-7 Payment Terms	7.6 .Payment shall be released within 30 days from submission of relevant documents as per RFP terms and found in order by the Head office, who have placed order on the selected Bidder	We Suggest to add the below clause  Any delayed payment beyond the stipulated period will attract a penalty of 1.5% per month on the original invoice amount	Bidder to comply with RFP terms and conditions
34	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No20. Subcontracting	20.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.  20.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/Service Provider alone shall be responsible for performance of the services under the contract.	We suggest to relax this clause giving Quess the right to Sub Contract this agreement to any of its Affiliates, subsidiaries or group entities with notice.	Bidder to comply with RFP terms and conditions



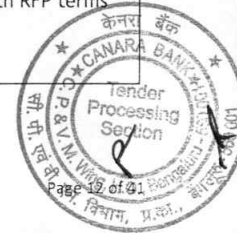
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35	25, 42	Section C, Section G	21. Right to Audit 5. Inspection of Records	<p>The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p> <p>Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.</p>	We Suggest advance notice of 7 Business days for any kind of audit activity.	Bidder to comply with RFP terms and conditions
36	37	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	8. Fixed Price 12. Pricing & Payment	<p>The prices quoted in the tender response will be fixed for the period of the contract..</p> <p>12.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period</p>	We suggest YOY Inflation of 6% from 2nd year of contract.	Bidder to comply with RFP terms and conditions
37	39	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract	13.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	We suggest this clause to be mutual with 60 days notice period for termination without cause.	Bidder to comply with RFP terms and conditions



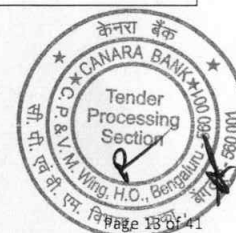
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38	39	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	13. Order Cancellation/Termination of Contract:	<p>13.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>13.2.1. Delay in delivery beyond the specified period for delivery.</p> <p>13.2.2. Serious discrepancies noted in the items delivered.</p> <p>13.2.3. Breaches in the terms and conditions of the Order.</p> <p>13.2.4. Non submission of acceptance of order within 7 days of order.</p> <p>13.2.5. Excessive delay in execution of order placed by the Bank.</p> <p>13.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.</p> <p>13.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.</p> <p>13.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>13.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.</p> <p>13.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p>	We suggest this clause to be mutual with 15 days cure period incase of termination with cause.	Bidder to comply with RFP terms and conditions
39	42	SECTION G - GENERAL CONDITIONS	11. Intellectual Property Rights	<p>11.1. Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The Bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder.</p>	We suggest to add the below clause However, the Intellectual Property of the Service Provider's base product(s) on which the Service Provider may build customized applications for Company, shall always remain as the Service Provider's Intellectual Property.	Bidder to comply with RFP terms and conditions
40	42	SECTION G - GENERAL CONDITIONS	7. Assignment	<p>7.1. The selected Bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.</p>	We suggest to relax this clause giving Quess the right to Assign this agreement to any of its Affiliates, subsidiaries or group entities with notice.	Bidder to comply with RFP terms and conditions



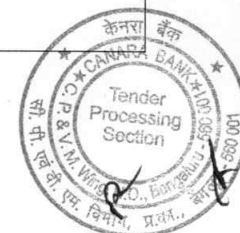
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41	44	SECTION G - GENERAL CONDITIONS	12. Confidentiality and Non-Disclosure	<p>12.1. The selected Bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. The selected Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The selected Bidder shall furnish an undertaking as given in Annexure-6.</p> <p>12.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.</p>	We suggest this clause to be mutual	Bidder to comply with RFP terms and conditions
				<p>ENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>21.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;</p> <p>21.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;</p> <p>21.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider</p> <p>21.2. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>21.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable</p>		
42	47	SECTION G - GENERAL CONDITIONS	21. Indemnity	<p>21.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;</p> <p>21.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider</p> <p>21.2. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p> <p>21.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable</p>	We suggest this clause to be mutual	Bidder to comply with RFP terms and conditions



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43	49	SECTION G - GENERAL CONDITIONS	24. Force Majeure	<p>24.1. The selected Bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the Bidder, i.e., Force Majeure.</p> <p>24.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected Bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected Bidder, resulting in such a situation.</p> <p>24.3. In the event of any such intervening Force Majeure, the selected Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.</p> <p>24.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and</p>	<p>We propose to add the below clause</p> <p>In situations like lock down of the Cities / Towns (experienced in Covid 19 periods), or any other similar unforeseen situations, where the Service Provider, in order to restore operations, plan working from home or make special arrangements to service from office, the Customer agrees to bear such additional costs to hire computers, other infrastructure, bear / reimburse additional transport costs etc.</p>	Bidder to comply with RFP terms and conditions
44	68	Annexure-5 Make in India Certificate	Annexure-5 Make in India declaration	Format of Annexure 5 to be changed as per 21.10.24.	We kindly request an ammendment on the format of Annexure 5 as per Nodal ministry guideline dated 21.10.2024, where in the latest format for MII declarationas outlined in Page no 18 -Form1 has been included .	Bidder to Refer Corrigendum-1
45	82	Annexure-10 Technical Specifications	L. Operating Conditions:	1.Switch should seamlessly operate within Temperature range from (-5°Cto 40°C).	We kindly request an amendment to the clause in accordance with QM-333 standards. Specifically, we request modifying the clause to state that the switch should seamlessly operate within a temperature range of 0°C to 55°C	Bidder to Refer Corrigendum-1



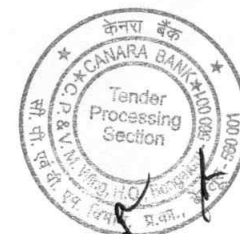
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46	77	Annexure-10 Technical Specifications	A.General Specifications	1.The Switch should have 24 number of 10/100/1000 Ethernet auto sensing ports (RJ45 Type), with minimum 90 Mpps forwarding rate with packet size of 64 byte.	We kindly request an amendment to the clause to include 4 dedicated 10G uplinks and 4 additional stacking ports. Request to amend the clause as follows: "The Switch should have 24 number of 10/100/1000 Ethernet auto-sensing ports (RJ45 Type), 4x10G uplinks, and additional 4 dedicated stacking ports with a minimum 90 Mpps forwarding rate with a packet size of 64 bytes.	Bidder to Refer Corrigendum-1
47	77	Annexure-10 Technical Specifications	A . General Specifications	The Switch Should Support IPV6 phase 2 logo	We kindly request an amendment to the clause to the switch OS is appearing in the IPV6 logo ready certification The Switch OS Should Support IPV6 phase 2 logo and the IPV6 phase 2 logo ready certification shall verified in the ipv6ready portal.	Bidder to Refer Corrigendum-1
48	77	Annexure-10 Technical Specifications	New Tener clause A.General Specifications	The Switch should have 1# USB port	We kindly request the inclusion of USB port for better OS managment.	Bidder to Refer Corrigendum-1
49	77	Annexure-10 Technical Specifications	New Tener clause A.General Specifications	The Switch should have 1 GB RAM.	We kindly request the inclusion of 1 GB RAM in the Switch technical specifications. Adequate memory is crucial for handling multiple networking functions, including MAC address table management, VLAN support, QoS processing, and security features.	Bidder to Refer Corrigendum-1



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50	77	Annexure-10 Technical Specifications	New Tender clause A.General Specifications	The Switch should have 512 MB Flash	We kindly request the inclusion of 512 MB Flash memory in the Switch technical specifications. Flash memory is essential for storing firmware, configurations, and logs, ensuring stable and efficient switch operation.A 512 MB Flash memory provides:Sufficient Storage for Firmware & Updates.	Bidder to Refer Corrigendum-1
51	93	Annexure-10 Technical Specifications	New Tender clause A.General Specifications	The Switch should have 2 MB Packet buffer	We kindly request the inclusion of a 2 MB packet buffer in the Switch technical specifications. The packet buffer plays a critical role in ensuring efficient data transmission, reducing packet loss, and enhancing network performance, especially in high-traffic environments. A 2 MB packet buffer helps manage network congestion, ensuring smooth data flow during peak loads, making it essential for reliable and high-performance networking. We request an amendment to include this requirement in the tender clause. Kindly review.	Bidder to Refer Corrigendum-1



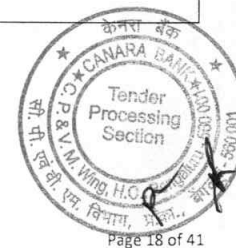
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
52	93	Appendix -A	New Tender clause	The quoted product should be certified for equipment safety as per IEC 62368-1 standard tender clause should be include in the layer 2 switch product category with proper reason	<p>We kindly request the inclusion of a clause requiring that the quoted product be certified for equipment safety as per IEC 62368-1 standard in the Layer 2 switch product category. This standard ensures compliance with essential safety requirements for information technology and communication equipment. Including IEC 62368-1 certification ensures:</p> <p>Ensures the switch meets global safety standards, reducing risks of electrical hazards.</p> <p>Regulatory Compliance: Aligns with industry best practices and legal safety requirements.</p> <p>Product Reliability &amp; Longevity: Ensures robust design and manufacturing processes for long-term operation.</p> <p>Considering these critical factors, we request to include this requirement in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions
53	93	Appendix -A	New Tender clause	The quoted product should be certified against EN 55035, EN 55032, ETSI EN 300386, EN/IEC 61000-6-1 & EN/IEC 61000-6-3	<p>Electromagnetic Compatibility (EMC), Reliable Network Performance, Regulatory Compliance &amp; Safety.</p> <p>Considering the importance of these certifications for product quality, safety, and reliability, we request their inclusion in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions



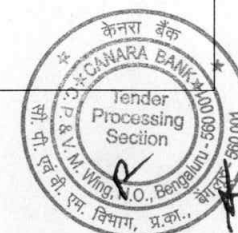
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
54	93	Appendix -A	New Tender clause	OEM should be the Original Equipment Manufacturer having IPR, source code in India registered in their OEM and should not have the ToT of the products offered from the other OEM/ manufacturer.	<p>"The OEM should be the Original Equipment Manufacturer (OEM) having Intellectual Property Rights (IPR) and source code registered in India under their name. The OEM should not rely on Technology Transfer (ToT) from any other OEM or manufacturer for the products offered."</p> <p>The inclusion of this clause is crucial for National Security &amp; Data Integrity: Ensures that critical networking equipment is designed and developed with full ownership in India, reducing risks of external dependencies and security vulnerabilities.</p> <p>Promotes indigenous manufacturing and innovation, aligning with government initiatives like "Make in India" and "Atmanirbhar Bharat."</p> <p>Product Reliability &amp; Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.</p>	Bidder to comply with RFP terms and conditions
55	93	Appendix -A	New Tender clause	The offered products to be in compliance to PPP-MII Orders dated 19.7.24 and 21.10.24.	<p>We kindly request the inclusion of a clause in the tender for the Layer 2 switch product category mandating that the offered products comply with the Public Procurement (Preference to Make in India) [PPP-MII] Orders dated 19.07.2024 and 21.10.2024.</p> <p>These orders specify that Ethernet Switches (L2/L3) are 100% notified items and should be procured from Class-1 OEMs only, as per Clause No. 3(a) of the order dated 19.07.2024</p>	Bidder to Refer Corrigendum-1



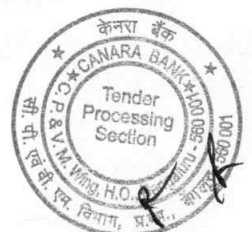
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56	93	Appendix -A	New Tender clause	The product should meet the local content value addition of min. 60% in compliance to DPIIT's approved Nodal Ministry DoT's notification dated 21st October 2024. Form-1 is to be submitted by the bidder duly declared by the OEM.	We kindly request the inclusion of the following clause in the tender for the Layer 2 switch product category: "The offered products must comply with a minimum local content value addition of 60%, in accordance with the DPIIT's approved Nodal Ministry, Department of Telecommunications (DoT), notification dated 21st October 2024. Form-1, duly declared by the Original Equipment Manufacturer (OEM), is to be submitted by the bidder."	Bidder to Refer Corrigendum-1
					Adhering to the TEC standard ensures that the equipment meets the mandatory EMI/EMC requirements set by the Telecommunication Engineering Centre (TEC), which is essential for lawful deployment in telecommunications networks. Compliance with EMI/EMC standards minimizes the risk of electromagnetic interference, thereby ensuring the reliable performance of the switch and preventing potential disruptions in network operations. Certification as per TEC/SD/DD/EMC-221/05/OCT-16 confirms that the product has been tested for immunity to various electromagnetic disturbances, ensuring safe operation within the specified electromagnetic environment. Incorporating this certification requirement will ensure that the procured Layer 2 switches are compliant with national standards, thereby supporting the integrity and	
57	93	Appendix -A	New Tender clause	The quoted product should be certified for EMI/ EMC to TEC/SD/DD/EMC-221/05/OCT	minimizes the risk of electromagnetic interference, thereby ensuring the reliable performance of the switch and preventing potential disruptions in network operations. Certification as per TEC/SD/DD/EMC-221/05/OCT-16 confirms that the product has been tested for immunity to various electromagnetic disturbances, ensuring safe operation within the specified electromagnetic environment. Incorporating this certification requirement will ensure that the procured Layer 2 switches are compliant with national standards, thereby supporting the integrity and	Bidder to comply with RFP terms and conditions



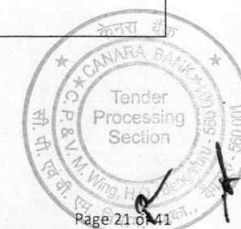
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58	1	emd	EMD	EMD Detail: Rs.40,00,000	<p>A. We want clarity if existing registered vendors / system integrators of Canara Bank are exempted from EMD?</p> <p>If answer to pint A is NO, May we request Revision in EMD Amount Consideration as per the following</p> <p>1. In reference to bid number GEM/2021/B/1146431 for 4989 Switches, the EMD was only Rs. 10 Lakhs, Proportionately therefore can the EMD be therefore be Rs. 4 Lakhs Instead of Rs. 40 Lakhs.</p> <p>2. If Point A could not be considered, we request at least the EMD to be Rs.10,00,000 similar to previous RFP GEM/2021/B/1146431</p> <p>3. Alternatively we request a 15 Days time be Given for EMD submission of Qualified Bidders Technically before opening Financial Bid. For MSME Bidders like us, Rs. 40 Lakhs Funds wont get blocked and Liquidity be available.</p>	<p>A. No</p> <p>Bidder to comply with RFP terms and conditions</p>
59	61	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:7	<p>7.The OEM should have supplied minimum 1000 Nos. of the L2 Manageable Network Switches (not necessarily the same model) in single purchase order to any Scheduled Commercial Bank/ PSU/ BFSI during last 3 years (any of the 3 years) as on the date of submission of bid.</p> <p>Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.</p>	<p>Being an OEM for L2/L3 Manageable Network switches we are seeking MSE &amp; Startup exemption for Experience. Same is mentioned in GEM Bid Document Point:</p> <p>MSE Exemption for Years Of Experience and Turnover: Yes</p> <p>Startup Exemption for Years Of Experience and Turnover: Yes</p>	<p>Bidder to comply with RFP terms and conditions</p>



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60	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:8	8.The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid.  Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date	Being an OEM for L2/L3 Manageable Network switches we are seeking MSE & Startup exemption for Experience. Same is mentioned in GEM Bid Document Point: MSE Exemption for Years Of Experience and Turnover: Yes Startup Exemption for Years Of Experience and Turnover: Yes	Bidder to Refer Corrigendum-1
61	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:9	9.The Bidder should have minimum average annual turnover of Rs.8 Crore in the last three financial years (i.e., 2021-22, 2022-23 and 2023-24). This must be the individual company turnover and not of any group of companies.  Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2021-22, 2022-23 and 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	Being an OEM for L2/L3 Manageable Network switches we are seeking MSE & Startup exemption for Experience. Same is mentioned in GEM Bid Document Point: MSE Exemption for Years Of Experience and Turnover: Yes Startup Exemption for Years Of Experience and Turnover: Yes	Bidder to comply with RFP terms and conditions
62	55	SECTION H- PURCHASE PREFERENCE	Micro & Small Enterprises [MSEs]:	1.4 It is mandatory to disclose the status as SC/ST/Women for in Udyam Registration	Request to clarify on this clause: whether we need submit relevant document	Bidder to comply with RFP terms and conditions
63	78	Annexure-10 Technical Specifications	A.General Specifications	16. The Switch Should Support IPv6 phase 2 logo	As you have already asked for "proposed switch's IPv6 readiness in all aspects." than IPv6 logo support should not ask, it will lead for extra certification cost, and will lead to higher switch price, if IPv6 support is there, it will suffice the requirement, Kindly merge the requirement with "proposed switch's IPv6 readiness in all aspects"	Bidder to Refer Corrigendum-1



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64	80	Annexure-10 Technical Specifications	H.Other Features:	10.The operating system should have a self-healing mechanism for the automatic recovery of the switch when a specified event occurs	If the switch face any error, it recollect logs and reboot as self healing  Kindly allow reboot as self-healing mechanism for the automatic recovery of the switch when a specified event occurs	Bidder to Refer Corrigendum-1
65	80	Annexure-10 Technical Specifications	H. Other Features:	11.The software should have a mechanism to proactively detect and address potential hardware and software faults during runtime.	software will proactively detects the hardware or software faults but manual intervention is needed to fix the same.  Kindly allow manual intervention to address the issue, as switch can not change the configuration	Bidder to Refer Corrigendum-1
66	80	Annexure-10 Technical Specifications	I.Network Management (Management Feature):	3.Support for TFTP, FTP and SFTP based software download	there are multiple disadvantage of SFTP as SFTP can be slower than FTP because of encryption and decryption. SFTP can have performance overhead. Security concern : SFTP is not immune to hacking or cyberattacks. SFTP doesn't provide built-in security for data at rest  Kindly make it optional to SSH or TLS support	Bidder to Refer Corrigendum-1
67	82	Annexure-10 Technical Specifications	L: Operating Conditions:	1.Switch should seamlessly operate within Temperature range from (-5°Cto 40°C).	Asked Temperature range from (-5°Cto 40°C) is not an industry standard, the temperature range for commercial grade switch in country is 0-50, beyond that, it considered as industrial grade switch  Kindly change the Temperature range from (0°Cto 50°C).	Bidder to Refer Corrigendum-1



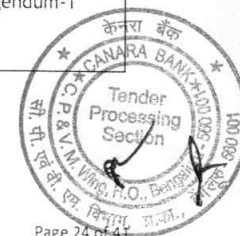
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68	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3 Site Survey	3.1. The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
69	82	Annexure-10 Technical Specifications	K.RFC (Request for Comment) Support	8.RFC 951 - Bootstrap Protocol (BOOTP)	DHCP is widely used today and offers a more advanced and flexible solution compared to BOOTP. Additionally, DHCP is asked under network management in Clause 26, Page 81 of RFP. Request Please amend the clause to "RFC 951 - Bootstrap Protocol (BOOTP) OR RFC 2131 - Dynamic Host Configuration Protocol (DHCP)."	Bidder to Refer Corrigendum-1
70	82	Annexure-10 Technical Specifications	L.Operating Conditions:	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
71	NA	Generic Query	Generic Query	Generic Query	Request addition of below clause to ensure that only authentic Make in India compliant OEMs are eligible to participate in the bidding process. "The OEM and the quoted switch must be approved by the Trusted Telecom Cell."	Bidder to comply with RFP terms and conditions



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72	79	Annexure-10 Technical Specifications	G.Management and Security Features	5.Configuration Change Tracking	<p>Configuration Change tracking is not based on IEEE standards. It is specific feature of a vendor Operating System. Quantum can track the configurations entered via equivalent feature of CLI history.</p> <p>Requesting to modify as Configuration Change Tracking / CLI History</p>	Bidder to Refer Corrigendum-1
73	79	Annexure-10 Technical Specifications	G.Management and Security Features	19.Switch should support captive portal redirection.	<p>A major problem with using captive portal redirection on switches is that it can significantly impact network performance, especially in high-traffic environments, as all user traffic is initially redirected to the captive portal login page before accessing the internet, potentially causing delays and frustration for users; additionally, improper implementation can leave users vulnerable to man-in-the-middle attacks if not secured correctly. Better way of Captive Portal Redirection is implemented with DNS based which is universally accepted and also supported by all Captive portal providers.</p> <p>Request to modify as</p> <p>Switch should support captive portal redirection / dns based redirection</p>	Bidder to Refer Corrigendum-1
74	79	Annexure-10 Technical Specifications	G.Management and Security Features	22.Switch should have the capability to send static IP address of client using RADIUS Accounting. It will help for Visibility of IP Address of the Clients in RADIUS server.	<p>Sending Static IP was a legacy feature and is not relevant in modern environment where DHCP is enabled. Request to make this as optional.</p>	Bidder to Refer Corrigendum-1



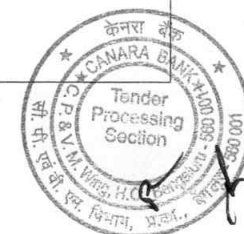
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
75	79	Annexure-10 Technical Specifications	G.Management and Security Features	23.Switch should support RadSec Protocol.	<p>The primary problem with using the RadSec protocol is that while it encrypts RADIUS communication over TLS, it can still be complex to configure and manage, especially when dealing with multiple network segments or roaming environments, potentially leading to connectivity issues if not properly set up, particularly when certificates need to be managed and trusted across different devices and networks; additionally, relying heavily on certificate validation can sometimes cause delays in authentication processes.</p> <p>Request to remove this feature</p>	Bidder to Refer Corrigendum-1
76	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Site Survey	3.1 The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
77	82	Annexure-10 Technical Specifications	K.RFC (Request for Comment) Support:	8.RFC 951 - Bootstrap Protocol (BOOTP)	<p>DHCP is widely used today and offers a more advanced and flexible solution compared to BOOTP. Additionally, DHCP is asked under network management in Clause 26, Page 81 of RFP.</p> <p>Request Please amend the clause to "RFC 951 - Bootstrap Protocol (BOOTP) OR RFC 2131 - Dynamic Host Configuration Protocol (DHCP)."</p>	Bidder to Refer Corrigendum-1



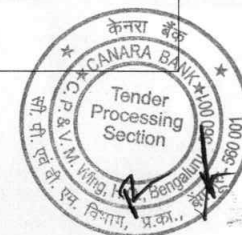
Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
78	82	Annexure-10 Technical Specifications	L.Operating Conditions:	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
79	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Sl No 7	The OEM should have supplied minimum 1000 Nos. of the L2 Manageable Network Switches (not necessarily the same model) in single purchase order to any Scheduled Commercial Bank/ PSU/ BFSI during last 3 years (any of the 3 years) as on the date of submission of bid.  Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.	The OEM should have supplied minimum 1000 Nos. of the L2 Manageable Network Switches (not necessarily the same model) in single purchase order to any Scheduled Commercial Bank/ PSU/ Government /BFSI during last 3 years (any of the 3 years) as on the date of submission of bid.  <b>Request to include Government Projects also</b>	Bidder to comply with RFP terms and conditions
80	82	Annexure-10 Technical Specifications	L. Operating Conditions	1 .Switch should seamlessly operate within temperature range from (-5 to 40 Deg C)	Request to amend this to: Temperature range from ( 0 to 5 deg C)	Bidder to Refer Corrigendum-1
81	NA	Additional Clause	NA	NA	Request to include following certifications: 1. IPv6 logo Certificate 2. VAPT - As per Cyber Security Guidelines, we recommend that Switch OS should be VAPT Certified by STQC or equivalent	Bidder to comply with RFP terms and conditions
82	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl No. 7	7.The OEM should have supplied minimum 1000 Nos. of the L2 Manageable Network Switches (not necessarily the same model) in single purchase order to any Scheduled Commercial Bank/ PSU/ BFSI during last 3 years (any of the 3 years) as on the date of submission of bid.  Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date	Request Bank to consider OEM who supplied Rs10Cr of Manageable Network Switches in single PO or OEM who supplied 500Nos. of Manageable Network Switches to Scheduled Commercial Bank/PSU/Reputed Organization during last 3 years	Bidder to comply with RFP terms and conditions



Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
83	82	Annexure-10 Technical Specifications	L.Operating Condition	1.Switch should seamlessly operate within Temperature range from (5°Cto 40°C).	We request modifying this clause to Switch should seamlessly operate within Temperature range 0°C to 45°C.	Bidder to Refer Corrigendum-1
84	82	Annexure-10 Technical Specifications	L.Operating Condition	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply.	We request modifying this clause to Switch should seamlessly operate in 100-240V, single phase	Bidder to Refer Corrigendum-1
85	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines 1.3. Delivery of Manageable Network Switches	1.3.1. Delivery of Manageable Network Switches at the bank branch/office should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Eleven (11) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location. 1.3.2. Bank shall provide the Branches/Circle Office /Regional Office/ Head Office address and contact details for delivery of materials. As the requirement of the hardware is for various Branches/Offices delivery locations may be given in phases. All the ordered materials should be delivered as mentioned in above clause 1.3.1.	Request Amend this clause as "Delivery of Manageable Network Switches at the bank branch/office should be within 15 (15) weeks from the date of acceptance of the Purchase Order or Eleven (14) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location."	Bidder to comply with RFP terms and conditions
86	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines 1.4. Installation of Manageable Network Switches	1.4.1.Installation of materials should be completed within 8 weeks from the date of delivery of all the materials to the designated delivery locations across India.	Request Amend this clause as "1.4.1.Installation of materials should be completed within 12 weeks from the date of delivery of all the materials to the designated delivery locations across India."	Bidder to comply with RFP terms and conditions
87	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Site Survey	3.1 The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1



Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
88	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment terms	<p>7.1.The payment schedule will be as under and will released after execution of contract agreement as per the following schedule:</p> <p>1. Delivery of Network Switches - 50% of the cost of Network Switches On successful delivery of Network Switches items supplied as per Scope of Work. - The successful bidder has to submit POD (Proof of Delivery) duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>2. Installation, configuration &amp; commissioning of Network Switches - 40% of the cost of Network Switches On successful installation, configuration &amp; commissioning of Network Switches supplied at branches/Offices. - The successful bidder has to submit Installation report duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>3. Warranty of Network Switches - 10% of cost of Network Switches On completion of warranty or on submission of BG for the equivalent amount and after deducting Liquidated Damages (if Any).</p> <p>4. AMC Charges -The payment of the total amount quoted for Comprehensive AMC shall be made to the selected bidder on Quarterly in arrears submission of the Downtime Report to the bank official. The total amount quoted years wise AMC support Network switches in the Table- B of Annexure-15 (Bill of Material) shall be divided into equal amounts and shall be paid under each</p>	<p>Request Amend this clause as</p> <p>7.1.The payment schedule will be as under and will released after execution of contract agreement as per the following schedule:</p> <p>1. Delivery of Network Switches - 70% of the cost of Network Switches On successful delivery of Network Switches items supplied as per Scope of Work. - The successful bidder has to submit POD (Proof of Delivery) duly signed by the Bank officials of the respective Branch/offices, while claiming payment.</p> <p>2. Installation, configuration &amp; commissioning of Network Switches - 20% of the cost of Network Switches On successful installation, configuration &amp; commissioning of Network Switches supplied at branches/Offices. - The successful bidder has to submit Installation report duly signed by the Bank</p>	Bidder to comply with RFP terms and conditions
89	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl No - 7	<p>7.The OEM should have supplied minimum 1000 Nos. of the L2 Manageable Network Switches (not necessarily the same model) in single purchase order to any Scheduled Commercial Bank/ PSU/ BFSI during last 3 years (any of the 3 years) as on the date of submission of bid.</p> <p>Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date</p>	<p>Experience Relaxation for MSME/Startup is not metioned in the clause for OEM, Kindly clarify the same.</p>	Bidder to comply with RFP terms and conditions

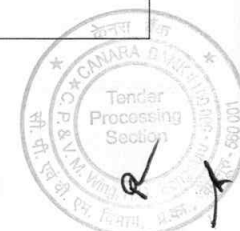


Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
90	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:8	<p>8.The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid.</p> <p>Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.</p>	<p>We request you to amend the clause as , the bidder should have supplied , installed and provide AMC Support for minimum of 500 Locations of L2 Switches ( Not necessarily the same model) to any Schedule Commerical Bank/ PSU / BFSI / Central Government/ State Government during the last 3 Financial year,as on the date of submission of bid.</p>	Bidder to Refer Corrigendum-1
91	82	Annexure-10 Technical Specifications	L- Operating Conditions	1.Switch should seamlessly operate within Temperature range from (-5°Cto 40°C).	<p>We kindly request an amendment to the clause in accordance with QM-333 standards. Specifically, we request modifying the clause to state that the switch should seamlessly operate within a temperature range of 0°C to 55°C</p>	Bidder to Refer Corrigendum-1
92	82	Annexure-10 Technical Specifications	K.RFC (Request for Comment) Support:	8.RFC 951 - Bootstrap Protocol (BOOTP)	<p>DHCP is widely used today and offers a more advanced and flexible solution compared to BOOTP. Additionally, DHCP is asked under network management in Clause 26, Page 81 of RFP.</p> <p>Request Please amend the clause to "RFC 951 - Bootstrap Protocol (BOOTP) OR RFC 2131 - Dynamic Host Configuration Protocol (DHCP)."</p>	Bidder to Refer Corrigendum-1
93	82	Annexure-10 Technical Specifications	L.Operating Conditions	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply.	<p>"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."</p>	Bidder to Refer Corrigendum-1

Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
94	NA	New	General Clause	Make in India - Additional Clause to be added	<p>The OEM should be the Original Equipment Manufacturer (OEM) having Intellectual Property Rights (IPR) and source code registered in India under their name. The OEM should not rely on Technology Transfer (ToT) from any other OEM or manufacturer for the products offered."</p> <p>The inclusion of this clause is crucial for National Security &amp; Data Integrity: Ensures that critical networking equipment is designed and developed with full ownership in India, reducing risks of external dependencies and security vulnerabilities.</p> <p>Promotes indigenous manufacturing and innovation, aligning with government initiatives like "Make in India" and "Atmanirbhar Bharat."</p> <p>Product Reliability &amp; Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.</p>	Bidder to Refer Corrigendum-1
95	NA	New	General Clause	Make in India - Additional Clause to be added	<p>We kindly request the inclusion of a clause in the tender for the Layer 2 switch product category mandating that the offered products comply with the Public Procurement (Preference to Make in India) [PPP-MII] Orders dated 19.07.2024 and 21.10.2024.</p> <p>These orders specify that Ethernet Switches (L2/L3) are 100% notified items and should be procured from Class-1 OEMs only, as per Clause No. 3(a) of the order dated 19.07.2024</p>	Bidder to Refer Corrigendum-1



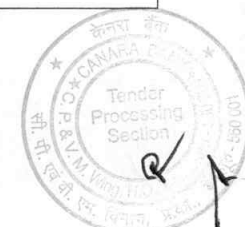
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
96	NA	New	General Clause	Make in India - Additional Clause to be added	We kindly request the inclusion of the following clause in the tender for the Layer 2 switch product category: "The offered products must comply with a minimum local content value addition of 60%, in accordance with the DPIIT's approved Nodal Ministry, Department of Telecommunications (DoT), notification dated 21st October 2024. Form-1, duly declared by the Original Equipment Manufacturer (OEM), is to be submitted by the bidder."	Bidder to Refer Corrigendum-1
97	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Clause No-3 (Site Survey)	3.1 The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
98	82	Annexure-10 Technical Specifications	K. RFC (Request for Comment) Support:	8.RFC 951 - Bootstrap Protocol (BOOTP)	DHCP is widely used today and offers a more advanced and flexible solution compared to BOOTP. Additionally, DHCP is asked under network management in Clause 26, Page 81 of RFP. Request Please amend the clause to "RFC 951 - Bootstrap Protocol (BOOTP) OR RFC 2131 - Dynamic Host Configuration Protocol (DHCP)."	Bidder to Refer Corrigendum-1



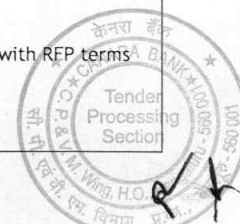
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
99	82	Annexure-10 Technical Specifications	L.Operating Conditions:	4.Switch should seamlessly operate in 190-270V, single phase 47-65 Hz AC power supply.	"Request to please change the operating power range from 190-270V to 190-240V, single-phase 50Hz, in accordance with Indian standard power conditions."	Bidder to Refer Corrigendum-1
100	NA	Generic Query	Generic Query	Generic Query	Request addition of below clause to ensure that only authentic Make in India compliant OEMs are eligible to participate in the bidding process. "The OEM and the quoted switch must be approved by the Trusted Telecom Cell."	Bidder to comply with RFP terms and conditions
101	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl.No:8	The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid.  Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.	The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model)/Unmanaged Switches to any Scheduled Commercial Bank/ PSU/ BFSI/central or state Govt in India during last 3 years (any of the 3 years) as on the date of submission of bid.	Bidder to Refer Corrigendum-1
102	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Site Survey	3.1. The bidder shall conduct site survey in all the locations before Installation of the Switches. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the equipment. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN/WAN equipment/Racks. The report should consist of site readiness locations However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.	It is will be very difficult to do site survey of all locations, You can ask for the pre requeseties for the project SOW by the successful bidder on relase of PO, so that site preparation can be accomidated by the BANK, request bank to change this clause accordingly.	Bidder to Refer Corrigendum-1



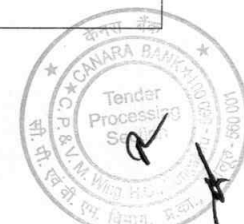
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
103	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3. Site Survey	3.5. The bidder shall also indicate the site preparation required and prerequisite from the bank for completion of entire scope of Work of RFP at the respective locations before delivery of material for installation of equipment and establishment of links not limited to like the size and weight of the System/sub-system (space required), operating temperature and relative humidity, dust level, requirement of air-conditioner, power requirement (stabilizer, UPS), electrical grounding (earthing), grouting requirement, floor/ceiling type, requirement of false floor/ceiling, etc., separately for each location/Network equipment. Load on power and heat dissipation for each LAN/WAN Equipment shall also be mentioned.	As these are all running branches , request branch to drop this clause.	Bidder to comply with RFP terms and conditions
104	23	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)	11.6. In Contract Period, Preventive maintenance shall be done annually once/as and when required basis on receiving request from Bank during the contract period.	Preventive Maintenance to be done once in year, PLEASE remove as and when required	Bidder to comply with RFP terms and conditions
105	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Local support	9.2 The bidder shall provide Warranty and AMC support for 24*7 on all days of the year for all the locations	As your branches work on regular day time and holiday in sat/sun, so, PLEASE modify the SLA as per banking hours	Bidder to comply with RFP terms and conditions
106	46	SECTION G - GENERAL CONDITIONS	16. Business Continuity Plan:	16.1. The service provider/vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.	This doesn't look relevant requirement, so REQUEST bank may decide to rearticulate it.	Bidder to comply with RFP terms and conditions
107	74	Annexure-9 Scope of Work	19. Bidder has to ensure that integration of the proposed switch with NTP Server, TACACS, TACACS +, SIEM, NMS, ITAM, IPAM, ITSM, NCCM, NAC etc.	19. Bidder has to ensure that integration of the proposed switch with NTP Server, TACACS, TACACS +, SIEM, NMS, ITAM, IPAM, ITSM, NCCM, NAC etc.	Agreed, But the required liscenses as may be required should be provide by bank.	Bidder to comply with RFP terms and conditions



Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
108	81	Annexure-10 Technical Specifications	I. Network Management (Management Feature):	25. Switches should have capability to integrate with NCCM tools like Everest.	Agreeded, but NCCM tool will be provide by bank.	Bidder to Refer Corrigendum-1
109	89	Annexure-15 Bill of Material	Table B	Total Cost for Network Switches with comprehensive onsite Warranty for 1 Year as per Table-A & Total Cost for Comprehensive AMC Cost for 4 years Post Warranty for Network Switches as per Table-B	Instead of 1+4 years AMC, Request to please change it to 5 year warranty upfront so that BANK WILL get the better total price without any comprise in service level.	Bidder to comply with RFP terms and conditions
110	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment terms	1.Delivery of Network Switches: 50% of the cost of Network Switches On successful delivery of Network Switches items supplied as per Scope of Work. The successful bidder has to submit POD (Proof of Delivery) duly signed by the Bank officials of the respective Branch/offices, while claiming payment	Request to release 70%	Bidder to comply with RFP terms and conditions
111	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4. Installation of Manageable Network Switches	1.4.3. Date of installation shall be treated as date of all the material (including replacement if any) installed to the each ordered locations. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by Bank's officials in the installation report and installation payment claim letter. However, installation report format shall be provided by the Bank. The Bidder should strictly follow as per installation report format only. Other formats shall not be considered. The bidder has to submit scanned copy of Delivery, Installation and Acceptance test reports along with the originals while claiming the respective payments.	We request the date of installation should be zone wise in case of SNR (site not ready) that should be treaded as installed and start the warranty.	Bidder to comply with RFP terms and conditions
112	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.12. The warranty period of the manageable network switches will start on mutual consent, when more than 95% of the manageable network switches installed at branches/offices and accepted by bank.	1.12. The warranty period of the manageable network switches will start on mutual consent, when more than 95% of the manageable network switches installed at branches/offices and accepted by bank.	Request to please consider 85%	Bidder to comply with RFP terms and conditions



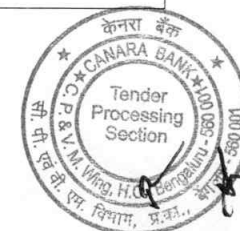
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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
113	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	4. Acceptance	4.3. Ownership of materials will come to the bank when successful completion of acceptance test and duly certified by the bank's officials in the acceptance test report. The bidder shall take appropriate insurance at their cost to cover the hardware items during transit, delivery, installation and commissioning and till acceptance test completed and duly certified by the bank official in the acceptance report.	Request to change ownership of the materials to be transferred to the bank on delivery, how ever if bank desires insurance cover can be provided till installation.	Bidder to comply with RFP terms and conditions
114	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	20. Subcontracting	20.1. VENDOR/ SERVICE PROVIDER shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SERVICE PROVIDER under the contract without the prior written consent of the BANK.	As it is spread over across the country, vendor might as have to engage partners for certain locations to complete the instillation in a time bound manner, so bank need to allow concent for the same.	RFP Clause is self explanatory, Bidder to Comply With RFP terms and conditions.
115	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4. Installation of Manageable Network Switches	1.4.2. Bidder shall do site survey compulsorily as per clause 3 of Section-C, before/during installation and satisfy themselves that Site is ready as per the device requirements before installing the equipment. All installation activities should be carried out in alignment with the defined Scope of Work to ensure compliance with project specifications and quality standards	It is will be very difficult to do site survey of all locations, You can ask for the pre requeseties for the project SOW by the successful bidder on relase of PO, so that site preparation can be accomidated by the BANK, request bank to change this clause accordingly.	Bidder to comply with RFP terms and conditions
116	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.3. Delivery of Manageable Network Switches	1.3.1. Delivery of Manageable Network Switches at the bank branch/office should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Eleven (11) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location.	Reuquest to please relax the clasue as: Delivery of Manageable Network Switches at the bank branch/office should be within Ten (15) weeks from the date of acceptance of the Purchase Order or Eleven (16) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location.	Bidder to comply with RFP terms and conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
117	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment terms	1. Delivery of Network Switches: 50% of the cost of Network Switches - On successful delivery of Network Switches items supplied as per Scope of Work. The successful bidder has to submit POD (Proof of Delivery) duly signed by the Bank officials of the respective Branch/offices, while claiming payment.	Please considering the relaxation for payment terms as "70% of the cost of Network Switches - On successful delivery of Network Switches items supplied as per Scope of Work. The successful bidder has to submit POD (Proof of Delivery) duly signed by the Bank officials of the respective Branch/offices, while claiming payment".	Bidder to comply with RFP terms and conditions
118	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Payment terms	2. Installation, configuration & commissioning of Network Switches: 40% of the cost of Network Switches - On successful installation, configuration & commissioning of Network Switches supplied at branches/Offices. The successful bidder has to submit Installation report duly signed by the Bank officials of the respective Branch/offices, while claiming payment.	Please considering the relaxation for payment terms as "20% of the cost of Network Switches - On successful installation, configuration & commissioning of Network Switches supplied at branches/Offices. The successful bidder has to submit Installation report duly signed by the Bank officials of the respective Branch/offices, while claiming payment.".	Bidder to comply with RFP terms and conditions
119	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3.1. Delivery of Manageable Network Switches at the bank branch/office should be within Ten (10) weeks from the date of acceptance of the Purchase Order or Eleven (11) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location.	Please considering the relaxation for project timeline as "Delivery of Manageable Network Switches at the bank branch/office should be within Ten (15) weeks from the date of acceptance of the Purchase Order or Eleven (16) Weeks from the date of issue of Purchase Order, whichever is earlier for each ordered location".	Bidder to comply with RFP terms and conditions



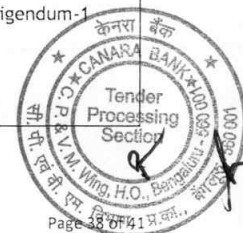
Replies to Pre Bid Queries for GeM Bid Ref No:GEM/2025/B/5918127 Dated 06/02/2025 for Supply, Installation, Implementation and Maintenance of 2000 nos. of 24 Port Manageable Network Switches for branches/ offices for a period of 5 years in Canara Bank

Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
120	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.4. Installation of Manageable Network Switches	1.4.1. Installation of materials should be completed within 8 weeks from the date of delivery of all the materials to the designated delivery locations across India.	Please considering the relaxation for project timeline as "Installation of Manageable Network Switches - Installation of materials should be completed within 14 weeks from the date of delivery of all the materials to the designated delivery locations across India".	Bidder to comply with RFP terms and conditions
121	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties & Liquidated damages	6.1. Penalties/Liquidated damages for delay in Delivery of Manageable Network Switches in all locations would be as under: 6.1.1. Non-compliance of the timelines as per clauses (1.3) of Section-C will result in the Bank imposing 0.50% on delay in Delivery per Switch, per week or part thereof, on the value of Switches undelivered.	Please considering the relaxation for Penalties/Liquidated Damages as "Non-compliance of the timelines as per clauses (1.3) of Section-C will result in the Bank imposing 0.10% on delay in Delivery per Switch, per week or part thereof, on the value of Switches undelivered."	Bidder to comply with RFP terms and conditions
122	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria SI No 8	8.The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid.  Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.	We request you to amend the clause as follows: The bidder should have supplied/ Installed/ and/or Provided AMC support for minimum 250 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI/Govt in India during last 7 years (any of the 7 years) as on the date of submission of bid.	Bidder to Refer Corrigendum-1



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
123	62	Annexure-2 Pre-Qualification Criteria	Pre-Qualification Criteria Sl No 8	<p>8.The bidder should have supplied, Installed and Provided AMC support for minimum 500 discrete locations of the L2 Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI in India during last 3 years (any of the 3 years) as on the date of submission of bid.</p> <p>Bidder has to submit Purchase Order/ Work Order along with Satisfactory Certificate/ Reference letter from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations, devices deployed and deployment date.</p>	<p>We request you to amend the clause as follows: The bidder should have supplied/ Installed/ and/or Provided AMC support for minimum 500 discrete locations of the L2 Manageable/Non- Manageable Network Switches (not necessarily the same model) to any Scheduled Commercial Bank/ PSU/ BFSI/ Govt in India during last 7 years (any of the 7 years) as on the date of submission of bid.</p>	Bidder to Refer Corrigendum-1
124	82	Annexure-10 Technical Specifications	L. Operating Conditions:	1.Switch should seamlessly operate within Temperature range from (-5°C to 40°C).	We kindly request an amendment to the clause in accordance with QM-333 standards. Specifically, we request modifying the clause to state that the switch should seamlessly operate within a temperature range of 0°C to 55°C	Bidder to Refer Corrigendum-1
125	77	Annexure-10 Technical Specifications	A.General Specifications	1.The Switch should have 24 number of 10/100/1000 Ethernet auto sensing ports (RJ45 Type), with minimum 90 Mpps forwarding rate with packet size of 64 byte.	<p>We kindly request an amendment to the clause to include 4 dedicated 10G uplinks and 4 additional stacking ports. Request to amend the clause as follows: "The Switch should have 24 number of 10/100/1000 Ethernet auto-sensing ports (RJ45 Type), 4x10G uplinks, and additional 4 dedicated stacking ports with a minimum 90 Mpps forwarding rate with a packet size of 64 bytes.</p>	Bidder to Refer Corrigendum-1
126	77	Annexure-10 Technical Specifications	New Tender clause A.General Specifications	The Switch should have 1 GB RAM.	We kindly request the inclusion of 1 GB RAM in the Switch technical specifications. Adequate memory is crucial for handling multiple networking functions, including MAC address table management, VLAN support, QoS processing, and security features.	Bidder to Refer Corrigendum-1



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
127	77	Annexure-10 Technical Specifications	New Tender clause A.General Specifications	The Switch should have 512 MB Flash	We kindly request the inclusion of 512 MB Flash memory in the Switch technical specifications. Flash memory is essential for storing firmware, configurations, and logs, ensuring stable and efficient switch operation.A 512 MB Flash memory provides:Sufficient Storage for Firmware & Updates.	Bidder to Refer Corrigendum-1
128	93	Annexure-10 Technical Specifications	New Tender clause A.General Specifications	The Switch should have 2 MB Packet buffer	We kindly request the inclusion of a 2 MB packet buffer in the Switch technical specifications. The packet buffer plays a critical role in ensuring efficient data transmission, reducing packet loss, and enhancing network performance, especially in high-traffic environments. A 2 MB packet buffer helps manage network congestion, ensuring smooth data flow during peak loads, making it essential for reliable and high-performance networking. We request an amendment to include this requirement in the tender clause. Kindly review.	Bidder to Refer Corrigendum-1



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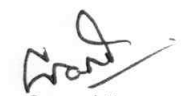
Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
129	93	Appendix -A	New Tener clause	The quoted product should be certified for equipment safety as per IEC 62368-1 standard tender clause should be include in the layer 2 switch product category with proper reason	<p>We kindly request the inclusion of a clause requiring that the quoted product be certified for equipment safety as per IEC 62368-1 standard in the Layer 2 switch product category. This standard ensures compliance with essential safety requirements for information technology and communication equipment. Including IEC 62368-1 certification ensures:</p> <p>Ensures the switch meets global safety standards, reducing risks of electrical hazards.</p> <p>Regulatory Compliance: Aligns with industry best practices and legal safety requirements.</p> <p>Product Reliability &amp; Longevity: Ensures robust design and manufacturing processes for long-term operation.</p> <p>Considering these critical factors, we request to include this requirement in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions
130	93	Appendix -A	New Tener clause	The quoted product should be certified against EN 55035, EN 55032, ETSI EN 300386, EN/IEC 61000-6-1 & EN/IEC 61000-6-3	<p>Electromagnetic Compatibility (EMC),Reliable Network Performance,Regulatory Compliance &amp; Safety.</p> <p>Considering the importance of these certifications for product quality, safety, and reliability, we request their inclusion in the tender clause. Kindly review</p>	Bidder to comply with RFP terms and conditions



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Sl. No.	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
131	93	Appendix -A	New Tender clause	OEM should be the Original Equipment Manufacturer having IPR, source code in India registered in their OEM and should not have the ToT of the products offered from the other OEM/ manufacturer.	<p>"The OEM should be the Original Equipment Manufacturer (OEM) having Intellectual Property Rights (IPR) and source code registered in India under their name. The OEM should not rely on Technology Transfer (ToT) from any other OEM or manufacturer for the products offered."</p> <p>The inclusion of this clause is crucial for National Security &amp; Data Integrity: Ensures that critical networking equipment is designed and developed with full ownership in India, reducing risks of external dependencies and security vulnerabilities. Promotes indigenous manufacturing and innovation, aligning with government initiatives like "Make in India" and "Atmanirbhar Bharat."</p> <p>Product Reliability &amp; Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.</p>	RFP Clause is self explanatory, Bidder to Comply With RFP terms and conditions.

Date: 27/02/2025  
Place: Bengaluru

  
Deputy General Manager

