



**Central Bank of India**  
**Department of Information Technology**

4<sup>th</sup> Floor, Plot no-26, Sector-11  
CBD Belapur, Navi Mumbai-400614

**Request for Proposal (Bid) Document**

**For**

**Augmentation/Refresh of Network and Security equipment at  
DC, DRC and Procurement of Layer 2 Switches for  
Branches/Offices**

**Bid Number: GEM/2026/B/7085100**

**07 Jan 2026**

### **Disclaimer**

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Central Bank of India with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary may obtain independent advice. Central Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Central Bank of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

## List of Abbreviations

Following terms are used in the document interchangeably to mean:

Abbreviations	Description
Bidder	Single point of contact appointed by the Bank for procurement and supply of the equipment based on the Bill of Materials shared by the Bank.
CBS	Core Banking Solution
CO	Central Office
AAA	Authentication, Authorization and Accounting framework in Networking
AES	Advanced Encryption Standard
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
Bank/CBoI	Central Bank of India
BFSI	Banking Financial Services and Insurance
BG	Bank Guarantee
Bidder / Service Provider / System Integrator	An eligible entity/ firm submitting a Proposal/ Bid in response to this RFP.
BOM	Bill of Material
CBS	Core Banking Solution
CPU	Central Processing Unit
CVC	Central Vigilance Commission
DC	Data Centre of the Bank which is located at Central Office, Belapur, Mumbai
DIT	Department of Information Technology
DMZ	Demilitarized Zone
DNS	Domain Name Server
DRC	Disaster Recovery Centre which is located in Hyderabad
EMD	Earnest Money Deposit
EMS	Enterprise Management System
GoI	Government of India
GST	Goods and Service Tax
HA	High Availability
HDD	Hard Disk Drive
HO	Head Office
IEM	Independent External Monitor
INR	Indian National Rupee
IP	Internet Protocol
IPS	Intrusion Prevention System
IT	Information Technology
LAN	Local Area Network
Mbps	Megabits Per Second
MPLS	Multi-Protocol Label Switching
MPPS	Million Packets per Second

Abbreviations	Description
MSE	Micro, Small Enterprises
MTBF	Mean Time before Failure
NDA	Non-Disclosure Agreement
NMS	Network Management System
NOC	Network Operations Centre
NS	Near Site located at Navi Mumbai
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PO	Purchase Order
Primary Site	Primary Site – Mumbai
Proposal / Bid	The Bidder's written reply or submission in response to this RFP.
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RF	Radio Frequency
RFP	Request for Proposal
RMA	Return Material Authorization
RO	Regional Office
RPO	Recovery Point Objective
RTO	Recovery Time Objective
Secondary Site	Secondary Site – Hyderabad
SI	System Integrator
SIEM	Security Information and event Management
SLA	Service Level Agreement
SMTP	Simple Mail Transfer Protocol
SOAR	Security Orchestration Automation and Response
SoW	Scope of Work
SPOC	Single Point of Contact
SSD	Solid State Drive
SSL	Secure Sockets Layer
T&C	Terms & Conditions
Tbps	Terabits per second
TCO	Total Cost of Ownership
TCP	Transmission Control Protocol
TOR	Top of Rack
UAT	User Acceptance Test
VPN	Virtual Private Network
WAN	Wide Area Network
ZO	Zonal Office

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## 1. Invitation for Tender Offers

Central Bank of India, herein after referred to as the “Bank”, is a leading Public Sector Bank established in the year 1911. The Bank was nationalized in the year under Banking Companies (Transfer of Undertakings) Act-1970. The equity shares of the Bank are listed in both Bombay Stock Exchange/National Stock Exchange. The Bank is having its Central Office at ChanderMukhi, Nariman Point, Mumbai– 400021 and its Department of Information Technology at 4th Floor, Plot No. 26, Sector 11, Opp. CBD Belapur Railway Station, Navi Mumbai 400614. The Bank has pan India presence through its wide network of 4556 branches, 13 Zonal Offices, 90 Regional Offices & 12694 Banking Correspondent Offices spread across the country as on 30.09.2025.

Bank invites online Tender offers (Technical Offer and Commercial offer) from eligible Bidders for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices with warranty and AMC support for a period of 5 (Five) years.

Important details related to Tender Process are given below:

Tender Reference Number	<b>Tender No. GEM/2026/B/7085100</b>
Date of issue of RFP	07.01.2026
Date, time and mail-id for submission of pre-bid queries	15.01.2026 by 15:00 Hours Mail-id: smcbsnoc@centralbank.bank.in cmnetwork@centralbank.bank.in nwimpl@centralbank.bank.in
Date and time of Pre-bid meeting through VC	16.01.2026 by 15:00 Hours
Last date and time for submission of Bid Document	10.02.2026 by 15:00 Hours
Mode of Bid Submission	Government e Marketplace (GeM)
Date and Time of Technical Bid Opening	10.02.2026 at 15:30 Hours
Response Types	1. Technical Bid+ Bid Security 2. Commercial Bid
Address for communication	Chief Manager-IT (Network) Central Bank of India, Department of Information Technology, 2 <sup>nd</sup> Floor, Opp. CBD Belapur Railway Station, Sector 11, CBD Belapur, Navi Mumbai 400614
Place of opening of Bids (Online)	Central Bank of India, Department of Information Technology, 4 <sup>th</sup> Floor, Opp. CBD Belapur Railway Station, Sector 11, CBD Belapur, Navi Mumbai 400614
Contact Numbers	Tel:(022) – 27582380/2410



RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – GEM/2026/B/7085100

Earnest Money Deposit	Bid security/ earnest Money of ₹ 1,40,00,000/- (Rupees One Crore Forty Lakh Only) in the form of Bank Guarantee issued by a Scheduled Bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Banker's cheque/ Account Payee Demand Draft /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no <b>Tender No.:</b> - <b>GEM/2026/B/7085100</b> Date: - <b>07/01/2026</b> in favour of “Central Bank Of India” and payable at Mumbai / Navi Mumbai.
Contact details	Interested Bidders are requested to send the email to:- smcbsnoc@centralbank.bank.in, cmnetwork@centralbank.bank.in, nwimpl@centralbank.bank.in, containing below mentioned information, so that in case of any clarification same may be issued:  Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

**Note:** Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.

The pre bid meeting will be held online through video conferencing with the bidders who have submitted proof of remittance of document cost or exception certificate of MSME by email to the Bank on or before the stipulated date and time.

Pre Bid queries should be submitted in the following format through E-Mail only.

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query / Suggestion / Remarks

Exemption from submission of EMD shall be given to Bidders, who are Micro and Small Enterprises (MSE) / Startups. The Bidders who are MSE have to submit necessary document issued by NSIC and the Bidders who are Startups has to be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender



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Central Bank of India – Tender No – GEM/2026/B/7085100

documents. MSE/Startups firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD exemption.

Tender offers will normally be opened half an hour after the closing time. Any tender received without Document/Tender Cost (If required), will be disqualified.

Earnest Money Deposit mentioned above must accompany all tender offers (Technical Bid) as specified in this tender document.

Technical Specifications, Terms and Conditions and various format and Performa for submitting the tender offer are described in the tender document and its Annexures.

**Assistant General Manager - IT**

**Central Bank of India, DIT, CBD Belapur, Navi Mumbai-400614**

## 2. Eligibility Criteria

The Bidder must fulfil following eligibility criteria:

Sr.	Eligibility of the Bidder	Documents to be submitted
1	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date. Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office.	Copy of the Certificate of Incorporation issued by Registrar of Companies for companies and copy of registration certificate in case of LLP/Partnership Firm and full address of the registered office of the bidder.
2	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate.
3	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN
4	The Bidder must have average Annual turnover of minimum ₹200 Crores in IT business from India operations only in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies.	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FY.
5	The Bidder should have made operating profits in at least two financial years out of last three financial years (i.e. 2022-23, 2023-24 and 2024-25)	Copy of audited balance sheet and Certificate of the Chartered Accountant for preceding three FY.
6	The bidder should have a positive net worth in two out of last three financial (i.e. 2022-23, 2023-24 and 2024-25)	Copy of audited balance sheet and Certificate of the Chartered Accountant for last three FY.
7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.
8	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.

9	The Bidder should have their own/third party support center in at least 20 cities in India for providing technical support on immediate basis and faster RMA resolution. Bidder must provide details of the same with bid submission.	Submit the self-declaration on Company's letter head
10	Bidder and OEM should not have filed for bankruptcy in any country including India.	Submit the self-declaration on Company's letter head
11	At the time of bidding, the Bidder and OEM should not have been blacklisted / debarred by any Government offices / IBA / RBI / PSU / PSE / or Banks, Financial institutions for any reason or non-implementation / delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the self-declaration on Company's letter head
12	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services.	Submit the self-declaration on Company's letter head
13	Bidder and OEM should not have <ul style="list-style-type: none"> <li>NPA with any Bank in India / financial institutions.</li> <li>Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.</li> </ul>	Submit the self-declaration on Company's letter head
14	Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in the bid process.	Submit the self-declaration on Company's letter head

The Bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same.

Central Bank of India reserves the right to verify references provided by the Bidder independently. Any decision of Bank in this regard shall be final, conclusive, and binding up on the bidder. Bank may accept or reject an offer without assigning any reason whatsoever.

1) Bidders need to ensure compliance to all the eligibility criteria points.

- 2) In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- 3) In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
- 4) Bidder must provide Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.
- 5) Scheduled Commercial Bank does not include Payments Bank, Cooperative Banks or RRBs.
- 6) While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
  - i. *In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.*
  - ii. *If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'*

### 3. Bid Security (Earnest Money Deposit-EMD)

An amount of ₹1,40,00,000/- (Rupees One Crore Forty Lakh Only) in the form of Bank Guarantee issued by a scheduled Bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Account Payee Demand Draft/ Banker's cheque /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no **GEM/2026/B/7085100** in favour of "Central Bank Of India" and payable at Mumbai/Navi Mumbai.

Since RFP is being floated on GeM Portal, Bid Security related exemptions as specified in clause 4, Section xiii, Sub-section 'm' of GeM GTC are applicable as the case may be. No interest is payable on EMD

#### The EMD / Bid Security shall be liable to be forfeited:

- 1) If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
- 2) If the Bidder does not accept the correction of its Tender Price; or
- 3) If the successful Bidder fails within the specified time to:
  - i. Sign the Contract; or
  - ii. Furnish the required security deposit.
- 4) The EMD / Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD / Bid Security shall be in the names of all future partners as named in the letter of intent.
- 5) The EMD / Bid Security will be refunded to the Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG).
- 6) The EMD / Bid Security of unsuccessful Bidders shall be returned as promptly as possible after completion of bidding process.

#### 4. Performance Bank Guarantee (PBG)

- 1) As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in for Performance Bank Guarantee, for 5 % of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.
- 2) The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- 3) Each page of the PBG must bear the signature and seal of the PBG issuing Bank and PBG number.
- 4) In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
- 5) In the event of delays by Successful Bidder in AMC support, service beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
- 6) Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default.
- 7) The Bank shall also be entitled to make recoveries from the Successful Bidder's bills or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement.
- 8) The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

#### 5. Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

#### 6. Manufacturer's Authorization Form

Bidders must submit a letter of authority from their manufacturers, as per format given in Annexure-8, that they have been authorized to quote OEM Product.

#### 7. Contract Period

The Contract with selected Bidder will be for a period starting from date of the Purchase Order till 5 years from the installation Sign-off date given by Bank officials. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed,





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Central Bank of India – Tender No – GEM/2026/B/7085100

implemented, tested and accepted along with the associated documentation provided to Bank's employees as per the requirements of the contract executed between the Bank and successful Bidder. After completion of contract period, Bank may extend /renew the contract additional 2 years on mutually agreed terms & conditions.



## 8. Scope of Work

Central Bank of India intends to Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices:

- Data Centre (DC) of the Bank is in Navi Mumbai. Disaster Recovery Centre (DRC) is located at Hyderabad.
- The Bank has envisaged the Augmentation/Refresh of Checkpoint Firewall Manager, Cisco Firewall cluster at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices & buyback details and the same have been provided in Annexure 2B: Commercial Bill of Material.
- Procurement of the Checkpoint Firewall Manager, Cisco Firewall cluster and layer 2 switches mentioned in the RFP will be at Bank's discretion and Bank may not procure all the items mentioned in the RFP. Also, Bank may ask for staggered delivery of some of the Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches mentioned in the RFP. Details of the same would be shared with the successful Bidder at a later stage.
- Bidder shall provide the details of each individual proposed equipment along with the Hardware & Software proposed, in Annexure 2B: Commercial Bill of Material.
- Bank will confirm the delivery dates for each component separately after issuing the purchase order. Delivery timelines will start from the date of confirmation of each component by the Bank.
- Bidder is also required to carry out activities given in the following table

Sr. No.	Activity	Remarks
1.	Physical delivery of Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches as per Annexure 2B: Commercial Bill of Material.	Bidder must deliver the Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches mentioned in Annexure 2B: Commercial Bill of Material at the Bank's site.
2.	Installation & configuration of Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches to suit the requirements.	<p>Bidder is required to install and configure the equipment provided by the OEM/s. Thus, Bidder is required to unpack, assemble, mount, and boot the equipment and install the necessary service packs, patches, and fixes to the Operating System, set up and configure the equipment. Compatibility issues of subsystems with OS, respective drivers, firmware, any other cards to be installed, if required, are to be resolved by Bidder.</p> <p>Bidder should supply, install, configure, migrate the Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches and also need to maintain the equipment till the contract period. Bank will conduct the acceptance test and</p>

		verify that the installation complies with the configuration and relevant settings.
3.	Provide warranty and AMC support for the tenure of the contract	<p>Bidder will be responsible to provide the following to meet the Service Levels defined in this RFP till the Contract period.</p> <ul style="list-style-type: none"> <li>• Onsite comprehensive warranty from OEM,</li> <li>• AMC from the OEM</li> <li>• Arrange back-to-back support from the respective OEM.</li> </ul>
		<p>In Case of RMA, it shall be the Bidder's responsibility to replace the equipment as per SLA and to return the faulty equipment to the OEM warehouse at no extra cost to the Bank within 10 days after replacement of the faulty device during the tenure of the contract. Bank should not be held liable for any kind of damages to the faulty device once it is replaced/removed. Bank may decide to destroy, scrap the faulty part in case it is not picked up within 10 days of replacement. In such event, Bidder or OEM should not object or ask to return back the device nor should demand or charge Bank for the same.</p>

- Bidder should also take adequate care to avoid quoting Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches going End-of-sale within 6 months of date of supply of the equipment to the Bank. If the supplied equipment is declared End of sale within 6 months of supply, then Bidder shall replace the same with the equivalent or higher equipment within a period of 3 months from the date of notification.
- Bidder should ensure that proposed Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches should not go End-of-Support within 7 years from the date of the Purchase Order.
- The Bidder must supply, install, configure, and provide subsequent comprehensive on-site Warranty and AMC for all the equipment as per the Commercial Bill of Material shared by the Bank and the proposed solutions (Hardware, Software, etc.). The delivery plan must be synchronized with the project delivery timelines of the Bank.
- No remote access will be provided for any issues. Bidder is required to provide onsite resources for entire implementation period.
- The Bank expects to protect the investment already made on the Network equipment. The Bidder is required to buy back this equipment and detail out the buyback price in their commercial offer.
- Bidder is also required to provide skilled resources (Certified by proposed OEM) that may be required for the successful completion of the project.

- The Network equipment should be provided with 3 years of on-site comprehensive warranty which will start from the date of acceptance of equipment. Subsequently, Bidder shall provide the AMC support for the remaining Two Years post warranty period. Bidder is required to co-ordinate with Bank for monitoring and troubleshooting for support, throughout the tenure of the contract.
- If the supplied equipment is to be replaced permanently due to the Bidder's inability to provide spares or maintain the equipment, the Bidder shall replace the equipment of same make/model/configuration or of higher configuration at no extra cost to the Bank. However, the Bank may accept different make/model/ configuration at its discretion, if the original make/model/ configurations are not available in the market due to obsolescence or technological up gradation.
- The Successful Bidder shall ensure that average CPU and Average Memory utilization of any device should not cross 70% on any working day during the tenure of contract. In case the utilization of CPU or MEMORY crosses the threshold of 70%, then Bidder shall provide upgraded equipment free of cost within one month from the date of reporting during the tenure of contract.
- The proposed devices should be capable of mounting in existing Bank racks in all locations and should not have perforations from top side of chassis (Top view should be covered entirely by metal casing/plate to prevent any liquid going inside the chassis from top). Any screw, cage nuts, bolts etc required for mounting equipment must be supplied by Bidder at each end location without any additional cost to bank
- All the equipment should be supplied with Indian standard power cable.
- The equipment/applications used in DC/DRC should support high availability and redundancy at all levels from day 1.
- In case if the primary device failure in DC/DRC, the standby appliance should take over role of primary device immediately.
- Bidder/ OEMs should have service/ support infrastructure across India and should be able to provide efficient and effective support PAN India.
- The Bidder should submit the escalation matrix for delivery & installation, for support services (contact persons details & e-mail ids).
- The Bidder shall ensure to Mitigate various audit points, Compliance and Mitigation of vulnerability assessment (VA)/Penetration Testing (PT) points at no cost to the Bank within mutually agreed timelines as and when any advisory/bugs/vulnerabilities released/suggested by competent authority/organization/Bank at any point of time during the validity of the contract, Warranty, AMC period, except for those cases where in the applicable patch/fix/OS is not yet released/declared stable by the OEM. However, in such cases, it is responsibility of the Bidder to ensure that such requirement of the Bank is completed satisfactorily within least possible and stipulated timeframe.
- The Bidder should keep the Bank explicitly informed about the end of support dates of the related infrastructure and should ensure support during the warranty and AMC period.
- The Bidder shall provide the detailed RCA of any issue reported by Bank within 15 days.
- Bidder should provide login id details to Bank for logging to OEM portal for the call logging, support and log/view the status of calls/TAC cases raised by/for the Bank.

- Bank should be able to log calls 24\*7 via phone/email/web-portal directly with OEM without any dependency on Bidder.
- Bidder shall remove all cables from OLD equipment & terminate the same on new proposed equipment. Reconnecting all uplinks and other cables in a neat manner (rack dressing) for the new proposed equipment along with the dressing & cabling.
- The Bidder should appoint and depute a dedicated Project Manager for the deployment of devices and providing support services who will act as a Single Point of Contact (SPOC).
- The Bidder must depute sufficient onsite resources including project manager / coordinator to complete the project within RFP timelines and for coordination with concerned Bank officials for proper delivery, installation, and commissioning of the devices at locations mentioned in the PO.
- The Bidder must ensure that the eligibility, experience, skills, and certification for the Onsite resources must comply with the proposed OEM technology to complete the project smoothly within RFP timelines. The Bidder also need to ensure that the deployed onsite resource must be having relevant experience and skills on technology to be deployed in Bank to complete the project smoothly.
- The Bidder will be required to coordinate with Bank and other vendors to troubleshoot the issue.
- The Bidder will be required to submit Reports of incident management that includes all the necessary information of incident on monthly basis to Bank. After Successful sign off, day to day operations will be managed by Bank's SI(System Integrator) in coordination with Bidder for all incidents occurred, and hence incident management reports that includes all the necessary information of incident on monthly basis can be submitted by Bank's existing SI.
- Any other miscellaneous requirements related to the scope described in the RFP or extra work related to be performing due to existing hardware/ software/ structure limitation shall be provided by the Selected Bidder at the no extra cost to the Bank even if those items are not mentioned explicitly in the RFP. Cabling required for successfully go live of the solution at all the location must be provided by Bidder.
- The Bidder shall ensure the migration of existing equipment configuration to new proposed equipment without any downtime. In case, downtime is required then it should be very minimal.
- Bank reserves the right to change the location of services to be provided by the Service Provider by serving prior notice of 30 days without assigning any reason and without altering any other terms & conditions of the RFP.

### **Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches**

The Bidder is required to supply, install, maintain, and provide AMC for the following solution for the period of contract at Bank's DC, DRC and Branches/Offices. In case of any compatibility issue arises between the proposed solution/appliance in existing network setup during implementation or within 3 months of installation signoff, then the successful Bidder is required to replace such solution/appliance, with the compatible one, at no additional cost to the Bank within 4 weeks of the issue is identified by Bank.

#### **8.1 Cisco Firewall cluster:**

Bidder is required to procure, supply, install, migrate, and provide comprehensive onsite warranty for 3 years and AMC support for next 2 years post warranty period is over as described in Annexure 2B: Commercial Bill of Material. Cisco Firewalls must be integrated with AAA, SIEM, SOAR and NMS software installed in the Bank.

## 8.2 Checkpoint Firewall Manager

Bidder is required to procure, supply, install, migrate, and provide comprehensive onsite warranty for 3 years and AMC support for next 2 years post warranty period is over, as described in Annexure 2B: Commercial Bill of Material. Checkpoint Firewall Manager must be integrated with AAA, SIEM, SOAR and NMS software installed in the Bank.

## 8.3 Layer 2 Switches

Bidder is required to procure, supply, install, migrate, and provide comprehensive onsite warranty for 3 years and AMC support for next 2 years post warranty period is over as described in Annexure 2B: Commercial Bill of Material. Layer 2 switches should be integrated with AAA, SIEM, SOAR, NAC (Profiling and Posturing) and NMS software installed in the Bank.

## 9. General Responsibility of Bidder

### Delivery, Installation and Maintenance

- Bidder should coordinate with the SPOC (DC/DRC/Branches) for all the assignments relating to this RFP.
- The commercial proposal submitted by Bidder should be inclusive of cost for insurance and freight etc. However, the Bidder has the option to use transportation and insurance cover from any eligible source. Insurance cover shall be sole responsibility of the bidder till installation acceptance by Bank. The Bidder should also assure that the product would be replaced with no cost to Bank in case insurance cover is not taken by them.
- Bidder responsible for Delivery, unpacking, racking, stacking, installation, and configuration of Network equipment at DC, DRC and Branches/Offices.
- The Bidder to do Power on self-test, basic configurations, migration, and installation of the equipment.
- Bidder to ensure that the complete installation and commissioning of all the solutions part of this RFP to be done by the respective OEMs or by OEM Authorized Partners till the successful implementation of the respective solutions. OEMs to provide the certification of authorization for their respective partners.
- Any delay in installation of all the equipment for whatsoever reasons should not entail in expiry of insurance and the same should be continued and extended up to the date of installation and acceptance of the delivered network equipment and its associated licenses by the Bank.
- Bidder is also required to provide skilled resources that may be required for the successful completion of the project.
- Bidder is required to co-ordinate with Bank for monitoring and troubleshooting for support, throughout the tenure of the contract.
- The Bidder would be responsible for supply, installation, testing, commissioning, configuring, Operation & Maintenance of the equipment, warranty and AMC of licenses (hardware, software,



middleware supplied) as part of this RFP for a period of Five (5) years from the installation sign off date.

- Bidder shall ensure compatibility of the supplied network equipment and licenses with the hardware and software systems being used in the Bank. In case of any compatibility issue arises between the proposed solution/appliance in existing network setup during implementation or within 3 months of installation signoff, then the successful bidder is required to replace such solution/appliance, with the compatible one, at no additional cost to the Bank within 4 weeks of the issue is identified by Bank. Bidder should adhere to the service levels including delivery timelines specified in the RFP for the installation of network and security equipment supplied by them.
- Bidder shall provide replacement component from the same OEM, if any component is required to be taken out of the premises for repairs.
- Bidder must ensure that on call OEM support can be made available within one hour during the tenure of the contract.
- Bidder should ensure Knowledge Transfer to the Bank throughout delivery of the service, which should include detailed overview of the implementation and configuration parameters and features and functionality of the proposed network and security equipment.
- Bidder should buyback existing equipment “as is where is” basis and purchase price of these items once accepted by the Bank cannot be withdrawn by the Bidder.
- It is the Bidder’s responsibility to unmount and collect the buyback items from the Bank’s office locations. The Bank will not provide transportation or cover any related expenses. Any HDD/SSD storage devices present in the buyback items must be degaussed or physically destroyed before being removed from the Bank’s premises.
- It would be Bidder’s responsibility to ensure safe disposal of e-waste as per Hazardous Waste (management and handling) Rules 1989 and 2008, without imposing any liability to Bank, comprising discarded Hardware/ electrical/ electronic equipment/components taken under buyback and must submit the e-waste certificate.
- Bidder is required to provide acceptance of Purchase Order, within 7 days of issuance of PO to the successful bidder by the Bank.
- Checkpoint Firewall Manager, Cisco Firewall cluster at DC and DRC should be covered under 24x7x4 direct OEM support for the tenure of the contract and Layer 2 switches must be covered under 8x5xNBD support for the tenure of contract.
- Delivery signoff will be granted only after the entire consignment of components, as per the Commercial Bill of Material, is delivered to the Bank’s premises.
- Installation signoff will be granted only after the complete solution is installed, migrated, all test cases shared by the Bank with the successful bidder are executed, VAPT points are closed, and integration with AAA, SIEM, SOAR, NAC (Profiling and Posturing) and NMS is completed. Additionally, evidence of the integration must be submitted.

## 10. Project Timelines

The successful Bidder is expected to adhere to the following timelines concerning the implementation of the Checkpoint Firewall Manager, Cisco firewall cluster at DC, DRC and Layer 2 switches at Branches/Offices:

Sr no	Activity	Time Period for Completion
1	Bidder shall be responsible for delivery of complete equipment ordered at specified sites as per the Annexure 2B: Commercial Bill of Material	Delivery at Bank's location within 14 weeks from the date of acceptance of purchase order
2	Successful Installation and migration of Checkpoint Firewall Manager, Cisco firewall Cluster at DC, DRC and Layer 2 switches at Branches/Offices.	8 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material

The Bank, at its discretion, shall have the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder during the implementation, if need arises.

### 11. Liquidated Damage

The successful Bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedule, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the successful bidder's inability to meet the established delivery dates, and also the Bank may take suitable penal actions as deemed fit.

**Penalty:** The successful bidder shall agree to the penalties structure in accordance with the following:

The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation of goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.

In this context Bank may exercise both the rights simultaneously or severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard.

In case delay is attributable to Bank, proper evidence should be produced by Bidder.

### 12. Land Border Sharing Clause

The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 Order (Public Procurement No. 1), Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020. Bidder should submit the undertaking in Annexure 16: Land Border Sharing Undertaking in this regard and also provide copy of registration certificate issued by competent authority wherever applicable.

Para 1 of Order (Public Procurement No. 1) dated 23-7-2020 and other relevant provisions are as follows:

- 1) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority.
- 2) “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of Bidder stated hereinbefore, including any agency branch or office controlled by such persons, participating in a procurement process.
- 3) “Bidder from a country which shares a land border with India” for the purpose of this Order means: -
  - i. An entity incorporated, established, or registered in such a country; or
  - ii. A subsidiary of an entity incorporated, established or registered in such a country; or
  - iii. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - iv. An entity whose beneficial owner is situated in such a country; or
  - v. An Indian (or other) agent of such an entity; or
  - vi. A natural person who is a citizen of such a country; or
  - vii. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

The beneficial owner for the purpose of (iii) above will be as under.

- 1) In case of a company or limited liability partnership, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more judicial person, has a controlling ownership interest or who exercises control through other means.

### Explanation

- i “Controlling ownership interests” means ownership of or entitlement to more than twenty-five per-cent of shares or capital or profits of the company.
- ii “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder’s agreements or voting agreements.
- iii In case of partnership firm, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of entitlement to more than fifteen per-cent of capital or profits of the partnership.
- iv In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of or entitlement to more than fifteen per-cent of the property or capital or profits of such association or body of individuals.
- v Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person(s), who hold the position of senior managing official.
- vi In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per-cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.



- vii An agent is a person employed to do any act for another, or to represent another in dealings with third persons.

### 13. Monitoring & Audit

Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits/Statutory and Regulatory audit performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the Bank. For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the Successful bidder. These tools should be a part of the proposed solution.

### 14. Bid Submission

1. Bidders satisfying the eligibility conditions (mentioned in Eligibility Criteria) and General terms and conditions specified in this document, may submit their bid through Government e-Marketplace (GeM) on or before the time-line stipulated in Invitation for Tender Offers.
2. All responses received after the due date/time be considered late and would be liable to be rejected. Government e-Marketplace (GeM) portal will not allow lodgement of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Bidder who lodges a late RFP response for any reason whatsoever.
3. Bank will not accept the bid through any other mode except GeM.
4. Bid Security / Earnest Money Deposit: "Earnest Money Deposit" shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no **GEM/2026/B/7085100** in favour of "Central Bank of India" or by way of Bankers Cheque/Demand Draft/Pay Order favouring Central Bank of India, payable at Mumbai/Navi Mumbai.
5. The scanned copy of the receipt of making transaction is required to be uploaded on GeM portal at the time of "final online bid submission. The RFP response without proof of amount paid towards Bid Security are liable to be rejected.
6. Guarantee of an equal amount issued by a scheduled commercial Bank (other than Central Bank of India) located in India, valid in the form provided in the RFP (Annexure 12: Bid Security (Earnest Money Deposit)). The Demand Draft should be of a Commercial Bank only (other than Central Bank of India) and will be accepted subject to the discretion of the Bank.

#### Tender Schedule (Key Dates):

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. Ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

1. At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

## 15. Integrity Pact

1. Each Participating bidder/s shall submit Integrity Pact, as per attached Annexure 9
2. Duly stamped for ₹500 (Rupees Five Hundred Only). Integrity pact should be submitted by all participating bidders at the time of submission of bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact, as per time schedule prescribed by Bank may be relevant ground of disqualification for participating in Bid process. Hard copy of the Integrity Pact to be submitted to Bank prior to bid opening.
3. Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:
  - i. Shri Anant Kumar [anant\_in@yahoo.com]
  - ii. Mr. Nirmal Anand Joseph Deva [mail: meghanadeva2022@gmail.com]
4. IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
5. IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently.
6. Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings.

## 16. Technical and Commercial Offers

### Technical Offer

- 1) The Technical Offer (TO) should be complete in all respects and contains all information asked for, in this document.
- 2) It should not contain any price information. But a copy of the Masked commercial bid without mentioning the price should be attached with Technical Offer (TO). However, any mention of price in Technical Offer (TO) will result in disqualification of the bid.
- 3) The Technical Offer (TO) must be submitted in an organized and structured manner. All the product brochures / leaflets / manuals etc. should be submitted along with the Technical Offer (TO). The technical offer should be in compliance with technical requirement / specifications.
- 4) The Technical Offer (TO) must contain the proof of submission of bid security. Without any of the above mentioned requirements, bidder will be disqualified, and bid submitted by them will not be considered for process.

### Commercial Offer

Commercial Bids of only technically qualified Bidders shall be opened on the basis of technical proposal. Bank will notify the date and time for participating in the online reverse auction process to the qualified Bidders. Contract will be awarded to L1 bidder identified in reverse auction process.

The Commercial Offer (CO) should be complete in all respect. It should contain only the price information as per Annexure 2B: Commercial Bill of Materials.

- 1) The commercial offer should be in compliance with Technical configuration / specifications as per Minimum Technical Specifications.
- 2) The price to be quoted for all individual items and it should be unit price in Indian rupees.

3) In case there is a variation between numbers and words, the value mentioned in words would be considered. The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis, as per the commercial Bid inclusive of all costs but excluding GST. GST (Goods and Services Taxes) shall be payable as per applicable structure laid down under GST Law. The Bank will not pay any other taxes, cost or charges. Any increase in GST will be paid in actuals by the Bank or any new tax introduced by the government will also be paid by the Bank. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out of pocket expense. The Selected Bidder will be entirely responsible for license fee, road permits, NMMC cess, LBT, Octroi, insurance etc. in connection with the delivery of products at site advised by the Bank including incidental services and commissioning.

## 17. Evaluation & Acceptance

- 1) Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for evaluating the commercial bid. Bank may, at its sole discretion, waive any non-conformity or deviations.
- 2) In case, any of the successful bidder is unable to honour in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.
- 3) Bank reserves the right to reject the bid offer under any of the following circumstances:
  - i. If the bid offer is incomplete and / or not accompanied by all stipulated documents.
  - ii. If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
  - iii. If there is a deviation in respect to the technical specifications of hardware items.
- 4) The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons.

## 18. Reverse Auction

Reverse Auction would be conducted amongst all the technically qualified bidders except the highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in Reverse Auction. However, H-1 will also be allowed to participate in RA in following cases:

- a. If number of technically qualified bidders are only 2 or 3.
- b. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N sellers.
- c. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- d. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1.
- e. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1.

## 19. Evaluation Process

The competitive bids shall be evaluated in three phases:

- Stage 1 – Eligibility Criteria
- Stage 2 – Technical Bid stage along with Proof of Concept (POC)
- Stage 3 – Lowest Commercial Bid (L1) through Reverse Auction

### **Stage -1 Eligibility Bid**

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Eligibility Criteria to this document. The Bidders who meet all these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

The decision of the Bank shall be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason whatsoever.

### **Normalization of Bids**

The Bank may go through a process of technical and/ or commercial evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids need to be normalized and that such normalization has a bearing on the commercial bid; the Bank may at its discretion ask all the technically shortlisted Bidders to resubmit the updated technical and commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission till the Bank is reasonably satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this detailed document, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Bidders, by submitting the response to this detailed document, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned Bidder.

Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. Central Bank of India also reserves the right to conduct reference site visits at the Bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bidding.

### **Stage-2 Technical Evaluation Criteria**

The Bidder must satisfy following categories to qualify for commercial evaluation (Stage 3).

- i. The bidder must comply to scope of the requirement as set out in the RFP and
- ii. The Bidder must comply to all the line items in Annexure 2A: Masked Commercial Bid. It should not contain any price information. But a copy of the Masked commercial bid without mentioning

the price should be attached with Technical Offer (TO). However, any mention of price in Technical Offer (TO) will result in disqualification of the bid.

- iii. The Bidder must comply to all the line items in Annexure 29: Minimum Technical Specification indicated by The Bank as “(Bidder shall provide their compliance here)” in column “Bidder compliance (Yes/No)” Bidders are required to comply with the requirements stated herein, if any Bidder’s response is found to be non-compliant, then The Bank at its discretion may reject the Bid.
- iv. Bank may conduct a Proof of concept (POC) during the Technical Evaluation stage for Bidders who have complied with all the eligibility criteria and technical specifications as mentioned in the RFP. Bidder is required to complete the POC within 21 days (Calendar Days) from the date of intimation by Bank. Any bidder who is not complying with the POC will be technically disqualified and only who meet these criteria would only qualify for the commercial bid opening.
- v. Bidder’s detailed work plan – Bidder to share Gantt chart in conformity with the stated timelines. The Bidder should also share the key profiles and the number of representatives (across OEMs as well) being deployed across the Implementation Phase

### **Stage-3 Commercial Evaluation Criteria**

Only those Bidders who have qualified after Stage 2 of Technical evaluation will be eligible for the Commercial Evaluation Criteria. The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of 5 years.

Bank will award the contract to the successful Bidder, whose bid has been determined as the Lowest Commercial bid (L1) through the Reverse Auction process of this commercial evaluation through GeM Portal. The details of Reverse Auction process are given in Annexure-24. After completion of contract period, Bank may extend /renew the contract additional 2 years on mutually agreed terms & conditions.

The Total cost of Ownership of this tender will be the Grand Total - TCO quoted by the Bidder of the Summary Sheet of Annexure-2 Commercial Bill of Material.

The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons whatsoever.

Bank reserves the right to undertake price negotiation with L1 Bidder / OEM even after getting the L1 price through Reverse Auction if desires so, in order to get further competitive price.

**Note:** Tendering process need not be cancelled merely on the grounds that a single tender was received provided that the single bid received is evaluated to be substantially responsive and deemed fit for award. Bank reserves right to proceed and award the tender to single bidder in case only one Bidder participates in the tender / qualifies in the technical bid evaluation. Bank can negotiate with such single bidder, if required.

## **20. General Terms**

### **Payment Terms**



RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – GEM/2026/B/7085100

Payment will be released by the Bank from where the purchase order is issued. All the Payment shall be made in INR only. Payment terms are as under:

#### Product Cost with 3 years warranty

Sl. No.	Deliverables	% Of Payment	Payment Milestone (On completion of the activities)
1	Checkpoint Firewall Manager, Cisco firewall Cluster at DC,DRC and Layer 2 Switches at respective Branches/Offices.	60%	Against delivery signoff
		30%	Against successful installation & migration signoff
		10%	3 months after successful installation & migration signoff
2	for spare Layer 2 Switches at respective Branches/Offices	70%	Against delivery signoff
		30%	6 months after delivery sign-off. Bidder needs to perform power on self-test for all spare equipment and take sign-off for the same

#### Product Cost Payment Terms

#### Installation Cost

Sl. No.	Deliverables	% Of Payment	Payment Milestone (On completion of the activities)
1	Installation and migration	70%	Against successful installation and migration signoff.
		30%	3 months after successful installation and migration signoff

#### Installation Payment Terms

#### AMC Payment Terms

AMC amount payable would be paid quarterly in arrears at the end of each quarter.

First quarter for AMC payment would begin from 1<sup>st</sup> of the next month of the date of completion of the warranty period. AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost.

#### AMC and Other Warranty Costs

Bidder shall provide the maintenance (Warranty and AMC) for a period of five years from the date of successful installation of the product in Bank Network. Warranty period for the new components should be for the first three years for which the cost should be factored in the Product cost and AMC shall be factored for the subsequent two years. Bidder must factor the costs in the Bill of Material accordingly. As part of warranty and AMC support the Bidder must:



1. Provide on-site comprehensive support for Checkpoint Firewall Manager, Cisco firewall Cluster and software components provided as part of this RFP
2. Have back-to-back arrangements with respective OEMs for the maintenance services (Warranty and AMC)
3. Warrant all the Network equipment and software against defects arising out of faulty design, materials, and media workmanship etc., for a period of five years from the date of acceptance of the equipment and software
4. Provide maintenance of equipment as well as repair or replacement activity after hardware problem has occurred. If the supplied equipment is to be replaced permanently due to the Bidder's inability to provide spares or maintain the equipment, the Bidder shall replace the equipment of same make/model/configuration or of higher configuration at no extra cost to the Bank. However, the Bank may accept different make/model/ configuration at its discretion, if the original make/model/ configurations are not available in the market due to obsolescence or technological up gradation
5. Provide support services like repair, replacement to resolve the problem as per the service levels defined in this RFP.
6. Defective equipment shall be replaced by the Bidder at his own cost, including the cost of transport etc. The Bidder shall not charge the Bank any extra charges related to this activity during the period of contract.
7. Bidder may provide adequate spares for the critical components of the network equipment to meet the SLA.
8. Provide on-site support during quarterly DR drills or whenever required by the Bank. For factoring purposes, the Bidder should factor at least 8 visits at DC or DR each year for on-site support on specific request from the Bank.
9. The Bank will not be liable to pay any additional amounts in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. Free on-site maintenance services shall be provided by Bidder during the period of warranty
10. Bidder should undertake system maintenance and replacement or repair of defective network equipment.
11. In case equipment taken away for repairs, Bidder shall provide similar standby equipment so that the equipment can be put to use in the absence of the originals/ replacements without disrupting the Bank's regular work
12. If during operation, the down time of any piece of Network equipment or component thereof does not prove to be within reasonable period, Bidder shall replace the unit of component with another of the same performance and quality or higher, at no cost to the Bank
13. Further provided that the Bank may, during the contract, shift the goods wholly or in part to other location(s) within the Country and in such case the Bidder undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to the Bank
14. In case the Bank desires to get the services delivered by their appointed Bidder or System Integrator, then the OEM shall transfer such services to that preferred Bidder at no additional cost to the Bank.
15. In case of any issue with Network equipment and related software supplied by Bidder, Bank or its appointed System Integrator shall log a call with Bidder (who has supplied the network and

security equipment/software) it is responsibility of Bidder to resolve the issue with the assistance of the OEM is deemed necessary. The Bank or its appointed System Integrator shall promptly notify Bidder in writing/e-mail of any claims arising under the maintenance services.

16. Provide all future software upgrades and patches for all components of the solution and assist the Bank or its System Integrator to install the same if Bank desires during period of contract at free of cost.
17. Bidder warrants that the Goods supplied under the Contract are new & unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the RFP
18. Bidder further warrants that all the Goods supplied under as part of this RFP shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the Bank's Specifications) or from any act or omission of Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination
19. Bidder's hardware engineer will report at the DC,DRC within one hour of reporting of breakdown and repair the same at the earliest.

The payments will be released through NEFT / RTGS/account credit after deducting the applicable LD/Penalty, TDS if any, on submission of invoices to DIT CBD- Belapur. The Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

### **Cost & Currency Price Composition**

The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (software etc.) and services on a fixed price basis, as per the commercial Bid inclusive of all costs. GST (Goods and Services Taxes) shall be payable as per applicable structure laid-down under GST Law. Bank will not pay any other taxes, cost or charges.

### **Taxes**

- 1) The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The bidder shall provide the details of the taxes applicable in the invoices raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes including TDS from the payments due/ payments to bidder. The applicable tax shall be paid by the bidder to the concerned authorities.
- 2) In case of any variation (upward or down ward) in Government levies / taxes / etc. up-to the date of providing services, the benefit or burden of the same shall be passed on or adjusted to the Bank. If the service provider makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly.
- 3) Goods and Services Taxes (GST) and its Compliance: -
  - i. Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Bidder shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder.
  - ii. TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory



compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various state-ment return by all the registered taxable person.

- iii. It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.
  - iv. If bidder as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of can-cellation of Contract.
- 4) Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Gov-ernment Authorities including Municipal and Local bodies or any other authority authorized in this regard.

### Fixed Price

The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted. The bidder shall pay any other applicable Taxes being applicable after placement of order, during currency of the project only.

## 21. Service Level Agreement

Bidder should monitor and maintain the stated service levels to provide quality customer service to the Bank.

### 21.1 System Availability

For purpose of calculating penalty, uptime is calculated as under :

$$\text{Uptime (\%)} = \frac{\text{Sum of total hours during month} - \text{Sum of downtime hours during month}}{\text{Sum of total hours during the month}} \times 100$$

$$\text{Total hours during the month} = \text{No. of calendar days} \times 24 \text{ hours}$$

- Performance for availability service level default would be measured on monthly basis.
- Since all the components are critical; they need to be monitored on a 24\*7\*365 basis.
- Response may be telephonic or onsite depending on the criticality.
- If any one or more of the proposed components are down resulting in non-availability of the Bank network equipment, then downtime will be calculated as mentioned in the below section.

### 21.2 Service Level Default

- Service Levels will be measured on a monthly basis
- Availability Service Level Default will occur when Bidder fails to comply with minimum service level of 99.96% as measured on a monthly basis.

- For three (3) downtime occurrences within a quarter, a sum equivalent to 1% of the product cost of the respective product would be levied as a penalty. This would be over and above the monthly service level default penalty.
- Bidder shall resolve the issue/problem within 4 hours from the time of reporting, for the solution deployed at DC and DRC of the Bank which are part of this RFP. Bidder shall ensure delivery of any replacement/repair of damaged part or equipment within 4 hours from the time of reporting without any cost to the Bank. Bidder shall provide 24x7 service support by deputing their engineer as and when required. However, in such a scenario, SLA shall be applicable as mentioned in this document.
- Penalties associated with availability service levels are as outlined below for devices installed at DC, DRC and Branches/Offices.

Monthly System Availability of Checkpoint Firewall Manager, Cisco firewall cluster and Layer 2 Switches	Measurement Tools	% payout of Respective Product COST + AMC Cost applicable till date of respective product
>=99.96%	NMS	NIL
98%<=A<99.96%	NMS	2%
97%<=A<98%	NMS	4%
96%<=A<97%	NMS	6%
95%<=A<96%	NMS	8%
Below 95%	NMS	10% or Bank may Terminate/ discontinue the Contract

Penalty for Availability Service Level Default

**The total penalties will be capped at 10% of the invoices amount. However, LD (Liquidated damage) penalty will run concurrently.**

#### **Shifting/ re-location of Network equipment:**

**For devices at DC/DR:** Support from bidder for un-mounting and mounting of network equipment and other components from the rack in the event of reallocation/shifting of racks based on Bank requirements. Failure to do same penalty of 0.5% cost of that particular hardware per day.

#### **RMA (Return Merchandise Authorization):**

**For devices at DC/DR:** Replacement for faulty equipment must be done by bidder and follow up with OEM must be done by bidder only. RMA of Faulty equipment should be received within 4 hours from

the time of call lodge. In case bidder fails to provide the RMA of faulty/ damage equipment, penalty of 1% of equipment cost weekly or part thereof maximum 10% of total contract value.

**For devices at Branches/Offices :** Replacement for faulty equipment must be done by bidder and follow up with OEM must be done by bidder only. RMA of Faulty equipment should be received within 10 days from the date of call lodge. In case bidder fails to provide the RMA of faulty/ damage equipment, penalty of 1% of equipment cost weekly or part thereof.

However maximum cap of penalty will be 10% of total contract value.

## 22. Reporting of Material Adverse Events and Incident Management

The Bidder shall promptly report any material adverse events, including but not limited to data breaches, denial of service attacks, service unavailability, security vulnerabilities, unauthorized access, system failures, or any other incidents that may impact the Bank's operations or data integrity. Such incidents shall be reported to the Bank immediately upon identification, enabling the Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines. The service provider shall provide all relevant details and updates regarding the incident, including the nature, scope, impact, and corrective actions taken, in accordance with the Bank's incident reporting procedures.

## 23. Insurance

The equipment (hardware/software, etc.) supplied under the contract shall be fully insured by the Service Provider against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, and installation. The insurance shall be obtained by the Service Provider, naming Central Bank of India as the beneficiary, for an amount equal to 100% of the invoiced value of the goods on an "all risks" basis, covering risks such as damage, theft, fire, or natural disasters. The period of insurance shall remain in effect until the supplied components are accepted by the Bank, and the rights to the property are transferred to the Bank at its premises. In the event of any loss or damage, the Service Provider shall initiate and pursue the claim until settlement. Additionally, the Service Provider must promptly make arrangements for the repair and/or replacement of any damaged items, irrespective of the settlement of the claim by the underwriters. Furthermore, the Service Provider shall ensure that the insurance policy remains valid throughout the supply, transportation, and installation period, and any gaps in coverage shall be rectified immediately. The Service Provider shall also provide the Bank with necessary documentation of the insurance policy, claim details, and any associated correspondence with the underwriters.

## 24. Indemnity

- 1) The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i. Bank's authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - ii. Relating to or resulting directly from infringement of any third party patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
  - iii. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA(Service level Agreement) or Purchase Order(PO) and/or
  - iv. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or
  - v. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - vi. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or
  - vii. Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - viii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.
- 2) The Bidder shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property issued or registered in India, provided however,
- i. The Bank notifies the Bidder in writing immediately on aware of such claim,
  - ii. The Bidder has sole control of defense and all related settlement negotiations,
  - iii. The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and
  - iv. The Bank does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and Bidders) rights, interest and reputation.
- 3) The Bidder shall compensate the Bank for direct financial loss suffered by the Bank, if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.
- 4) Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, suffered by Bank due to the following reasons:
- i. that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or The Bidder

shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies.

- ii. all claims, losses, costs, damages, expenses, action, suits and other proceedings resulting from infringement of any patent, trade-marks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:

- The Bidder has sole control of the defense and all related settlement negotiations.
- The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect and incidental damages and compensations.

5) Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from:

- 1.1. Bidder's compliance with Bank's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Bank of the same);
  - 1.2. Inclusion in a Deliverable of any content or other materials provided by Bank and the infringement relates to or arises from such Bank materials or provided material;
  - 1.3. Modification of a Deliverable after delivery by Bidder to Bank if such modification was not made by or on behalf of the Bidder;
  - 1.4. operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder; or
  - 1.5. Use of a superseded release of some or all of the Deliverables or Bank's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder.
- 6) In the event that Bank is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Bank under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option:
- (i) Procure for Bank the right to continue using such Deliverable;
  - (ii) Modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance;

- (iii) Replace the Deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Bank the fees effectively paid for that Deliverable by the Bank subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Bank in matters related to infringement of third party intellectual property rights.

## 25. Confidentiality & Non-Disclosure

- 1) The bidder is bound by this agreement for not disclosing the Banks data and other information. Resources working in the premises of the Bank are liable to follow the rules and regulations of the Bank.
- 2) The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to the internal business and operational information of the Bank, affiliates, and/or business partners, disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the requested services could result in the disqualification of the bidders, premature termination of the contract, or legal action against the bidder for breach of trust.
- 3) No news release, public announcement or any other reference to the order, relating to the contracted work if allotted with the assignment or any program hereunder shall be made without written consent from the Bank.
- 4) As the bidder providing support services for multiple Banks, the bidder at all times should take care to build strong safeguards so that there is no mixing together of information/ documents, records and assets is happening by any chance.
- 5) The bidder should undertake to maintain confidentiality of the Banks information even after the termination / expiry of the contracts.
- 6) The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the successful bidder within a period of 21 days from, the date of acceptance of purchase order.

### Guarantee on Software License

The bidder shall guarantee that the software supplied under this contract to the Bank is licensed and legally obtained. Software supplied should not have any embedded malicious and virus programs. Bidder must comply RBI circular on “Cyber Security Framework for Banks” and assurance from the respective OEMs/Application providers that the application is free from embedded malicious/fraudulent code

## 26. Force Majeure

- 1) The parties 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 parties, as a result of force majeure. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the parties,



including but not limited to, due to or as a result of or caused by acts of God, wars, epidemic/pandemic, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

- 2) In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within seven business days. Unless otherwise directed by the other party, the party pleading Force Majeure 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.
- 3) 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 due to force majeure situation, the parties shall hold consultations with each other in an endeavour to find a solution to the problem. However bidder shall be entitled to receive payments for all services actually rendered up to the date of termination of date of agreement. The financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed.

## **27. Resolution of Disputes**

- 1) The Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.
- 2) All questions, disputes or differences arising under and out of, or in connection with the contract shall be referred to a sole arbitrator to be appointed mutually by the parties and in case of failure to appoint a sole arbitrator within 15 days from the raising of dispute the same shall be referred to the Arbitration Tribunal: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder and the Presiding Arbitrator shall be appointed by the two Arbitrators appointed by the parties.
- 3) The decision of the Arbitration Tribunal shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai. The Language of Arbitration will be English. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will continue to perform its contractual obligations and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving as per the agreed scope between the parties.
- 4) If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission, by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by

facsimile transmission, or (ii) on the date of acknowledgment signed by the receiver or (iii) the business date of receipt, if sent by courier.

- 5) This RFP shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP.

## **28. Format of the Letter of undertaking of Authenticity to be submitted by the Bidder.**

The successful bidder has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of the letter of intent. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing. The format for the same is as below.

“We undertake that all the components/parts/software used in the supplied devices shall be original, new components/ parts/ software only, from respective OEM/OSDs of the products and that no refurbished/ duplicate/ second hand components/ parts/ software are being used or shall be used.

We also undertake that in respect of licensed operating system, if asked for by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of release of PO or within a reasonable time. In case of default and we are unable to comply with the above at the time of delivery or during installation, for the software items already billed, we agree to take back the software/items without demur, if already supplied and return the money, if any paid to us by you in this regard”.

## **29. Sub-Contractor/ Independent Contractor**

Nothing herein contained will be construed to imply a joint venture, partnership, principal agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Bidder does not undertake by this Agreement or otherwise to perform any obligation of the Bank, whether regulatory or contractual, or to assume any responsibility for the Bank’s business or operations. The parties agree that, to the fullest extent permitted by applicable law; Bidder has not, and is not, assuming any duty or obligation that the Bank may owe to its customers or any other person. The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In respect of sub-contracts, as applicable – If required by the Bidders, should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the SLA/NDA (Non-Disclosure Agreement) irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take Bank’s prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be, which permission shall not be unreasonably withheld by the Bank. The bidder should ensure



that the due diligence and verification of antecedents of employees/personnel deployed by him for this project are completed and is available for scrutiny by the Bank.

### 30. Assignment

Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever; (iv) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

### 31. Execution of Contract, SLA & NDA

The bidder and Bank should execute:

- 1) Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and
- 2) Non-disclosure Agreement.
- 3) The bidder should execute the contract, SLA and NDA within 21 days from the date of acceptance of the Purchase Order. In case of any discrepancy among the RFP, SLA and Purchase Order, the RFP clauses shall prevail.

### 32. Bidder's Liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of contract. The Bidder's liability in case of claims against the Bank resulting from **wilful misconduct** or gross negligence of the Bidder, its employees, or subcontractors, or from infringement of patents, trademarks, copyrights (if any), or breach of confidentiality obligations shall be unlimited. In no event shall Bank be liable for any indirect, incidental, or consequential damages or liability under, in connection with, or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/ personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

Subject to any law to contrary, and to the maximum extent permitted by law neither party shall be liable to other for any remote and indirect loss or damages arising out of this tender and subsequent agreement or services provided.

### 33. Information Ownership

All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the Bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The Bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

### 34. Inspection, Audit and Review

All OEM/Bidder records with respect to any matters / issues covered under the scope of this RFP/project shall be made available to the Bank at any time during normal business hours, not more than 2 audits per year, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The cost of such audit will be borne by the Bank. Bidder shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank. Bank shall undertake a periodic review of service provider/BIDDER outsourced process to identify new outsourcing risks as they arise. The BIDDER shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the BIDDER outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations. Access to books and records/Audit and Inspection would include:-

- 1) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the BIDDER. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- 2) Provide the Bank with right to conduct audits on the BIDDER whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the Bank.
- 3) Include clause to allow the Reserve Bank of India or persons authorized by it to access the Bank's documents: records of transactions, and other necessary information given to you, stored or processed by the BIDDER within a reasonable time. This includes information maintained in paper and electronic formats.

- 4) Recognized the right of the Reserve Bank to cause an inspection to be made of a service provider of the Bank and its books and account by one or more of its officers or employees or other persons. Banks shall at least on an annual basis, review the financial and operational condition of the BIDDER. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the BIDDER. Such assessment and reports on the BIDDER may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.
- 5) Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Bidder which shall not be less than 10 days. The Bank shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the Bank relieves Bidder from meeting the applicable service levels. The audit shall not be performed by any competitor of the Bidder. The auditor including regulatory auditor shall sign the confidentiality undertaking with the Bidder before conducting such audit.

### 35. Monitoring

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited by prior notice to the Bidder.

### 36. Visitations

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Bidder's premises by prior notice to ensure that data provided by the Bank is not misused.

The Bidder shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents required by the Bank.

### 37. Information Security

System should have standard input, communication, processing and output validations and controls. System hardening should be done by bidder. Access controls at DB, OS, and Application levels should be ensured. Bidder should comply with the Information Security Policy of the Bank. The Product offered should comply with regulator's guidelines. The bidder shall disclose security breaches if any to the Bank, without any delay.

### 38. Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that same as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services.

The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Hardware and Software, the Bidder shall at no further expense, charge, fees or costs to the Bank,

- Obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or
- Modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or
- Replace the Software with a compatible, functionally equivalent and non-infringing product. All third party Hardware/software / service/s provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered. The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third party software or modules supplied by the Bidder as part of this Project.

**Bidder's Proprietary Software and Pre-Existing IP:-** Bank acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Bidder's proprietary software or tools. If Bidder and Bank mutually agree that the Bidder provides to Bank any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Bidder or of a third party. Further, Bank acknowledges that in performing Services under this Agreement Bidder may use Bidder's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Agreement, Bidder shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Bidder Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Bidder hereby grants to Bank a non-exclusive, perpetual / subscription, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and

only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorize Bank to (a) separate Bidder Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP.

**Residual Rights.** Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Bidder shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Bidder (including without limitation any affiliate, competitor or potential competitor of the Bank. Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.

## **39. Termination**

### **39.1 Termination for Default**

The Bank, without prejudice to any other remedy for breach of contract, by 30 (Thirty) days written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:

- 1) if the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure; or;
- 2) If the Successful Bidder fails to perform any other material obligation(s) under the contract provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure.
- 3) If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

Prior to providing a written notice of termination to the Selected Bidder, Bank shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period.

Bidder shall also have the right to terminate the agreement if the Bank commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the same within 15 days provided for curing such breach.

In case the contract is terminated then all undisputed payment for the services delivered till the date of termination will be given to successful bidder, but disputed payment shall be discussed and will be paid once the dispute is resolved.



### **39.2 Termination for Insolvency**

If either party becomes Bankrupt or insolvent, has a receiving order issued against it, with its creditors, or, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if either party takes or suffers any other analogous action in consequence of debt; then other party plans to, at any time, terminate the contract by giving written notice of 60 days to the party becoming Bankrupt etc. If the contract is terminated by either party in terms of this Clause, Bank shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder.

### **39.3 Termination for Convenience**

Bank reserves the right to terminate the agreement with the Service Provider at any time by giving 30 (thirty) days prior written notice.

Bank also reserves the right to continue or discontinue the availment of product / services without assigning any reason, in case of its merger or amalgamation and the merged or amalgamated entity shall have the same rights.

### **39.4 Termination- Key Terms & Conditions**

Either Party reserves the right to terminate the agreement with the other party at any time by giving 30 (thirty) days prior written notice to the other party.

Either Party shall also be entitled to terminate the agreement at any time by giving notice if the other party

- 1) has a winding up order made against it; or
- 2) has a receiver appointed over all or substantial assets; or
- 3) is or becomes unable to pay its debts as they become due; or
- 4) enters into any arrangement or composition with or for the benefit of its creditors; or
- 5) Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

### **39.5 Right to Transfer IT Outsourcing Arrangements**

In the event of termination, the Bank reserves the right to orderly transfer the proposed IT outsourcing arrangement to another service provider, if necessary or desirable, to ensure minimal disruption of services. This transfer shall be managed in an efficient manner, with the bidder cooperating fully with the Bank to facilitate this process, including transferring knowledge, data, and providing assistance as required.

### **39.6 Exit Option & Contract Re-Negotiation**

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- 1) Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 21 days of receipt of purchase contract.



- 2) Substantial delay in delivery, performance or implementation of the solution beyond the specified period.
- 3) Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period)

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue to provide services to the Bank as per the contract. Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving as per the agreed scope between the parties. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Bidder shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and services.

#### **40. Privacy & Security Safeguards**

- 1) The Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Bidder will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.
- 2) The Bidder hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
- 3) The Bidder hereby agrees that they will preserve the documents.
- 4) The Bidder shall provide to the Bank, the details of all data related to the Bank and its customers that the service Provider captures, Processes and stores.
- 5) The Bidder may only share customer data with third parties when legally required, with prior consent, or for necessary operational purposes, ensuring compliance with confidentiality and data protection agreements.

#### 41. Governing Law and Jurisdiction

The provisions of this RFP and subsequent Agreement shall be governed by the laws of India. The disputes, if any, arising out of this RFP/Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

#### Statutory and Regulatory Requirements

The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Bidder in the technical response. During the period of warranty / AMC Bidder should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the Bank during the tenure of the contract.

#### 42. Compliance

The Service Provider (SP) agrees to comply with all applicable laws, regulations, and industry standards, including but not limited to the **Information Technology Act, 2000, Digital Personal Data Protection Act, 2023, RBI's various directions on Outsourcing of Information Technology Services** and any other relevant privacy laws. The SP shall ensure that the products and services provided under this agreement comply with all regulatory requirements, including guidelines set by authorities such as the **Reserve Bank of India (RBI)** and **FEMA**.

##### 42.1 Type of material adverse events and the incidents required to be reported to Bank by the service provider:

- i. The Vendor shall promptly report any material adverse events, including (but not limited to)
  - a. Data breaches
  - b. Denial of service attacks
  - c. Service unavailability
  - d. Security vulnerabilities
  - e. Unauthorized access
  - f. System failures
  - g. Any other incidents that may impact Bank's operations or data integrity.
- ii. Such incidents shall be reported to the Bank immediately upon identification, enabling the Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines.
- iii. The Vendor shall provide all relevant details and updates regarding the incident, including the nature, scope, impact, and corrective actions taken, in accordance with the Bank's incident reporting procedures.

##### 42.2 Prior approval/consent of the Bank for use of sub-contractors by the service provider for all or part of an outsourced activity:

The Vendor shall obtain the Bank's prior written consent before sub-contracting or outsourcing all or part of activities covered under this agreement. The Vendor shall be contractually liable for the performance and risk management practices of its sub-contractors. The Vendor will remain fully responsible for ensuring that its sub-contractors adhere to the same performance standards, security protocols, and risk management practices as outlined in the agreement with the Bank. The Vendor should be obligated to manage and mitigate any risks arising from its sub-contractors' actions or failures, and to promptly address any issues related to sub-contractor performance that could impact the quality of service or compliance with the agreement.

#### **42.3 Effective access by Bank to all record:**

Bank should have effective access to all data, books, records, information, logs, alerts and business premises relevant to the outsourced activity, available with the Vendor.

#### **42.4 No relationship of master and servant or employer and employee:**

Notwithstanding what is stated elsewhere in this agreement, this agreement does not create any relationship of Master and servant or Employer and employee as between the Bank on the one hand and the Vendor and/or the personnel employed/engaged by the Vendor on the other hand. The parties expressly understand and agree that this agreement broadly covers in respect of specific job/s to be performed by the Service Provider.

#### **42.5 Skilled resources of service provider who will provide core services as "essential personnel" so that a limited number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations):**

- i. The Vendor shall designate and maintain a pool of skilled resources who will be considered "essential personnel" for the delivery of core services under this agreement.
- ii. These personnel will be responsible for ensuring the continuity of critical functions, particularly during exigent circumstances such as emergencies, natural disasters, or pandemics.
- iii. In the event of such situations, the Vendor shall implement necessary backup arrangements to ensure that a limited but enough essential personnel are available to work on-site to support critical operations.
- iv. The Vendor shall make reasonable efforts to ensure the safety and well-being of these personnel while maintaining the uninterrupted delivery of critical services.
- v. The Vendor shall notify the Bank promptly of any significant changes to the availability or capacity of essential personnel, as well as any potential impact on service delivery.

#### **42.6 Suitable back-to-back arrangements between service providers and the OEMs:**

The Vendor shall ensure that suitable back-to-back arrangements are in place with Original Equipment Manufacturers (OEMs) to guarantee the provision of required products, services, and support. These arrangements must align with the terms and service levels defined in this agreement, ensuring that the Vendor can meet its obligations to the Bank and address any issues related to the OEM products or services in a timely and efficient manner. The Vendor is responsible for ensuring that the OEM's support and performance meet the agreed-upon standards, and for providing any necessary escalations or resolutions in the event of failure by the OEM to meet such standards.

#### **42.7 Adherence to Cyber Security Policy**

- 1) Bidder is responsible for complying with the security standards or desired security aspects of all the ICT resources in line with regulatory guidelines from time to time as well as Bank's IT/Information Security / Cyber Security Policy guidelines. Such guidelines will be shared with Vendor.
- 2) Bidder should ensure Data Security and protection of facilities/application managed by them. The deputed persons should be aware about Bank's IT/IS/Cyber security policy guidelines and have to maintain the utmost secrecy & confidentiality of the Bank's data including process performed. At any time, if it comes to the notice of the Bank that data has been compromised/disclosed/mis-used/misappropriated then Bank would take suitable action as deemed fit and selected Bidder would be required to fully compensate the Bank of loss incurred by the Bank.
- 3) Bidder has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.
- 4) The Service provider shall put in place necessary controls within its organization for maintaining confidentiality of the Bank's and its customer's data.

#### **42.8 Compliance with Laws**

- 1) Compliance with all applicable laws: Successful bidder shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work.
- 2) The Vendor shall ensure compliance with the provisions of the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 and all other applicable legal, regulatory, and industry requirements, including but not limited to data protection laws and privacy requirements, to protect the confidentiality, integrity, and security of customer data handled or processed under this Agreement. The Vendor shall be fully responsible for any non-adherence from applicable laws or regulations and shall indemnify and hold the Bank harmless from any claims, losses, damages, or penalties arising out of such non-compliance.
- 3) Compliance in obtaining approvals/permissions/licenses: Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project.

#### **42.9 Digital Personal Data Protection Compliance**

The Bidder/Vendor shall, always, comply with the provisions of the Digital Personal Data Protection Act, 2023 ("DPDP Act") and the Digital Personal Data Protection Rules, 2025 / Notifications / Guidelines and further rules made thereunder. The Bidder/Vendor shall implement appropriate technical and organizational measures to ensure lawful processing, secure handling, confidentiality, integrity, availability, and protection of personal data obtained, accessed, shared, or processed in connection with this RFP and the resultant contract.

Further, the Bidder/Vendor shall take due care while collecting and dealing with sensitive personal data or information of Bank and its customer. Any processing of Personal Data by the Service Providers in the

performance of the Agreement under this RFP shall be following the above Act/Rules. The Service Provider shall also ensure that any sub-contractor (if allowed) engaged by it shall act in compliance with the above Act, to the extent applicable.

The Bidder/Vendor shall act only on documented instructions of the Bank and shall not process personal data for any purpose other than the performance of the obligations under this RFP.

Any data breach, unauthorized access, misuse, loss, or disclosure of personal data must be reported to the Authority/Bank in writing within [24 hours] of occurrence, along with an incident report and remedial action plan.

The Bidder/Vendor shall indemnify and hold harmless the Bank against any loss, liability, penalty, claim, cost, or damages arising out of non-compliance with the DPDP Act and Rules.

#### **42.10 Labour Law Adherence and Compliance with Court Directions**

The Bidder/Vendor shall ensure full compliance with all applicable labour laws, employment laws, industrial relations regulations, social security legislation, and any orders/directions issued by competent Labour Courts/Industrial Tribunals/Authorities / RBI and any other Regulatory/ Statutory body in India.

The Bidder/Vendor shall be solely responsible for payment of salaries, wages, statutory contributions, benefits, and all dues to its employees, subcontractors, labour, and statutory personnel deployed for execution of work under this RFP.

No employer-employee relationship shall be deemed to exist between the Bank and the personnel engaged by the Bidder/Vendor.

In case of any claim, demand, dispute, or litigation arising due to non-compliance by the Bidder/Vendor, the same shall be solely borne and resolved by the Bidder/Vendor without any liability upon the Bank.

The Bidder/Vendor shall indemnify the Bank against any losses, costs, or legal liabilities on account of any violation or non-compliance of applicable laws including any liabilities, costs or expenses arising in connection with any proceedings in respect thereof.

#### **43. Violation of Terms**

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained under the RFP/Agreement. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages-

#### **44. Corrupt & Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Bidders (prior to or after offer submission) designed to establish offer prices at artificial non-competitive levels and to deprive The Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **45. Publicity**

Any publicity by either party in which the name of the other party is to be used should be done only with the explicit written permission of such other party.

#### **46. Entire Agreement; Amendments**

This RFP sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties.

#### **47. Survival and Severability**

Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement. The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.

#### **48. Bidding Document**

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

##### **48.1 Amendments to Bidding Documents**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments will be either uploaded in the website or shall be delivered by hand / post / courier or through e-mail or faxed to all



prospective bidders, who have received the bidding document and will be binding on them. For this purpose bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

#### **48.2 Period of Validity**

Bids shall remain valid for 120 days from the last date of bid submission. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

#### **48.3 Last Date and Time for Submission of Bids**

Bids must be submitted not later than the specified date and time as specified in the Bid Document. Bank reserves the right to extend the date & time without mentioning any reason.

#### **48.4 Late Bids**

Any bid received after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

#### **48.5 Modifications and/or Withdrawal of Bids**

- 1) Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- 2) No bid will be modified after the deadline for submission of bids.
- 3) No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

#### **48.6 Clarification of Bids**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the Bidder for clarification and response, which shall be in writing and without change in the price, shall be sought, offered or permitted.

#### **48.7 Bank's Right to Accept or Reject Any Bid or All Bids**

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

### **49. Signing of Contract**

The successful bidder(s) to be called as bidder, shall be required to enter into an Agreement with the Bank, within 21 days of the award of the work order (when provided) or within such extended period as may be specified by the Bank.

### **50. Sustainable Sourcing**

The Supplier shall adhere to Sustainable Sourcing practices including but not limited to the use of environment friendly materials, ethical labor practices and compliance with relevant local and international regulations. The Supplier shall provide documentation or certifications demonstrating their commitment to Sustainable Sourcing upon request. Failure to comply with these requirements may result in contract termination.



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## **51. Remote Access**

Any type of remote access will not be allowed outside Bank's Network.

## **52. Business Continuity and Disaster Recovery**

### **52.1 Business Continuity Plan (BCP)**

The Service Provider shall have a documented Business Continuity Plan in place, which outlines the strategies for maintaining service availability in the event of an unexpected incident. The BCP should include, but is not limited to:

- 1) Detailed procedures for mitigating and recovering from various business disruptions.
- 2) Identification of key personnel, roles, and responsibilities in a crisis.
- 3) Communication plans to inform both the Service Provider and Customer of significant disruptions and progress towards recovery.

### **52.2 Disaster Recovery Plan (DRP)**

The Service Provider shall maintain a Disaster Recovery Plan to restore critical services and infrastructure in the event of a disaster, including:

- 1) Specific recovery objectives, such as Recovery Time Objective (RTO) and Recovery Point Objective (RPO), to be met for each service.
- 2) Procedures for data backup, storage, and retrieval.
- 3) Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

## **53. Obligation to Cooperate with relevant authorities in case of Insolvency/Resolution**

### **53.1 Insolvency**

In the event that Bank becomes subject to insolvency proceedings, financial restructuring, or resolution by relevant authorities (including, but not limited to, governmental bodies, regulatory agencies, or liquidators), the Service Provider shall cooperate fully with such authorities, in accordance with applicable laws and regulations.

### **53.2 Cooperation**

The Service Provider agrees to provide all necessary information, documentation, and assistance as requested by the relevant authorities, including but not limited to access to data, records, systems, and personnel, to ensure a smooth transition or orderly resolution process.



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### **53.3 Continued Service During Resolution**

In the event of insolvency or resolution of the Bank, the Service Provider shall continue to perform its obligations under this Agreement unless otherwise directed by the relevant authorities or instructed by Bank.

### **53.4 Notification**

The Service Provider shall notify the Bank promptly upon learning of any insolvency, liquidation, or resolution proceedings involving the Bank, and shall comply with any directions provided by the relevant authorities.

### **54. Data Localization**

The Bidder shall ensure that all data, as applicable to the concerned Bank, is stored exclusively within India, in full compliance with the extant regulatory requirements set forth by the relevant authorities. The Bidder shall not store or process any data outside of India without prior written consent from the Bank and approval from regulatory bodies.

### **55. Authorized Signatory**

The Bidder shall indicate the authorized signatories who can discuss and correspond with Bank, with regard to the obligations under the contract. The Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by Bank.

### **56. Escrow Arrangements**

The bidder has to facilitate for Escrow Agreement between all the parties. The OEM shall either provide the source code along with the necessary documentation or ensure that the source code is securely placed under an escrow arrangement, as agreed upon by all parties. The escrow agreement shall include provisions that, in the event of a predefined triggering event (such as the OEM going out of business, breach of contract, or any other specified event), the source code will be made available to the Bank in a timely manner, ensuring uninterrupted support and maintenance of the solution.

The Bidder shall bear all costs related to setting up and maintaining the escrow arrangement, including any charges incurred for the services of the Escrow Agent. The Bank shall not be responsible for any costs related to the escrow setup or the escrow agent's services.

In addition, the Service Provider shall ensure regular and secure backups of the source code and other critical data. Backup of all relevant data, including the source code, must be performed and securely stored in accordance with the Bank's Data Security and compliance requirements. The Bank shall have access to these backups upon request to ensure continuity and security of operations.

### 57. Staggered delivery of the equipment

Bank may ask for staggered delivery of certain network equipment mentioned in the RFP. Details of the same would be shared with the successful Bidder at a later stage.

### 58. Repeat Order

The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 18 months from the Date of Purchase Order, at the same price specified in Annexure 2B: Commercial Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation.

### 59. Preference to Make in India

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP(BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and dated 16-9-2020 to encourage 'Make in India' and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment. It is clarified that for all intents and purposes, the latest revised order i.e the order dated 16-9-2020 shall be applicable being revised Order of the original order i.e Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 dated 15-6-2017.

#### **The salient features of the aforesaid Order are as under:**

1. Class-I Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%
2. Class-II Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%.
3. Non-Local supplier - a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
4. The margin of purchase preference shall be 20 %, Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.
5. "Minimum Local content" for the purpose of this RFP, the 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/'Class-II local supplier', same shall be applicable.

#### **Verification of Local contents:**

1. The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure 5. Local content certificate shall be issued based upon the procedure for calculating the local content /domestic

value addition on the basis of notification bearing no. F. No.33(1) /2017-IPHW dated 14-9-2017 issued by Ministry of Electronics and Information Technology read with Public Procurement (Preference to Make in India) Order 2017 Revised vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 16-09-2020.

2. False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.
3. A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect respectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE-II).

"Non- Class 1 and non- class 2 bidders are also eligible to participate. In case bids are received from Class 1 or Class 2 local suppliers, purchase preference will be given to such bidders in-line with Government of India guidelines. If Class 1 and Class-2 Bidders are not available, other bidders will be considered.

If in case none of the bidders could comply with Make in India preference clause, then, Bank shall go ahead with RFP and complete the tender process.

#### **Procedure for preference to make in India which are not devisable in nature**

In procurements of services where the bid is evaluated on price alone, the Class-I local supplier shall get purchase preference over Class-II local supplier as well as "Non – Local supplier: as per following procedure.

- 1) Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class-I local supplier, the contract will be awarded to L1.
- 2) If L1 is not Class-I local supplier the lowest bidder among the Class-I local supplier will be invited to match the L1 price subject to Class-I local supplier quoted price falling within the margin of purchase preference and contract shall be awarded to such a Class-I Local supplier subject to the matching the L1 price.
- 3) In case such a lowest eligible Class-I local supplier fails to match the L1 price the Class-I local supplier with the next higher bid within the margin of the purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly, In case none of the Class-I local supplier within the margin of preference matches the L1 price, the contract may be awarded to the L1 Bidder.
- 4) Class-II local supplier will not get purchase preference in any procurement under taken by procuring entities.

#### **60. Proof Of Concept for Layer 2 Switches**

Proof Of Concept for Layer 2 Switches –

- Bank may conduct a Proof of concept (POC) during the Technical Evaluation stage for Bidders who have complied with all the eligibility criteria and technical specifications as mentioned in the RFP.
- The objective of the POC shall be to validate functional capabilities, performance, interoperability, and compliance of the proposed solution with the Bank's existing environment and the requirements outlined in the RFP.
- All cost associated with demonstrating the POC will be borne by the bidder for conducting POC at all the locations mentioned by bank.
- The scope, test cases, success criteria, and location(s) for the POC shall be communicated by the Bank to the shortlisted Bidders in advance.
- Bidder is required to complete the POC within 21 days (Calendar Days) from the date of intimation by Bank. Bidder need to depute team in DC Belapur location for conducting the POC within the stipulated period of 21 days. Bank will not provide any extensions for conducting POC for any reason.

Any bidder who is not complying with the above POC will be technically disqualified and only who meet these criteria would only qualify for the commercial bid opening. Those bidders who do not fulfil any of the above criteria or are not able to arrange for demonstrate their proposed product at our office, as per Bank's requirement will be rejected as part of POC. Bidders who have failed in the POC will automatically stand disqualified in technical evaluation. Only those bidders who qualify in eligibility and technical evaluation would be short-listed for Commercial Bid Evaluation. POC points mentioned in the RFP must be completed in full respect and some deviation or partial completed points will be treated as not completed points.

## **61. Order Cancellation**

In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the Bank Guarantee given by the bidder and/or foreclose the bank guarantee given by the bidder against the advance payment and may take appropriate action. Further, in case of failure to adhere to the terms and conditions of the RFP in totality, concealment of facts in the tender documents, failure to fulfill the contractual obligations of the Purchase order etc., Bank may debar/blacklist the successful bidder from participating in future tender processes during the next three years.

Bank reserve the right to inform IBA/ other banks about blacklisting the Bidder in case of default in service or delay leading to financial or reputation loss , loss of time of the bank.



### Checklist for Submission

#	Particulars	Bidders Remark (Yes/No)
1	Certificate of Incorporation	
2	Audited Balance sheets of last three years - 2022-23, 2023-24, 2024-25	
3	CA certificate for three years average turnover for financial years 2022-23, 2023-24, 2024-25	
4	CA certificate for operating profit for last three financial years 2022-23, 2023-24, 2024-25	
5	CA certificate for net worth for last three financial years i.e. 2022-23, 2023-24, 2024-25	
6	Self-declaration by the Authorized Signatory for not having filed for Bankruptcy in any country including India on company letter head	
7	Self-declaration on Company's letter head stating bidder should not have been blacklisted/debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order.	
8	Self-declaration on Company's letter head stating Bidder and OEM should not have any pending litigation or any dispute in the last 5 years	
9	Self-declaration on Company's letter head regarding • NPA • Any case pending	
10	Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.	
11	Self-declaration of having own/third party support center in at least 20 cities in India	
11	Annexure 1: Conformity Letter	
12	Annexure 2A: Masked Commercial Bid Annexure 2B: Commercial Bill of Material	
13	Annexure 3: Bidder's Information	
14	Annexure 4: Letter for Conformity of Product as per RFP	
15	Annexure 5: Certificate of Local Content for Make in India (MII)	
16	Annexure 6: Undertaking of Authenticity for Products Supplied	
17	Annexure 7: Undertaking for Acceptance of Terms of RFP	
18	Annexure 8: Manufacturer's Authorization Form	
19	Annexure 9: Integrity Pact	
20	Annexure 10: Non-Disclosure Agreement	
21	Annexure 11: Performance Bank Guarantee	
22	Annexure 12: Bid Security (BG Format- for Earnest Money Deposit)	
23	Annexure 13: Bidder's Particulars	
24	Annexure 14: Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services"	
25	Annexure 15: NPA UNDERTAKING	
26	Annexure 16: Land Border Sharing Undertaking Letter	
27	Annexure 17: Cover Letter	
28	Annexure 18: Escalation Matrix	
29	Annexure 19: Query Format	



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#	Particulars	Bidders Remark (Yes/No)
30	Annexure 20: Eligibility Criteria Compliance	
31	Annexure 21: Guidelines on Banning of Business Dealing	
32	Annexure 22: Undertaking of Information Security from Bidder	
34	Annexure 23: Template for Third Party Due Diligence Questionnaire	
35	Annexure 24: Reverse Auction Process – Letter of Indemnity	
36	Annexure 25: Software Bill of Materials (SBOM)	
37	Annexure 26: Bid Security Declaration	
38	Annexure 27: Certificate for Confirmation of MSME/NSIC Firms	
39	Annexure 28: Know Your Employee (KYE) Clause	
40	Annexure 29: Minimum Technical Specification for Layer 2 Switches	



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### Annexure 1: Conformity Letter

Date

To,

General Manager (IT),  
Central Bank of India,  
DIT, Sector 11,  
CBD Belapur,  
Navi Mumbai – 400614

Sir,

Sub: Tender No. **GEM/2026/B/7085100**

Further to our proposal dated \_\_\_\_\_, in response to the RFP document (hereinafter referred to as “RFP DOCUMENT”) issued by Central Bank of India (“Bank”) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the related addendums and other documents including the changes made to the original tender documents issued by the Bank.

The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Designation

Company Name



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### Annexure 3: Bidder's Information

#	Particulars	Details
1.	Name of bidder	
2.	Constitution	
3.	Address with Pin code	
4.	Authorized Person for bid	
5.	Contact Details(Mail id & Mob No)	
6.	Years of Incorporation	
7.	Number of years of experience in IT hardware items	
8.	Annual Turnover (In Rs.) 2022-23 - 2023-24 – 2024-25 -	
9.	Operating Profits (In Rs.) 2022-23 - 2023-24 – 2024-25 -	
10.	Net Worth (In Rs.) 2022-23 - 2023-24 – 2024-25 -	
11.	Whether OEM or authorized distributor	
12.	Number of service outlets across India	
13.	Good and Service Tax Number	
14.	Income Tax Number	
15.	Whether direct manufacturer or authorized dealers	
16.	Name and Address of OEM	
17.	Brief Description of after sales service facilities available with the bidder.	
18.	Whether all RFP terms & conditions complied with.	

Signature

Name:

Designation:

Seal of Company

Date:



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#### Annexure 4: Letter for Conformity of Product as per RFP

Date

To,

General Manager (IT),  
Central Bank of India,  
DIT, Sector 11,  
CBD Belapur,  
Navi Mumbai – 400614

Sir,

Sub: Tender No. **GEM/2026/B/7085100**

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

We undertake that product and services supplied shall be as per the:-

Compliance	Compliance (Yes/ No)	Remarks
Terms & Conditions		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature

Name:

Designation:

Seal of Company

Date:



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**Annexure 5: Certificate of Local Content for Make in India (MII)**

(Certificate from the statutory auditor or cost auditor of the company (in case of companies) .or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with .Registration Number with seal.)

Date:

To,  
Central Bank of India,  
Department of Information Technology,  
4th Floor, Plot No. 26, Sector 11,  
Opp. CBD Belapur Railway Station,  
CBD Belapur, Navi Mumbai, 400614

Dear Sir,

**Ref.: RFP No.: GEM/2026/B/7085100 Dated: 07/01/2026**

This is to certify that proposed \_\_\_\_\_ <product details> is having the local content of \_\_\_% as defined in the above-mentioned RFP.

1. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated June 04, 2020.
2. \_\_\_\_\_ (Details of Locations where value additions are made and break up of local content percentage should be provided)

Signature \_\_\_\_\_ with  
company seal Name:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorised Representative: \_\_\_\_\_ Signature \_\_\_\_\_ of \_\_\_\_\_ Authorized Representative: \_\_\_\_\_





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## Annexure 6: Undertaking of Authenticity for Products Supplied

Date

To,

General Manager (IT),  
Central Bank of India,  
DIT, Sector 11,  
CBD Belapur,  
Navi Mumbai – 400614

Sir,

Sub: Tender No. **GEM/2026/B/7085100**

With reference to RFP for -----:

We hereby undertake to produce the certificate from our OEM supplier in support of this undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at any time, we agree to take back the Licenses without demur, if already supplied and return the money if any paid to us by you in this regard.

Signature

Name:

Designation:

Seal of Company

Date:



RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.  
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## Annexure 7: Undertaking for Acceptance of Terms of RFP

Date

To,

General Manager (IT),  
Central Bank of India,  
DIT, Sector 11,  
CBD Belapur,  
Navi Mumbai – 400614

Sir,

Sub: Tender No. **GEM/2026/B/7085100**

With reference to RFP for -----:

We understand that Bank shall be placing Order to the Successful Bidder inclusive of taxes only.

1. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
2. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
3. We here by confirm to undertake the ownership of the subject RFP.
4. We hereby undertake to provide latest product/ software with latest version. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Signature

Name:

Designation:

Seal of Company

Date:



RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.  
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#### Annexure 8: Manufacturer's Authorization Form

*(This letter should be on the letterhead of the OEM/ Manufacturer duly signed by an authorized signatory)*

RFP No. **GEM/2026/B/7085100** dated : 07/01/2026

Date:

To,  
General Manager-IT  
DIT, Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur  
Navi Mumbai-400614,

Sir,

We ..... (Name of the OEM) who are established and reputable Manufacturers / Developer/ Supplier of ..... having Offices at ....., ....., ....., ..... and ..... do hereby authorize M/s ..... (who is the bidder submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of Checkpoint Firewall Manager/Cisco Firewall Cluster/Layer 2 Switches by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our warranty as per terms & conditions of the RFP and the agreement, for the Checkpoint Firewall Manager/Cisco Firewall Cluster/Layer 2 Switches and services supplied/offered against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP in respect of such product and services.

We assure you that in the event of M/s ..... not being able to fulfill its obligation in respect of the warranty terms during the contract period for the Checkpoint Firewall Manager/Cisco Firewall Cluster/Layer 2 Switches supplied, as defined in the RFP, ..... (OEM Name) would continue to meet these obligations either directly or through alternate arrangements without any additional cost to the Bank.

Yours Faithfully

Authorized Signatory

Name:

Designation

Phone No.

E-mail

## Annexure 9: Integrity Pact

### INTEGRITY PACT

Whereas Central Bank of India having its registered office at Chandermukhi, Nariman Point, Mumbai, India -400 021 acting through its CPPC- Customer Care Department, represented by General Manager / Dy. General Manager hereinafter referred to as the Buyer and the first party, proposes to procure (Name or category of the Equipment, services, etc.) hereinafter referred to as Stores and / or Services.

And

M/s \_\_\_\_\_ represented by \_\_\_\_\_ Chief  
Executive  
Officer,

(which term, unless expressly indicated by the contract, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Stores and / or Services.

Whereas the Bidder/Seller is a private company/public company/  
/ partnership / registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under Companies Act 1956. Buyer and Bidder/Seller shall hereinafter be individually referred to as “Party” or collectively as the “parties”, as the context may require.

#### **1. Preamble**

Buyer has called for tenders under laid down organizational procedures intending to enter into contract /s for supply / purchase / etc. of\_\_\_and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

## **2. Commitments of the Buyer**

The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles: -

- (i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of a contract demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- (ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the contract execution.
- (iii) The Buyer will exclude from the process all known prejudiced persons.

If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate disciplinary action.

### **3. Commitments of the Bidder(s) /Seller(s):**

The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the contract.

The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(i) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

(ii) The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation/breach of the provisions by its sub-supplier(s) /Sub-contractor(s).

The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub-contractor(s).

The Bidder(s) /Seller(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

#### **4. Agents / Agency Commission**

The Bidder /Seller confirms and declares to the Buyer that the bidder/Seller is the original manufacturer/authorized distributor / stockiest of original manufacturer or Govt. Sponsored /Designated Export Agencies (applicable in case of countries where domestic laws do not permit direct export by OEMS of the stores and /or Services referred to in this tender / Offer / contract / Purchase Order and has not engaged any individual or firm, whether Indian or Foreign whatsoever, to intercede, facilitate or in any way to recommend to Buyer or any of its functionaries, whether officially or unofficially, to the award of the tender / contract / Purchase order to the Seller/Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller / Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller incorrect or if at a later stage it is discovered by the Buyer that the Seller/Bidder has engaged any such individual /firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract /Purchase order, the Seller /Bidder will be liable to refund that amount to the Buyer. The Seller will also be debarred from participating in any RFP / Tender for new projects / program with Buyer for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract / Purchase order either wholly or in part, without any entitlement of compensation to the Seller /Bidder who shall in such event be liable to refund agents / agency commission payments to the buyer made by the Seller /Bidder along with interest at the rate of 2% per annum above LIBOR (London Inter-Bank Offer Rate) (for foreign vendors) and Base Rate of SBI (State Bank of India) plus 2% (for Indian vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.

#### **5. Previous Transgression**

5.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.





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5.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

## 6. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior) and a compliance program for the implementation of the code of conduct throughout the company.

## 7. Sanctions for Violation

7.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other form such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller(s) from the tender process or act as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.
- (ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the contract, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful payment due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.
- (iv) Advance Bank Guarantees / Performance Bonds / Warranty Bonds, etc. which may have been furnished by the Bidder /Seller to the extent of the undelivered Stores and / or Services.

7.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

## 8. Compensation for Damages

a. If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.

b. If the Buyer has terminated the contract according to Clause 8, or if the Buyer is entitled to terminate the contract according to Clause 8, the Buyer shall be entitled to encash the advance bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

## 9. Price Fall Clause

The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Department of the Government of India or PSU during the currency of the contract and if it is found at any stage that same or similar product / Systems or Subsystems was supplied by the Bidder to any other Ministry /Department of the Government of India or a PSU or any Public Sector Bank at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded”.



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## 10. Independent External Monitor(s)

10.1 The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).

10.2 As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.

10.3 The Bidder(s) / Seller(s) if they deem it necessary, may furnish any information as relevant to their bid to the Independent External Monitors.

10.4 If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.

10.5 If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the independent External Monitors.

10.6 The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, Central Bank of India, Chander Mukhi, Nariman Point, Mumbai 400021, within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.

## 11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Mumbai, India.

## 12. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

## 13. Integrity Pact Duration.

13.1 This Integrity Pact begins when both parties have legally signed it. It expires for the successful Bidder / Seller 10 months after the last payment under the contract, and for all other Bidders / Sellers within 6 months from date of placement of order / finalization of contract.

13.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, Central Bank of India.

13.3 Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

## 14. Other Provisions

14.1 Changes and supplements need to be made in writing. Side agreements have not been made.

14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or



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otherwise in the tendering process.

14.5 This Integrity Pact is signed with Central Bank of India exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

14.6 The Parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_ (Seller/Bidder) and \_\_\_\_\_ on \_\_\_\_\_ (Buyer)

BUYER

BIDDER \* /SELLER\*

Signature:

Signature:

General Manager/Dy G M,  
Central Bank of India,  
.....Division

Authorized Signatory (\*)

Date:

Date:

Stamp:

Stamp:

Witness

Witness

1. \_\_\_\_\_

2. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

(\*) – Authorized signatory of the company who has also signed and submitted the main bid.



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## Annexure 10: Non-Disclosure Agreement

This Agreement made at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Between

\_\_\_\_\_ a company incorporated under the Companies Act, 1956/2013 having its registered office at \_\_\_\_\_ (hereinafter referred to as "-----" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the ONE PART;

AND

CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as "BANK" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the OTHER PART

The .....bidder and BANK are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties intend to engage in discussions and negotiations concerning the establishment of a business relationship between them. In the course of such discussions and negotiations, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "the Purpose").

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

### 1. Confidential Information

"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

## 2. Non-Disclosure

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to its employees, consultants, auditors, sub-contractors (“Representatives”) consultants only if such representatives has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party’s Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefor.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

## 3. Publications

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

## 4. Term

This Agreement shall be effective from the date hereof and shall continue till establishment of business relationship between the Parties and execution of definitive agreements thereafter. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease rights to any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein, the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.

## 5. Title & Proprietary Rights

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or

implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

## **6. Return of Confidential Information**

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph. The obligation under this clause will not apply where it is necessary to retain any confidential information for the purpose as required by the law or for internal auditing purposes or electronic data stored due to automatic archiving or backup procedures.

## **7. Remedies**

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

## **8. Entire Agreement, Amendment and Assignment**

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

## **9. Governing Law and Jurisdiction**

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

## **10. General**

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

## **11. Indemnity**



The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party, its officers, employees, agents or consultants.

In WITNESS THEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written:

Signed, Sealed and Delivered for the Principal	Signed, Sealed and Delivered for the Bidder
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____
<b>Company Seal</b>	<b>Company Seal</b>
<b>Witness I</b>	<b>Witness II</b>
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
Company: _____	Company: _____
Date: _____	Date: _____

## Annexure 11: Performance Bank Guarantee

To,

Central Bank of India, Mumbai

In consideration of Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as “Purchaser”) having agreed to purchase of software, hardware & other components & services (hereinafter referred to as “Goods”) from M/s ----- (hereinafter referred to as “Contractor”) on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the “Contract”) subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware and systems as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to ----- any money or moneys not exceeding a total sum of Rs----- (Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or that would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser’s claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other Banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein above:-

i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only);

ii) This Bank Guarantee shall be valid up to -----;(date of expiry) and

iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before--- ----- (date of expiry of Guarantee)

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2026 at -----

For and on behalf of ----- Bank.

sd/- -----

## Annexure 12: Bid Security (BG Format- for Earnest Money Deposit)

To,

General Manager-IT  
Central Bank of India,  
DIT, 1st Floor, CBD Belapur,  
Navi Mumbai -400 614

Dear Sir,

In response to your invitation to respond to your RFP for \_\_\_\_\_, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the "Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal for as listed in the RFP document.

Whereas the "Bidder" has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of **Rs \_\_\_\_\_ (Rupees .....Only)** as bid security as required to be submitted by the, Bidder" as a condition for participation in the said process of RFQ.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount of Rupees ----- without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs. \_\_\_\_\_ (Rupees .....Only)**
2. This Bank guarantee will be valid up to \_\_\_\_\_; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank

Guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_  
(date of expiry of BG plus claim period, if any)

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at.

Yours faithfully,

For and on behalf of \_\_\_\_\_

Bank Authorised Official



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### Annexure 13: Bidder's Particulars

#	Particulars	
1.	Name of the Bidder	
2.	Address with E mail id, Mobile no. and Pincode	
3.	GST Number	
4.	Bank Details	
5.	PAN Number	
6.	Name of Authorised Person Mobile No: Landline No:	
7.	i. Email ID ii. Alternative Email ID	
8.	Details of Document cost / Tender fee	UTR/Reference No. date & Amount
9.	Details of EMD	BG/UTR/Reference No. date & Amount
10.	Exemption Certificate details (if applicable). Eg: MSME/Udyog Aadhar certificate etc.	Please upload copy of the same along with details

Signature

Name:

Designation:

Seal of Company

Date:

**Annexure 14: Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services"**

(This letter should be on the letterhead of the bidder)

Date:-----

To,  
General Manager-IT  
DIT, Central Bank of India, Central Office,  
Sector 11, CBD Belapur,  
Mumbai – 400614

**Subject: RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.**

Sir,

With reference to above, we <<<<Name of the Company>>>> hereby furnish and confirm the details as given below: -

1. Date of Agreement-
2. Expiry Date of Agreement
3. Type of Entity: Group Company/Not a group Company
4. Name of Directors of Company
5. Is any of the Director(s), Key Managerial Personnel and their relatives are stated above related to Central Bank of India: YES/NO

**Note: - The terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.**

Authorized Signatory Name:

Designation:

Email and Phone

## Annexure 15: NPA UNDERTAKING

Performa of letter to be given by all the bidders participating in RFP for Augmentation, Refresh of System Supporting Application at Bank on their official letter-head

Date:

To,  
General Manager-IT,  
Central Bank of India, Central Office,  
Sector 11, CBD Belapur,  
Navi Mumbai - 400614

Sir,

**Subject: RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.**

We \_\_\_\_\_(bidder name), hereby undertake that-

- We have not been declared NPA by any Bank in India.
- Further, we do not have any pending case with any organization across the globe which affects our credibility to service the Bank.

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name



#### **Annexure16: Land Border Sharing Undertaking Letter**

Pro forma of letter to be given by all the bidders participating in the RFP for Augmentation, Refresh of System Supporting Application at Bank on their official letter-head

To

Date:

General Manager –IT,  
Central Bank of India, Central Office,  
Sector 11,  
CBD Belapur,  
Navi Mumbai – 400614

Sir,

**Sub: RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.**

**Dear Sir/Madam,**

We, M/s \_\_\_\_\_ are a private/ public limited company/ LLP/ firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013, Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at \_\_\_\_\_ (referred to as the “Bidder”) are desirous of participating in the Tender Process in response to our captioned RFP and in this connection we hereby declare, confirm and agree as follows:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no.F.No.6/18/2019/PPD of 23<sup>rd</sup> July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/ procurement of goods and services, of any Bidder from a country which shares a land border with India and/ or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we, the Bidder hereby declare and confirm that:

Strike off whichever is not applicable

1. “I/we have read the clause regarding restrictions on procurement from a bidder of the country which shares a land border with India; I/ we certify that \_\_\_\_\_ is not from such a country.

2. “I/we have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I/we certify that \_\_\_\_\_ is from such a country. I hereby certify that \_\_\_\_\_ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]”

Further, in case the work awarded to us, I/we undertake that I/we shall not subcontract any of assigned work under this engagement without the prior permission of Bank.

Further, we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our sub-contractor fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority]”

We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its rights to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

This declaration cum Undertaking is executed by us through our Authorized signatory/ ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this \_\_\_\_\_ by \_\_\_\_\_ 20\_\_

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name:

Address:

Email & Phone No.:

List of documents enclosed:

1. Copy of Certificate of valid registration with the Competent Authority (strike off if not applicable)
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## Annexure 17: Cover Letter

Date:

To

General Manager-IT  
DIT, Central Bank of India, Central Office,  
Sector 11, CBD Belapur,  
Mumbai - 400614

**Dear Sir/Madam,**

1. Having examined the Scope Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, install and maintain all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your Bank in conformity with the said Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this bid Offer for 180 days from date of bid (Commercial Bid) opening and our Offer shall remain binding on us which may be accepted by the Bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We certify that we have provided all the information requested by the Bank in the format prescribed for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format.

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

## Annexure 18: Escalation Matrix

Ref: Tender No - **GEM/2026/B/7085100**

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: **RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.**

Escalation Matrix.

### Name of the Company

#### Delivery Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
A		First Level Contact				
B		Second level Contact				
C		Third level Contact				
D		Country Head				

#### Service Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
a		First Level Contact				
b		Second level Contact				
c		Third level Contact				
d		Country Head				

Any change in designation, substitution will be informed by us immediately.

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

E-mail:

## Annexure 19: Query Format

Queries:

Sr. No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query / Suggestion / Remarks

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)

## Annexure 20: Eligibility Criteria Compliance

Bidder needs to comply with the eligibility criteria mentioned below. Non-compliance with any of these criteria would result in outright rejection of Bidder's proposal. Bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

The decision of Bank pertaining to Eligibility Criteria evaluation would be final and binding on all the bidders. Bank may accept or reject an offer without assigning any reason whatsoever.

Sr.	Eligibility of the bidder	Documents to be submitted	Bidder's Compliance (Yes/No)
1	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date. Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office.	Copy of the Certificate of Incorporation issued by Registrar of Companies for companies and copy of registration certificate in case of LLP/Partnership Firm and full address of the registered office of the bidder.	
2	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate.	
3	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office	Proof of registration with GSTIN	
4	The bidder must have average Annual turnover of minimum ₹200 Crores in IT business from India operations only in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet available at	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FY.	

	the time of submission of tender, of individual company and not as group of companies.		
5	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e. 2022-23, 2023-24 and 2024-25)	Copy of audited balance sheet and Certificate of the Chartered Accountant for preceding three FY.	
6	The bidder should have a positive net worth in two out of last three financial (i.e. 2022-23, 2023-24 and 2024-25)	Copy of audited balance sheet and Certificate of the Chartered Accountant for last three FY.	
7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.	
8	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	Copy of Purchase Order AND Client reference letter OR Copy of Sign off document.	
9	The Bidder should have their own/third party support center in at least 20 cities in India for providing technical support on immediate basis and faster RMA resolution. Bidder must provide details of the same with bid submission.	Submit the self-declaration on Company's letter head	





सेंट्रल बैंक ऑफ़ इंडिया  
Central Bank of India

1911 से आपके लिए "सेंट्रल" "CENTRAL" TO YOU SINCE 1911

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

10	Bidder and OEM should not have filed for bankruptcy in any country including India.	Submit the self-declaration on Company's letter head	
11	At the time of bidding, the Bidder and OEM should not have been blacklisted / debarred by any Government offices / IBA / RBI / PSU / PSE / or Banks, Financial institutes for any reason or non-implementation / delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the self-declaration on Company's letter head	
12	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services.	Submit the self-declaration on Company's letter head	
13	Bidder and OEM should not have <ul style="list-style-type: none"><li>• NPA with any Bank in India / financial institutions.</li><li>• Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.</li></ul>	Submit the self-declaration on Company's letter head	
14	Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners	Submit the self-declaration on Company's letter head	

have not participated in the bid process.		
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The bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same.

\*Bank reserves the right to verify references provided by the Bidder independently. Any decision of bank in this regard shall be final, conclusive and binding up on the bidder. Bank may accept or reject an offer without assigning any reason whatsoever.

- 1) Bidders need to ensure compliance to all the eligibility criteria points.
- 2) In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- 3) In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
- 4) Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
- 5) If an agent submits a bid on behalf of the Bidder/ OEM, the same agent shall not submit a bid on behalf of another Principal/ OEM for the same solution.
- 6) Scheduled Commercial Bank does not include Payments Bank, Cooperative Banks or RRBs.
- 7) While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
  - i. *In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.'*
  - ii. *If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.'*

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

## **Annexure 21: Guidelines on Banning of Business Dealing**

### **1.0 GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS**

1.0 There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall apply for registration in the prescribed Application –Form.

1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.

1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order

### **2.0 DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.**

2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:

2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.

2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.

2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.

2.2 Tenderers of Indian Nationality shall furnish the following details in their offers:

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e. whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.

2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India

in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items .

2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.

- 1) Introduction
- 2) Scope
- 3) Definitions
- 4) Initiation of banning / suspension
- 5) Suspension of business dealing
- 6) Ground on which banning of business dealings can be initiated
- 7) Banning of business dealings
- 8) Removal from list of approved agencies –suppliers/contractors
- 9) Show-cause notice
- 10) Appeal against the competent authority
- 11) Review of the decision by the competent authority
- 12) Circulation of names of agencies with whom business dealings have been banned

## 1. Introduction

1.1 Central Bank of India, being a Public Sector Enterprise and ‘State’, within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.

1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

## 2. Scope

2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers /

contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated. 2.2. Similarly, in case of sale of material there is a clause to deal with the Agencies / customers/ Buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.

2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.

2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.

2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.

2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.

2.7 The banning shall be with prospective effect, i.e., future business dealings.

### 3. Definitions

In these Guidelines, unless the context otherwise requires:

- 1) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.
- 2) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
  - i. If one is a subsidiary of the other;
  - ii. If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
  - iii. If management is common;
  - iv. If one owns or controls the other in any manner.
- 3) 'Competent Authority' and 'Appellate Authority' shall mean the following:
  - i. For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the "Competent Authority" for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the "Appellate Authority" in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.
  - ii. For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors' Committee (EDC) shall be the "Competent Authority". The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.
  - iii. In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.
  - iv. For Zonal Offices Only

Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the “Competent Authority” for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the “Appellate Authority” in all such cases.

e) For Corporate Office only

For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the “Competent Authority” and concerned Executive Director (GAD) shall be the “Appellate Authority”.

v. Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

- 4) ‘Investigating Department’ shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
- 5) ‘List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

#### **4. Initiation of Banning / Suspension**

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Unit/Corporate Vigilance may also be competent to advise such action.

#### **5. Suspension of Business Dealings**

5.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

5.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.



5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.

5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to ED (GAD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.

5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure:-

- i) Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
- ii) Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convener of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
- iii) If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, GAD.

5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

## **6. Ground on which Banning of Business Dealings can be initiated**

6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrant;

6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years;

6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.;



6.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;

6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;

6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;

6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;

6.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or its official in acceptance / performances of the job under the contract;

6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;

6.10 Wilful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not;

6.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to the Bank

(CENTRAL BANK OF INDIA) or even otherwise;

6.12 Established litigant nature of the Agency to derive undue benefit;

6.13 Continued poor performance of the Agency in several contracts;

6.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

## 7 Banning of Business Dealings

7.1 A decision to ban business dealings with any Agency should apply throughout the Bank including Subsidiaries.

7.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & GAD. Member from GAD shall be the convener of the committee. The functions of the committee shall, inter-alia include:

- 1) To study the report of the Investigating Agency and decide if a prima-facie case for Bank-wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.
- 2) To recommend for issue of show-cause notice to the Agency by the concerned department.
- 3) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- 4) To submit final recommendation to the Competent Authority for banning or otherwise.

7.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (GAD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents. GAD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie decision for Bank-wide banning has been taken, ED (GAD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

After considering the reply of the Agency and other circumstances and facts of the case, ED (GAD) will submit the case to the Competent Authority to take a final decision for Bank-wide banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported goods.

- 1) Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- 2) Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors' Committee (EDC) with ED (GAD) as Convener of the Committee.
- 3) The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
- 4) If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.
- 5) On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.
- 6) The decision of the EDC shall be communicated to the agency by ED (GAD).

## 8 Removal from List of Approved Agencies - Suppliers / Contractors, etc.

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from Competing in Open Tender Enquiries but Limited Tender Enquiry (LTE) may not be given to the Agency concerned.

8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

## 9 Show Cause Notice

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.

9.2 If the Agency requests for inspection of any relevant document in possession of CENTRAL BANK OF INDIA, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass an appropriate speaking order:

- i. For exonerating the Agency if the charges are not established;
- ii. For removing the Agency from the list of approved Suppliers / Contractors, etc.
- iii. For banning the business dealing with the Agency.

9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

## 10 Appeal against the Decision of the Competent Authority

10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

## 11 Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee/EDC as the case may be for examination and recommendation.

## 12 Circulation of the names of Agencies with whom Business Dealings have been banned

12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

12.3 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

12.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.

## **Annexure 22: Undertaking of Information Security from Bidder**

Ref: Tender No - **GEM/2026/B/7085100**

Date: -

To,  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

**Reg:- RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.**

We hereby undertake that the proposed product to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the software being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that :-

- 1) The product offered, as part of the contract, does not contain Embedded Malicious Code that would activate procedures to:
  - i) Inhibit the desires and designed function of the equipment.
  - ii) Cause physical damage to the user or equipment during the exploitation.
  - iii) Tap information resident or transient in the equipment/network
- 2) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.
- 3) To ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder account.

Yours faithfully,

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:  
Phone No.: E-mail:



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Central Bank of India – Tender No – **GEM/2026/B/7085100**

### Annexure 23: Template for Third Party Due Diligence Questionnaire

<b>Third Party Name</b>					
<b>Third Party Location</b>					
<b>Service Description</b>					
S. N.	Domain	Sub-domain	Control question	Re-spons e	Com-ments (If any)
				<b>(To be filled by Third Party)</b>	
1	Governance	Strategy & Operating Model	Do you have a dedicated information / cyber security team, responsible for information security governance across the organization?		
2	Governance	Policies, Standards & Architecture	Do you have information / cyber security policy?		
3	Governance	Policies, Standards & Architecture	Are all your policies and procedures reviewed periodically?		
4	Governance	Cyber Risk Culture & Behaviour	Do you perform periodic risk assessments? If Yes, please define the frequency		
5	Governance	Cyber Risk Management, Metrics & Reporting	Is your environment ISO 27001: 2013 certified for the scope of the service being offered to Central Bank of India? If Yes, please provide the latest copy of the certification and specify the scope of implementation.		
6	Governance	Cyber Risk Management, Metrics & Reporting	Is your environment SOC 2 Type II attested or certified for the scope of the service being offered to Central Bank of India?		
7	Governance	Cyber Risk Management, Metrics & Reporting	Is your environment PCI - DSS certified for the scope of the service being offered to Central Bank of India?		



8	Governance	Cyber Risk Management, Metrics & Reporting	Are appropriate procedures & controls implemented to ensure compliance with the usage of proprietary software products?		
9	Resilient	Incident & Crisis Readiness	Do you have a formal document for incident management?		
10	Resilient	Incident & Crisis Readiness	Is awareness training given to your employees to identify information security events?		
11	Resilient	Incident & Crisis Readiness	Do you have a formal cyber crisis management plan?		
12	Resilient	Incident Response	a. Have you ever experienced a cybersecurity incident or data breach in last 3 years? This includes network, systems, software, etc. b. Will you notify Central Bank of India about any security, privacy incident, and event of disaster affecting Central bank of India services within 2 hrs. of incident being identified? c. Are the root cause analysis is performed for the security incidents.		
13	Resilient	Incident Response	Please provide details if you have ever been subject to any enforcement actions, investigations or litigation related to privacy or information security?		
14	Resilient	BCP / DR	Do you have a Business Continuity / Disaster Recovery Plan in place at an organization level?		
15	Resilient	BCP / DR	Have you identified the events that could cause interruptions to business process?		
16	Resilient	BCP / DR			
17	Resilient	BCP / DR	Do you have a failover site? Please describe if that is Hot, Warm or Cold site.		
18	Resilient	BCP / DR	Is there sufficient redundant capacity to ensure services are not impacted in multi-tenant environments during peak usage?		

19	Resilient	BCP / DR	If You store Central Bank of India data - is backed up data tested on a regular basis? - is data backup encrypted?		
20	Information Security	Penetration Testing & Vulnerability Scanning	Do you periodically perform External IS Audit/ VAPA		
21	Information Security	Security Event Monitoring	1. Do you have mechanism to preserve Audit trail logs?		
22	Information Security	Network Security	Have you implemented Advance cyber security controls/ tools (eg. WAF, DDoS, Firewall , SIEM etc)		
23	Information Security	Customer Data Protection	Do you have the technical capabilities to identify & segregate Central Bank of India's data [including Bank's customer data] from other entities data and maintain confidentiality & integrity? Please describe and share the evidence.		
24	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	Has the third-party or has any of the third-party's owners directors/ shareholders/employees been the subject of any allegations, investigation, conviction and/or other relevant criminal practices relating to bribery or corruption in the last three years?		
25	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	Has the third-party complied with all applicable provisions of HR-related Acts, including, but not limited to Contract Labour (Regulation & Abolition) Act, Minimum Wages Act, Payment of Wages Act, Maternity Benefits Act, Payment of Gratuity Act, Equal Remuneration Act, Employee's Compensation Act, etc.?		
26	Ethics, Regulatory & Compliance	Ethics, Regulatory & Compliance	In the last three years has the third-party received any local/governmental citations or fines relating to labour issues?		
27	Data Privacy	Monitoring & Enforcement	Do you have Adequate data privacy and security controls in place to protect data integrity and confidentiality.		

28	Data Privacy	Monitoring & Enforcement	Do you have and regular data privacy training and awareness module for your employees?		
29	Operational	HR/Personnel Security	Do you perform a background screening or check prior to allowing constituent access to systems and data ?		
30	Operational	Operation Management	Does the third-party have a defined process for tracking and ensuring compliance to SLAs / KPIs agreed with Central Bank of India?		
31	Operational	Operation Management	Are there adequate controls in place to monitor the activities undertaken through subcontracting, including tracking of errors, etc.?		
32	Operational	Supply Chain Risk Management	Do you have documented & approved Organization level outsourcing risk management policy/framework to govern your third parties you are dependent upon?		
33	Operational	Supply Chain Risk Management	i. Have you obtained the prior consent from Central Bank of India for subcontracting complete or partial activities to third party[ies]		
34	Operational	Supply Chain Risk Management	Does your Agreement /Contract with your third parties who will be involved in provisioning/rendering services to Central Bank of India include a. Information/Data security/Regulatory requirements and applicable data security standards, privacy laws & data localization requirements b. Confidentiality c. Business Continuity d. Right to audit & seek information from the service provider.		
35	Strategic and Geographical	Country risk assessment	Do the third party provides service from India.		

36	Strategic and Geo-graphical	Adverse Media	Has there been any adverse media published against the third party in past 2 years (relating to Financial Reporting, AML, Human Rights, Environmental Laws, Others etc.)). If Yes, please describe		
37	Financial Risk	Revenue Trend	Does the third party have a positive Net Worth/ Revenue Trend for last 3 financial years?		
38	Regulatory and Supervisory requirements		whether the service provider is located in India or abroad, the Service provide shall ensure that the outsourcing should neither impede nor interfere with the ability of the Bank to effectively oversee and manage the outsourcing activities. Further, the Service provide shall ensure that the outsourcing does not impede the RBI/ Auditor in carrying out its supervisory functions and objectives.		
39	Physical security	Physical & Environmental Security	a. Does vendor have physical and environmental security measures in place like CCTV, Fire extinguisher, fire alarm, Smoke detector, biometric, UPS, AC, etc. b. Is there regular fire drills performed?		

The bidder is liable to be evaluated at the stage of Eligibility /Technical Evaluation for due diligence as per the format provided in Annexure-25 and the Bank reserves the right to qualify or disqualify the bidder based on the risk assessment.

I /We hereby certified that the above information/data provided is correct and true. Bank can call for Evidence/ Documentary proof/ data in support of the above information for Audit / internal purpose anytime and the same will be provided and submitted to Bank as and when required

#### Authorised Signatory

**Name & Designation of Authorised Signatory**

## **Annexure 24: Reverse Auction Process – Letter of Indemnity**

### **LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD**

Tender Ref: - **GEM/2026/B/7085100**

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: **Reverse Auction Process.**

We refer to our bid for your RFP No. **GEM/2026/B/7085100** dated \_\_\_\_\_ for “Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices”. We, \_\_\_\_\_ (Company) hereby undertake to indemnify central Bank of India and agree to protect and hold The Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc.

The Bank undertakes to: (i) give prompt notice to the Bidder concerning the existence of the indemnifiable event; (ii) grant authority to the Bidder to defend or settle any related action or claim; and, (iii) provide, at the Bidder’s expense, such information, cooperation and assistance to the Bidder as may be reasonably necessary for the Bidder to defend or settle the claim or action. Bank’s failure to give prompt notice shall not constitute a waiver of The Bank’s right to indemnification and shall affect the Bidder’s indemnification obligations only to the extent that the Bidder’s rights are materially prejudiced by such failure or delay. Notwithstanding anything to the contrary set forth herein, (i) The Bank may participate, at its own expense, in any defense and settlement directly or through counsel of its choice, and (ii) the Bidder shall not enter into any settlement agreement on terms that would diminish the rights provided to The Bank or increase the obligations assumed by The Bank under this Agreement, without the prior written consent of The Bank. If the Bidder elects not to defend any claim, The Bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the Bidder, and shall be entitled to deduct from payments to the Bidder such costs and expenses as may be incurred by The Bank provided however should the amount payable to the Bidder be insufficient to recover the expenses incurred by The Bank, the Bidder shall promptly reimburse The Bank for all costs, expenses, settlement amounts and other damages.

In the event of any loss or damage on account of error in reconciliation, any reason whatsoever, Bidder shall liable to The Bank for each such event and in respect of each occasion at which such event occurs. If The Bank is in a position to recover a part of or the entire amount of loss suffered by The Bank from

its insurance claims and provided that the Bidder has reimbursed The Bank of the entire loss, the amount recovered by The Bank from the insurer shall be refunded to the Bidder.

Bidder is also liable to bear any losses for failure on part of the bidder that bank or customer suffers owing to lapses in reconciliation or due to occurrence of any fraudulent transactions going unnoticed on account of reconciliation failure, security procedures or standards. The Bidder shall adequately compensate the bank for any loss occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:



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## Annexure 25: Software Bill of Materials (SBOM)

Sno	Component Name	Software Middle ware 1	Software Middle ware 2	Software Middle ware 3
1	Version			
2	Description			
3	Supplier			
4	License			
5	Origin			
6	Component Dependencies			
7	Vulnerabilities			
8	Patch Status			
9	Release Date			
10	End of Life (EOL) Date			
11	Criticality			
12	Usage Restrictions			
13	Checksums or Hashes			
14	Comments or Notes			
15	Author of SBOM Data			
16	Timestamp			
17	Executable Property			
18	Archive Property			
19	Structured Property			
20	Unique Identifier			

Authorized

Signatory:

Place:

Name & Designation & mail id: \_\_\_\_\_



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Central Bank of India – Tender No – **GEM/2026/B/7085100**

**Date:**

**Business Address:** \_\_\_\_\_



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## Annexure 26: Bid Security Declaration

To

Central Bank of India,  
Department of Information Technology,  
4th Floor, Plot No. 26, Sector 11,  
Opp. CBD Belapure Railway Station,  
CBD Belapur, Navi Mumbai 400614  
Dear Sir,

**Subject:** Request for Proposal (RFP) for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

We \_\_\_\_\_ (bidder name), hereby declare that if we

Withdraw / modify our bids during period of bid validity, our participation in future tenders is liable to be suspended for 2 years from the date of submission of Bid.

We, also hereby declare that:

1. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract and
2. In case, we become successful bidder and if:
  - a. We fail to execute Contract within the stipulated time or
  - b. We fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Then, our participation in future tenders is liable to be suspended for 5 years from the date of submission of Bid.

Yours faithfully,

Date :-

For \_\_\_\_\_

Signature \_\_\_\_\_ Name

\_\_\_\_\_

Authorized Signatories

(Name & Designation, seal of the firm)

**Annexure 27: Certificate for Confirmation of MSME/NSIC Firms**

**(on Letter head of Chartered Accountant)**

**Date:**

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that M/s. \_\_\_\_\_, having registered office at \_\_\_\_\_ has made an original investment of

Rs. \_\_\_\_\_/- in \_\_\_\_\_, and Turnover is Rs. \_\_\_\_\_, as per Audited Balance Sheet as on 31.03.2024. Further we certify that the Company is classified under SME as per MSME Act 2006.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

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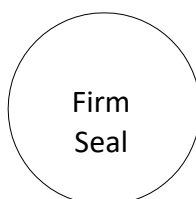
Chartered Accountant Firm Name

Signature

Name

Reg.No.....

.....



VID No..



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## Annexure 28: Know Your Employee (KYE) Clause

(Bidder has to submit Undertaking on company letter head as per format given below).

1. We \_\_\_\_\_ (name of the company) hereby confirm that all the Resource (both on-site and off-site) deployed/to be deployed on Bank's project for

\_\_\_\_\_ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

2. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of noncompliance of KYE and of misconduct of the employee deployed by us to the Bank.

3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for. \_\_\_\_\_ (Name of the RFP)."

Signature of Competent Authority with company seal \_\_\_\_\_

Name of Competent Authority \_\_\_\_\_

Company / Organization \_\_\_\_\_

Designation within Company / Organization \_\_\_\_\_

Date \_\_\_\_

Name of Authorized Representative \_\_\_\_\_

Designation of Authorized Representative \_\_\_\_\_

Signature of Authorized Representative \_\_\_\_\_

Verified above signature

Signature of Competent Authority \_\_\_\_\_

Date \_\_\_\_



## Annexure 29: Minimum Technical Specification for Layer 2 Switches

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in Yes or No only, any compliance with “qualified statement” or “No” shall be treated as non-compliance

Layer 2 Switch Specifications - 24 Port - 1 gig Copper Switch with 4 nos. of 1 Gig SFP uplinks			
Sr No	General Features :	Bidder's Compliance (Yes/No)	Bidder's Remarks
1	Switch should be 1U and rack mountable in standard 19" rack.		
2	Switch should support redundant field replaceable modular power supply.		
3	Switch should support 9100 bytes Jumbo frame size		
4	Switch should have minimum 2 GB DRAM/SDRAM and 4 GB Flash.		
5	Switch should be able to support minimum 60 character hostname		
6	Switch should support Login , Message of the Day ( MOTD ) , Exec banner with minimum 250 characters each		
7	Switch should support different levels of restricted privilege access		
8	Switch should support management ACL for SSH and HTTPS with minimum 100 IP address entries		
9	Switch should support interface description with minimum 100 characters including all types of special characters		
10	Switch should support voice vlan and data vlan on same interface		
11	Switch should support disabling of IP redirect, IP unreachable, ip route-cache, ip proxy arp features, IP forward protocol, radius dead criteria, gratuitous arp		
12	Switch should support Terminal Monitoring of different types of logs - Debug, Warning , Error via ssh session as well		
13	Switch should support Traffic Volume/Error/Congestion Monitoring		
14	Switch should allow deletion of default/ admin user		
15	Switch should support inbuilt debug and diagnostic functionality for advance on box troubleshooting from day 1		
16	Switch Should support FTP/SFTP for software download/upload		
17	Switch should show interface statistics via CLI which should include reliability, rx and tx load, MTU, BW, Duplex, Speed, Input and output rate, runs, giants, CRC, input errors, output errors, collision, buffers, underruns, broadcast, pause frames etc.		
	<b>Performance :</b>		

18	Switch shall have minimum 56 Gbps of switching fabric and 41 Mpps of forwarding rate.		
19	Switch shall have minimum 16K MAC Addresses		
20	Switch shall have minimum 3K IPv4 Routes		
21	Switch should support atleast 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.		
22	Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments		
<b>Functionality :</b>			
23	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X		
24	Switch must have functionality static routing, RIP and inter-vlan routing		
25	Switch shall have 802.1p class of service and DSCP based classification, marking, scheduling, policing and shaping on eight egress queues per port, also should support congestion control using Weighted random early detection.		
26	Switch should support management features like SSHv2 with minimum mac algorithm HMAC-SHA2-512 and encryption algorithm of AES-256-GCM, SNMPv3 with minimum auth algorithm SHA -128 and Privacy algorithm minimum as AES-256, authentication algorithm as RSA-SHA2-512, NTP with authentication, RADIUS and TACACS+ with CHAP authentication algorithm, SPAN, RSPAN		
27	Switch should support IPv6 Binding, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP, IPv6 Neighbour Discovery Inspection.		
28	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.		
29	The Switch should support Port-based, mac-based, time-based, standard and extended ACLs for Layer 2 interfaces to allow security policies to be applied on individual switch ports.		
30	Switch should support object group based access-list to bring the simplicity and improve the performance of the network		
31	Switch should have capability to boot only from OEM provided authenticated firmware and should not boot from 3rd party / malicious firmware.		
32	Switch should have capability to automate the configuration of switch ports by identifying the devices connected to switch ports.		



33	Switch should have capability to track the objects like interface up/down status, ip route reachability etc. and change the configurations as per the event occurred.		
34	Switch should support WEB UI for switch configuration, monitoring and troubleshooting		
35	Switch should provide API support over NETCONF/RESTCONF		
36	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch		
37	Switch should include a Trusted Platform Module (TPM) for secure hardware-based generation and storage of cryptographic keys that can be used for a variety of authentication purposes and also should provide secure boot function in software to verify the integrity and confirm that firmware is authentic and unmodified. This helps prevent attacks such as firmware implants and boot-level malware		
38	Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network		
39	Switch should support Unicast MAC filtering, unknown Unicast and multicast Port blocking		
40	Switch must be enabled with right protocols like NETCONF/RESTCONF/Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard .		
41	The Switches must be able to generate Syslog Messages with timestamp and Severity codes, which can be exported to a Syslog Server.		
42	The Switch should support flexible & multiple authentication mechanism, including 802.1X, posturing, change of authorization, MAC authentication bypass, and web authentication using a single consistent configuration which is applicable as per current setup of the Bank		
	<b>Interfaces</b>		
43	Switch should have flexibility to support RJ-45 and USB console ports		
44	Switch should have 1G RJ-45 Management port		
45	Switch must have 24 numbers of 10/100/1000 Base-T RJ-45 ports and additional 4 nos. 1G SFP uplinks ports.		
	<b>General:</b>		

46	All the relevant licenses for features asked in RFP should be included in the solution and features should be supported from Day 1		
47	Switch and optics should be from the same OEM		
47	All relevant licenses for all the above features and scale should be quoted along with switch		
48	OEM should provide 24*7 support with NBD part replacement		
48	End of Sale should have not be declared for proposed network switch model.		
49	OEM should provide public references for all of the above specifications / features mentioned. Only publicly available data sheet/document references provided along with RFP submission will be considered as final references. Additional references will not be accepted later		
49	Switch should support minimum 500000 hours of mean time between failures and the same should be publicly available.		
50	Switch should support minimum operating temperature between -5°C to +45°C		



RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

## Annexure 2A: Masked Commercial Bid

Format for Masked Commercial Bid is attached in excel format in separate sheet.

Masked Commercial bid to be submitted without mentioning prices alongwith technical bid.

### SUMMARY

Sr.No.	Item Description	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost in INR for 5 years (Inclusive of taxes)
1	Product Cost (A)	XX	NA	NA	NA	NA	XX
2	Implementation Cost (B)	XX	NA	NA	NA	NA	XX
3	AMC Cost ( C)	NA	NA	NA	XX	XX	XX
4	Buyback Cost (D) (-)	XX	NA	NA	NA	NA	XX
Total Cost for 5 years (A+B+C-D) ==>							XX

### Product Cost

Sr No	Description	Part Code	Part Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	GST [f]	Total (Including Taxes) g=d*[e+f]
				DC [a]	DR [b]	Branches [c]				
1	Check-point	CPAP-NGSM7000L-BASE	Smart-1 7000-L Base Security Management, Log and SmartEvent appliance for 75 gateways (SmartEvent & Compliance 1 year)	0	2	0	2	XX	XX	XX

	Firewall Manager	CPAC-RAM64GB-SM7000L-INSTALL	Memory upgrade kit from 128GB to 192GB for Smart-1 M7000L appliance	0	2	0				
		CPSB-EVS-COMP-75-2Y	SmartEvent, SmartReporter and Compliance blades for 75 gateways (Smart-1 & open server) 2 year subscription	0	2	0				
		CPAC-HDD-8TB-SM700M/SM7000L-INSTALL	Additional/Replacement 8TB Hard Drive for Smart-1 M700-M /M 7000-L appliance	0	8	0				
		CPES-SS-PREMIUM-ONSITE-ADD	Direct Premium On Site For 3 Years	0	2	0				
2	Cisco Firewall Cluster	FPR4200-FTD-HA-BUN	Cisco Secure Firewall4200 Threat Defense Chss,Subs HA Bundle	1	1	0	2	XX	XX	XX
		FPR4245-NGFW-K9	Cisco Secure Firewall 4245 NGFW Appliance, 1U, 2xNet-Mod Bays	2	2	0				
		CON-SNTP-FPR424NW	36 Months SNTC-24X7X4 Cisco Secure Firewall 4245 NGFW Appliance	2	2	0				
		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
		PWR-CAB-AC-IND	India AC Power Cord for Cisco NCS4200 and ASR 900	4	4	0				
		SF-F42H-TD7.4-K9	Threat Defense software v7.4 for 4200 Series appliances	2	2	0				
		FPR4200-SSD1800	Cisco Secure Firewall 4200 Series 1.8TB SSD	4	4	0				
		FPR4200-SLD-RAILS	Cisco Secure Firewall 4200 Slide Rail Kit	2	2	0				

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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	FPR4200-CBL-MGMT	Cisco Secure Firewall 4200 Cable Management Brackets	2	2	0				
	CAB-CONS-RJ45-DB9	Console Cable 6ft with RJ45 and DB9F	2	2	0				
	FPR4245-BSE	Cisco Secure Firewall 4245 Base License	2	2	0				
	FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
	FPR4200-FAN	Cisco Secure Firewall 4200 Series Fan	6	6	0				
	SFP-10G-SR	10GBASE-SR SFP Module	4	4	0				
	GLC-LH-SMD	1000BASE-LX/LH SFP transceiver module, MMF/SMF, 1310nm, DOM	10	10	0				
	SFP-10/25G-CSR-S	Dual Rate 10/25GBASE-CSR SFP Module	6	6	0				
	QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
	QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
	L-FPR4245T-TM=	Cisco Secure Firewall 4245 Threat Defence and AMP License	2	2	0				
	CON-L1SWT-FPR4245M	36 Months ENH SW SUB Cisco Secure Firewall	2	2	0				
	L-FPR4245T-TM-3Y	36 Months Cisco Secure Firewall 4245 Threat Defence and Malware Subscription	2	2	0				
	FPR4245-ASA-K9	Cisco Secure Firewall 4245 ASA Appliance, 1U, 2x NetMod Bays	2	2	0				
	CON-SNTP-FPR424AS	36 Months SNTC-24X7X4 Cisco Secure Firewall 4245 ASA Appliance	2	2	0				
	FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
	CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0	4	XX	XX	XX

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
		PWR-CAB-AC-IND	India AC Power Cord for Cisco NCS4200 and ASR 900	4	4	0				
		SF-F42HASA9.20-K9	ASA 9.20 Software for 4200 Series appliances	2	2	0				
		FPR4200-SSD1800	Cisco Secure Firewall 4200 Series 1.8TB SSD	4	4	0				
		FPR4200-ENC-K9	Cisco Secure Firewall 4200 Strong Encryption (3DES/AES)	2	2	0				
		FPR4200-SLD-RAILS	Cisco Secure Firewall 4200 Slide Rail Kit	2	2	0				
		FPR4200-CBL-MGMT	Cisco Secure Firewall 4200 Cable Management Brackets	2	2	0				
		CAB-CONS-RJ45-DB9	Console Cable 6ft with RJ45 and DB9F	2	2	0				
		FPR4245-BSE	Cisco Secure Firewall 4245 Base License	2	2	0				
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
		FPR4200-FAN	Cisco Secure Firewall 4200 Series Fan	6	6	0				
		SFP-10G-SR	10GBASE-SR SFP Module	4	4	0				
		SFP-10/25G-CSR-S	Dual Rate 10/25GBASE-CSR SFP Module	16	16	0				
		QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
		QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
3	Layer 2 Switches	To be filled by Bid-der	To be filled by Bidder	0	0	5800	5800	XX	XX	XX
TOTAL COST =====>										XX

### Implementation Cost

Sr. No.	Item Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	GST [f]	Total Implementation Cost including Tax) $g=d*(e+f)$
		DC [a]	DR [b]	Branches [c]				
1	Checkpoint Firewall Manager	-	2	-	2	XX	XX	XX
2	Cisco Firewall Cluster	1	1		2	XX	XX	XX
3	Layer 2 Switches	-	-	5,800	5,800	XX	XX	XX
<b>Total ==&gt;</b>								<b>XX</b>

### Note

Implementation cost should be in the range of 7% to 10% of the respective product cost

### AMC

Sl. No.	Item Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	Year 4 AMC Cost [f] = d*e	GST 4th Year g	Year 4 To- tal AMC In- cluding tax $h=e*[f+e]$	Unit Price [i]	Year 5 AMC Cost [j] = d*g	GST 5th Year k	Year 5 Total AMC Includ- ing tax $l=d*[i+k]$	Total AMC Cost in- cluding tax $m=h+l$
		DC [a]	DR [b]	Branches [c]										
1	Checkpoint Firewall Manager	-	2	-	2	XX	XX	XX	XX	XX	XX	XX	XX	XX
2	Cisco Firewall Cluster	1	1		2	XX	XX	XX	XX	XX	XX	XX	XX	XX
3	Layer 2 Switches	-	-	5,800	5,800	XX	XX	XX	XX	XX	XX	XX	XX	XX
<b>TOTAL COST ==&gt;</b>														<b>XX</b>





RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.  
Central Bank of India – Tender No – **GEM/2026/B/7085100**

Note  
- AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost

### Buyback Equipment

Sr. No.	Item Description	Quantity				Buyback Cost with GST
		DC [a]	DR [b]	Branches	Total	
1	Checkpoint Smart 1 5050	0	2	0	2	XX
2	Cisco Firewall Cluster	1	1	0	2	XX
3	Layer 2 Switches	0	0	5000	5000	XX
<b>Total</b>						XX

## Annexure 2B: Commercial Bill of Material

Format for Commercial Bill of Material is attached in excel format in separate sheet. Commercial bid will be submitted with quoted price in GeM portal.

### Summary

Sr.No.	Item Description	Year 1	Year 2	Year 3	Year 4	Year 5	Total Cost in INR for 5 years (Inclusive of taxes)
1	Product Cost (A)		NA	NA	NA	NA	
2	Implementation Cost (B)		NA	NA	NA	NA	
3	AMC Cost ( C)	NA	NA	NA			
4	Buyback Cost (D) (-)		NA	NA	NA	NA	
Total Cost for 5 years (A+B+C-D) ==>							
Total Cost of ownership (TCO) in words for 5 years							

### Product Cost

Sr No	Description	Part Code	Part Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	GST [f]	Total (Including Taxes) g=d*[e+f]
				DC [a]	DR [b]	Branches [c]				

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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1	Check-point Firewall Manager	CPAP-NGSM7000L-BASE	Smart-1 7000-L Base Security Management, Log and SmartEvent appliance for 75 gateways (SmartEvent & Compliance 1 year)	0	2	0	2			
		CPAC-RAM64GB-SM7000L-INSTALL	Memory upgrade kit from 128GB to 192GB for Smart-1 M7000L appliance	0	2	0				
		CPSB-EVS-COMP-75-2Y	SmartEvent, SmartReporter and Compliance blades for 75 gateways (Smart-1 & open server) 2 year subscription	0	2	0				
		CPAC-HDD-8TB-SM7000M/SM7000L-INSTALL	Additional/Replacement 8TB Hard Drive for Smart-1 M7000-M /M 7000-L appliance	0	8	0				
		CPES-SS-PREMIUM-ONSITE-ADD	Direct Premium On Site For 3 Years	0	2	0				
2	Cisco Firewall Cluster	FPR4200-FTD-HA-BUN	Cisco Secure Firewall4200 Threat Defense Chss,Subs HA Bundle	1	1	0	2			
		FPR4245-NGFW-K9	Cisco Secure Firewall 4245 NGFW Appliance, 1U, 2xNet-Mod Bays	2	2	0				
		CON-SNTP-FPR424NW	36 Months SNTC-24X7X4 Cisco Secure Firewall 4245 NGFW Appliance	2	2	0				
		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
		PWR-CAB-AC-IND	India AC Power Cord for Cisco NCS4200 and ASR 900	4	4	0				
		SF-F42H-TD7.4-K9	Threat Defense software v7.4 for 4200 Series appliances	2	2	0				

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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	FPR4200-SSD1800	Cisco Secure Firewall 4200 Series 1.8TB SSD	4	4	0				
	FPR4200-SLD-RAILS	Cisco Secure Firewall 4200 Slide Rail Kit	2	2	0				
	FPR4200-CBL-MGMT	Cisco Secure Firewall 4200 Cable Management Brackets	2	2	0				
	CAB-CONS-RJ45-DB9	Console Cable 6ft with RJ45 and DB9F	2	2	0				
	FPR4245-BSE	Cisco Secure Firewall 4245 Base License	2	2	0				
	FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0				
	FPR4200-FAN	Cisco Secure Firewall 4200 Series Fan	6	6	0				
	SFP-10G-SR	10GBASE-SR SFP Module	4	4	0				
	GLC-LH-SMD	1000BASE-LX/LH SFP transceiver module, MMF/SMF, 1310nm, DOM	10	10	0				
	SFP-10/25G-CSR-S	Dual Rate 10/25GBASE-CSR SFP Module	6	6	0				
	QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
	QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0				
	L-FPR4245T-TM=	Cisco Secure Firewall 4245 Threat Defence and AMP License	2	2	0				
	CON-L1SWT-FPR4245M	36 Months ENH SW SUB Cisco Secure Firewall	2	2	0				
	L-FPR4245T-TM-3Y	36 Months Cisco Secure Firewall 4245 Threat Defence and Malware Subscription	2	2	0				
	FPR4245-ASA-K9	Cisco Secure Firewall 4245 ASA Appliance, 1U, 2x NetMod Bays	2	2	0				
	CON-SNTP-FPR424AS	36 Months SNTC-24X7X4 Cisco Secure Firewall 4245 ASA Appliance	2	2	0				
	FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0				

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0			
		FPR4K-XNM-4X200G	Cisco Secure Firewall 4200 4X200G Netmod	2	2	0			
		CON-SNTP-FPR4KX42	36 Months SNTC-24X7X4 Cisco Secure Firewall 4200 4X200G Netmod	2	2	0			
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0			
		PWR-CAB-AC-IND	India AC Power Cord for Cisco NCS4200 and ASR 900	4	4	0			
		SF-F42HASA9.20-K9	ASA 9.20 Software for 4200 Series appliances	2	2	0			
		FPR4200-SSD1800	Cisco Secure Firewall 4200 Series 1.8TB SSD	4	4	0			
		FPR4200-ENC-K9	Cisco Secure Firewall 4200 Strong Encryption (3DES/AES)	2	2	0			
		FPR4200-SLD-RAILS	Cisco Secure Firewall 4200 Slide Rail Kit	2	2	0			
		FPR4200-CBL-MGMT	Cisco Secure Firewall 4200 Cable Management Brackets	2	2	0			
		CAB-CONS-RJ45-DB9	Console Cable 6ft with RJ45 and DB9F	2	2	0			
		FPR4245-BSE	Cisco Secure Firewall 4245 Base License	2	2	0			
		FPR4200-PWR-AC	Cisco Secure Firewall 4200 Series AC Power Supply	2	2	0			
		FPR4200-FAN	Cisco Secure Firewall 4200 Series Fan	6	6	0			
		SFP-10G-SR	10GBASE-SR SFP Module	4	4	0			
		SFP-10/25G-CSR-S	Dual Rate 10/25GBASE-CSR SFP Module	16	16	0			
		QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0			
		QSFP-100G-SR4-S	100GBASE SR4 QSFP Transceiver, MPO, 100m over OM4 MMF	8	8	0			
3	Layer 2 Switches	To be filled by Bidder	To be filled by Bidder	0	0	5800	5800		

**TOTAL COST ==>**

**Note: Product cost includes 3 years warranty cost as well**

**Implementation Cost**

Sr. No.	Item Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	GST [f]	Total Implementation Cost including Tax) g=d*(e+f)
		DC [a]	DR [b]	Branches [c]				
1	Checkpoint Firewall Manager	-	2	-	2			
2	Cisco Firewall Cluster	1	1		2			
3	Layer 2 Switches	-	-	5,800	5,800			
<b>Total ==&gt;</b>								

**Note**  
Implementation cost should be in the range of 7% to 10% of the respective product cost

**AMC**

Sl. No.	Item Description	Quantity			Total Qty [a+b+c]= [d]	Unit Price [e]	Year 4 AMC Cost [f] = d*e	GST 4th Year g	Year 4 Total AMC Including tax h=e*[f+g]	Unit Price [i]	Year 5 AMC Cost [j] = d*g	GST 5th Year k	Year 5 Total AMC Including tax l=d*[i+k]	Total AMC Cost including tax m=h+l
		DC [a]	DR [b]	Branches [c]										
1	Checkpoint Firewall Manager	-	2	-	2									



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2	Cisco Firewall Cluster	1	1		2									
3	Layer 2 Switches	-	-	5,800	5,800									
TOTAL COST =====>														

Note  
- AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost

### Buyback Equipment

Sr. No.	Item Description	Quantity				Buyback Cost with GST
		DC [a]	DR [b]	Branches	Total	
1	Checkpoint Smart 1 5050	0	2	0	2	
2	Cisco Firewall Cluster	1	1	0	2	
3	Layer 2 Switches	0	0	5000	5000	
<b>Total</b>						





RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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## 62. Corrigendum Dated 10.02.2026 for RFP GEM/2026/B/7085100

Date and Time	Existing Timeline	Revised Timeline
Bid Submission	10.02.2026, 15:00 Hrs	25.02.2026, 15:00 Hrs
Technical Bid Opening	10.02.2026, 15:30 Hrs	25.02.2026, 15:30 Hrs

Sr No	RFP Page No	Clause No	RFP Original Clause	Revised Clause
1	117	Annexure 29, Point 11	Switch should support disabling of IP redirect, IP unreachable, ip routecache, ip proxy arp features, IP forward protocol, radius dead criteria, gratuitous arp	Switch should support disabling of IP redirect, IP unreachable, IP proxy arp features, IP forward protocol, radius dead criteria, gratuitous arp.
2	117	Annexure 29, Point 16	Switch Should support FTP/SFTP for software download/upload	Switch Should support FTP/SFTP/SCP for software download/upload.
3	118	Annexure 29, Point 20	Switch shall have minimum 3K IPv4 Routes	Switch shall have minimum 300 IPv4 Routes.

4	118	Annexure 29, Point 21	Switch should support atleast 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC	This clause has been deleted.
5	118	Annexure 29, Point 22	Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environment	Switch should have 2MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance and supporting real-time services in Banking environment.
6	118	Annexure 29, Point 23	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX/sFlow and 802.1X.
7	118	Annexure 29, Point 30	Switch should support object group based access-list to bring the simplicity and improve the performance of the network	Switch should support MAC extended ACL/Standard ACL/Group based ACL to bring the simplicity and improve the performance of the network.
8	119	Annexure 29, Point 36	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch.	This clause has been deleted.

9	119	Annexure 29, Point 38	Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network.	Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Endpoint visibility feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and should share with NMS to understand anomalies in client onboarding over the network.
10	119	Annexure 29, Point 33	Switch should have capability to track the objects like interface up/down status, ip route reachability etc. and change the configurations as per the event occurred.	Switch should have capability to track the objects like interface up/down status and change the configurations as per the event occurred.
11	119	Annexure 29, Point 35	Switch should provide API support over NETCONF/RESTCONF .	Switch should provide API support over NETCONF/RESTCONF or using REST API.

12	119	Annexure 29, Point 37	Switch should include a Trusted Platform Module (TPM) for secure hardware-based generation and storage of cryptographic keys that can be used for a variety of authentication purposes and also should provide secure boot function in software to verify the integrity and confirm that firmware is authentic and unmodified. This helps prevent attacks such as firmware implants and boot-level malware.	Switch should include a Trusted Platform Module (TPM) or similar inbuilt mechanism to check and verify the integrity and authenticity of OEM firmware. This helps prevent attacks such as firmware implants and boot-level malware.
13	119	Annexure 29, Point 40	Switch must be enabled with right protocols like NETCONF/RESTCONF/ Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard.	Switch must be enabled with right protocols like NETCONF/RESTCONF/ REST API/ Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard.
14	118	Annexure 29, Point 27	Switch should support IPv6 Binding, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP, IPv6 Neighbour Discovery Inspection.	Switch should support all standard IPv6 protocols.

### 63. Reply to Prebid Queries received from bidders for RFP GEM/2026/B/7085100

Sr No	RFP Clause Name & No	RFP Clause	Bidder's Query / Suggestion / Remarks	Bank's Remarks/ Clarification
1	Switch should have minimum 2 GB DRAM/SDRAM and 4 GB Flash.	We request to modify to minimum 512 MB RAM and 512MB Flash.	L2 switching with a lightweight OS, 512 MB RAM and Flash are sufficient. If OEMs have OS that are bloated and need more DRAM & Flash, they should be given the option of quoting it. But mandating 2GB RAM & 4GB Flash, especially when memory prices are skyrocketing globally doesnt give any operational value to the bank & actually increases the overall TCO to the bank.	No change. Please be guided by RFP Terms and conditions.
2	Switch should support interface description with minimum 100 characters including all types of special characters	We request the Bank to accept a minimum of 64 characters for interface descriptions, which is a standard length for high-performance enterprise switches.	A 64-character limit provides enough space to include all important details, such as the Circuit ID, VLAN purpose, and the connected device name (e.g., "CBI_BR_042_PoS_VLAN10_Primary_Uplink").	No change. Please be guided by RFP Terms and conditions.
3	Switch should support disabling of IP redirect, IP unreachable, ip route-cache, ip proxy arp features,	We request the Bank to accept the switch's native high-performance architecture, which secures the network without requiring the	Modern ASICs process packets at wire speed without needing a "route-cache". Security is maintained through hardware-level Management ACLs rather than simple message disabling. Please modify this	Refer to Corrigendum

	IP forward protocol, radius dead criteria, gratuitous arp	manual disabling of IP unreachable or IP route-cache	spec as these specs are not generic specs and favor particular vendors.	
4	Switch Should support FTP/SFTP for software download/upload.	We recommend to add common protocols like TFTP/USB/SCP in addition to what is mentioned in the RFP	We request the Bank to accept SCP (Secure Copy Protocol) and updates as the primary methods for secure software transfer USB-based deployments gives the Bank the flexibility to perform offline maintenance in remote branches where network connectivity may be limited.	Refer to Corrigendum
5	Switch shall have minimum 3K IPv4 Routes	Switch shall have minimum 300 IPv4 Routes	The category of switch asked for is an L2 switch. Asking for 3K IPv4 routes in an L2 switch is contradictory & unnecessary feature which based on our experience in other banking networks will never be used in a branch switch. Hence please modify to support min 300 IPv4 routes	Refer to Corrigendum
6	Switch should support atleast 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The	Request acceptance of high-performance sFlow with hardware-accelerated mirroring.	This is specific to a particular vendor's datasheet and hence we would request you to please allow the change requested so that it allows broader participation.	Refer to Corrigendum



	functionality should be Processed in hardware /ASIC			
7	Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments	We request the Bank to accept a 2MB packet buffer integrated within a high-speed, non-blocking hardware architecture.	2MB packet buffer is typically adequate for switching as the switches are wirespeed in nature. In a branch where users are connecting to centralized core banking applications over WAN networks, oversubscription is technically impossible. 6MB buffer is an overkill for a branch switch & will unnecessarily load cost on a switch which is detrimental to the bank from an investment perspective	Refer to Corrigendum
8	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS,	Request to remove : "802.1AE on all uplink and downlink ports" Request to Add "NETFLOW/IPFIX/Sflow"	We request the Bank to remove the requirement for MACsec on all ports for 3 reasons. 1. Banking applications already use their own encryption (SSL) 2. MACSec as a protocol works between 2 switches. In most branches there will be 1 switch, and hence enabling MACSec is impractical 3. MACSec on downlink ports is technologically impractical as no edge devices (PC's, Laptops, IP Phones, printers, etc.) support MACSec encryption protocols.	Refer to Corrigendum

	COPP, NETFLOW/IPFIX and 802.1X			
9	Switch shall have 802.1p class of service and DSCP based classification, marking, scheduling, policing and shaping on eight egress queues per port, also should support congestion control using Weighted random early detection.	Switch shall have 802.1p class of service and DSCP based classification, marking, scheduling, policing and shaping on eight egress queues per port, also should support congestion control using Weighted random early detection/Weighted Round Robin (WRR).	The switch supports Weighted Round Robin (WRR) scheduling in conjunction with Weighted Round Tail which together provide functionally equivalent congestion-control behaviour to Weighted Random Early Detection (WRED).	No change. Please be guided by RFP Terms and conditions.

10	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.	Asking for 1152 IPv4 ACL makes this vendor specific and doesn't allow competition to quote. Please make this open that the switch should support dynamic ACL's and that these configurations should be pushed from the NAC solution. In this way, multiple OEMs can quote and the bank can do a "competitive" price discovery	This is to clarify that, Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 (48 ACLs per port i.e 48 ACLs*24 ports=1152) IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.
11	Switch should support object group based access-list to bring the simplicity and improve the performance of the network	We Request to change the term like "Switch should support IP/IPv6/MAC extended ACL"	It will help us to provide robust security through IP, IPv6, and MAC-based Extended ACLs, which are processed at wire-speed in the switch hardware. This approach ensures maximum network performance and deep security control for the Bank's critical data.	Refer to Corrigendum

12	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch	Request to remove this point as it is a vendor Specific		Refer to Corrigendum
13	Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical trouble- shooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled	Request to remove this point as it is a vendor Specific		Refer to Corrigendum

	with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network			
14	Switch should support minimum 500000 hours of mean time between failures and the same should be publicly available.	Request to update MTBF to 100,000 hours (11 years), as this offers a sufficient stability period	As MTBF 100,000 hours (11 years) is sufficient & enough for Meantime failures. Banks typically depreciate IT assets over 5 years & even if the assets are used beyond that the switches with 100,000 MTBF hours are robust to support continuous availability.	No change. Please be guided by RFP Terms and conditions.
15	We recommend to add	Suggest to add Out of Band amangement port	For security of administering and configuring switches remotely it is suggested to add requirement of One out of band management port	No change. Please be guided by RFP

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				Terms and conditions.
16		Suggest to add One USB Port	For the sake of easy download of logs or uploading firmware it is suggested to add a USB port which can be enabled or disabled by the administrator	No change. Please be guided by RFP Terms and conditions.
17		Centralised Controller	Consider the location and number of switches it is recommended to deploy centralised controller which can be deployed in CBI data centre. Suggest to add "OEM should provide centralised controller to manage switches with lifetime license and support" for ease of centralised management of switches"	No change. Please be guided by RFP Terms and conditions.
18		The switch must be IPv6 Ready Logo certified, and the supporting certification document should be submitted at the time of bidding. The certification status can be verified on the official IPv6 Ready Logo website ( <a href="http://www.ipv6ready.org">www.ipv6ready.org</a> ).	We understand from the Nodal Ministry DoT National IPV6 Policy dated 02.11.2022 that the offered products are to be IPv6 certified from day 1 for all procurement post 30.06.2022. The product should be listed on DoT's approved IPv6 certified portal. Please amend the clause.	No change. Please be guided by RFP Terms and conditions.

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19		All Switches, SFP Optics, Stacking accessories and Controller/NMS should be from same OEM	Ensuring all active components and management platforms come from the same OEM eliminates interoperability challenges, version mismatches, and multi-vendor support complexities. It results in unified management, better fault isolation, consistent performance, and a single support window. This leads to faster issue resolution and reduces integration risks across the network stack.	No change. Please be guided by RFP Terms and conditions.
20	2. Eligibility Criteria	7. The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	We request to relax this clause for wider participation & amend as follows: "7. The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions / two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP."	No change. Please be guided by RFP Terms and conditions.
21	10. Project Timelines	8 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material	Considering the overall project scope & multisite deployment , 8 Weeks for installation is practically challenging. We request bank to consider atleast 16 Weeks timeline. In the view of same , kindly amend the clause as: 8 16 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer	No change. Please be guided by RFP Terms and conditions.



			2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material	
22	Installation Cost	70% - Against successful installation and migration signoff. 30% - 3 months after successful installation and migration signoff	We request to kindly consider 100 % costing against successful installation & migration. Request to amend the clause as: 100% - Against successful installation and migration signoff.	No change. Please be guided by RFP Terms and conditions.
23	59. Preference to Make in India	Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP(BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and dated 16-9-2020	We request you to review the DPIIT's approved Nodal ministry DoT's gazette order dated 21st October 2024 under which Ethernet Network Switches are classified as notified goods wherein the minimum local content to participate in the bid is 60%. The same is currently not implemented in the RFP. Further, the Certificate of the local content declaration needs to be amended in line to the notification format which needs to be submitted on a non-judicial 100/- stamp paper. The said nodal ministry clause is applicable vide Make In India policy latest notification dated 19-07-2024 wherein the policy says that only Class-I local supplier is eligible to	This is to clarify that, Latest Make in India circular also applicable.

			participate in the procurement of notified items. These clauses are implemented in all banking switch requirements. The copy of the said orders are enclosed for your reference.	
24	Annexure 29: Minimum Technical Specification for Layer 2 Switches	9. Switch should support interface description with minimum 100 characters including all types of special characters	Please provide details of the special characters which are required to be supported and what all specific characters are required. Please clarify because each OEM has its own set of characters and specific character format within the 100 characters.	No change. Please be guided by RFP Terms and conditions.
25	Annexure 29: Minimum Technical Specification for Layer 2 Switches	13. Switch should support Traffic Volume/Error/Congestion Monitoring	Tender clause: "Switch should support Traffic Volume/Error/Congestion Monitoring." Please clarify the expectation for this feature and how OEMs should verify compliance. Is there a specific tool mandated, or is an in-switch display/report required to check the mentioned parameters?	Clarification: No external tool is expected.

26	Annexure 29: Minimum Technical Specification for Layer 2 Switches	21. Switch should support at least 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	We would like to bring to your kind notice that the mentioned clause is seemingly specific to foreign OEMs. Further, it is not aligned with TEC GR specifications. We request you to delete the said requirement.	Refer to Corrigendum
27	Annexure 29: Minimum Technical Specification for Layer 2 Switches	22. Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments	<p>The requirement of 6MB packet buffer is very restrictive and aligns only with a few specific OEMs. As per global and domestic industry practices, a 2MB packet buffer is widely adopted and is technically sufficient to handle switching and queuing requirements for the specified applications.</p> <p>Mandating 6MB unnecessarily restricts competition and prevents participation from indigenous/domestic OEMs under the Make in India (MII) initiative. To encourage fair competition and ensure compliance with TEC/DoT guidelines, the buffer requirement should be amended to 2MB, which is the standard and adequate for efficient network performance. We request to amend the tender clause as "Switch should have 2MB or more packet buffer sufficient packet</p>	Refer to Corrigendum

			buffer capacity on switches is critical for maintaining performance, and sup-orting real-time services in Banking environments."	
28	Annexure 29: Minimum Technical Specification for Layer 2 Switches	23. Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X	<p>We would like to bring to your notice that 802.1AE is not implemented in the branch level switches since the access devices should also support the said protocol in order to implement the same. Further, the same is not mentioned in TEC GR and is not required for BFSI requirements. Banks generally use RADsec as an alternate to this.</p> <p>Also, NETFLOW/IPFIX are foreign OEM proprietary features and are also not part of TEC GR. As per TEC GR, sFlow is supported by the indigenous industry.</p>	Refer to Corrigendum

			In view of above, we request you to review and amend the clause as, "23. Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab and 802.3z on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW or IPFIX or sFlow and 802.1X.	
29	Annexure 29: Minimum Technical Specification for Layer 2 Switches	28. Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.	We request you to review the scaling requirement of IPv4 ACLs to amend the same as, "Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1021 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution." enabling the domestic OEMs to participate.	This is to clarify that, Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 (48 ACLs per port i.e 48 ACLs*24 ports=1152) IPV4

				ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.
30	Annexure 29: Minimum Technical Specification for Layer 2 Switches	33. Switch should have capability to track the objects like interface up/down status, ip route reachability etc. and change the configurations as per the event occurred.	We would like to bring to your notice that the said functionalities are a part of network management system or of a SDN controllers and is not of a standard L2/L3 switch capability. We request you to kindly review and remove the said clause to align with TEC GR and enabling domestic OEMs to participate.	Refer to Corrigendum
31	Annexure 29: Minimum Technical Specification for Layer 2 Switches	35. Switch should provide API support over NETCONF/RESTCONF	We would like to bring to your notice that there are multiple protocols to realize the said functionality which also includes SNMP. NETCONF/RESTCONF are generally preferred as automation protocols typically used in SDN or controller-based environments and not for standard L2/L3 switch operations. Standard CLI and SNMP-based management are widely deployed in majority of the BFSI networks aligning to the TEC GR requirement.	Refer to Corrigendum

			We request you to amend the clause as, "Switch should provide SNMP based management or API support over NETCONF/RESTCONF". Please confirm.	
32	Annexure 29: Minimum Technical Specification for Layer 2 Switches	36. Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch	<p>We would like to bring to your notice that YANG-based programmability is preferred in ISP networks as a advance SDN/automation feature, typically used in large-scale, controller-driven networks, and not for standard L2/L3 switch deployments. Standard CLI and SNMP-based management are widely deployed in majority of the BFSI networks aligning to the TEC GR requirement.</p> <p>We request amend the clause as, "Switch should provide SNMP based management or a YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch".</p>	Refer to Corrigendum

33	Annexure 29: Minimum Technical Specification for Layer 2 Switches	37. Switch should include a Trusted Platform Module (TPM) for secure hardware-based generation and storage of cryptographic keys that can be used for a variety of authentication purposes and also should provide secure boot function in software to verify the integrity and confirm that firmware is authentic and unmodified. This helps prevent attacks such as firmware implants and boot-level malware	<p>The said requirement is OEM specific since every OEM has their own way to offer secure boot. For example - domestic OEMs generally don't allow third party scripts to run on their OS ensuring heightened security.</p> <p>Standard security measures such as 802.1X authentication, SSH, SNMPv3, and VAPT certification are generally referred in BFSI and TEC GR requirements.</p> <p>We request you to review and remove the said requirement.</p>	Refer to Corrigendum
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34	Annexure 29: Minimum Technical Specification for Layer 2 Switches	38. Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network	<p>We want to bring to your notice that the clause mandates advanced SDN/telemetry analytics (streaming telemetry, push-model client insight, TSDB integration) which are controller/NMS features, not baseline Layer-2/Layer-3 switch requirements. Further, there is no clarity where TSDB is hosted and on the use cases for compliance testing. These capabilities are also not part of TEC GR baseline for access switches and seemingly bias the tender toward specific (foreign) OEM SDN ecosystems.</p> <p>Standard, widely adopted equivalent mechanisms (SNMP, Syslog, CLI, sFlow for traffic statistics) address health monitoring and troubleshooting for BFSI access networks and align with TEC GR practices.</p> <p>To ensure inclusivity for domestic OEMs and maintain interoperability, we request: Aligning the clause to TEC GR by limiting requirements to standards-based monitoring (SNMPv3, Syslog, sFlow) and NAC-aligned events, removing mandatory streaming telemetry + Client Insight + on-switch TSDB requirements, or making them optional / NMS-side features to providing a</p>	Refer to Corrigendum
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			<p>clear, OEM-neutral protocol expectations."</p> <p>Proposed revised tender clause (OEM-neutral &amp; TEC GR aligned):          "Switch should support standards-based monitoring via SNMPv3, Syslog, and sFlow (for traffic statistics). Integration with NMS shall be based on open, documented interfaces. Any advanced telemetry (e.g., streaming telemetry/TSDb/Client Insight) shall be optional and implemented at the NMS/controller side, not mandated on the switch."</p>	
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35	Annexure 29: Minimum Technical Specification for Layer 2 Switches	40. Switch must be enabled with right protocols like NETCONF/RESTCONF/Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard .	We would like to bring to your notice that these protocols are advanced SDN/automation features used in large-scale programmable networks creates bias toward specific OEMs offering proprietary programmability solutions and restricts domestic OEM participation. Standard management protocols such as SNMPv3, Syslog, and CLI are sufficient for configuration compliance and monitoring as per TEC GR. We request you to amend the clause as, " Switch must be enabled with right protocols like NETCONF OR RESTCONF OR SNMP or CLI or equivalent telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard ."	Refer to Corrigendum
36	Layer 2 Switch Specifications	45.Switch must have 24 numbers of 10/100/1000 Base-T RJ-45 ports and additional 4 nos. 1G SFP uplinks ports.	Kindly clarify number of SFP transreceiver which needs to be supplied along with switch. Additionally , whether Single Mode or Multimode SFP transreceived to be quoted ??	This is to clarify that, Switch must have 24 numbers of 10/100/1000 Base-T RJ-45 ports and additional 4 nos. 1G SFP uplinks ports.

				No SFP should be populated in switch.
37	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.	"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." The inclusion of this clause is crucial for National Security & 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 & Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.	No change. Please be guided by RFP Terms and conditions.

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38	New Tender clause	The quoted product should be "EN 55035, EN 55032, ETSI EN 300386, EN/IEC 61000-6-1:2019 & EN/IEC 61000-6-3:2021, IEC 62368-1, TEC/SD/DD/EMC-221/05/OCT certified and FCC Part 15 and RoHS compliant.	No certifications are asked currently for the quoted products. We request the bank to review and check if needful certificates which are very critical to the banking environment be sought to ensure a quality certified product is quoted.	No change. Please be guided by RFP Terms and conditions.
39	Annexure 20: Eligibility Criteria Compliance	7. The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	Kindly clarify the following: 1. Bidder is allowed to show experience of NGFW and Firewall Manager in two separate PO differently (Different Customer and Different OEMS) 2. Request to consider time span of "last 7 years as on date of RFP publication".	No change. Please be guided by RFP Terms and conditions.
40	Annexure 20: Eligibility Criteria Compliance	8. The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	Request to consider time span of "last 7 years as on date of RFP publication".	No change. Please be guided by RFP Terms and conditions.

41	Annexure 20: Eligibility Criteria Compliance	General	Request to add the Note as: In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process. If the bidder is a 100% owned subsidiary of its parent company, the experience and eligibility requirements may be considered based on either the bidder or its parent company. If the bidder is a wholly owned parent company of a subsidiary, the experience and eligibility requirements may be fulfilled based on either the parent company or its subsidiary.	No change. Please be guided by RFP Terms and conditions.
42	8. Scope of Work	Procurement of the Checkpoint Firewall Manager, Cisco Firewall cluster and layer 2 switches mentioned in the RFP will be at Bank's discretion and Bank may not procure all the items mentioned in the RFP.	With the Firewall OEMs being pre-named in the RFP, bidders would effectively be compelled to procure Layer 2 switches from the same OEMs. This restricts bidders' flexibility and does not allow them the freedom to make independent commercial and technical choices while participating in this RFP.  In view of the above, we respectfully request that the scope of work for procurement of Layer 2 switches be separated and considered under a distinct RFP,	No change. Please be guided by RFP Terms and conditions.

			thereby ensuring fair competition and greater flexibility for bidders.	
43	59. Preference to Make in India	Local Content	With the Firewall OEMs being pre-named in the RFP, bidders would effectively be compelled to procure Layer 2 switches from the same OEMs. This restricts bidders' flexibility and does not allow them the freedom to make choice of Make in India OEM for certain network equipment mentioned in the RFP. Kindly suggest.	No change. Please be guided by RFP Terms and conditions.

44	Annexure 8: Manufacturer's Authorization Form	Annexure 8: Manufacturer's Authorization Form	<p>As the Firewall OEMs are pre-named in the RFP, bidders may be compelled to procure Layer 2 switches from the same OEMs, which could restrict flexibility in solution design and commercial decision-making.</p> <p>In this regard, we respectfully request the Bank to mandatorily require OEMs to issue separate Manufacturer Authorization Forms (MAFs) for each component strictly envisaged within the scope of this RFP, and not make such MAFs conditional upon procurement of unrelated or optional items.</p> <p>This will help ensure fair competition and allow bidders the necessary flexibility to propose optimal solutions aligned with the objectives of the RFP.</p>	No change. Please be guided by RFP Terms and conditions.
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45	4. Performance Bank Guarantee (PBG)	1)As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in for Performance Bank Guarantee, for 5 % of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.	Request to consider PBG limited to 3% of the total project cost.	No change. Please be guided by RFP Terms and conditions.
46	10. Project Timelines	Delivery at Bank's location within 14 weeks from the date of acceptance of purchase order. 8 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per	Request to reconsider the project timelines as : Delivery at Bank's location within 18 weeks from the date of acceptance of purchase order. 12 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material	No change. Please be guided by RFP Terms and conditions.

		the Annexure 2B: Commercial Bill of Material		
47	11. Liquidated Damage	The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation of goods which have been delayed for each week or part thereof for delay until actual delivery or performance.	As per prevailing Industry standards the LD is 0.5% of the delayed delivery or Installation component. Request to consider the same %.	No change. Please be guided by RFP Terms and conditions.
48	Clause 8. Scope of Work	The Network equipment should be provided with 3 years of on-site comprehensive warranty which will start from the date of acceptance of equipment. Subsequently, Bidder shall provide the AMC support for the remaining Two Years post warranty period. Bidder is required to co-ordinate with Bank for monitoring and troubleshooting for support, throughout the tenure of the contract.	Please clarify on the request flow during the operations as there's no onsite resources requested by Bank during this phase.	This is to clarify that, In case of hardware failure, Bank's existing SI will lodge call with the OEM and Bank expects delivery of the good part as per the SLA mentioned in the RFP.

49	<p>Clause 21. Service Level Agreement</p> <p>Clause 21.1 System Availability</p> <p>Clause 21.2 Service Level Default</p>	<p>Since all the components are critical; they need to be monitored on a 24*7*365 basis</p> <p>Total hours during the month = No. of calendar days x 24 hours</p>	<p>Kindly clarify if onsite resident engineers / resources to be deployed for 24x7x365 monitoring and management? No such specific provisioning in the scope price bid format.</p>	<p>This is to clarify that, No onsite resident engineer required.</p>
50	<p>Clause 21. Service Level Agreement</p> <p>Clause 21.1 System Availability</p> <p>Clause 21.2 Service Level Default</p>	<p>Service Levels will be measured on a monthly basis.</p> <p>Availability Service Level Default will occur when Bidder fails to comply with minimum service level of 99.96% as measured on a monthly basis.</p>	<p>With no onsite resources from bidder for O&amp;M stage, requesting bank to provide clarify on how the service levels will be met if there's any delay in notification to bidder for issues reported on the devices supplied as part of this RFP.</p>	<p>This is to clarify that, In case of hardware failure, Bank's existing SI will lodge call with the OEM and Bank expects delivery of the good part as per the SLA mentioned in the RFP.</p>

51	<p>Clause 9. General Responsibility of Bidder</p> <p>Delivery, Installation and Maintenance</p> <p>Clause 21. Service Level Agreement</p> <p>Clause 21.1 System Availability</p> <p>Clause 21.2 Service Level Default</p>	<p>Checkpoint Firewall Manager, Cisco Firewall cluster at DC and DRC should be covered under 24x7x4 direct OEM support for the tenure of the contract and Layer 2 switches must be covered under 8x5xNBD support for the tenure of contract.</p>	<p>Please clarify in absence of no onsite FMS resources for 24x7 monitoring, OEM support being covered under 8x5xNBD, how the branch switches' SLA can be ensured at 99.96% considering total hours during the month = No. of calendar days x 24 hours.</p>	<p>This is to clarify that, In case of hardware failure, Bank's existing SI will lodge call with the OEM and Bank expects delivery of the good part as per the SLA mentioned in the RFP.</p>
52	<p>Clause 20. General Terms Payment Terms AMC Payment Terms</p> <p>Annexure 2A: Masked Commercial Bid</p>	<p>AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost</p>	<p>The per year AMC cost and per year warranty cost are very much in the similar range. Then how this may be ascertained that the AMC amount per year will not be less than 15% of the total price consists of Product cost plus 3 years of warranty cost? Kindly clarify</p>	<p>No change. Please be guided by RFP Terms and conditions.</p>

53	<p>Clause 20. General Terms Payment Terms AMC Payment Terms</p> <p>Annexure 2A: Masked Commercial Bid</p>	<p>AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost</p>	<p>OEM's AMC charges / Warranty charges are quite different in case of Firewalls and that of for L2 or basic L3 switches. Then how may we ascertain that the AMC amount per year will not be less than 15% of the total price consists of Product cost plus 3 years of warranty cost for both in similar fashion. And for branch switches the AMC cost may be much lower and the bidder may be forced to change the underlying cost structure. Kindly clarify</p>	<p>No change. Please be guided by RFP Terms and conditions.</p>
54	<p>Earnest Money Deposit</p>	<p>Bid security/ earnest Money of ₹ 1,40,00,000/- (Rupees One Crore Forty Lakh Only) in the form of Bank Guarantee issued by a Scheduled Bank other than Central Bank of India for the entire period of Bid validity plus 3 months</p>	<p>We request the bank to consider the EMD of Rs. 50,00,000/-</p>	<p>No change. Please be guided by RFP Terms and conditions.</p>

55	Eligibility Criteria- 7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	While NGFW experience is undoubtedly valuable, the current requirement may unnecessarily restrict otherwise qualified candidates who possess strong foundational knowledge in network security, traditional firewalls, and related cybersecurity domains.  Removing or relaxing this specific clause could help broaden the applicant pool and ensure fair consideration of competent professionals with relevant and transferable skills, without compromising the overall objectives of the role.  I kindly request you to consider this suggestion	No change. Please be guided by RFP Terms and conditions.
56	4. Performance Bank Guarantee (PBG)	5 % of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance	As the bank has asked warranty of 3 years and AMC of 2 years, we request you to take the 5% PBG for 3 years warranty period and take 5% PBG in the respective 4th & 5th Year for AMC.	No change. Please be guided by RFP Terms and conditions.
57	8. Scope of Work	Bank will confirm the delivery dates for each component separately after issuing the purchase order. Delivery timelines will start from the date of	If more than 25% to be installed at given time then installation timeline should be extended to 12-14 weeks.	No change. Please be guided by RFP Terms and conditions.

		confirmation of each component by the Bank.		
58	11. Liquidated Damage	Penalty: The successful bidder shall agree to the penalties structure in accordance with the following: The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation of goods which have been delayed for each week or part thereof for delay until actual delivery or performance.	Request you to consider 0.5% on undelivered or uninstalled goods.	No change. Please be guided by RFP Terms and conditions.
59	Payment Terms- Checkpoint Firewall Manager, Cisco firewall Cluster at DC,DRC and Layer 2 Switches at respective Branches/Offices.	60%- Against delivery signoff 30%- Against successful installation & migration signoff 10%- 3 months after successful installation & migration signoff.	Request you to release the 70% Against delivery signoff and balance 30% against successful installation and migration signoff.	No change. Please be guided by RFP Terms and conditions.
60	Payment Terms- for spare Layer 2 Switches at respective Branches/Offices	70%- Against delivery signoff 30%- 6 months after delivery sign-off. Bidder needs to perform power on self-test for all spare equipment and take sign-off for the same	Request you to release the 70% payment against delivery signoff 30% after power on self test and sign off, power on test should be done withing 15 days of delivery.	No change. Please be guided by RFP Terms and conditions.

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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61	Payment Terms- Installation and migration	70%- Against successful installation and migration signoff. 30%- 3 months after successful installation and migration signoff	Request you to release 100% against successful installation and migration signoff on pro rata basis.	No change. Please be guided by RFP Terms and conditions.
62	58- Repeat Order	58. Repeat Order The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 18 months from the Date of Purchase Order, at the same price specified in Annexure 2B: Commercial Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation.	We request you to place the order for additional components upto 25% of the originally ordered quantity within 30 days from the date of Purchase Order at the same price as the OEM may not keep the price validity for 18 months due to current geopolitical situation	No change. Please be guided by RFP Terms and conditions.
63	Annexure 2B	Commercial Bill of Material	Please clarify if the bank wants payment directly made by the buyback vendor or the bank will deduct the buyback value from our payment. Also clarify if the bank will deduct the entire quantity of buyback of 5000 mentioned in the RFP or as per the delivered quantity.	Please be guided by RFP Terms and conditions.



64	8. Scope of Work	Bidder shall remove all cables from OLD equipment & terminate the same on new proposed equipment. Reconnecting all uplinks and other cables in a neat manner (rack dressing) for the new proposed equipment along with the dressing & cabling.	Pls share existing switch OEM name	Clarification: Requested details will be shared with the successful bidder.
65	21.2 Service Level Default	Availability Service Level Default will occur when Bidder fails to comply with minimum service level of 99.96% as measured on a monthly basis.	Requesting you to remove this clause for branch since replacement of switch at branch takes considerable time & we will not comply to SLA.	Requested details will be shared with the successful bidder.
66	2. Eligibility Criteria	7. The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	<u>Request Bank to amend the clause as mentioned below.</u>  7. The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 7 years as on date of RFP.	No change. Please be guided by RFP Terms and conditions.

67	2. Eligibility Criteria	8. The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	<u>Request Bank to amend the clause as mentioned below.</u>  8. The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 7 years in India as on date of RFP.	No change. Please be guided by RFP Terms and conditions.
68	11. Liquidated Damage	The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation of goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.	<u>Request Bank to amend the clause as mentioned below.</u>  The Liquidated Damages (LD) shall be <u>0.5% of the undelivered portion (during delivery on product cost and during implementation period on implementation cost)</u> for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at <u>5%</u> of the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.	No change. Please be guided by RFP Terms and conditions.

69	Payment Terms : Table	Checkpoint Firewall Manager, Cisco firewall Cluster at DC,DRC and Layer 2 Switches at respective Branches/Offices. - 10% - 3 months after successful installation & migration signoff	Holding the final 10% for 3 months will result in cost escalation for us. Thus we request bank to release 10% against signoff and Go live. We will be providing PBG in any case .	No change. Please be guided by RFP Terms and conditions.
70	Payment Terms : Table	for spare Layer 2 Switches at respective Branches/Offices- 30% - 6 months after delivery sign-off.	Holding the final 30% for 6 months will result in cost escalation for us. Thus we request bank to release 30% against signoff and Go live. We will be providing PBG in any case .	No change. Please be guided by RFP Terms and conditions.
71	Payment Terms : AMC Payment Terms	AMC amount payable would be paid quarterly in arrears at the end of each quarter.	We request Bank to pay AMC charges Quarterly in advance.	No change. Please be guided by RFP Terms and conditions.
72	Payment Terms : AMC Payment Terms	AMC amount per year should not be less than 15% of the respective product with 3 years warranty cost.	AMC limit per year of 15% is quite high for a 5 years deal. We request bank to remove this clause.	No change. Please be guided by RFP Terms and conditions.
73	39.3 Termination for Convenience	Bank reserves the right to terminate the agreement with the Service Provider at any time by giving 30 (thirty) days prior written notice.	We request bank to remove Termination for convenience since we are agreeing for Termination for Default and Insolvency.	No change. Please be guided by RFP Terms and conditions.

74	48.2 Period of Validity	Bids shall remain valid for 120 days from the last date of bid submission.	We request Bank to reduce the validity period to 60 Days	No change. Please be guided by RFP Terms and conditions.
75	10. Project Timelines	Successful Installation and migration of Checkpoint Firewall Manager, Cisco firewall Cluster at DC, DRC and Layer 2 switches at Branches/Offices.	Please share the location of branches	Clarification: Requested details will be shared with the successful bidder.
76	Annexure 29: Layer 2 Switch Specifications Pt No: 6	Switch should support Login, Message of the Day ( MOTD ), Exec banner with minimum 250 characters each	Requesting to allow 200 characters which are sufficient to display warning and welcome message in all three formats.	No change. Please be guided by RFP Terms and conditions.
77	Annexure 29: Layer 2 Switch Specifications Pt No: 11	Switch should support disabling of IP redirect, IP unreachable, ip route-cache, ip proxy arp features, IP forward protocol, radius dead criteria, gratuitous arp	Features like IP redirect, IP unreachable and IP forward protocols are Router features (Layer-3), which are by default disabled on Layer-2 Switch as they don't exist in the software. Please elaborate the non-existence of a L3 protocol on a L2 Switch will be considered as disabled. Please confirm that our understanding is correct.  IP route-cache is vendor specific term and modern Layer-2 Switches act purely on ASICS for data	Refer to Corrigendum

			forwarding.  Requesting removal of this feature.	
78	Annexure 29: Layer 2 Switch Specifications Pt No: 21	Switch should support at least 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	A standard layer-2 Switch does not track "flows" (Source IP, Dest IP, Port etc.) it and works and tracks MAC addresses. This requirement pertains to a high-end Data Centre Switches or specialised SDN Switches.  Requesting the removal of this clause or make it optional.	Refer to Corrigendum
79	Annexure 29: Layer 2 Switch Specifications Pt No: 23	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also	CoPP is Router functionality. Requesting to delete or make it optional.  NetFlow and IPFIX are stateful protocols that are OEM Proprietary protocols. In contrast, sFlow (RFC 3176) is a multi-vendor industry standard specifically designed for high-speed switching hardware. It provides vendor-neutrality and ensures that the	Refer to Corrigendum

		should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X	monitoring solution is not locked into a single proprietary ecosystem. Requesting addition of sFlow as an alternative to NetFlow & IPFIX.	
80	Annexure 29: Layer 2 Switch Specifications Pt No: 26	Switch should support management features like SSHv2 with minimum mac algorithm HMAC-SHA2-512 and encryption algorithm of AES256-GCM, SNMPv3 with minimum auth algorithm SHA -128 and Privacy algorithm minimum as AES-256, authentication algorithm as RSA-SHA2-512, NTP with authentication, RADIUS and TACACS+ with CHAP authentication algorithm, SPAN, RSPAN	While the specification asks for legacy-style high-bit-depth RSA/HMAC, our switch supports Curve25519 (Ed25519). Curve25519 is widely considered the modern gold standard for high-security, high-speed key exchange, offering 128-bit security (equivalent to RSA 3072-bit) with significantly faster performance and better resistance to side-channel attacks than SHA-512 based RSA  We request the specification be updated to: 'SSHv2 with minimum HMAC-SHA2-256 and AES-256-CTR/GCM support' to allow for modern, high-performance cryptographic standards like Curve25519	No change. Please be guided by RFP Terms and conditions.

81	Annexure Layer 2 Specifications Pt No: 30	29: Switch	Switch should support object group based access-list to bring the simplicity and improve the performance of the network	Object-grouping is an administrative shortcut (vendor-specific proprietary terminology) for text-based configuration and does not improve hardware-level forwarding performance. Modern Switch processes all ACLs directly in the ASIC hardware, ensuring wire-speed performance regardless of whether rules are organized into groups or standard entries.  Requesting to please remove this clause or make it optional.	Refer to Corrigendum
82	Annexure Layer 2 Specifications Pt No: 32	29: Switch	Switch should have capability to automate the configuration of switch ports by identifying the devices connected to switch ports.	Adhering to zero-trust policy in banking environment, these predictable features can easily be under the scanner of an attacker who can easily spoof a MAC address or send a fake LLDP packet to trick the switch into "automatically" opening a Voice VLAN or a privileged port configuration. In a secure environment, port configuration should be explicit and static, or governed by 802.1X (Network Access Control).  Requesting to either remove this clause or modify it to accommodate NAC in it.	No change. Please be guided by RFP Terms and conditions.

83	Annexure Layer 2 Specifications Pt No: 33	29: Switch	Switch should have capability to track the objects like interface up/down status, ip route reachability etc. and change the configurations as per the event occurred.	It is a standard IP SLA feature of Routers.  Requesting to please remove it or make it optional.	Refer Corrigendum to
84	Annexure Layer 2 Specifications Pt No: 35	29: Switch	Switch should provide API support over NETCONF/RESTCONF	NETCONF/RESTCONF are legacy protocols based on XML. JSON is the preferred data format for modern DevOps and automation workflows, offering faster integration and lower overhead compared to the complex YANG models required by RESTCONF.  Requesting inclusion of REST API using JSON.	Refer Corrigendum to
85	Annexure Layer 2 Specifications Pt No: 36	29: Switch	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real-time monitoring or network statistics data from the switch	NETCONF/RESTCONF are legacy protocols based on XML. JSON is the preferred data format for modern DevOps and automation workflows, offering faster integration and lower overhead compared to the complex YANG models required by RESTCONF.  Requesting inclusion of REST API using JSON.	Refer Corrigendum to



86	Annexure Layer 2 Specifications Pt No: 38	29: Switch	Switch must be enabled with latest firmware supporting streaming telemetry to provide real time proactive visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network	<p>The requirement for 'Streaming Telemetry' and 'Client Insight' describes vendor-specific software features that mandate a proprietary NMS ecosystem. Our solution provides the requested visibility (CPU, Memory, Temperature, and Client Onboarding) via Standardized SNMP v3, LLDP-MED, and 802.1X/DHCP Snooping logs.</p> <p>These industry-standard methods provide the same 'Time Series Data' required for 24-hour historical troubleshooting without the proprietary licensing costs or the CPU overhead associated with 'Push' models. We request the specification be updated to: 'Switch must provide real-time health and client visibility via standard management protocols (SNMP/Syslog/LLDP).</p>	Refer Corrigendum to
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87	Annexure Layer 2 Specifications Pt No: 40	29: Switch	Switch must be enabled with right protocols like NETCONF/RESTCONF/Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard.	Configuration compliance and difference tracking are standard NMS functions that operate independently of the transport protocol. NETCONF/RESTCONF implementations are often proprietary in their data modelling (YANG), which complicates multi-vendor compliance monitoring.  We request this be updated to: 'Switch must support secure, automated methods (such as SSH, SNMP, or Syslog) to allow NMS tools to perform configuration audit and compliance monitoring'.	Refer to Corrigendum
88	Annexure Layer 2 Specifications Pt No: 43	29: Switch	Switch should have flexibility to support RJ-45 and USB console ports	Switch is manageable in-band using any data port and has RJ45 OOB management port. Requesting to please update it to RJ-45 or USB port.	No change. Please be guided by RFP Terms and conditions.

89	59. Preference to Make in India	Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions	Latest & revised MII Order No. P-45021/2/2017-PP (BE-II)-Part(4) Vol.II dated 19.07.2024 (already mentioned in clause 3.20 of the RFP) clause 3a state the following: <i>'In procurement of all goods, services or works in respect of which the Nodal Ministry / Department has communicated that there is sufficient local capacity and local competition, only Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.'</i> Moreover, as per the latest DoT gazette dated 21.10.2024 Clause 4, telecom products, services and works listed in Table-A have sufficient local capacity and local competition. Switches are identified products in Table-A. Hence it is very clear that only 'Class-I Local Supplier' should be allowed to bid in this RFP.	This is to clarify that, Latest Make in India circular also applicable.
90		MTCTE Certification	As per DoT policy inclusion of MTCTE Certification is mandatory clause. Kindly include MTCTE Certification for Switch	No change. Please be guided by RFP Terms and conditions.

91		Proof of Concept (PoC)	<p>It is recommended that Proof of Concept (PoC) be included as part of the technical evaluation process under this RFP, prior to opening of commercial bids.</p> <p>Inclusion of PoC will help ensure that the Bidder/OEM fully complies with all technical specifications, feature requirements, and integration expectations of the RFP in a controlled environment, thereby reducing implementation and operational risks post-award.</p>	No change. Please be guided by RFP Terms and conditions.
92		TEC GR/IR Certification	<p>In view of the DPIIT Public Procurement (Preference to Make in India) Order (PPP-MII) and DoT Gazettee No- F. No. 18-10/2017-IP and latest amendment dated 21.10.2024 clause no-10, please include TEC GR/IR certification for the offered network switch models is as mandatory requirement.</p> <p>TEC GR/IR certification will help ensure authentic Make-in-India compliance, audit defensibility, and standardized deployment across the Bank's nationwide infrastructure.</p>	No change. Please be guided by RFP Terms and conditions.

93		IPv6 Ready Logo	<p>Government of India has mandated IPv6 adoption across all government and PSU networks, including BFSI institutions. Banks are transitioning to IPv6-enabled digital services, cloud integration, and DR/BCP architectures. IPv6 Ready Logo certification ensures interoperability, future scalability, and protocol compliance.</p> <p>Request to kindly include IPv6 Ready Logo certification mandatorily for the offered network switches, to ensure seamless IPv6 deployment across Bank of Baroda's infrastructure. This Certification was mandated in the last RFP of Bank of Baroda also.</p>	No change. Please be guided by RFP Terms and conditions.
94	General Features : 1	Switch should support redundant field replaceable modular power supply.	<p><u>Modification Request</u> : Switch should have redundant power supply.</p> <p><u>Justification</u> : Field replaceable modular is not a performance parameter and does not add any value in switching performance, redundancy matters, Hence kindly relax this clause as suggested for wider OEM participation</p>	No change. Please be guided by RFP Terms and conditions.

95	General Features : 4	Switch should have minimum 2 GB DRAM/SDRAM and 4 GB Flash.	<p><u>Suggestion Request</u> : Switch should have minimum 8 GB DRAM/Memory and 8 GB Flash.</p> <p><u>Justification</u> : Network OS are moving to 64bit Architecture this requires relatively higher RAM, hence suggest the new values. This will ensure CBI investment is future proof.</p>	No change. Please be guided by RFP Terms and conditions.
96	General Features		<p><u>New Clause suggestion request</u> : Switch should support Modular OS.</p> <p><u>Justification</u> : Modular Network Operating System were designed to address the challenges of Older Monolithic</p> <p>They primarily improve the overall device availability and helping meeting the modern Business requirement by adding 2 Features</p> <ul style="list-style-type: none"> <li>- Enhanced Stability and Reliability</li> <li>- Improved Serviceability and Upgrades</li> </ul>	No change. Please be guided by RFP Terms and conditions.

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

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97	General Features : 11	Switch should support disabling of IP redirect, IP unreachable, ip route-cache, ip proxy arp features, IP forward protocol, radius dead criteria, gratuitous arp	<p><u>Modification Request</u> : Switch should support disabling of IP redirect, IP unreachable, ip proxy arp features, radius dead criteria, gratuitous arp</p> <p><u>Justification</u> : Request removal of features High Lighted in Red in original clause,</p> <p>route-cache - The ip route-cache feature in Cisco IOS is a mechanism to speed up IP packet forwarding by using high-speed hardware caches (like fast switching or Cisco Express Forwarding (CEF)) instead of relying solely on the slower CPU (process switching) for every packet.</p> <p>Request Removal of this ip-route-cache feature as this is no longer applicable on the Modern Switches which are ASIC Based and do pkt forwarding in Hardware and is Cisco Proprietary</p> <p>ip forward-protocol - The ip forward-protocol nd command tells a network router to forward Network Data (ND) packets, which are used by old Sun Microsystems (now Oracle) workstations for diskless booting. It is a legacy command, and because ND is</p>	Refer to Corrigendum
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			<p>an outdated protocol, this configuration is generally not needed on modern networks  <a href="https://community.cisco.com/t5/switching/ip-forward-protocol-nd/td-p/1490928">https://community.cisco.com/t5/switching/ip-forward-protocol-nd/td-p/1490928</a></p> <p>Request Removal - Not Applicable in Campus Environment</p>	
98	Performance : 21	Switch should support atleast 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution	<u>Modification Request</u> : Switch should support sFlow/Netflow/jFlow.	Refer to Corrigendum



		for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	<u>Justification</u> : Kindly relax this clause as suggested for wider OEM participation	
99	Performance : 22	Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments	<p><u>Modification Request</u> : Switch should have 2MB or more packet buffer.</p> <p><u>Justification</u> : 2MB packet buffer is sufficient for 24 port 1G-T switch, Hence kindly relax this clause as suggested for wider OEM participation,</p> <p>Better to remove this clause as buffer calculation is OEM specific and done according to H/W design of the ASIC.</p>	Refer to Corrigendum
100	Functionality : 23	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP,	<p><u>Modification Request</u> : Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab and 802.3z. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X.</p> <p><u>Justification</u> : MACSec is typically needed for DC to DC traffic traversing over unsecured L2 channel. This is not needed in Campus or internal DC, Hence kindly</p>	Refer to Corrigendum

		PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X	relax this clause as suggested for wider OEM participation	
101	Functionality : 27	Switch should support IPv6 Binding, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP, IPv6 Neighbour Discovery Inspection.	<p><u>Modification Request</u> : Switch should support standard IPv6 protocols</p> <ul style="list-style-type: none"> <li>• RFC 2460 Internet Protocol, Version 6 (IPv6) Specification</li> <li>• RFC 2461 Neighbor Discovery for IP Version 6 (IPv6)</li> <li>• RFC 2462 IPv6 Stateless Address Auto-configuration</li> <li>• RFC 2463 Internet Control Message Protocol (ICMPv6) for the Internet Protocol Version 6 (IPv6) Specification</li> </ul> <p><u>Justification</u> : Vendor proprietary clause ; Hence , Aligning to support for IPv6 standards and RFC based support &amp; it will ensure wider OEM participation.</p>	Refer to Corrigendum
102	Functionality : 29	The Switch should support Port-based, mac-based, time-based, standard and extended ACLs for	<u>Modification Request</u> : Switch should support Ingress / Egress ACLs using L2, L3, L4 fields.	No change. Please be guided by RFP

		Layer 2 interfaces to allow security policies to be applied on individual switch ports.	<u>Justification</u> : For wider OEM participation.	Terms and conditions.
103	Functionality : 32	Switch should have capability to automate the configuration of switch ports by identifying the devices connected to switch ports.	<u>Removal Request</u> : Not sure what is the ask over here looks vendor specific please remove.	No change. Please be guided by RFP Terms and conditions.
104	Functionality		<u>New Clause suggestion request</u> : Switch OS should support real time telemetry. <u>Justification</u> : Required based on clause 38 in the RFP	No change. Please be guided by RFP Terms and conditions.
105	Functionality		<u>New Clause suggestion request</u> : Switch should support SMU (Software maintenance updates) hot patching i.e. Without Rebooting. <u>Justification</u> : Increases the Serviceability and Availability of the Device	No change. Please be guided by RFP Terms and conditions.

106	General : 49	OEM should provide public references for all of the above specifications / features mentioned. Only publicly available data sheet/document references provided along with RFP submission will be considered as final references. Additional references will not be accepted later	<p><u>Removal Request</u> : Kindly remove this clause.</p> <p><u>Justification</u> : For wider OEM participation</p>	No change. Please be guided by RFP Terms and conditions.
107	General : 50	Switch should support minimum operating temperature between - 5°C to +45°C	<p><u>Modification Request</u> : Switch should support minimum operating temperature between 0°C to +45°C</p> <p><u>Justification</u> : 0-45 degree C is more than sufficient for any enterprise environment and is industry wide standard, Hence kindly relax this clause as suggested for wider OEM participation</p>	No change. Please be guided by RFP Terms and conditions.

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

108	2. Eligibility Criteria	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	<p>Modification Request: Request you to kindly revise the clause as below:</p> <p>Revised Clause: "The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1,000 branches/offices of a single organization (Scheduled Commercial Banks/BFSI/PSU) within the <u>last eight (8)</u> years in India, as on the date of the RFP."</p> <p>Justification: "For wider bidder participation and to provide a fair opportunity to bidders who have experience in executing similar projects."</p>	No change. Please be guided by RFP Terms and conditions.
109	2. Eligibility Criteria/ Point No.7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	The Bidder /OEM should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	No change. Please be guided by RFP Terms and conditions.

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

110	2. Eligibility Criteria/ Point No.8	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	<p>The Bidder/OEM should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices in multi locations in India (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.</p> <p>Documents to be submitted: Documentary evidence such as purchase orders, completion certificates, or ongoing Project supply/maintenance certificates issued by the respective client organizations must be submitted as proof.</p> <p>OR</p> <p>The Bidder should have supplied, installed and maintaining at least 1000 units Managed network switches in multi locations in India for Scheduled Commercial Banks / Financial Institutions / Government Departments / PSUs in last 5 years from the date of RFP.</p>	No change. Please be guided by RFP Terms and conditions.
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RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – GEM/2026/B/7085100

111	GEM/2026/B/7085100 Bid Document > MII Purchase Preference	<p>सावजनिक खरद (मेक-इन-इंडिया को ाथिमकता) आदेश 2017 के अनुसार केवल लास 1/लास 2 के थानीय आपूर्तिकताओं को ह भागीदार क अनुमित है दनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)</p> <p>Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)</p>	<p>"This clause is restricting only Class 1 / Class 2 local suppliers to participate in the bid . We request Bank to provide preference to Class 1/Class 2 local supplier as per the guidelines, however We request Bank to allow non Make In India OEMs to participate in the bid</p> <p>एमआईआई खरद वरयता / MII Purchase Preference - Yes (We understand the preference to the MII, is as per the guidelines).</p> <p>However, we request Bank to change the clause: सावजनिक खरद (मेक-इन-इंडिया को थिमकता) आदेश 2017 के अनुसार केवल लास 1 लास 2 के थानीय आपूर्तिकताओं को ह भागीदार क अनुमित है दनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time) - ""No""</p> <p>Hence this will have preference to MII Class 1 local</p>	<p>This is to clarify that, Latest Make in India circular also applicable.</p>
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			supplier and also allow non-local supplier to participate in the bid , which shall allow larger/competitive OEM bid participation. We request Bank to allow non Make In India OEMs to participate in the bid "	
112	8. Scope of Work	Bidder should also take adequate care to avoid quoting Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches going End-of-sale within 6 months of date of supply of the equipment to the Bank. If the supplied equipment is	We request Bank to modify the clause "Bidder should also take adequate care to avoid quoting Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches going End-of-sale at the date of RFP"	No change. Please be guided by RFP Terms and conditions.



		declared End of sale within 6 months of supply, then Bidder shall replace the same with the equivalent or higher equipment within a period of 3 months from the date of notification.		
113	8. Scope of Work	Bidder should ensure that proposed Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches should not go End-of-Support within 7 years from the date of the Purchase Order.	We request bank to modify the clause to "Bidder should ensure that proposed Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches should not go End-of-Support within 7 years from the date of the RFP"	No change. Please be guided by RFP Terms and conditions.
114	10. Project Timelines >Time Period for Completion	Delivery at Bank's location within 14 weeks from the date of acceptance of purchase order	We request bank to modify the clause to "Delivery at Bank's location within 18 weeks from the date of submission of RFP"	No change. Please be guided by RFP Terms and conditions.

115	58. Repeat Order	The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 18 months from the Date of Purchase Order, at the same price specified in Annexure 2B: Commercial Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation.	We request bank to please remove the clause, the continuous change in the market dynamics considering dollar change and the product commercials change, we may discuss mutually for repeat order.	No change. Please be guided by RFP Terms and conditions.
116	Annexure 29: Minimum Technical Specification for Layer 2 Switches > Performance>Point 21	Switch should support atleast 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	Switch should support atleast 10000 flow entries for security incident detection and also should forward 1 out of 2 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	Refer to Corrigendum

117	59. Preference to Make in India	Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP(BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and dated 16-9-2020	We request you to review the DPIIT's approved Nodal ministry DoT's gazette order dated 21st October 2024 under which Ethernet Network Switches are classified as notified goods wherein the minimum local content to participate in the bid is 60%. The same is currently not implemented in the RFP. Further, the Certificate of the local content declaration needs to be amended in line to the notification format which needs to be submitted on a non-judicial 100/- stamp paper. The said nodal ministry clause is applicable vide Make In India policy latest notification dated 19-07-2024 wherein the policy says that only Class-I local supplier is eligible to participate in the procurement of notified items. These clauses are implemented in all banking switch requirements. The copy of the said orders are enclosed for your reference.	This is to clarify that, Latest Make in India circular also applicable.
118	Annexure 29: Minimum Technical Specification for Layer 2 Switches	9. Switch should support interface description with minimum 100 characters including all types of special characters	Please provide details of the special characters which are required to be supported and what all specific characters are required. Please clarify because each OEM has its own set of characters and specific character format within the 100 characters.	No change. Please be guided by RFP Terms and conditions.

119	Annexure 29: Minimum Technical Specification for Layer 2 Switches	13. Switch should support Traffic Volume/Error/Congestion Monitoring	Tender clause: "Switch should support Traffic Volume/Error/Congestion Monitoring." Please clarify the expectation for this feature and how OEMs should verify compliance. Is there a specific tool mandated, or is an in-switch display/report required to check the mentioned parameters?	This is to clarify that, No external tool is expected.
120	Annexure 29: Minimum Technical Specification for Layer 2 Switches	21. Switch should support at least 10000 flow entries for security incident detection and also should forward 2 out of 1 packet to 3rd party solution for detection of malware infected traffic. The functionality should be processed in hardware /ASIC.	We would like to bring to your kind notice that the mentioned clause is seemingly specific to foreign OEMs. Further, it is not aligned with TEC GR specifications (Copy is enclosed with our email). We request you to delete the said requirement.	Refer to Corrigendum

121	Annexure 29: Minimum Technical Specification for Layer 2 Switches	22. Switch should have 6MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments	<p>The requirement of 6MB packet buffer is very restrictive and aligns only with a few specific OEMs. As per global and domestic industry practices, a 2MB packet buffer is widely adopted and is technically sufficient to handle switching and queuing requirements for the specified applications.</p> <p>Mandating 6MB unnecessarily restricts competition and prevents participation from indigenous/domestic OEMs under the Make in India (MII) initiative. To encourage fair competition and ensure compliance with TEC/DoT guidelines, the buffer requirement should be amended to 2MB, which is the standard and adequate for efficient network performance. We request to amend the tender clause as "Switch should have 2MB or more packet buffer sufficient packet buffer capacity on switches is critical for maintaining performance, and supporting real-time services in Banking environments."</p>	Refer to Corrigendum
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122	Annexure 29: Minimum Technical Specification for Layer 2 Switches	23. Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z and 802.1AE on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW/IPFIX and 802.1X	<p>We would like to bring to your notice that 802.1AE is not implemented in the branch level switches since the access devices should also support the said protocol in order to implement the same. Further, the same is not mentioned in TEC GR and is not required for BFSI requirements. Banks generally use RADsec as an alternate to this.</p> <p>Also, NETFLOW/IPFIX are foreign OEM proprietary features and are also not part of TEC GR. As per TEC GR, sFlow is supported by the indigenous industry.</p> <p>In view of above, we request you to review and amend the clause as, "23. Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab and 802.3z on all uplink and downlink ports. Also should support DHCP, PVLAN, QOS, COPP, NETFLOW or IPFIX or sFlow and 802.1X.</p>	Refer to Corrigendum
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123	Annexure 29: Minimum Technical Specification for Layer 2 Switches	28. Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.	We request you to review the scaling requirement of IPv4 ACLs to amend the same as, "Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1021 IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution." enabling the domestic OEMs to participate.	This is to clarify that, Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment. Switch should support 1152 (48 ACLs per port i.e 48 ACLs*24 ports=1152) IPV4 ACL for major NAC Dynamic ACLs which are pushed per ports by NAC solution.
124	Annexure 29: Minimum Technical Specification for Layer 2 Switches	33. Switch should have capability to track the objects like interface up/down status, ip route reachability etc. and change the configurations as per the event occurred.	We would like to bring to your notice that the said functionalities are a part of network management system or of a SDN controllers and is not of a standard L2/L3 switch capability. We request you to kindly review and remove the said clause to align with TEC GR and enabling domestic OEMs to participate.	Refer to Corrigendum

125	Annexure 29: Minimum Technical Specification for Layer 2 Switches	35. Switch should provide API support over NETCONF/RESTCONF	<p>We would like to bring to your notice that there are multiple protocols to realize the said functionality which also includes SNMP. NETCONF/RESTCONF are generally preferred as automation protocols typically used in SDN or controller-based environments and not for standard L2/L3 switch operations. Standard CLI and SNMP-based management are widely deployed in majority of the BFSI networks aligning to the TEC GR requirement.</p> <p>We request you to amend the clause as, "Switch should provide SNMP based management or API support over NETCONF/RESTCONF". Please confirm.</p>	Refer to Corrigendum
126	Annexure 29: Minimum Technical Specification for Layer 2 Switches	36. Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch	<p>We would like to bring to your notice that YANG-based programmability is preferred in ISP networks as a advance SDN/automation feature, typically used in large-scale, controller-driven networks, and not for standard L2/L3 switch deployments. Standard CLI and SNMP-based management are widely deployed in majority of the BFSI networks aligning to the TEC GR requirement.</p> <p>We request amend the clause as, "Switch should provide SNMP based management or a YANG data</p>	Refer to Corrigendum



			model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch".	
127	Annexure 29: Minimum Technical Specification for Layer 2 Switches	37. Switch should include a Trusted Platform Module (TPM) for secure hardware-based generation and storage of cryptographic keys that can be used for a variety of authentication purposes and also should provide secure boot function in software to verify the integrity and confirm that firmware is authentic and unmodified. This helps prevent attacks such as firmware implants and boot-level malware	<p>The said requirement is OEM specific since every OEM has their own way to offer secure boot. For example - domestic OEMs generally don't allow third party scripts to run on their OS ensuring heightened security.</p> <p>Standard security measures such as 802.1X authentication, SSH, SNMPv3, and VAPT certification are generally referred in BFSI and TEC GR requirements.</p> <p>We request you to review and remove the said requirement.</p>	Refer to Corrigendum

128	Annexure 29: Minimum Technical Specification for Layer 2 Switches	38. Switch must be enabled with latest firmware supporting streaming telemetry to provide real time pro-active visibility of device health like CPU and Memory utilization, temperature along with historical troubleshooting using Time series data base (TSDB) and granular information of clients connected on wired connectivity to NMS tool for last 24 hours at minimum. Switch must be enabled with Client Insight feature capturing real time telemetry of L2, L3, and L4 onboarding details such as time taken for authentication, acquiring IP address and shared with NMS in push model to understand anomalies in client onboarding over the network	<p>We want to bring to your notice that the clause mandates advanced SDN/telemetry analytics (streaming telemetry, push-model client insight, TSDB integration) which are controller/NMS features, not baseline Layer-2/Layer-3 switch requirements. Further, there is no clarity where TSDB is hosted and on the use cases for compliance testing. These capabilities are also not part of TEC GR baseline for access switches and seemingly bias the tender toward specific (foreign) OEM SDN ecosystems.</p> <p>Standard, widely adopted equivalent mechanisms (SNMP, Syslog, CLI, sFlow for traffic statistics) address health monitoring and troubleshooting for BFSI access networks and align with TEC GR practices.</p> <p>To ensure inclusivity for domestic OEMs and maintain interoperability, we request: Aligning the clause to TEC GR by limiting requirements to standards-based monitoring (SNMPv3, Syslog, sFlow) and NAC-aligned events, removing mandatory streaming telemetry + Client Insight + on-switch TSDB requirements, or making them optional / NMS-side features to providing a</p>	Refer to Corrigendum
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			<p>clear, OEM-neutral protocol expectations."</p> <p>Proposed revised tender clause (OEM-neutral &amp; TEC aligned):</p> <p>"Switch should support standards-based monitoring via SNMPv3, Syslog, and sFlow (for traffic statistics). Integration with NMS shall be based on open, documented interfaces. Any advanced telemetry (e.g., streaming telemetry/TSDB/Client Insight) shall be optional and implemented at the NMS/controller side, not mandated on the switch."</p>	
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129	Annexure 29: Minimum Technical Specification for Layer 2 Switches	40. Switch must be enabled with right protocols like NETCONF/RESTCONF/Telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard .	We would like to bring to your notice that these protocols are advanced SDN/automation features used in large-scale programmable networks creates bias toward specific OEMs offering proprietary programmability solutions and restricts domestic OEM participation. Standard management protocols such as SNMPv3, Syslog, and CLI are sufficient for configuration compliance and monitoring as per TEC GR. We request you to amend the clause as, " Switch must be enabled with right protocols like NETCONF OR RESTCONF OR SNMP or CLI or equivalent telemetry information which can help NMS tool to gather the data and find out the configuration differences and highlight on NMS Compliance dashboard ."	Refer to Corrigendum
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RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

130	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.	"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." The inclusion of this clause is crucial for National Security & 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 & Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.	No change. Please be guided by RFP Terms and conditions.
131	New Tender clause	The quoted product should be "EN 55035, EN 55032, ETSI EN 300386, EN/IEC 61000-6-1:2019 & EN/IEC 61000-6-3:2021, IEC 62368-1, TEC/SD/DD/EMC-221/05/OCT	No certifications are asked currently for the quoted products. We request the bank to review and check if needful certificates which are very critical to the banking environment be sought to ensure a quality certified product is quoted.	No change. Please be guided by RFP Terms and conditions.

RFP for Augmentation/Refresh of Network and Security equipment at DC, DRC and Procurement of Layer 2 Switches for Branches/Offices.

Central Bank of India – Tender No – **GEM/2026/B/7085100**

		certified and FCC Part 15 and RoHS compliant.		
132	<p>With reference to GeM RFP Bid Number: GEM/2026/B/7085100, we request you the following –</p> <ol style="list-style-type: none"> <li>1. The requirement of Layer 2 switches for 5800 branches to be separated from the checkpoint firewall manager and Cisco Firewall cluster requirement as it restricts participation.</li> <li>2. Cisco and Checkpoint Firewall requirement is only for DC and DR and L2 switches are for branches</li> <li>3. Since the RFP is published with Cisco and Checkpoint Product codes, the entire RFP is controlled by these two OEMs, restricting other participants from bidding.</li> </ol> <p>Hence, we request you to not to club L2 switches with Cisco and Checkpoint Data Centre requirement and separate out L2 switches requirements for wider participation from non-Cisco and non-Checkpoint vendor.</p>			No change. Please be guided by RFP Terms and conditions.
133	8. Scope of Work	The Bank expects to protect the investment already made on the Network equipment. The Bidder is required to buy back this equipment and detail out the buyback price in their commercial offer.	Kindly share the Buyback Inventory along with Make and model	Clarification: Requested details will be shared with the successful bidder.

134	8. Scope of Work	The proposed devices should be capable of mounting in existing Bank racks in all locations and should not have perforations from top side of chassis (Top view should be covered entirely by metal casing/plate to prevent any liquid going inside the chassis from top). Any screw, cage nuts, bolts etc required for mounting equipment must be supplied by Bidder at each end location without any additional cost to bank	Kindly share the existing Rack size along with dimensions	Clarification: Requested details will be shared with the successful bidder.
135	8. Scope of Work	The Successful Bidder shall ensure that average CPU and Average Memory utilization of any device should not cross 70% on any working day during the tenure of contract. In case the utilization of CPU or MEMORY crosses the threshold of 70%, then Bidder shall provide upgraded equipment free of cost	Since CPU and memory utilization can be affected by multiple factors such as heavy local network traffic, application behavior, and security incidents beyond the bidder's control, please clarify how the 70% utilization threshold will be measured and validated before asking for a free hardware upgrade.	This is to clarify that, CPU and memory utilisation will be measured by Bank's existing NMS tool.

		within one month from the date of reporting during the tenure of contract.		
136	2. Eligibility Criteria	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	We request you to change this clause as below -  The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/ Offices of two organization (Scheduled Commercial Banks/BFSI/PSU/Govt.) in last 5 years in India as on date of RFP.	No change. Please be guided by RFP Terms and conditions.
137	Eligibility Criteria point 7	Eligibility Criteria	Original Clause The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.  Modification requested. The Bidder should have supplied, implemented, and	No change. Please be guided by RFP Terms and conditions.



			maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 7 years as on date of RFP.	
138	Eligibility Criteria point 8	Eligibility Criteria	<p>Original Clause</p> <p>The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP</p> <p>Modification requested.</p> <p>The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 7 years in India as on date of RFP</p>	No change. Please be guided by RFP Terms and conditions.

139	10. Project Timelines	Project Timelines	<p>Original Clause Delivery at Bank's location within 14 weeks from the date of acceptance of purchase order &amp; 8 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material</p> <p>Modification requested. Delivery at Bank's location within 20 weeks from the date of acceptance of purchase order &amp; 12 weeks from the date of delivery of Checkpoint Firewall Manager, Cisco firewall at DC, DRC and Layer 2 switches at Branches/Offices as per the Annexure 2B: Commercial Bill of Material</p>	No change. Please be guided by RFP Terms and conditions.
140	Annexure 20: Eligibility Criteria Compliance – Point 7	Eligibility Criteria Compliance	<p>Original Clause The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.</p> <p>Modification requested. The Bidder should have supplied, implemented, and</p>	No change. Please be guided by RFP Terms and conditions.

			maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 7 years as on date of RFP.	
141	Annexure 20: Eligibility Criteria Compliance – Point 8	Eligibility Criteria Compliance	<p>Original Clause</p> <p>The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP</p> <p>Modification requested.</p> <p>The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 7 years in India as on date of RFP</p>	No change. Please be guided by RFP Terms and conditions.

142	Annexure 24	Reverse Auction Process – Letter of Indemnity	Original Annexure  Modification Required Kindly remove the requirement of this Annexure 24 as there is already a detailed Indemnity clause in the RFP (Clause 24)	Clause 24	No change. Please be guided by RFP Terms and conditions.
143	2. Eligibility Criteria : 7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP	Request to make the clause as The bidder/OEM should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP. So More bidder can participate in bid and competition made healthy		No change. Please be guided by RFP Terms and conditions.
144	2. Eligibility Criteria : 8	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	Request to make the clause as The bidder/OEM should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP. So More bidder can participate in bid and competition made healthy		No change. Please be guided by RFP Terms and conditions.

145	9. General Responsibility of Bidder	Bidder to ensure that the complete installation and commissioning of all the solutions part of this RFP to be done by the respective OEMs or by OEM Authorized Partners till the successful implementation of the respective solutions. OEMs to provide the certification of authorization for their respective partners	We request bank to clarify whether the installation needs to be done by OEM Professional Services at DC/DR/Branches.	This is to clarify that, Installation and commissioning will be done by Bidder only.
146	9. General Responsibility of Bidder	Bidder is also required to provide skilled resources that may be required for the successful completion of the project	We request bank to modify the clause:  Bidder is also required to provide skilled resources that may be required for the successful implementation & commissioning of the project	No change. Please be guided by RFP Terms and conditions.

147	13. Monitoring & Audit	Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits/Statutory and Regulatory audit performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the Bank. For service level measurement, as defined in SLA, data recording is to	we request bank to clarify whether bidder need to provide NMS solution to adhere the highlighted point	This is to clarify that, Bidder does not need to provide NMS solution.
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		be captured by the industry standard tools implemented by the Successful bidder. These tools should be a part of the proposed solution.		
148	21.2 Service Level Default	For three (3) downtime occurrences within a quarter, a sum equivalent to 1% of the product cost of the respective product would be levied as a penalty. This would be over and above the monthly service level default penalty	We request bank to modify the clause:  For three (3) downtime occurrences within a quarter at same site, a sum equivalent to 1% of the product cost of the respective product would be levied as a penalty. This would be over and above the monthly service level default penalty	No change. Please be guided by RFP Terms and conditions.

149	8. Scope of Work	The Successful Bidder shall ensure that average CPU and Average Memory utilization of any device should not cross 70% on any working day during the tenure of contract. In case the utilization of CPU or MEMORY crosses the threshold of 70%, then Bidder shall provide upgraded equipment free of cost within one month from the date of reporting during the tenure of contract.	Kinldy ensure to add this point in OEM technical complaince to ensure complte ownership from bidder & OEM's perspective on technical specs requirement	No change. Please be guided by RFP Terms and conditions.
150	8. Scope of Work	The proposed devices should be capable of mounting in existing Bank racks in all locations and should not have perforations from top side of chassis (Top view should be covered entirely by metal casing/plate to prevent any liquid going inside the chassis from top). Any screw, cage nuts, bolts etc required for mounting equipment must be supplied by Bidder at each end	Kinldy ensure to add this point in OEM technical complaince to ensure complte ownership from bidder & OEM's perspective on technical specs requirement	No change. Please be guided by RFP Terms and conditions.



		location without any additional cost to bank		
151	Eligibility Criteria , Sr. 7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	<p>We understand that bank already has checkpoint firewall manager in DC. The scope of this RFP is to delivery checkpoint manager in DR location in HA model, Please confirm</p> <p>We understand that, HA model of Cisco NGFW need to be deployed in DC and DR locations, please confirm The DC is in Navi Mumbai and DR is in Hyderabad</p>	<p>This is to clarify that, Checkpoint Firewall Manager(qty 2)needs to be delivered and install at DR Hyderabad location.</p> <p>HA model of Cisco NGFW need to be deployed in DC and DR locations.</p> <p>The DC is in Navi Mumbai and DR is in Hyderabad</p>

152	Eligibility Criteria , Sr. 7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	We request bank to modify clause as mentioned below:  The Bidder should have supplied, implemented, and maintained minimum one Next Generation Firewall solutions and one Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU/Govt/Any Enterprise in last 7 years as on date of RFP.	No change. Please be guided by RFP Terms and conditions.
153	8. Scope of Work	Bank may ask for staggered delivery of some of the Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches mentioned in the RFP. Details of the same would be shared with the successful Bidder at a later stage.	As the checkpoint firewall manager and cisco firewall would be supplied as hardware there is no option of staggered delivery for these components. Please clarify staggered delivery option for these components	No change. Please be guided by RFP Terms and conditions.
154	8. Scope of Work, Sr 1 of Table	Bidder must deliver the Checkpoint Firewall Manager, Cisco Firewall cluster and Layer 2 switches mentioned in Annexure 2B: Commercial Bill of Material at the Bank's site.	1. We understand that bidder need to supply, install, implement and maintain these solutions for period of 5 years  2. Please let us know whether we need to deploy dedicated FMS for Day 2 support of Checkpoint manager and Cisco firewall. If yes, then please	This is to clarify that, 1. Bidder need to supply, install, implement and maintain these solutions for period of 5 years.

			provide the service window so that we can factor the staffing model	2. Bidder need not consider FMS support for Day 2 operation(after successful installation , commissioning and sign off)
155	8. Scope of Work	<ul style="list-style-type: none"> <li>Bidder is also required to provide skilled resources (Certified by proposed OEM) that may be required for the successful completion of the project</li> </ul>	1. Can we deploy implementation team from our services partner 2. Can we deploy support team from our service partner 2. Which certification is required from Checkpoint and Cisco	This is to clarify that, respective OEM need to provide the certification of authorization for their respective partners.

156	8. Scope of Work	<p>"• The Bidder shall ensure the migration of existing equipment configuration to new proposed equipment without any downtime. In case, downtime is required then it should be very minimal. "</p>	<p>Please quantify "minimal" as downtime or maintenance would be required for these appliances</p>	<p>This is to clarify that, the selected bidder shall preconfigure the switch with all VLANs, obtain downtime approval from respective department , unmount the existing switch, mount the new switch in the rack, reconnect all the cables , verify uplink and VLAN connectivity. Ensure all user Pcs, Printers, ATMs, CCTV devices function normally, buyback the old switch from Branch after erasing the configuration and</p>
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				take the switch installation sign-off.
157	General	General	<p>1. Please provide us the model number of existing checkpoint manager and cisco firewall. This will help us to factor the estimate for migration and one-time implementation</p> <p>2. Please let us know the number of rules configured in existing firewall and checkpoint manager</p>	<p>1. Please be guided by RFP Terms and conditions</p> <p>2. Requested details will be shared with the successful bidder.</p>
158	General	General	Can bidder propose software based solution for checkpoint manager. If bidder proposes software based checkpoint manager, then whether the	Please be guided by RFP Terms and conditions.

			underlying hardware, OS, hypervisor, storage would be provided by the bank	
159	General	General	<p>1. Please provide the details of the interfaces required on the Cisco firewall and checkpoint manager</p> <p>2. Please let us know the storage required for these firewalls and firewall manager</p> <p>3. Will bank provide the backup software for taking back up of the Cisco firewall and checkpoint manager</p> <p>4. Will bank provide the passive cables required for connectivity of firewalls and checkpoint manager or bidder need to factor the cables</p> <p>5. Please clarify whether bank will provide the racks for the hardware deployment or bidder need to provide the racks</p> <p>6. Please let us know the log retention period for online and offline logs. Kindly clarify whether bank will provide the storage for online and offline logs</p>	<p>Clarification:</p> <p>1. Please be guided by RFP Terms and conditions.</p> <p>2. Please be guided by RFP Terms and conditions.</p> <p>3. Backup software will be provided by Bank</p> <p>4. Bank will not provide passive cable and Bidder needs to factor the same</p> <p>5. Bank will provide the racks for hardware deployment</p> <p>6. Bank will provide</p>

				storage for all the logs
160	General	General	1. Please let us know whether bidder need to provide the training post implementation 2. Number of participants for training 3. Whether the training is required onsite or virtual 4. Please provide the location of training (Bank premise / bidder premise, etc)	Clarification: No training required.
161	General	General	Please let us know whether the contract period would start from the date of hardware delivery or from the date of implementation sign off	Clarification: Contract period starts from the date



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				of complete project sign off.
162	General	General	Please let us know the implementation sign off criteria	Clarification: The Bidder would be responsible for supply, installation, testing, commissioning, configuring of the equipments, as per the RFP.
163	General	General	Please provide the list of devices with which the appliances need to be integrated (SIEM, SOAR, PAM, NMS, MFA, ITSM, FRA, etc)	Please be guided by RFP Terms and conditions.



164	General	General	<p>Please provide the Day 2 support scope of work</p> <p>We understand that On-Demand support need to be provided for below activities:</p> <ol style="list-style-type: none"> <li>1. RMA support in case of hardware failure</li> <li>2. Engineer should be at location within 4 hours from the time of incident reporting</li> <li>3. Configuration and Change Management for critical issues</li> <li>4. DC Drills</li> <li>5. Audit Support</li> </ol> <p>Kindly let us know if the understanding is correct. Please add if anything missed to be mentioned</p>	<p>Clarification:</p> <p>Yes understanding is correct</p>
165	Annexure 20: Eligibility Criteria Compliance	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last	The Bidders should have experience in supply, implementation, and maintenance of Layer 2 Switches across a minimum of 500 branches/offices of a single organization, limited to Scheduled Commercial Banks, BFSI entities, or PSUs, during the preceding five (5) years in India, as on the RFP date.	No change. Please be guided by RFP Terms and conditions.

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		5 years in India as on date of RFP.		
166	Delivery, Installation and Maintenance	9 Bidder should coordinate with the SPOC (DC/DRC/Branches) for all the assignments relating to this RFP.	Please provide list of DC/DRC Branches	Clarification: Requested details will be shared with the successful bidder.
167	LD	11 The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation of goods which have been delayed for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value.	Please revise 10% Capping on LD is on higher side. Please revisit	No change. Please be guided by RFP Terms and conditions.

168	Payment Terms Hardware	20 Checkpoint Firewall Manager, Cisco firewall Cluster at DC,DRC and Layer 2 Switches at respective Branches/Offices.60% agst Delivery signoff,30% Installation,10% after signoff	Please revise to 70% on delivery 20% on Installation.	No change. Please be guided by RFP Terms and conditions.
169	Payment Terms Installation cost	20 70% against successful Installation and Sign off 30% after migration signoff	Please revise to 80% agst successful Installation and Sign off 20% after migration signoff	No change. Please be guided by RFP Terms and conditions.
170	Payment Terms AMC	20 AMC amount payable would be paid quarterly in arrears at the end of each quarter.	Please revise to Quarterly in advance	No change. Please be guided by RFP Terms and conditions.
171	Penalties	21The total penalties will be capped at 10% of the invoices amount. However, LD (Liquidated damage) penalty will run concurrently.	Please revise penalty capping to 5%	No change. Please be guided by RFP Terms and conditions.

172	Insurance	35 The equipment (hardware/software, etc.) supplied under the contract shall be fully insured by the Service Provider against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, and installation. The insurance shall be obtained by the Service Provider, naming Central Bank of India as the beneficiary, for an amount equal to 100% of the invoiced value of the goods on an "all risks" basis, covering risks such as damage, theft, fire, or natural disasters	Please check can Insurance cover be as Joint beneficiary	No change. Please be guided by RFP Terms and conditions.
173	Annexure 29: Minimum Technical Specification for Layer 2 Switches Point Number 24	Switch must have functionality static routing, RIP and inter-vlan routing	RIP is suited for small-scale networks. For a requirement of 3000 IPv4 routes, please consider OSPFv2/v3, as these are more suitable for scalable deployments.	No change. Please be guided by RFP Terms and conditions.

174	Annexure 29: Minimum Technical Specification for Layer 2 Switches Point Number 36	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch	Yang model coverage and exposure methods is very limited to MII OEMs, we request you to amend this point to  Switch should support standards-based data models (such as YANG) or equivalent open management interfaces, using secure transport, to enable integration with external tools for provisioning network resources to pull the real time monitoring or network statistics data from the switch	Refer to Corrigendum
175		Additional Clause - Additional certifications	Request to include following certifications: 1.MTCTE-this is a mandatory certificate as per DOT Guidelines. 2. IPv6 logo Certificate 3.VAPT-As per Cyber Security Guidelines, we recommend that Switch OS should be VAPT Certified by STQC or equivalent	No change. Please be guided by RFP Terms and conditions.
176		Additional Clause - POC	Request Bank to consider POC under the evaluation process for OEMs to ensure the right product is finalised	No change. Please be guided by RFP Terms and conditions.

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177		Additional Clause - Make in India Purchase Preference	<p>In reference to the current bid clause under Make In India Policy, we understand DPIIT's approved Nodal Ministry gazette policy dated 29.08.2018 and amended on 21st Oct 2024 is applicable on the bid for procurement of notified products i.e. L2,L3 switches which are being procured under the current GEM Bid. Incompliance to DPIIT's approved Nodal Ministry DoT order dated 21.10.2014, Table-A, we understand the minimum local content of 60% is required for the notified goods (L2,L3 Switches) which are being procured under the current GEM bid. Kindly confirm</p> <p>Considering sufficient ecosystem of MII OEMs, this Bid should be restricted for MII</p>	No change. Please be guided by RFP Terms and conditions.
178	Eligibility Criteria SL/No4	The Bidder must have average Annual turnover of minimum ₹200 Crores in IT business from India operations only in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet available at the time	As per ATC the bidder turnover should be 200Cr this contradicts the OEM AVERAGE TURNOVER STATED ON Page-2 in the NIT document, please clarify	No change. Please be guided by RFP Terms and conditions.

		of submission of tender, of individual company and not as group of Company		
179	Page 55 Point-56 of attached ATC document	Escrow Arrangements The bidder has to facilitate for Escrow Agreement between all the parties. The OEM shall either provide the source code along with the necessary documentation or ensure that the source code is securely placed under an escrow arrangement, as agreed upon by all parties. The escrow agreement shall include provisions that, in the event of a predefined triggering event (such as the OEM going out of business, breach of contract, or any other specified event), the source code will be made available to the	Request to change the same from OEM to OEM/Bidder as the Bidder takes full responsibility of the project	No change. Please be guided by RFP Terms and conditions.

		Bank in a timely manner, ensuring uninterrupted support and maintenance of the solution.		
180	2. Eligibility Criteria/ Point No.7	The Bidder should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	The Bidder /OEM should have supplied, implemented, and maintained minimum two Next Generation Firewall solutions and two Firewall Manager within Data Center in Schedule Commercial Banks/BFSI/PSU in last 5 years as on date of RFP.	No change. Please be guided by RFP Terms and conditions.



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181	2. Eligibility Criteria/ Point No.8	The Bidder should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices of single organization (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.	<p>The Bidder/OEM should have supplied, implemented, and maintained Layer 2 Switches in at least 1000 Branches/Offices in multi locations in India (Scheduled Commercial Banks/BFSI/PSU) in last 5 years in India as on date of RFP.</p> <p>Documents to be submitted: Documentary evidence such as purchase orders, completion certificates, or ongoing Project supply/maintenance certificates issued by the respective client organizations must be submitted as proof.</p> <p>OR</p> <p>The Bidder should have supplied, installed and maintaining at least 1000 units Managed network switches in multi locations in India for Scheduled Commercial Banks / Financial Institutions / Government Departments / PSUs in last 5 years from the date of RFP.</p>	No change. Please be guided by RFP Terms and conditions.
182	Annexure 29: Minimum Technical Specification for	Switch shall have minimum 3K IPv4 Routes	Most OEMs support 1k IPv4 routes. We request you to amend this clause to Switch shall have minimum 1K IPv4 Routes or more	Refer to Corrigendum

	Layer 2 Switches Point Number 20			
183	Annexure 29: Minimum Technical Specification for Layer 2 Switches Point Number 24	Switch must have functionality static routing, RIP and inter-vlan routing	We understand that the requirement is for Layer 2 network switches. RIP is a Layer 3 protocol and it helps routers exchange routing information and determine the best path to IP networks. For a Layer 2 switch, Static Routes will meet this functionality. Request you to delete RIP from the clause.	No change. Please be guided by RFP Terms and conditions.
184	Annexure 29: Minimum Technical Specification for Layer 2 Switches Point Number 36	Switch should provide YANG data model support for integration with external tools to provision network resources to pull the real time monitoring or network statistics data from the switch	Yang model coverage and exposure methods is very limited to MII OEMs, we request you to amend this point to  Switch should support standards-based data models (such as YANG) or equivalent open management interfaces, using secure transport, to enable integration with external tools for provisioning network resources to pull the real time monitoring or network statistics data from the switch	Refer to Corrigendum
185		Additional Clause - Additional certifications	Request to include following certifications: 1.MTCTE-this is a mandatory certificate as per DOT Guidelines. 2. IPv6 logo Certificate 3.VAPT-As per Cyber Security Guidelines, we	No change. Please be guided by RFP Terms and conditions.

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			recommend that Switch OS should be VAPT Certified by STQC or equivalent	
186		Additional Clause - POC	Request Bank to consider POC under the evaluation process for OEMs to ensure the right product is finalised	No change. Please be guided by RFP Terms and conditions.
187		Additional Clause - Make in India Purchase Preference	<p>In reference to the current bid clause under Make In India Policy, we understand DPIIT's approved Nodal Ministry gazette policy dated 29.08.2018 and amended on 21st Oct 2024 is applicable on the bid for procurement of notified products i.e. L2,L3 switches which are being procured under the current GEM Bid. Incompliance to DPIIT's approved Nodal Ministry DoT order dated 21.10.2014, Table-A, we understand the minimum local content of 60% is required for the notified goods (L2,L3 Switches) which are being procured under the current GEM bid. Kindly confirm</p> <p>Considering sufficient ecosystem of MII OEMs, this Bid should be restricted for MII</p>	No change. Please be guided by RFP Terms and conditions.