

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
1	0	NA	General	The bid doesn't comply with the public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. As it is a tender issued by government body, the PMA policy is very much applicable to this bid, and it is requested to include the PMA clause into the tender	GIC Re is not procuring any goods but it is procuring the WLAN service in Network in a Service Model. Only local service providers with registered offices and manpower in India are allowed to bid by the nature of PQC in the tender. Hence GIC Re is in full compliance of the applicable circular.
2	6	Section I 4.b	b. Modernizing the existing in-house Data centre room (GIC HO DC) present in GIC HO (in General Insurance Corporation of India & Oriental and Suraksha Buildings). The Selected Bidder is expected to carry site survey, propose final solution architecture, implement, and provide software/equipment on OPEX Subscription model and provide support for Contract Period.	Is partial bidding possible here if we bid only for the WLAN Infrastructure Implementation?	No change in tender terms and conditions
3	6	Section I 4.b	Modernizing the existing in-house Data centre room (GIC HO DC) present in GIC HO	Does it mean civil work or is it a technical upgrade?	It Includes Civil work for DC restructuring and cabling related work for WLAN infrastructure implementation.
4	6	Section I 2	Our current architecture is based on MPLS Hub and Spoke model, with two hub locations (DC and DR: Airoli & Bangalore) and four Spoke locations (Delhi, Ahmedabad, Mumbai (Suraksha and Oriental house))	what is the existing bandwidth of the ILL at the 4 locations? What will be the expected access point BW that we should consider?	Existing and expected ILL bandwidth will be taken care of by the DC Service provider. However bidder has to ensure at least 200 Mbps of bandwidth is availed for each desktop user at any given point in time to ensure full utilisation available MPLS and ILL bandwidth
5	7	Section I 4.b.c	At the end of Contract Period the ownership/license and management of all software and equipment provided, installed and present at GIC Re during the contract period will be transferred to GIC Re or any of GIC Re's designated System Integrator	Bidder. generally don't indulge in asset transfer post contract term ; Can we submit commercials in Capex model where assets will be in customer's name or can we do commercials in Opex model where asset ownership remains with Bidder post contract term as well?	No change in tender terms and conditions
6	7	Section I 4.b	For the Opex Model of Payment	The agreement will be between GIC Re & Leasing Company & the Supplier will be Bidder. However Bidder will take total responsibility of SLA, Supply & Support for 5 Years. Only Payment will be tagged to Leasing organisation for smooth Functioning	GIC Re will enter into contract only with the successful bidder and not enter into any other agreement with any third party

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7	7	Section I 4.Part1.A	The Selected Bidder will have to buyback the existing network devices like switches, access points, power Supply, UPS etc. as per (Annexure XI).	There is no buyback option, we offer under our product portfolio. Can we get some relaxation on the same.	No change in tender terms and conditions
8	8	Section I 4.Part1.B.a	The Prospective Bidders must perform manual channel plans in dense areas and include drawings of each floor with device placement. Survey drawings must be submitted with the proposal response.	For survey drawing, we required existing layout of each floor, request you to provide the same	Latest floor map diagram is not available, bidders are expected to draw heatmap based on the site survey conducted.
9	9	Section I 4.Part1.B.a	The prospective Bidders, in the technical bid proposal, must provide an as-is built document and diagram detailing all hardware installation, software configuration, showing the location of all network equipment and details of the backbone connections between equipment.	Documents and drawing requested in the technical bid, these documents can be submitted by selected bidder at the time implementation of project. Hence request you amend the clause as only selected bidder will provide the requested documents	Bidders are expected to submit proposal based on the site survey conducted for technical evaluation. Further details can be amended upon mutual agreement with the selected bidder provided they do fulfil all requirements mentioned in the scope of work.
10	10	Section I 4.Part1.B	OPEX Model of offering must include the following but not limited to. <ul style="list-style-type: none"> <li>&gt; Bidder taking complete ownership proposed at various locations including compliance to various licensing and usage regulations</li> <li>&gt; Full warranty and support for the life of the system</li> <li>&gt; Flexibility to upgrade, change, and scale the solution.</li> <li>&gt; Upgrade of network equipment if a new technology is introduced in the market.</li> <li>&gt; Role-based access control to allow all types of users and devices to securely connect on one system</li> <li>&gt; Next-generation security against malware and other malicious threats</li> <li>&gt; Integrated security for IoT</li> <li>&gt; PCI compliance</li> <li>&gt; Network monitoring and performance testing</li> <li>&gt; Guest management: custom splash pages with options for Wi-Fi, and social media integration</li> </ul>	Bidder. generally don't indulge in asset transfer post contract term ; Can we submit commercials in Capex model where assets will be in customer's name or can we do commercials in Opex model where asset ownership remains with Bidder post contract term as well?	No change in tender terms and conditions
11	10	Section I 4.Part1.B	Primary OFC Core (Cores 1 & 2 ), Redundant OFC Core (Core 3 &4)	For redundancy two deferent cable & 2 different cable pathway are suggested, But as per requirement only one fiber cable is mention in requirement.	Bidder must propose the number of fibres as per redundancy requirements. Redundancy requirements override any other
12	10	Section I 4.Part1.B.b	The existing network infrastructure must be purchased by the Selected Bidder as per list in Annexure XI.	NA	No change in tender terms and conditions
13	11	Section I 4.Part1I	Data Center at HO redesign requirement:	Please help to share the commercial format for Data Center at HO redesign	It is to be included in One Time Cost (OTC) of Whole project as mentioned in the Commercial Bid format in the tender document.
14	11	Section I 4.Part1.B.b	Network Access Control	For Network Access Control solution, GIC will provide required virtual server to install the AAA software.	Agreed as per RFP wordings.

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15	11	Section I 4.Part1.B.b	The proposed solution must include compatible specifications for WLAN controller, management software, NAC solution as it needs to be hosted at GIC Re's Data Center Cloud environment.	What the features required with respect to NAC?	Already mentioned in tender document (Annexure XIII).
16	11	Section I 4.Part1.B.b	The Wi-Fi Solution: The prospective Bidder must provide functionalities of all the components like WLAN Controller (Software-based), Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Captive Portal, customization, and branding of services.	Is there a choice of specific OEM here or any Controller based OEM complying to the RFP clauses can be suggested?  Please change this clause to  "The Wi-Fi Solution: The prospective Bidder must provide functionalities of all the components like WLAN Controller (Software-based/ Hardware based), Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Captive Portal, customization, and branding of services."  Controller will be hardware based because it will have more security than software based.	Bidder is free to propose Oem that is most suitable to the specifications mentioned in RFP. All specification relevant for Software/Cloud controller will be applicable. Hardware/Physical controller specification will be not considered.
17	11	Section I 4.Part1.B.b	The Wi-Fi Solution: The prospective Bidder must provide functionalities of all the components like WLAN Controller (Software-based), Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Captive Portal, customization, and branding of services.	SMS gateway has to provided by GIC, Bidder will integrate the same with WLAN Infra	No change in tender terms and conditions
18	11	Section I 4.Part1.B.b	Wireless Controller	If Bidder is not proposing the cloud based management tool, then bidder can propose WLAN Controller (Software-based) or OEM specific hardware controller, in case of hardware based controller bidder should proposed OEM hardware with wireless controller software.	No change in tender terms and conditions
19	11	Section I 4.Part1.B.b	Wireless Controller Specification	Please clarify, if our understanding is correct. If the proposed solution is manage by cloud then all the wireless controller feature is not applicable and if bidder is not having cloud based solution the All the Wireless controller specification applied for those bidder who is providing on-prim virtual/Physical controller. if Bidder is proposing cloud based management tool for wireless AP then all the functional requirement mentioned for controller will not be applicable like DC (+DR standby) based WLAN software controller with a fixed no of licenses etc.	all specification relevant for Software/Cloud controller will be applicable. Hardware/Physical controller specification will be not considered.

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20	11	Section I 4.Part1.B.b	Any structure, permanent or temporary, dismantled or destroyed during the execution of the work shall be refilled/remade or restored to its previous condition by the Selected Bidder at its own cost.	During site survey, we identified that material and structure is very old, its impossible to get that material now, request to clarify how it can be restored	The bidder is expected to deploy WLAN solution with minimum modification to existing building structure. If there is any unavoidable dismantling or structural change required for the proposed solution bidder must mention the same in the proposed solution as part of bid document for technical evaluation. GIC Re is open to find a solution to overcome unavoidable structural modifications with the selected bidder.
21	12	Section I 4.Part1.B.b	The Selected Bidder shall provide a DC (+DR standby) based WLAN software controller with a fixed no of licenses.	what are the min number of fixed licenses required	to be read as: "The Selected Bidder shall provide a DC (+DR standby) based WLAN software controller with a fixed no of licenses catering to 500 to 1000 user with option to expand under OPEX model."
22	12	Section I 4.Part1.B.b	The Selected Bidders must submit Wi-Fi feasibility report and heatmap for each location (refer Annexure XII). The above report must be attached along with technical compliance sheet, at the time of submitting technical bid. The Selected Bidder s who confirms feasibility at respective locations will only be eligible for further processing of their bids.	Help to share all floor map diagram to generate Heatmap.	Latest floor map diagram is not available, bidders are expected to draw heatmap based on the site survey conducted.
23	12	Section I 4.Part1.B.b	The Selected Bidder must have qualified engineers with experience and certifications in the Wireless and Networking field.	any specific certifications?	Relevant certifications related to wireless Lan equipment being proposed and wireless Lan implementation are acceptable.
24	12	Section I 4.Part1.B.b	The Selected Bidder shall implement IP Sec AES 256 encryption for every location as per existing setup of GIC Re (if required).	Normally in WLAN, it uses DTLS encryption so please provide more clarity on IPSEC AES 256 requirement.	DTLS encryption is acceptable and IPSEC AES 256 requirement is wherever applicable and if required.
25	13	Section I 4.Part1.B.b	Solution Design and Implementation	The Solution Architecture of the proposed solution must be signed off by an experienced and certified engineer employed by the OEM before implementation.	The same has been mentioned on the page No 12 of the tender document and is applicable wherever necessary across the scope of work.
26	13	Section I 4.Part1.B.b	Guest / un-identified users: Any endpoint or user who is not having their credentials defined in the (Authentication, Authorization and Accounting) AAA server, when they try to connect to the network, they shall be redirected to a Guest (Virtual LAN) VLAN with no access to request for temporary password. These users shall be redirected to a captive portal for Guest user authentication. If such a user has been assigned a temporary password by the network admin, then he/she may get authenticated using these temporary credentials with dual factor authentication, whose validity must be time bound (the passwords configured to expire automatically after certain time period). The Selected Bidder shall configure separate SSID for guest users. Such temporary/guest users shall be assigned a guest role and only be allowed access to the Internet. All logs for guest users to be maintained for security and audit purposes for 6 months.	Typically Guest user access is implemented with single factor authentication. Current clause is asking to have two factor authentication for guest which is not required. Please provide clarity.	Guest is required to their mobile number for two factor authentication for safety and record of GIC Re.

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27	14	Section I 4.Part1.B.c	Access point placement and planning must be done in such a way that not more than 5 concurrent users must be connected to one access point in failover configuration.	this condition is depending on various factors including roaming devices like mobiles, so every time number of CPE latched with particular AP would always vary in numbers	This clause is intended for stationary devices and not for roaming devices.
28	14	Section I 4.Part1.B.c	All Access points must be able transmit on 2.4 GHz, 5 GHz and 6 GHz frequencies.	6GHz frequency support not required as all the Laptops & handheld devices operate in 2.4 & 5GHz band	Since Bidder is on OPEX model, this is for future readiness in next 5 years. No change in tender terms and conditions
29	14	Section I 4.Part1.B.c	All access points must be using MU-MIMO (Multiple User – Multiple Input Multiple Output) technology in 4x4 or more configuration to cater to 5 devices at a time without a drop in throughput at each endpoint. The Access points must be capable of Beam forming for Desktops/Laptops.	Please change this clause to  "All access points must be using MU-MIMO (Multiple User – Multiple Input Multiple Output) technology in 2x2 or more configuration to cater to 5 devices at a time without a drop in throughput at each endpoint. The Access points must be capable of Beam forming for Desktops/Laptops."  All the Laptop/desktop will have 1x1 or 2x2 antenna. So asking 4x4 on 3 Radio will not improve the performance if the client device is having 1x1 or 2x2 MIMO.	If a Wi-Fi 6 AP has 4 transmitting and receiving antennas (4x4), it enables it to simultaneously transmit to two 2x2 clients. Since all our desktops have 2x2 antenna (Intel Wi-Fi 6 AX201) and wireless is going to be our primary Network backbone, we require a minimum of 4x4 antenna. AP must support features such as Uplink and Downlink OFDMA and 1024QAM features that are available in Intel Wi-Fi 6 AX201 receiver.
30	14	Section I 4.Part1.B.c	All components including the passive cabling must be capable of catering to the speeds up to 5 Gbps per access point.	In Annexure XIII Access point technical specification, data rate asked for 3Gbps. Kindly modify this with 3 Gbps.	To be read as :  " All components including the passive cabling must be capable of catering to the speeds up to 2.5 Gbps per access point however the Wireless data rate should be of 5G per AP"
31	14	Section I 4.Part1.B.d	Software Solution for WLAN Management.	There are many features which is part of NMS, Firewall, AAA, NAC, etc. Like SLA Monitoring, MIS Reports, project monitoring, User activity logs, policy level blocking, monitoring and filtering of data flow, log of Wi-Fi usages/services to be utilized by the end users such as IP address details, URLs visited, etc. As more over less controller technical specification is provided in Annexure XIII, Hence, we request to remove this section.	Software Solution for LAN can be read as features which are a part of NMS, AAA, NAC, Controller etc and any software over and above these features.

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32	14	Section I 4.Part1.B.b	The proposed solution must be compatible with SD-WAN solution that will be implemented at GIC Re.	Every OEM has their own SD-WAN Solution. Kindly remove this clause.	GIC Re has its own DC provider and corresponding SD-WAN solution that is going to be implemented. This clause is to make sure the equipment is compatible with generic SD WAN solutions. No change in terms and conditions.
33	14	Section I 4.Part1.B.c	All access points must be using MU-MIMO (Multiple User – Multiple Input Multiple Output) technology in 4x4 or more configuration to cater to 5 devices at a time without a drop in throughput at each endpoint. The Access points must be capable of Beam forming for Desktops/Laptops.	Performance is the key in WLAN, need minimum 4x4 MIMO for enterprise class deployments on both radios. Please clarify if 4x4 requirement on both 2.4 and 5GHz radio.	No change in tender terms and conditions. Bidder must propose the best fit for GIC Re requirement.
34	14	Section I 4.Part1.B.c	WLAN Technical Specifications	Access point placement and planning must be done in such a way that not more than 5 concurrent users must be connected to one access point in failover configuration	No change in tender terms and conditions
35	15	Section I 4.Part1.B.e	1. Solution must facilitate the administrators for policy level blocking, monitoring and filtering of data flow i.e., initial policies for example must be to block pornography, torrents, pirated, poker/casino related website and contents. 2. URLs visited	These are the features of firewall & can be achieved by external firewall	Agree to be removed from Scope of Work
36	15	Section I 4.Part1.B.d	Wi-Fi usage log: Selected Bidder shall be responsible for keeping log of Wi-Fi usages/services to be utilized by the end users	whether a cloud based storage of the logs is allowed or it needs to be on-prem servers	Bidder is free to propose the type of log storage mechanism within GIC Re Network only.
37	15	Section I 4.Part1.B.d	Wi-Fi usage log: Selected Bidder shall be responsible for keeping log of Wi-Fi usages/services to be utilized by the end users such as IP address details, URLs visited, time stamp/time details, endpoint / User Authentication, login success/ failure events, Mobile number MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications (DOT) / TRAI from time to time. These logs must be maintained for at least 6 months and must be provided to GIC Re in readable format on demand.	Please remove "IP address details, URLs visited, time stamp/time details." This feature will be possible through Firewall solution to fetch the URL information access by user. None of the WIFI solution will provide these details. For getting URL details GIC should have centralised firewall. Please change " logs/Report must be maintained for at least one months and must be provided to GIC Re in readable format on demand" All NMS solution will have log retention for one month after that Log will be exported to external storage for logger period.	The wording now stands changed to : " Wi-Fi usage log: Selected Bidder shall be responsible for keeping log of Wi-Fi usages/services to be utilized by the end users such as endpoint / User Authentication, login success/ failure events, Mobile number MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications (DOT) / TRAI from time to time. These logs must be maintained for at least 1 month on real time basis and forever on external storage and must be provided to GIC Re in readable format on demand.
38	16	Section I 4.Part1.B.e	Structured cabling:	Approve make list is required	Given in Annexure XII
39	16	Section I 4.Part1.B.e	Structured cabling:	In annexure nothing is mention related to passive material specification	No change in tender terms and conditions. Bidder may propose as per other requirements in scope of scope of work
40	16	Section I 4.Part1.B.e	Structured cabling:	In annexure IV nothing is mention for cable buyback where in annexure 11 cable buyback is mention.	No change in tender terms and conditions. Bidder may propose as per site survey
41	16	Section I 4.Part1.B.e	Structured cabling:	In all Wi-Fi LAN cable will be laid in ceiling than why raceway are required?	No change in tender terms and conditions. Bidder may propose as per site survey

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42	16	Section I 4.Part1.B.e	Structured cabling:	Is customer open for taking ownership of cabling part	No. It is included in bidders scope of work
43	17	Section I 4.Part1.B.e	<ul style="list-style-type: none"> <li>Support Service-Help Desk Support: <ul style="list-style-type: none"> <li>➤ On-site support to be provided by the Selected Bidder directly deputing two full time skilled resource at Head Office and 1 resource each at the other locations (as per Annexure XII) for the Contract Period and proactive field support for repair &amp; maintenance of WLAN infra network.</li> </ul> </li> </ul>	Request customer to please share the details such as shift timings, educational qualification & Payroll. Bidder assume to provide resources on third party payroll	Bidder must provide resources in a methodology that can fulfil SLA requirements during the course of the contract period. On-site support is necessary since WLAN is a critical Network component that demands high availability.
44	17	Section I 4.Part1.B.e	On-site support to be provided by the Selected Bidder directly deputing two full time skilled resource at Head Office and 1 resource each at the other locations (as per Annexure XII)	We assume the Manpower cost to be consider under Support Services of commercial format	The understanding is correct
45	17	Section I 4.Part1.B.e	Structured cabling:	Request you to clarify, Only Wi-Fi related Lan cabling will be in the bidder scope in Part 1	Bidder has to implement structure cabling for complete GIC Re Network infrastructure that is part of the scop of both Section 1 and Section 2 of the scope of work. Existing cabling is to be reconnected to the new network equipment proposed by the bidder.
46	17	Section I 4.Part1.B.e	Support Service-Help Desk Support:	Is customer open for a remote help desk assignment for this bid instead of on-prem team except hands and feet support	Bidder must provide resources in a methodology that can fulfil SLA requirements during the course of the contract period. On-site support is necessary since WLAN is a critical Network component that demands high availability.
47	17	Section I 4.Part1.B.e	The Selected Bidder must ensure minimum network uptime of 99.99%.	possibility of any relaxation on 99.99% SLA? In many deals we are offering 99% SLA	Necessary redundancy mechanisms in terms of WLAN equipment, configuration and sup[port resources to maintain 99.99% SLA must be taken care of by the selected bidder. No Change in tender terms and conditions.
48	17	Section I 4.Part1.B.e	Selected Bidder is required to update the resolution/call-closure on the centralized helpdesk and the confirmation for the rectification shall be done on visibility in the deployed NMS.	Please clarify if GIC is having Existing Centralized helpdesk, NMS & Ticking Tool. If Yes, please share details. If bidder has to provide the same , NMS/Ticking tool /Helpdesk tool need to include the commercial format and also need the specification.	Bidder is expected to provide ticketing tool at no additional cost and build in commercials within their OpenX model of bid submission. There is no specification requirement for ticketing tool. Ticketing tool with Basic functionalities that fulfil requirement in RFP will be acceptable.
49	18	Section I 4.Part1.B.e	➤ Redundancy in hardware level as well as in link level must be implemented. To ensure the availability of LAN. Switching over from one link to other (in case the active link is down) must be seamless without any downtime.	Request customer to please amend the clause as bidder shall be held responsible only for the hardware provided. For link level, request customer to please take up with the existing provider	Links within WLAN implementation are included in the scope. Necessary redundancy mechanisms in terms of WLAN equipment, configuration and support resources to maintain 99.99% SLA must be taken care of by the selected bidder. No Change in tender terms and conditions.

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50	18	Section I 4.Part1.B.e	> The Selected Bidder must ensure minimum network uptime of 99.99%.	Request customer to please amend the clause as: > The Selected Bidder must ensure minimum network uptime of 99.5%.	Necessary redundancy mechanisms in terms of WLAN equipment, configuration and support resources to maintain 99.99% SLA must be taken care of by the selected bidder. No Change in tender terms and conditions.
51	18	Section I 4.Part1.B.e	> The Selected Bidder shall organize training about the Wi-Fi setup after completion of installation and commissioning, without any additional cost for ITMG personnel for 2 days every year at GIC Re's Head office. Selected Bidder will bear the cost of training materials including training manuals.	Request customer to please share the details for all such trainings such as timings, location etc	The bidder is free to propose their own training schedule that meets the requirements mentioned in the RFP.
52	18	Section I 4.Part1.B.e	Support Service-Help Desk Support:	Selected Bidder shall not outsource the contract to sub-contractor. However, in case of necessity for outsourcing the contract to sub-contractors, prior written approval by GIC Re must be obtained.	Bidder may sub-contract with prior approval from GIC Re.
53	18	Section I 4.Part1.B.e	Support Service-Help Desk Support:	Selected Bidder shall provide support with its own resources which are on their permanent payroll.	Bidder may sub-contract with prior approval from GIC Re.
54	19	Section I 4.Part1.B.e	Selected Bidder shall also fix any security findings/vulnerabilities identified by various security agencies hired/consulted by GIC Re without any cost during the contract period.	Bidder will be responsible for the infra to be provided against this RFP.	No change in tender terms and conditions
55	22	Section I 4.PartII.D.b	Network equipment safety	Request Customer to keep all the network equipment's/devices delivered by bidder for the services under safe custody. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Physical Security will be provided by GIC Re. However, On-site support resources must ensure the devices are secure in all respect.
56	22	Section I 4.PartII.A	Part II- Modernizing and maintenance of Data Center located at GIC Re HO (A)	The Racks, Equipment and Wiring shall have to be quoted by the Bidder for buy back. A very top-level inventory has been given in Annexure XI for indicative purposes. Exact Inventory will have to be noted by the prospective Bidder during site survey and quote the buyback amount in the Final bid.	Buy back commercials to be quoted as per the items mentioned in the commercial format. Other items discovered in site survey can be quoted by declaring the same in Technical bid document for fair comparison.



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57	23	Section I 4.PartII.C	Part II- Modernizing and maintenance of Data Center located at GIC Re HO (C, e)	Smart Rack which includes components such as UPS and Air-Conditioning System, Fire Detection and Suppression System, Lighting system, Water leakage detection system, CCTV Surveillance systems, Access Control System, Electrical Cabling , power supply and Network Cabling etc.IT Infrastructure components such as necessary Servers, Databases, Networking & Security components, Storage media, Software and other IT components required for managing the data centre.	Buy back commercials to be quoted as per the items mentioned in the commercial format. Other items discovered in site survey can be quoted by declaring the same in Technical bid document for fair comparison.
58	24	Section I 4.PartII.D.f	f. The Selected Bidder shall provide AMC of existing UPS System and new UPS Adequate LED Lighting.	AMC of existing UPS of S410D UPS is required? In tender buyback annexure list all the UPS catering to DC needs to be buyback.	To be read as "The Selected Bidder shall provide AMC of new UPS system and Adequate LED Lighting."
59	24	Section I 4.PartII.D.f	Part II- Modernizing and maintenance of Data Center located at GIC Re HO (D,f)	The Selected Bidder shall provide AMC of existing UPS System and new UPS Adequate LED Lighting	To be read as "The Selected Bidder shall provide AMC of new UPS system and Adequate LED Lighting."
60	25	Section I 4.PartII.F	F. Smart Rack Specifications a. The Selected Bidder must design in-house Data Centre (DC) considering hosting space for smart Racks (server and network) with 40U usable space, in an air baffle system, within the allotted space of 190 sq. ft. (approx.) as provisioned by GIC Re thereby including the hosting, management and utility area. Detailed specifications are mentioned in Annexure XIII which are also mentioned hereunder.	Kindly Share the Indicative layout with dimensions to finalize the solution which may fit in the allocated space of 190 sq. ft .	Bidder has to propose the solution as per site survey conducted. Latest layout is not available.
61	25	Section I 4.PartII.F.b	Physical Specifications: • Enclosure with rack baying for 2 or more racks • 5-fold welded CRCA Steel frame • Enclosure rated to IP54 • Compliance to EIA 310 Standards • Load bearing capacity of up to 1400 kg • Screw mount side panels • LH & RH Swappable doors • Increased corrosion resistance • Electronic locking system • Accessories including trays and blanking panels	Request you to amend as : Physical Specifications: • Enclosure with rack baying for 2 or more racks with integrated hot & cold aisle containment . • CRCA Steel frame • Compliance to EIA 310 Standards • Load bearing capacity of up to 1400 kg • Screw mount/bolted side panels • Increased corrosion resistance • Electronic locking system / Biometric based Access control • Accessories including trays and blanking panels	Agreed. To be Read as "Physical Specifications: • Enclosure with rack baying for 2 or more racks with integrated hot & cold aisle containment . • CRCA Steel frame • Compliance to EIA 310 Standards • Load bearing capacity of up to 1400 kg • Screw mount/bolted side panels • Increased corrosion resistance • Electronic locking system / Biometric based Access control • Accessories including trays and blanking panels"
62	25	Section I 4.PartII.F	The Selected Bidder must design in-house Data Centre (DC) considering hosting space for smart Racks (server and network) with 40U usable space, in an air baffle system, within the allotted space of 190 sq. ft. (approx.) as provisioned by GIC Re	It is mentioned that Smart Rack is required at GIC HO with space of 190sqft which is the Suraksha Building. So DC modernization is required only at Suraksha Building & not in Oriental House? As the requirement of tender mentioned both location upgradation of DC.	Locations mentioned in the Annexures are considered to be final and included in the scope of work.

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63	26	Section I 4.PartII.F.c	c. Air Conditioning - Rack mount AC, 3.5-10kW capacity and least U space	What will be exact requirement of Rack cooling unit capacity? Ideally the capacity of AC should be based on the IT Load requirement. RFP mentions 1Ton or 2 Ton.	To be read as "c. Air Conditioning • Rack mount AC, 7-10kW capacity and least U space • Use of environment-friendly refrigerant • Highly efficient split type, bottom mount AC • Uniform bottom to top throw air cooling • High rate of air flow • With redundancy built in • Scroll type compressor • IT load to be considered should be the same as if Full rack is occupied "
64	26	Section I 4.PartII.F.c	c. Air Conditioning • Rack mount AC, 3.5-10kW capacity and least U space • Use of environment-friendly refrigerant • Highly efficient split type, bottom mount AC • Uniform bottom to top throw air cooling • High rate of air flow • With redundancy built in • Scroll type compressor	Kindly confirm the following : a. What is the expected IT Load ? b. What is the expected capacity for the cooling unit ? 3. 5 kW or 10 kw ? Suggest to accept minimum capacity of 7 kW per Unit in N+N redundancy.	To be read as "c. Air Conditioning • Rack mount AC, 7-10kW capacity and least U space • Use of environment-friendly refrigerant • Highly efficient split type, bottom mount AC • Uniform bottom to top throw air cooling • High rate of air flow • With redundancy built in • Scroll type compressor • IT load to be considered should be the same as if Full rack is occupied "
65	26	Section I 4.PartII.F.d	d. Power Distribution Unit (PDU) • 32A, two x 16A, with MCB, LCD display • 3m power cord with industrial plug • IEC Socket: 24 outlets: C13 20, C19 4 • IP-based PDU (Power Distributions Units) with surge protection • Socket level monitoring • 2 to 4 vertical PDUs per rack • Customizable as per requirement	Kindly confirm whether 2 or 4 PDU to be considered per rack ? Suggest to pls except 02 PDU per Rack .  Kindly elaborate the customization requirement . Suggest to add the following to avoid/ minimize the downtime : a. hot swappable communication cum monitoring module for each of the PDU b. Outlet should have locking capability to avoid accidental dislodging.	To be read as " d. Power Distribution Unit (PDU) • 32A, two x 16A, with MCB, LCD display • hot swappable communication cum monitoring module for each of the PDU • Outlet should have locking capability to avoid accidental dislodging • 3m power cord with industrial plug • IEC Socket: 24 outlets: C13 20, C19 4 • IP-based PDU (Power Distributions Units) with surge protection • Socket level monitoring • 2 to 4 vertical PDUs per rack • Customizable as per requirement

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66	26	Section I 4.PartII.F.h	h. Environment Monitoring and Sensors • Temperature and humidity • Water leak detection • Smoke detection • Air flow • Automatic door control • Vandalism Sensor • Rodent Sensor	Request you to kindly remove Vandalism Sensor	To be read as  "h. Environment Monitoring and Sensors • Temperature and humidity • Water leak detection • Smoke detection • Air flow • Automatic door control • Sensor to detect forced entry. • Rodent Sensor"
67	26	Section I 4.PartII.F.d	Socket level monitoring	Does this mean each socket monitoring or complete strip level single pdu monitoring? Also no switching or control required?	It means socket level monitoring. Switching and control may be proposed by the bidder.
68	26	Section I 4.PartII.F.h	Vandalism Sensor	Need more clarity on this.	To be read as "Sensor to detect forced entry"
69	27	Section I 4.PartII.F.g	Access logs entry provided on integration with DCIM or RMU	The RMU asked will not have feature of Access logs entry management. Access logs can be retrieved as standalone device.	Bidder must propose the method of access logs if not available in RMU as a feature.
70	27	Section I 4.PartII.G	G. Environmental Specifications a. Power in the racks with two sockets with power coming from separate UPS in each of these sockets. The two UPS power shall be given Static Transfer Switch (STS). All the systems in the rack must be connected to this STS.	Kindly confirm whether all the system to be powered with STS as mentioned in the technical specification ? What is the outlet socket requirement for the each of the STS ? What is the Qty required for the STS ? Is rack mountable STS has been asked ?	All the system are to be powered with STS and enough sockets to be provided for full Load. Rack mountable STS would be ideal.
71	27	Section I 4.PartII.G	Power in the racks with two sockets with power coming from separate UPS in each of these sockets. The two UPS power shall be given Static Transfer Switch (STS). All the systems in the rack must be connected to this STS.	Additional supply of STS needs to be considered in scope?	Yes, additional supply of STS is included in scope
72	28	Section I 4.PartII.G.k	The Earth resistance shall be automatically measured and monitored on an online basis at a pre-configured interval and corrective action must be initiated based on lighting outlets and switch boxes only. No joints shall be made inside conduits and junction boxes. Conductors shall be continuous from outlet to outlet.	Online monitoring is not possible.	Agreed
73	29	Section I 4.PartII.G.k	t. Audible Alarms: Electronic sounders shall be coloured red with adjustable sound outputs and at least 3 sound signals.	Single sound signal can be given along with visual red coloured LED blink.	Agreed
74	32	Section I 6	Last Date for Submission of e-Tender Bids	Extend the last date of the submission for another 10-15 working days.	Please check GIC Re's website for any kind of extension Notice
75	34	Section II 1.	Binding to All - Terms and Conditions	Bidder ( Supplier ) wishes to share its relevant standard Master Services Agreement and standard Service Schedule for the concerned Service. GIC is hereby requested to peruse through the same that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
76	34	Section II 3.h	A self-signed and stamped scanned copy of EMD deposit through NEFT/RTGS or Bank Guarantee from any of the commercial bank	Please support with the Bank guarantee format for raising BG.	Bank Guarantee is admissible in lieu of PBG. BG format will be shared as part of response to these queries

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
77	35	Section II 4	Forfeiture of EMD	Bidder, wishes to share its relevant standard Master Services Agreement and standard Service Schedule for the concerned Service. GIC is hereby requested to peruse through the same that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions. Assuming we have a scope to have a mix of our terms and RFP terms. failure to furnish SLA should not be treated as a cause to forfeit EMD.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
78	36	Section II 4	EARNEST MONEY DEPOSIT (E.M.D.) Every Bidder, except those eligible for EMD waiver as mentioned in Section-II Point 4, shall submit non-interest bearing EMD of ₹ 25,00,000/- (Rupees Twenty-Five Lakhs only).	Kindly provide relaxation to MSME and MSE vendors for EMD and tender fees	Bidder must submit bidder's registration under MSME category either from Central Purchase Organization or the concerned Ministry or Department whomsoever issued the same and relaxations allowed as per guidelines applicable to GIC Re will be considered.
79	36	Section II 4	Every Bidder, except those eligible for EMD waiver as mentioned in Section-II Point 4, shall submit non-interest bearing EMD of ₹ 25,00,000/- (Rupees Twenty-Five Lakhs only).	Request a relaxation as the amount will be dead capital for a few months.	No change in tender terms and conditions
80	36	Section II 4	Every Bidder, except those eligible for EMD waiver as mentioned in Section-II Point 4, shall submit non-interest bearing EMD of ₹ 25,00,000/- (Rupees Twenty-Five Lakhs only). f) Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or as registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from payment of EMD. For availing such exemption Bidder must submit the current relevant certificate.	We have registered with MSME Udayam in MEDIUM category, please confirm are we eligible for EMD exemption & TENDER FEE ( Certificate enclosed)	Bidder must submit bidder's registration under MSME category either from Central Purchase Organization or the concerned Ministry or Department whomsoever issued the same and relaxations allowed as per guidelines applicable to GIC Re will be considered.
81	38	Section II 9	Rejection of Bids - 9 ( C ) - If the bid is conditional	Bidder wishes to share its relevant standard Master Services Agreement and standard Service Schedule for the concerned Service. GIC is hereby requested to peruse through the same that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
82	39	Section II 13	13 - SLA & PBG	Bidder wishes to share its relevant standard Master Services Agreement and standard Service Schedule for the concerned Service. GIC is hereby requested to peruse through the same that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.

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83	41	Section II 16	16 - Compliance with Information Security Policy	Policy to be shared at the earliest if possible and not after bid process.	IS Policy will be provided to successful bidder.
84	41	Section II 18	Deed of Indemnity	Bidder SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY IT	No change in tender terms and conditions
85	41	Section II 19	General Terms & SLA/Annexures	Bidder wishes to provide the relevant standard Master Services Agreement and standard Service Schedule for the concerned Service as a part of our RFP Response. GIC is hereby requested to peruse through those additional documents that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
86	43	Section II 21.1	a) The Selected Bidder shall complete the implementation of wireless LAN infrastructure at all locations and modernization of in-house DC at GIC Re HO within 20 weeks of acceptance of the Purchase Order (PO). The new infrastructure must be end-user ready and fully live/ functioning within 20 weeks of acceptance of PO.	Due to global semiconductor issue , all leading OEMs are providing delivery in 36-40 Weeks. Implementation will also take 4 weeks. Hence request to revised the delivery timeline.	No change in tender terms and conditions. However, under exceptional circumstances bidder may submit their case for consideration of extended timelines only for activities not under Bidder's control.
87	43	Section II 22	22 - Limitation of Liability	Bidder's SOLE LIABILITY AND GIC's SOLE REMEDY FOR DAMAGES ARISING OUT OF OR RELATING TO ANY ACT OR OMISSION RELATING TO THE FURNISHING OF OR THE FAILURE TO FURNISH SERVICES (INCLUDING BUT NOT LIMITED TO MISTAKES, OMISSIONS, INTERRUPTIONS, FAILURE TO TRANSMIT OR ESTABLISH CONNECTIONS, FAILURE TO SATISFY SERVICE LEVELS OR SPECIFICATIONS, DELAYS, ERRORS OR OTHER DEFECTS) IS LIMITED TO ANY APPLICABLE CREDIT ALLOWANCES DUE AND/OR GIC 'S RIGHT TO TERMINATE A PARTICULAR SERVICE UNDER THE APPLICABLE SERVICE LEVEL GUARANTEE AS SET FORTH IN THE RELEVANT SERVICE SCHEDULE(S).	No change in tender terms and conditions
88	43	Section II 24	24- Intellectual Property rights	Bidder makes no representations or warranties as to any third-party hardware or software provided to GIC , all of which is transferred to GIC on an "AS IS" basis and subject to any third party terms and conditions. GIC shall look solely to the warranties and remedies provided by the equipment manufacturer and third-party licensor, if any.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.

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89	43	Section II 21.b	One-time charges would be paid as per Commercial Bid (Annexure IV) on completion of all activities as per Scope of work, to the satisfaction of and sign-off from GIC Re.	We can define milestones for project completion. Request you to please consider payment as per Milestone	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
90	43	Section II 21.c	SCHEDULE & PAYMENT TERMS The Selected Bidder shall complete the implementation of wireless LAN infrastructure at all locations and modernization of in-house	Considering the delivery timelines because of the Global Semi Conductor Shortage will be 20 - 24 Weeks from the date of PO. Hence the Project Handover to be considered at 28 - 30 Weeks	No change in tender terms and conditions. However, under exceptional circumstances bidder may submit their case for consideration of extended timelines only for activities not under
91	44	Section II 21.c	21. SCHEDULE & PAYMENT TERMS	The Selected Bidder shall complete the implementation of wireless LAN infrastructure at all locations and modernization of in-house DC at GIC Re HO within 20 weeks of acceptance of the Purchase Order (PO). The new infrastructure must be end-user ready and fully live/ functioning within 20 weeks of acceptance of PO	No change in tender terms and conditions. However, under exceptional circumstances bidder may submit their case for consideration of extended timelines only for activities not under Bidder's control.
92	44	Section II 21.a	21. SCHEDULE & PAYMENT TERMS a) The Selected Bidder shall complete the implementation of wireless LAN infrastructure at all locations and modernization of in-house DC at GIC Re HO within 20 weeks of acceptance of the Purchase Order (PO). The new infrastructure must be end-user ready and fully live/ functioning within 20 weeks of acceptance of PO.	Request customer to please relax the delivery timelines to 45-50 weeks as there is huge delay in hardware delivery from OEM due to shortage of semiconductors globally	No change in tender terms and conditions. However, under exceptional circumstances bidder may submit their case for consideration of extended timelines only for activities not under Bidder's control.
93	46	Section II 32.(c)	32(c) - No Agency	Subject to limitation of liabilities stated	No Change in tender terms and conditions
94	47	Section II 37	No Legal Relationship	Considering that there is no binding legal relationship until execution of a contractual agreement, Bidder wishes to provide the relevant standard Master Services Agreement and standard Service Schedule for the concerned Service as a part of our RFP Response. GIC is hereby requested to peruse through those additional documents that will apply to our delivery of the services. Bidder will be open to negotiate a blend of the RFP terms and our standard contracts for the actual delivery of services if Bidder is successful in this RFP. This should not be treated as imposing our terms or stipulating our conditions.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
95	51	Annexure II PQC	Capability The Bidder should have successfully Supplied /implemented / executed/ managed the Networking / WLAN equipment of the OEMs (Switching, Routing) in at least 3 PSUs/ Government /Private Organizations in India.	any relaxation on this clause	No change in tender terms and conditions
96	51	Annexure II PQC	The Bidder should have been in the Networking/ WLAN Supply, Services & Support business for a period of at least 3 consecutive years as on 31.03.2021	Request you to please amend the same clause as "The Bidder should have been in the Networking/ WLAN Supply, Services & Support business for a period of last 5 years as on 31.03.2021"	No change in tender terms and conditions
97	51	Annexure II PQC	The Bidder should have successfully Supplied /implemented / executed/ managed the Networking / WLAN equipment of the OEMs (Switching, Routing) in at least 3 PSUs/ Government /Private Organizations in India.	Please relax this clause to show case the relevant experience in last 5 years and also include the expertise in servers and FMS.	No change in tender terms and conditions

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98	54	AnnexureIII	SCHEME OF MARKS Technical Bids receiving Technical Score (TS) greater than or equal to a score of 75 (cut-off marks) will be eligible for consideration in the subsequent round of commercial evaluation. • Any other information that will facilitate GIC Re's evaluation of the Bidder's capability to successfully implement & manage the project must be provided.	Elaborate more on the evaluation process , is that QCBS or just to qualify for opening of commercials.	This is not QCBS based tender process. Please refer to tender process in RFP in detail.
99	54	AnnexureIII	Certifications	Request you to clarify, how 5 Marks will be distributed	Certifications that are Most relevant to the proposed solution will be considered better for technical evaluation.
100	54	AnnexureIII	Methodology/ Work Plan & Key Personnel for the assignment	Request you to clarify, how many Profile of Key project team member needs to be submitted	Bidder may submit the number of Profiles of key project members who are proposed to actually work on the project both onsite/Off site. This will help in technical evaluation
101	54	AnnexureIII	Profiles highlighting: Resumes or Profiles of project team members who will be working on this assignment must be provided. The core team members for this contract must preferably be named and maintained for the entire duration of the contract except for substitution with comparable profile agreed to by GIC Re.	Kindly confirm profile/resume of project team member will be onsite or offsite	Bidder may submit the number of Profiles of key project members who are proposed to actually work on the project both onsite/Off site. This will help in technical evaluation
102	54	AnnexureIII	Technical BID, Experience of bidder - 25 Marks , Bidder must provide detailed description of similar projects	Request you to clarify, how 25 Marks will be distributed	Bidder has to submit supporting document and references that are contactable and verifiable for validity of Experience submitted as part of the proposal. Based on the same and any other supporting documents submitted by the bidder technical evaluation will be conducted.
103	54	AnnexureIII	Testimonial from Clients/ Customers	Request you to clarify, how many customer details need to be provided	As many as bidder feel will support their technical evaluation.
104	55	AnnexureIII	The bidder must have relevant certification of ISO 20000, ISO 27001, and ISO 9001.	The bidder must have relevant certification of ISO 20000/ ISO 27001, and ISO 9001.	No change in tender terms and conditions
105	55	Annexure IV	COMMERCIAL BID - One Time set up Cost (OTC)	As per our understanding, OBidder include STIC of passive and non IT component for Part 1 and for Part 2 all components except(Smart rack and switches)	Agree with the understanding
106	55	Annexure IV	Installation of UPS, fire extinguisher, Air conditioner	Please help to share the commercial format for Data Center at HO redesign	It is to be included in One Time Cost (OTC) of Whole project as mentioned in the Commercial Bid format in the tender document.
107	56	Annexure IV	Part B- Managed Services (Recurring Charges)	Qty provided is only for commercial purpose, Bidder will be paid on actual qty supplied	Agree with the understanding

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108	62	Annexure V 5	5- Representations and Warranties	Representations and Warranties of Bidder . Bidder represents and warrants that (i) it has the legal right and authority, and will maintain the legal right and authority during each Service Term, to provide the Services ordered by Customer hereunder; (ii) the performance of Bidder 's obligations will not violate any applicable law, rule or regulation. Disclaimer of Warranties. EXCEPT FOR WARRANTIES EXPRESSLY MADE HEREIN, Bidder MAKES NO WARRANTIES OR REPRESENTATIONS EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.
109	71	Annexure V 24	24. LIQUIDATED DAMAGES For Service Request (SR) Management: The Selected Bidder shall make an estimate of the time required for carrying out the requested service/ task and this will be mutually agreed upon by the selected Bidder and GIC Re. Thereafter, the penalty/ LD for missed deadlines for SRs will result in maximum penalty amount of 20% MRC per month. For all other SRs, timeline will be mutually decided, as described above. The tool provided by Selected Bidder must capture such time frames for SRs and subsequent LD calculations.	Request customer to please relax the penalty to 2% MRC per month	No Change in tender terms and conditions
110	71	Annexure V 24	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	Methodology to be proposed by the bidder and agreed upon with successful bidder
111	72	Annexure V 24	LD/ Network & Service Unavailability Credit Calculation Matrix for Incidents (IRs): (a) For Severity Level "Critical/ Very High": #. Duration of Service Unavailability (minutes) Penalty Percentage 0 – 30 No Credit/ Penalty 30 – 60 10% of MRC 60 – 90 15% of MRC 90 – 120 25% of MRC 120 – 150 35% of MRC For each subsequent 30-minute above 4% of MRC in addition to the period thereafter up to 24 hours from the time of logging of call Beyond 24 hours will be considered Breach of Agreement 100% of MRC	Request customer to please relax the penalties as below: (a) For Severity Level "Critical/ Very High": #. Duration of Service Unavailability (minutes) Penalty Percentage 0 – 60 No Credit/ Penalty 60 – 120 2% of MRC 120 -- 180 3% of MRC For each subsequent 60-minute above 1% of MRC in addition to the period thereafter up to 24 hours from the time of logging of call Beyond 48 hours will be considered Breach of Agreement 10% of MRC	No change in tender terms and conditions.



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112	73	Annexure V 24	(b) For Severity Level "High": #. Duration of Service Unavailability (minute) Penalty Percentage 1. 0 – 45 No Credit/ Penalty 2. 45 – 90 5% of MRC 3. 90 – 135 10% of MRC 4. 135 – 180 15% of MRC 5. 180 – 225 25% of MRC 6. For each subsequent 45-minute period thereafter up to 36 hours from the time of logging of call 3% of MRC in addition to the above 7 Beyond 36 hours will be considered Breach of Agreement 100% of MRC	Request customer to please relax the penalties as below: (b) For Severity Level "High": Duration of Service Unavailability (minutes) Penalty Percentage 0 – 60 No Credit/ Penalty 60 – 120 1% of MRC 120 -- 180 2% of MRC For each subsequent 60-minute period thereafter up to 48 hours from the time of logging of call 1% of MRC in addition to the above Beyond 72 hours will be considered Breach of Agreement 10% of MRC	No change in tender terms and conditions.
113	73	Annexure V 24	(c) For Severity Level "Medium": Sr. No. Duration of Service Unavailability (minute) Penalty Percentage 1. 0 – 60 No Credit/ Penalty 2. 60 – 120 5% of MRC 3. 120 – 180 10% of MRC 4. For each subsequent 60-minute period thereafter up to 48 hours from the time of logging of call 5% of MRC in addition to the above 5 After 36 hours Severity level to be set at serial	Request customer to please relax the penalties as below: (c) For Severity Level "Medium": Duration of Service Unavailability (minutes) Penalty Percentage 0 – 60 No Credit/ Penalty 60 – 120 1% of MRC 120 -- 180 2% of MRC For each subsequent 60-minute period thereafter up to 48 hours from the time of logging of call 1% of MRC in addition to the above Beyond 72 hours will be considered Breach of Agreement 10% of MRC	No change in tender terms and conditions.
114	73	Annexure V 24	SLA Exemption	Request Customer not to impose SLA penalty in case the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not availed at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	It is clarified by CVC that there shall normally be no post tender negotiations. If at all negotiations are warranted under exceptional circumstances, then it can be with L1 (Lowest tenderer). Hence, it is suggested that reasonable negotiation, if required be undertaken post vendor selection i.e. only with one successful bidder.

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115	74	Annexure V 24	d) For Severity Level "Low": Sr. No. Duration of Service Unavailability (minute) Penalty Percentage 1. 0 - 90 No Credit/ Penalty 2. 90 - 180 5% of MRC 3. 180 - 270 10% of MRC 4. For each subsequent 90-minute period thereafter up to 48 hours from the time of logging of call 5% of MRC in addition to the above 5 After 48 hours Severity level to be set at serial no.	Request customer to please relax the penalties as below: d) For Severity Level "Low": Duration of Service Unavailability (minutes) Penalty Percentage 0 – 90 No Credit/ Penalty 90 – 180 1% of MRC 120 -- 180 2% of MRC For each subsequent 90-minute period thereafter up to 72 hours from the time of logging of call 1% of MRC in addition to the above Beyond 72 hours will be considered Breach of Agreement 10% of MRC	No change in tender terms and conditions.
116	74	Annexure V 24	Penalty & LD on One-Time Charges (OTC): In the event of delayed Implementation of WLAN & Modernization of in-house DC Setup, i.e., after the expiry of the Implementation and Go-Live period of 20 weeks, the Selected Bidder shall be liable to pay Liquidated Damages at a percentage of the value of the OTC stated in the Commercial Bid subject to a maximum of 10% (ten percent) as detailed below: • @ 1% for delay up to one week. • @ 2.5% for delay up to two weeks. • @ 5% for delay up to three weeks. • @ 10% for delay for four weeks and above.	Request customer to please relax the LD penalty as below: • @ 0.5% cost of delayed work /per week to max. of 10% of delayed work	No Change in tender terms and conditions
117	105	Annexure XIII A.3.c	Must support BGP, MPLS, IS-IS, VRF, VXLAN, NAT, OSPF Routed Access, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1	NAT (Network Address Translation) is a process in which one or more local IP address is translated into one or more Global / Public IP address. Generally found in Router / Firewall. Request to remove. So, we request to modify the clause as "Must support BGP, MPLS, IS-IS, VRF, VXLAN, OSPF Routed Access, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1."	To be read as " "Must support BGP, MPLS, IS-IS, VRF, VXLAN, OSPF Routed Access, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1."

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
118	105	AnnexureXIII A.3.c	Must support BGP, MPLS, IS-IS, VRF, VXLAN, NAT, OSPF Routed Access, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1	<p>Please remove MPLS, NAT and ISIS.</p> <p>Please modify this clause to</p> <p>"Must support BGP,VRF, VXLAN, IS-IS/OSPF,Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1"</p> <p>MPLS will not be required at switch, its required at router. NAT is not required in Switch, it is required in Firewall or Router.</p> <p>IS-IS and OSPF works on same algorithm. IS-IS protocol is used in service provider enviorement.IS-IS is a link state routing protocol, operating by reliably flooding link state information throughout a network of routers. Like IS-IS protocol ,OSPF protocol uses Dijkstra's algorithm for computing the best path through the network. Packets (datagrams) are then forwarded, based on the computed ideal path, through the network to the destination.</p>	<p>To be read as</p> <p>"Must support BGP,VRF, VXLAN, IS-IS/OSPF,Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1"</p>
119	105	AnnexureXIII A.3.a	Must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1AE, 802.1s, 802.1w, 802.1x, 802.3ad, 802.1ae (256-bit and 128-bit AES),802.3x, 802.1p, 802.1Q, 1588v2	<p>802.1 AE and 802.1ae (256-bit and 128-bit AES) is MAC Security protocol. MACsec works on OSI layer 2 and relies on GCM-AES-128 to offer confidentiality. TLS (a Layer 4 security protocol) can be a better fit. Request to remove. So, we request to modify the clause as "Must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 1588v2."</p>	<p>No change in tender terms and conditions</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
120	105	AnnexureXIII A.3.a	Must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1AE, 802.1s, 802.1w, 802.1x, 802.3ad, 802.1ae (256-bit and 128-bit AES),802.3x, 802.1p, 802.1Q, 1588v2	<p>Please change to " 802.1ae (256-bit and 128-bit AES)/VxLAN encapsulation"</p> <p>Please change to "switch should support IEEE 1588 or Network Time Protocol (NTP) "</p> <p>Please remove 802.1x. 802.1x protocol is required in access switch not in core switch.</p> <p>Please change to</p> <p>"Must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1AE, 802.1s, 802.1w, 802.3ad, 802.1ae (256-bit and 128-bit AES)/VxLAN encapsulation ,802.3x, 802.1p, 802.1Q, 1588v2 or Network Time Protocol (NTP) "</p> <p>MACsec encryption is required when two sites are connected on service provider P2P link. This is not required in secure campus network.IEEE 802.1AE MACsec encryption is required when two</p>	<p>To be read as</p> <p>" Must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1AE, 802.1s, 802.1w, 802.3ad, 802.1ae (256-bit and 128-bit AES)/VxLAN encapsulation ,802.3x, 802.1p, 802.1Q, 1588v2 or Network Time Protocol (NTP)"</p>
121	105	AnnexureXIII A.3.b	Must support mac sec encryption support with based encryption algorithm on hardware	<p>Please change to " 8Must support mac sec encryption support with based encryption algorithm on hardware / VxLAN encapsulation"</p> <p>MACsec encryption is required when two sites are connected on service provider P2P link. This is not required in secure campus network.</p> <p>IEEE 802.1AE MACsec encryption is required when two sites are connected on service provider P2P link. This is not required in campus network.</p> <p>MACsec only operates on layer 2, so it can only protect a single LAN, and offers no protection when traffic is routed. This single LAN can be a physical LAN, or a virtual LAN, such as those provided by overlay network technologies like VXLAN, GENEVE, etc.</p> <p>MACsec also cannot protect against malicious layer 3 traffic coming from a different network interface, on a machine connected to multiple LANs. For example, attacks that rely on forcing traffic to</p>	<p>To be read as</p> <p>" Must support mac sec encryption support with based encryption algorithm on hardware / VxLAN encapsulation "</p>
122	105	AnnexureXIII A.3.e	Switch must support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Netconf /YANG.	<p>Netconf /YANG is XML based configuration and require expert engineer to do the coding in software. The same management functionality can be achieved through NMS. Request to delete Netconf/YANG. We request to modify this clause as "Switch must support management features like SSHv2, SNMPv2c, SNMPv3, IGMP."</p>	<p>To be read as</p> <p>"Switch must support management features like SSHv2, SNMPv2c, SNMPv3, IGMP."</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
123	105	AnnexureXIII A.3.e	Switch must support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Netconf/YANG.	<p>Please Modify this clause to</p> <p>" Switch should support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Netconf/YANG / REST API "</p> <p>REST API is an Industry standard and support push standard sets of metrics using standard encodings over widely supported transport protocols.</p>	<p>To be Read as</p> <p>"Switch should support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Netconf/YANG / REST API "</p>
124	105	AnnexureXIII A.3.f	Switch must support port security, DHCP snooping, Spanning tree root guard, First Hop Security.	<p>Please remove this point or make it optional.</p> <p>These features are required in Access switch where user is connected and getting the DHCP IP from DHCP host. DHCP address will be allocated to end user which will connect to Access switch not on the core switch. on the core switch is any server will connect that will have the static Ip address not the DHCP address so DHCP snooping feature is required at access layer switch not at core layer switch.</p> <p>Same this happen with First hop security as well. First hop security is required at the access layer switch not at core or distribution switch.</p>	<p>To be read as</p> <p>" Core Switch must support and not hinder access switch features such as port security, DHCP snooping, Spanning tree root guard, First Hop Security."</p>
125	105	AnnexureXIII A.3.f	Switch shall support application visibility and traffic monitoring with minimum 60 K sflow/jflow/Netflow entries.	<p>Please change to 60 K jflow/Netflow entries or sflow</p> <p>Netflow is OEM specific protocol which works on number of flow where as sflow does not work based on number of flow.</p> <p>Sflow does not defined number of flow.</p> <p>NetFlow is flow export protocols that aim at aggregating packets into flows. After that, flow records are sent to a collection point for storage and analysis. sflow, however, has no notion of flows or packet aggregation at all.</p> <p>sflow allows for exporting packet data chunks and interface counters, which are non-typical features of flow export protocols.</p> <p>While flow export can be performed with 1:1 sampling (i.e., considering every packet), this is typically not possible with sflow, as it was not designed to do so. Sampling forms an integral part of sflow, aiming to provide scalability for network-wide monitoring.</p>	<p>No Change in tender terms and conditions. The sentence implies either/or inherently.</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
126	105	AnnexureXIII A.3.e	Switch shall support application visibility and traffic monitoring with minimum 60 K sflow/jflow/Netflow entries.	Very few OEM has Application visibility feature in the switches. This can be done through 3rd party monitoring software. We request to delete application visibility feature. And for minimum 60 K sflow/jflow/Netflow entries. - NetFlow is OEM specific protocol which works on flow entries. While sflow does not work based on flow entries. So, we request to modify the clause only as "sflow/jflow/Netflow."	No Change in tender terms and conditions. The clause is inherently of either/or nature.
127	105	AnnexureXIII A.2.a	Switching system shall have minimum 3.0 Tbps of switching fabric and minimum 1Bpps of forwarding rate.	For wire speed performance in switch calculation is: Switching capacity of switch = (Number of ports) X (Rate of the port X 2 (for full-duplex)). Less capacity will be blocking architecture of the switch and Additional Capacity will never be used. We request to modify as "Switching system and forwarding rate should be non-blocking architecture."	Switching system and forwarding rate should be non-blocking architecture and shall have minimum 3.0 Tbps of switching fabric and minimum 1Bpps of forwarding rate.
128	105	AnnexureXIII A.2.d	The Switch must support minimum 18K ACLs, 4K IPV4 and 2K IPV6 Multicast routes	In GIC approx. 500 to 700 users are available. 18K (18,000) ACL will never utilise for this small network. And same for Multicast route. We request to modify as "The Switch must support minimum 2K ACLs, 1K IPV4 and 1K IPV6 Multicast routes."	To be read as ""The Switch must support minimum 4K ACLs, 1K IPV4 and 1K IPV6 Multicast routes.""
129	105	AnnexureXIII A.2.c	The Switch must support minimum 64K IPv4 & 32K IPv6 Routes	GIC will never utilise such huge routing entries. And it will push all the vendors to quote the higher model. We request to modify as "The Switch must support minimum 16K IPv4 & 16K IPv6 Routes."	To be read as "The Switch must support minimum 16K IPv4 & 16K IPv6 Routes"
130	106	AnnexureXIII B.2.c	Must support 2k IPV4 and 1k IPV6 routing entries	Generally routing require in Core switch not in Access switches. We request to delete this clause, Or We request to modify the clause as "Must support 500 IPV4 and IPV6 routing entries"	To be read as "Must support 500 IPV4 and IPV6 routing entries "
131	106	AnnexureXIII A.3.h	Must support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	Please change this clause to " Switch should support IPv4 and IPv6 ACLs and VLAN "  IEEE 802.1x authentication, and Dynamic VLAN assignment is not required at the core switch, it is required at access switch for end user. 802.1x authentication is required at access switch where user will connect. core switch will have uplink connectivity to core switch. None of the user will directly connect to core switch. so 802.1x authentication will not be applicable on uplink port of core switch.	To be read as " Switch should support IPv4 and IPv6 ACLs and VLAN "

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
132	106	AnnexureXIII A.5.b	Switch / Switch's Operating System must be tested for EAL 2/NDPP or above under Common Criteria Certification.	EAL 2 certificate is relevant to Gateway/Gateway security devices which are connected and exposed directly to public network. switches will always be part of local area network connected behind Gateway router or Firewall. Hence this feature will not be applied to switches. NDPP is Network Device Protection Policy created by NIAP (National Information Assurance Policy) and mainly relevant for requirement of US government. This certification has no relevance or never recommended by government of India. Hence inclusion of these clause (EAL 2/NDPP) will not do any value add in performance and functionality. So, we request to remove it.	To be read as " Switch / Switch's Operating System may have or EAL 2/NDPP or equivalent or above certification "
133	106	AnnexureXIII B.1.d	Switch must have dedicated slot for modular stacking, in addition to asked uplink ports. Must support for minimum 160 Gbps of stacking throughput with 8 switches in single stack from day 1.	160 Gbps stacking bandwidth is huge for GIC network. For 48 port 1G access switches 40 Gbps stacking bandwidth is more than sufficient. We request to modify the clause as "Switch must have dedicated slot for modular stacking, in addition to asked uplink ports. Must support for minimum 40 Gbps of stacking throughput with 8 switches in single stack from day 1."	To be read as "Switch must have dedicated slot for modular stacking, in addition to asked uplink ports. Must support for minimum 40 Gbps of stacking throughput with 8 switches in single stack from day 1."
134	106	AnnexureXIII A.4.a	Switch must have minimum 48x1/10/25Gig + 4 x40/100Gig uplink ports. Each Switch must be populated with 36x10Gig Multimode transceivers, 4x10Gig single mode transceivers, 8 x 1Gig copper ports & 2x 40Gig multimode transceivers from day 1	In RFP, Core Switch is asked with 36x10 Gig module. Addition to that, Access switches uplink ports are 10 Gig SFP+ only. So, connectivity between core switch to Access switches will be over the 10 Gbps. Hence, 48x25 Gig is not useful in GIC scenario. We request to remove "25 Gig" from predominant port count. It will increase the overall cost of the project. we request to modify the clause as "Switch must have minimum 48x1/10Gig + 4 x40/100Gig uplink ports. Each Switch must be populated with 36x10Gig Multimode transceivers, 4x10Gig single mode transceivers, 8 x 1Gig copper ports & 2x 40Gig multimode transceivers from day 1."	To be read as " Switch must have minimum 48x1/10Gig + 4 x40/100Gig uplink ports. Each Switch must be populated with 36x10Gig Multimode transceivers, 4x10Gig single mode transceivers, 8 x 1Gig copper ports & 2x 40Gig multimode transceivers from day 1."
135	106	AnnexureXIII B.1.c	Switch must support internal field replaceable unit redundant power supply from day 1	Access switches with field replaceable RPS unit is not common with all OEM. Request to allow us with external RPS also. Request to modify this clause as "Switch must support internal / external redundant power supply from day 1".	To be read as "Switch must support internal field replaceable unit redundant power supply or equivalent redundancy offered as part of bidders proposed deployment plan from day 1"
136	106	AnnexureXIII B.2.d	Switch shall have 1K or more multicast routes.	Please change to " Switch shall have 1K or more multicast routes/multicast group"  At the access level switch, Multicast group(IGMP group) is required not the multicast routes.  IGMP snooping is a method that access switches use to identify multicast groups, which are groups of computers or devices that all receive the same network traffic. It enables switches to forward packets to the correct devices in their network.	To be read as "Switch shall have 1K or more multicast routes/multicast group"

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137	106	AnnexureXIII B.1.b	Switch shall have 4GB RAM and 4 GB Flash	RAM and Flash is used to store the OS/firmware and configuration file of the switch. This is specific to OEM configuration file and OS size. Large RAM and flash will never be utilized and will only add cost. Every OEM provide adequate RAM and Flash with the switch. Hence, we request to remove this clause. Or we request to modify the clause as "Switch shall have 2 GB RAM and 256 MB Flash"	No change in tender terms and conditions
138	106	AnnexureXIII B.1.b	The proposed model must be IPv6 Logo Certified from www.ipv6ready.org	Please modify this clause to  "The proposed model must be IPv6 Logo Certified from www.ipv6ready.org or IPv6 ready"  The switches are IPV6 ready from day one. Our product is having all the ipv6 feature ready from day one but is not having IPv6 logo ready certification. IPv6 logo ready certification is not providing the details of IPv6 feature supported in the switch.  Also IPv6 logo ready is not ask in Wireless controller and access switch. Ipv6 logo is only ask in Core Switch. So request is to change in core switch "IPv6 Logo Certified from www.ipv6ready.org or IPv6 ready from day one.	To be read as "The proposed model must be IPv6 Logo Certified from www.ipv6ready.org or IPv6 ready"
139	106	AnnexureXIII A.5.d	The proposed OEM must be in the Gartner Leaders Quadrant for Wired and Wireless Infrastructure for the last 3 years.	Gartner Leaders Quadrant for Wired and Wireless Infrastructure report is considered internationally as a benchmark for quality. MeiTY issued a notice for preference for Make in India products. Gartner or third-party analyst clauses for such products are restrictions to participation for all OEMs. Request you to remove the Gartner Quadrant clause.	No change in tender terms and conditions
140	106	AnnexureXIII A.4.a	A. Core Switch: 4 Interface	Switch must have minimum 48x1/10/25Gig + 4 x40/100Gig uplink ports. Each Switch must be populated with 36x10Gig Multimode transceivers, 4x10Gig single mode transceivers, 8 x 1Gig copper ports & 2x 40Gig multimode transceivers from day 1	Can be used for better network monitoring.
141	107	AnnexureXIII B.2.g	Switch must have 6MB or more packet buffer.	Packet Buffer memory is for holding the additional data in processing queue. Large Packet buffer doesn't mean better performance. As Switch should do the data processing at wire speed. If large amount of data is held in packet buffer, it will result in delay of data delivery. We support optimize packet buffer so that switch can do the data delivery at wire speed without introducing delay. We request to modify the clause as "Switch must have 2MB or more packet buffer."	No change in tender terms and conditions



#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
142	107	AnnexureXIII B.3.b	Switch must have functionality like static routing, RIP from day 1. Switch must support PIM, OSPF, VRRP, PBR and QoS features whenever required in future without replacing the hardware.	<p>Please remove PBR. PBR is required in Core switch not in access switch.</p> <p>Please change this clause to "Switch must have functionality like static routing, RIP from day 1. Switch must support PIM, OSPF, VRRP and QoS features From Day one.</p> <p>GIC should have all the feature from day one so whenever these features are required GIC should enable it without any Cost.</p>	<p>To be read as</p> <p>"Switch must have functionality like static routing, RIP from day 1. Switch must support PIM, OSPF, VRRP and QoS features whenever required in future without replacing the hardware."</p>
143	107	AnnexureXIII B.3.h	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	<p>Please remove this point.</p> <p>To achieve this functionality, Bank should require policy driven architecture solution, which include policy server and controller to achieve this functionality.</p>	<p>To be read as</p> <p>" Switch optionally can have capability to enable automatic configuration of switch ports as devices connect to the switch for the device type."</p>
144	107	AnnexureXIII B.2.f	Switch must support 128 or more STP Instances.	<p>Please modify this clause to</p> <p>Switch must support 16 or more MSTP Instances."</p> <p>MSTP configures a separate spanning tree for each VLAN group and blocks all but one possible alternate path within each spanning tree. MSTP allows formation of Multiple Spanning Tree (MST) regions that can run multiple MST instances (MSTI).</p> <p>switch will be configured in Active-Active mode using stacking technology. when the Core Switch and Access switch will be in active-active mode then STP/RSTP/MSTP protocol will be eliminated.</p>	<p>To be read as " Switch must support 16 or more MSTP Instances"</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
145	107	AnnexureXIII B.2.e	Switch must support at least 16K flow entries	<p>Please change to "Switch must support at least 16K flow entries or sflow."</p> <p>Flow entries are required in Netflow protocol. NetFlow is OEM specific protocol which works on number of flow where as sflow does not work based on number of flow.</p> <p>Sflow does not defined number of flow.</p> <p>NetFlow is flow export protocols that aim at aggregating packets into flows. After that, flow records are sent to a collection point for storage and analysis. sflow, however, has no notion of flows or packet aggregation at all.</p> <p>sflow allows for exporting packet data chunks and interface counters, which are non-typical features of flow export protocols.</p> <p>While flow export can be performed with 1:1 sampling (i.e., considering every packet), this is typically not possible with sflow.</p>	<p>To be Read as</p> <p>"Switch must support at least 16K flow or sflow entries"</p>
146	107	AnnexureXIII B.3.a	Switch must support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab 802.3z.	<p>Please remove 802.3u</p> <p>Now all the devices are having 1Gbps port. So 100Mbps standard (802.3u) is not required in current deployment.</p>	No change in tender terms and conditions
147	107	AnnexureXIII B.3.e	Switch must support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbour Discovery Inspection and IPv6 Source Guard.	<p>Please change to</p> <p>" Switch should support IPv6 Binding Integrity Guard/IPv6 lockdown, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbour Discovery or Inspection and IPv6 Source Guard /Source-port filtering."</p> <p>Operational Security Considerations for IPv6 Networks RFC is in draft stage(draft-ietf-opsec-v6-16). This is mentioned in below link.</p> <p><a href="https://tools.ietf.org/html/draft-ietf-opsec-v6-16">https://tools.ietf.org/html/draft-ietf-opsec-v6-16</a></p> <p>Different OEM is having different feature to achieve this.</p>	<p>To be read as</p> <p>"Switch should support IPv6 Binding Integrity Guard/IPv6 lockdown, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbour Discovery or Inspection and IPv6 Source Guard /Source-port filtering"</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
148	107	AnnexureXIII B.4.a	Switch shall have 48nos. 10/100/1000 Base-T ports and additional 4 nos. SFP+ uplinks ports populated with 2x 10Gig Multimode transceivers from day 1	<p>Please change to " Switch shall have 48nos. 10/100/1000 Base-T ports Mbps Base-T ports and additional 2 nos. SFP+ uplinks ports populated with 2x 10Gig transceivers from day 1"</p> <p>for standard uplink subscription is 2:1 so 20Gbps uplink will be sufficient for 48 port 1G switch. If switch will be configured in the stack, the uplink will be from top and bottom switch. also from each stack switch( in case of 2 switch in stack. total uplink will be 4x10G, if we consider 2x10G uplink from each access switch)</p> <p>For access switch, as per best practice design, we will have 2x10G uplink to core switch.</p>	<p>To be read as</p> <p>" Switch shall have 48nos. 10/100/1000 Base-T ports Mbps Base-T ports and additional 2 nos. SFP+ uplinks ports populated with 2x 10Gig transceivers from day 1 "</p>
149	107	AnnexureXIII B.5.b	Switch shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	<p>EN55032 is the new standard for EMC emissions replacing EN55022. Also CISPR32 is intended to replace AS/NZS CISPR22 and AS/NZS CISPR13 hence requesting you to modify the clause as below "Switch shall conform to EN 55022/55032 Class A/B or CISPR22/32 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements"</p>	<p>To be read as</p> <p>" Switch shall conform to EN 55022/55032 Class A/B or CISPR22/32 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements"</p>
150	108	AnnexureXIII C.2.a	High Availability mode shall support controller inline data plane mode as well as local switching mode and Mesh mode	<p>Please change to</p> <p>" Controller should support High Availability."</p> <p>inline data plane mode as well as local switching mode and Mesh mode is OEM specific word.</p>	<p>To be read as</p> <p>" Controller should support High Availability "</p>
151	108	AnnexureXIII C.2.c	The controller failover must not trigger client de-authentication and re-association	<p>Please change to this clause to</p> <p>The controller failover must not trigger client de-authentication and re-association in Layer 2 Wireless controller cluster deployment."</p> <p>For Layer3 controller deployment, the AP will bootstrap and authenticate to other controller in L3 redundancy scenario , client will disconnect and reconnect again. but when Controller deployed in L2 cluster, in that case client will not face any de Authentication.</p>	<p>To be read as</p> <p>" The controller failover must not trigger client de-authentication and re-association in layer 2 controller deployment. In case of layer 3 deployment the connection and disconnection should be done with near zero uptime of network access to the client. "</p>
152	108	AnnexureXIII C.2.e	The controller shall support 2x 10G Multimode Fiber uplink from day 1	<p>Controller generally works in Distributed mode. Only Management traffic comes to controller. After user authentication, Data traffic goes to User -&gt; AP -&gt; Access Switch -&gt; Core Switch -&gt; Router / Firewall. As mentioned above, only few managements traffic comes to controller and no need of 10G port in software based controller. Hence, we request to modify the clause as "The controller shall support 2x 1G Copper / Multimode Fiber uplink from day 1"</p>	<p>To be read as :</p> <p>" The controller shall support 2x 10G Multimode Fiber uplink from day 1 "</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
153	108	AnnexureXIII C.2.g	The controller shall support hardware encrypted data plane between Access Point and Controller	A software-based controller cannot have hardware based encrypted data. Kindly remove this clause.	Agree to be removed from Scope of Work
154	108	AnnexureXIII C.2.d	The controller shall support min 5 Gbps tunnelling capacity and shall be upgradable to 10 Gbps	Please change to this clause to "The controller shall support 20 Gbps throughput from day one"  Compliance ask for 2x10G port in Controller, so the controller throughput should be minimum 20Gbps from day one.	To be Read as " The controller shall support tunnelling Capability"
155	108	AnnexureXIII C.2.f	The controller shall support new AP hardware without need for upgrading entire controller software.	Please remove this point.  If new AP hardware is coming up with some latest technology then for controller based deployment the controller software should also be having that feature to support the new AP hardware and software.	To be read as " The controller shall support new AP hardware with minimum updates or upgrades to the controller software without the need to change the hardware or the proposed controller technology "
156	108	AnnexureXIII C.2.g	The controller shall support rolling AP upgrade	Please change to live upgrade of Access point.  Rolling AP upgrade is OEM specific term, and supported by one specific OEM only	To be read as " The controller shall support live AP upgrade "
157	108	AnnexureXIII C.2.h	The controller shall support rolling AP upgrade without need for clustering	Please change to AP upgrade with or without need for clustering  Different OEM is having different technique to update the AP. For live-upgrade without downtime, controller must be in cluster so that user will not see any downtime during AP upgrade.	To be read as " The controller shall support live AP upgrade without the need for clustering "
158	108	AnnexureXIII C.3.b	The controller shall support standard-based, secure AP-Controller data & control protocol like CAPWAP. Protocol that has known vulnerability like PAPI cannot be used.	Please remove Protocol that has known vulnerability like PAPI cannot be used.  Please change to "controller should support control protocol inside secure tunnel"  The PAPI protocol is used by OEM Wi-Fi products, for a number of management and control functions. By default, OEMOS uses PAPI encapsulated inside IPsec for the majority of these functions - a feature called "IPsec" or "Control Plane Security".  OEM does not use normal PAPI, OEM uses IPsec or "Control Plane Security" on Top of PAPI, which means PAPI runs inside IPsec to make it secure communication between AP and controller. CAPWAP was also having the vulnerability,  A vulnerability in the Control and Provisioning of Wireless Access Points (CAPWAP) protocol software could allow an unauthenticated, remote attacker to cause a denial of service (DoS) condition. The vulnerability is due to improper input validation on	To be read as:  " The controller shall support standard-based, secure AP-Controller data & control protocols. Protocols with Known vulnerabilities cannot be used without completely fixing them or remediating them. Compliance to advisories from security bodies like Cert-in or cert-in empanelled security auditors is of utmost importance"

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
159	108	AnnexureXIII C.3.b	The redundant Controller shall sync Access Point and Client Status, including DHCP IP lease status	Very few OEM has fully synchronization feature set. We request to remove this clause.	No Change in terms and conditions as redundancy is of utmost importance to GIC Re in High Availability WLAN environment.
160	108	AnnexureXIII C.2.i	Wireless controller must have redundancy and must failover smoothly in case of any failure incident.	This will depend on the different use case scenario, IP address scheme, location of 2nd controller, etc. We request to remove this clause.	No change in terms and conditions. Bidder must ensure redundancy in proposed solution that is agnostic to external factors as far as possible.
161	109	AnnexureXIII C.5.a	Mesh AP nodes shall provide quick convergence and fast failover to new root mesh node.	Mesh AP organized in a mesh topology to form of wireless ad hoc network. Mesh AP spends more time updating routes than delivering data. Addition to this, very few OEM has Mesh feature set. We request to remove this clause.	No change in tender terms and conditions
162	109	AnnexureXIII C.5.a	Mesh AP shall support fast roaming for Wired- client through wired-to-wireless bridge client.	Please remove this point.  In the access point , Wired client will not directly connect to access points, the Client will connect on Wireless only.	To be read as :  " The implemented Wi-Fi Network with or without the AP shall support fast roaming for Wired- client through wired-to-wireless bridge client."
163	109	AnnexureXIII C.5.c	Mesh Backhaul interface shall support full duplex operation using wired daisy chaining.	Mesh AP organized in a mesh topology to form of wireless ad hoc network. Mesh AP spends more time updating routes than delivering data. Addition to this, very few OEM has Mesh feature set. We request to remove this clause.	To be read as  " Backhaul interfaces shall support full duplex operation "
164	109	AnnexureXIII C.6.b	The controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9or equivalent.	Please change to " controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9 or controller application recognition technology shall support custom application recognition "  Netflow v9 is OEM specific protocol and they have developed this proprietary feature in their controller, our wireless controller can be configured for custom application to do the application recognition.	To be read as  " controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9 or controller application recognition technology shall support custom application recognition "
165	109	AnnexureXIII C.7.e	The controller shall be able to detect employee device connection to Rogue Access Point and contain it automatically. It must also support protection from Honeypot or Evil twin.	Please change this clause to "The controller/NMS solution shall be able to detect employee device connection to Rogue Access Point and contain it automatically. It must also support protection from Honeypot or Evil twin."  All the automated rules are maintained and defined by NMS tool, WIPS management is there in NMS tool to do the auto classification.	To be Read as :  " The controller/AAA/NMS/NAC solution shall be able to detect employee device connection to Rogue Access Point and contain it automatically. It must also support protection from Honeypot or Evil twin."
166	109	AnnexureXIII C.7.c	The controller shall be able to embed custom web portal page (HTML) to fully customize user experience without additional cost or extra box	The given functionality to embed custom web portal page (HTML) to fully customize user experience is generally a feature of an external Captive portal and AAA server, which is part of overall Wi-Fi solution. Hence we request to amend the clause to accommodate the complete solution with AAA server.	To be read as :  " The controller/AAA/NMS//NAC shall be able to embed custom web portal page (HTML) to fully customize user experience without additional cost or extra box "

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
167	109	AnnexureXIII C.7.h	The controller shall be able to provide unique pre-shared keys to the devices that do not support the 802.1x security protocol.	<p>Please modify this Clause to</p> <p>"The controller shall be able to provide unique pre-shared keys to the devices or support WPA3 with MPSK that do not support the 802.1x security protocol."</p> <p>Multi Pre-Shared Key (MPSK) is an enhancement to WPA2. WPA2 is a certification program maintained by IEEE that oversees standards for security over wireless networks. WPA2 supports IEEE 802.1X/EAP authentication or PSK technology, but includes advanced encryption mechanism using CCMP that is referred to as AES</p>	<p>To be read as:</p> <p>"The controller/AAA/NMS/NAC shall be able to provide unique pre-shared keys or support WPA3 with MPSK to the devices that do not support the 802.1x security protocol."</p>
168	109	AnnexureXIII C.3.d	The controller shall maintain per-user Application usage and shall be able to export it for network analytic	<p>Please change this clause to</p> <p>"The controller/NMS solution shall maintain per-user Application usage and shall be able to export it for network analytic"</p> <p>All the statistics are maintained by NMS tool, Controller will have only Live data. So for any analysis, NMS will provide the required data.</p>	<p>To be read as</p> <p>" The controller/NMS solution shall maintain per-user Application usage and shall be able to export it for network analytic "</p>
169	109	AnnexureXIII C.7.a	The controller shall provide Device Profiling using multiple profiling methods to reduce false detection	<p>Please remove this point.</p> <p>Profiling and BYOD requirement is already ask in AAA compliance.</p> <p>So there is no need to have these feature in Wireless controller.</p> <p>for accurate device profiling there will be different technique to do the profiling like</p> <p>HTTP User--Agent</p> <ul style="list-style-type: none"> <li>• MAC OUI</li> <li>• ActiveSync plugin</li> <li>• NAC Agent</li> <li>• SNMP</li> <li>• Subnet Scanner</li> <li>• IF--MAP</li> <li>• MDM</li> <li>• BidderP Fingerprinting</li> </ul>	<p>To be read as:</p> <p>" The controller/AAA/NMS?NAC solution shall provide Device Profiling using multiple profiling methods to reduce false detection "</p>

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
170	109	AnnexureXIII C.7.d	The controller shall provide rule-based rogue classification and automatically run rogue mitigation action	Please change this clause to "The controller/NMS solution shall provide rule-based rogue classification and automatically run rogue mitigation action"  All the automated rules are maintained and defined by NMS tool, WIPS management is there in NMS toll to do the auto classification.	To be read as :  " The controller/AAA/NMS/NAC solution shall provide rule-based rogue classification and automatically run rogue mitigation action "
171	109	AnnexureXIII C.3.e	The controller shall support Multi Languages options from embedded GUI Management	Please remove this point.  In India, majority of organisation works in English language and Majority of OEM is having GUI in English. There is no requirement of Multi Languages options from embedded GUI Management in India setup.	Agree to be removed from Scope of Work
172	109	AnnexureXIII C.6.c	The controller shall support new application signatures without upgrading controller software	Please change to  " The controller shall support new application signatures with or without upgrading controller software "  Controller will have custom signature option to create signature but some of the signature will come from software upgrade.	To be read as  " The controller shall support new application signatures with or without upgrading controller software at no additional cost "
173	109	AnnexureXIII C.6.a	The controller shall support per-user and per- WLAN based application recognition and control that throttle usage by rate-limiting.	The given functionality of application visibility and control is generally a feature of an external Captive portal and AAA server, which is part of overall Wi-Fi solution. Hence, we request you to allow for in-built or external AAA server/Captive portal to provide this feature.	The controller/AAA/NMS/AAA shall support per-user and per-WLAN based application recognition and control that throttle usage by rate-limiting.
174	109	AnnexureXIII C.7.g	The Controller's image upgrade shall be done through secure, encrypted transport	Please modify this Clause to  "The Controller's image upgrade shall be done through secure or encrypted transport."  The controller upgrade will be done Via Secure FTP or HTTPS. So there will be no encrypted overlay required to upgrade the controller.	To be read as :  " The Controller's image upgrade shall be done through secure transport."
175	109	AnnexureXIII C.7.b	The system shall provide secure onboarding service for both employee and guest based on standard-based security protocol Proposed system shall not use public cloud as user data repository	Please remove this point from Controller compliance.  Profiling and BYOD requirement already ask in AAA compliance.  So there is no need to have these feature in Wireless controller.	To be read as:  " The system through controller/AAA/NMS/NAC solution shall provide secure onboarding service for both employee and guest based on standard-based security protocol Proposed system shall not use public cloud as user data repository "
176	109	AnnexureXIII C.7.f	The system shall support control plane encryption on both IPv4 and IPv6	Very few OEM has this feature set. We request to remove this clause.	No change in tender terms and conditions

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
177	110	AnnexureXIII C.9.a	The controller shall support automatic VLAN assignment per SSID to load-balance user connection. Assigned VLAN pool shall be same as number of available VLAN in the system	The given clause is restrictive with respect to Wi-Fi solutions and is specific to certain OEMs only. Further the same can be done through network switches if required. Hence, we request you to kindly amend this clause and allow other OEMs to participate in the tender.	No change in tender terms and conditions
178	110	AnnexureXIII C.9.b	The controller shall support embedded best practice configuration profile and setup	Please remove this point.  This is OEM specific.  Every organisation is having their own policy to access the wireless network. So best practice recommendation will vary from organisation to organisation.	To be Read as " The controller must support embedded configuration profile and setup"
179	110	AnnexureXIII C.7.j	The controller shall support identification & mitigation of threat inside encrypted traffic	Please modify this Clause to  "The controller shall support identification & mitigation of threat inside encrypted/unencrypted traffic"	To be read as  "The controller shall support identification & mitigation of threat inside encrypted/unencrypted traffic"
180	110	AnnexureXIII C.7.i	The controller shall support Identity PSK for on boarding.	Please remove this point.  Identity PSK used by one specific OME. Please change to solution should support MPKS with WPA3.  Multi Pre-Shared Key (MPSK) is an enhancement to WPA2. WPA2 is a certification program maintained by IEEE that oversees standards for security over wireless networks. WPA2 supports IEEE 802.1X/EAP authentication or PSK technology, but includes advanced encryption mechanism using CCMP that is referred to as AES	To be read as  " The controller may support Identity PSK or IEEE802.1X/EAP authentication for on boarding "
181	110	AnnexureXIII C.9.c	The controller shall support packet fragmentation between Access Point and controller communication	Please remove this point.  Wireless communication will be done between AP to controller on Overlay and fragmentation is required in underlay network. So fragmentation is required within switch not on the AP controller communication.	To be read as "The controller may support packet fragmentation between Access Point and controller communication"
182	111	AnnexureXIII E.2	Access Point must be 802.11ax ready from day one and support WPA3 and Enhanced Open security from day one.	Request you to please change this clause to  "Access Point must be 802.11ax and Wifi6E ready from day one and support WPA3 and Enhanced Open security from day one."  In the functional, WIFI 6E ready access point is ask for. So request to change this clause so that Propose AP should support Wi-Fi 6 and Wi-Fi 6E (6GHz Radio) from Day one.	No change in tender terms and conditions



#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
183	111	AnnexureXIII E.1	Access Point radio must be minimum 2x2 MIMO with 2 special streams on 2.4Ghz and minimum 4x4 MIMO with 4 special stream 5ghz. The AP must have Dual Radio 802.11ax access point with OFDMA and Multi-User MIMO (MU-MIMO)	Generally the available backhaul in Enterprise Organizations is up to 1 Gbps. Considering this a 2x2:2 WiFi-6 access point with a throughput of up to 1.78Gbps, is more than sufficient with respect to the available backhaul. This would also allow more OEMs to participate in the bidding process. Also a 4x4 Wi-Fi 6 access point would be more expensive in comparison, without sufficing any use case.	If a Wi-Fi 6 AP has 4 transmitting and receiving antennas (4x4), it enables it to simultaneously transmit to two 2x2 clients. Since all our desktops have 2x2 antenna (Intel Wi-Fi 6 AX201) and wireless is going to be our primary Network backbone, we require a minimum of 4x4 antenna. AP must support features such as Uplink and Downlink OFDMA and 1024QAM features that are available in Intel Wi-Fi 6 AX201 receiver.
184	111	AnnexureXIII E.1	Access Point radio must be minimum 2x2 MIMO with 2 special streams on 2.4Ghz and minimum 4x4 MIMO with 4 special stream 5ghz. The AP must have Dual Radio 802.11ax access point with OFDMA and Multi-User MIMO (MU-MIMO)	Request you to please change this clause to  "Access Point radio must be minimum 2x2 MIMO with 2 special streams on 2.4Ghz and minimum 2x2 MIMO with 2 special stream 5ghz and minimum 2x2 MIMO with 2 special stream 6ghz with OFDMA support"  In the functional, WIFI 6E ready access point is ask for. but in the AP specification only 2.4GHz and 5GHz frequency is mentioned. So request to change this clause so that Propose AP should support Wi-Fi 6E (6GHz Radio) from Dav one.	If a Wi-Fi 6 AP has 4 transmitting and receiving antennas (4x4), it enables it to simultaneously transmit to two 2x2 clients. Since all our desktops have 2x2 antenna (Intel Wi-Fi 6 AX201) and wireless is going to be our primary Network backbone, we require a minimum of 4x4 antenna. AP must support features such as Uplink and Downlink OFDMA and 1024QAM features that are available in Intel Wi-Fi 6 AX201 receiver.
185	111	AnnexureXIII E.3	AP must have one Smart Rate port (RJ-45, maximum negotiated speed 2.5Gbps) Auto-sensing link speed (100/1000/2500BASE-T) and one 10/100/1000 Mbps speed LAN port	Request you to please change this clause to  "AP must have two Smart Rate port (RJ-45, maximum negotiated speed 2.5Gbps) Auto-sensing link speed LAN port."  In the functional, WIFI 6E ready access point is ask for. Wi-Fi 6E is having higher throughput so for better user experience, 2x 100/1000/2500 Mbps ports are required.	To be read as :  " AP must have one Smart Rate port (RJ-45, maximum negotiated speed 2.5Gbps) Auto-sensing link speed (100/1000/2500BASE-T). Planning for redundancy of AP failure is mandatory and hence one more port may be given as part of redundancy plan if not taken care in overall solution design "
186	111	AnnexureXIII D	Clarification on product.	The same specification is repeated in the "B. Access switch". Are these two different switches or the same?	The specifications in Section B are specific to access switches and in Section D they are about any other generic switch proposed as part of the network architecture solution proposed by the bidder.
187	111	AnnexureXIII E.1	Access Point radio must be minimum 2x2 MIMO with 2 special streams on 2.4Ghz and minimum 4x4 MIMO with 4 special stream 5ghz. The AP must have Dual Radio 802.11ax access point with OFDMA and Multi-User MIMO (MU-MIMO)	Performance is the key in wireless LAN hence requesting you to change following clause - Access Point radio must be minimum 4x4 MIMO on 2.4Ghz and on 5Ghz with 4 Spatial streams. The AP must have Dual Radio 802.11ax access point with OFDMA and Multi-User MIMO (MU-MIMO)	If a Wi-Fi 6 AP has 4 transmitting and receiving antennas (4x4), it enables it to simultaneously transmit to two 2x2 clients. Since all our desktops have 2x2 antenna (Intel Wi-Fi 6 AX201) and wireless is going to be our primary Network backbone, we require a minimum of 4x4 antenna. AP must support features such as Uplink and Downlink OFDMA and 1024QAM features that are available in Intel Wi-Fi 6 AX201 receiver.
188	112	AnnexureXIII E.17	Access point must have console port.	The requirement for a console port is not essential in the latest standard access points, as most of the troubleshooting functionality can be achieved using a standard RJ45 port of the access point which is available in access point	To be read as "Access point must have management port via console or RJ45".

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189	112	AnnexureXIII E.10	Access point must have Internal/External Bluetooth Low energy beacon to support advance location-based services for Mobile engagement solutions and Applications.	The given specification is restrictive as only a few foreign OEM can comply with the same. Citing the same, we request you to amend the specification to permit more participation of OEMs.	No change in tender terms and condition as GIC Re's requirement for effective management of Aps.
190	112	AnnexureXIII E.6	Access point must IoT-ready Bluetooth 5 and Zigbee support	The use case for Zigbee and BLE is to facilitate the use of IoT enabled smart appliances. The given specification is restrictive as only a few foreign OEM can comply with the same. Moreover there is no practical use case for IoT. Citing the same, we request you to amend the specification to permit more participation of OEMs.	To be read as "Access point must IoT-ready Bluetooth 5 or Zigbee support"
191	112	AnnexureXIII E.14	Access point must support 802.3af/at POE standard	Request you to please change this clause to "Access point must support 802.3af/at/bt POE standard"  In the functional, WIFI 6E ready access point is ask for. For better performance of Wifi6E AP, 802.3bt power is required, or it can work on 2x 802.3at power.	To be read as "Access point must support 802.3af/at/bt POE standard"
192	112	AnnexureXIII E.22	AP mounting kit must be with locking mechanism so that AP cannot be removed without using special tools.	Very few OEM has AP locking mechanism using special tools. Such locking functionality requires on school/college/university campuses, not for the corporate customer like GIC. We request to remove this clause.	No change in tender terms and conditions
193	112	AnnexureXIII E.23	AP must have Kensington security slot	Very few OEM has Kensington security slot. Such locking functionality requires on school/college/university campuses, not for the corporate customer like GIC. We request to remove this clause.	Agree to be removed from Scope of Work
194	112	AnnexureXIII E.15	Intelligent Power Monitoring (IPM) to continuously monitor and report hardware energy consumption. AP can also be configured to enable or disable capabilities based on available PoE power – ideal when wired switches have exhausted their power budget.	The given specification is restrictive as only a few foreign OEM can comply with the same. Citing the same, we request you to amend the specification to permit more participation of OEMs.	No Change in tender terms and conditions. This is an essential GIC Re requirement of AP and power management.
195	112	AnnexureXIII E.7	Minimum aggregate data rate of 3 Gbps (HE80/HE40)	Looking into the applications of GIC an aggregate throughput of 1.7Gbps will suffice the requirement	No Change in terms and conditions as we are not limiting ourselves to current applications.

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196	112	AnnexureXIII E.11	Must support 16x BSSID per AP radio.	<p>Request you to please change this clause to</p> <p>"Must support 16x BSSID on 2.4 and 5Ghz radio and minimum 4 x BSSID on 6GHz radio."</p> <p>In the functional, WIFI 6E ready access point is ask for. So minimum 4 BSSID should be there in 6GHz radio.</p> <p>Multiple BSSID (MBSSID) is a mandatory 802.11ax feature for Wi-Fi 6E APs, which supports multiple virtual APs of a radio without the need for full beacons for each virtual AP. This feature advertises information for multiple BSSIDs by using a single beacon or probe response frame instead of multiple beacon or probe response frames, each corresponding to a single BSSID. MBSSID uses 6 GHz radio profile and includes support for Multiband Operation (MBO) for 6 GHz radios in addition to 802.11K profile, beacon rates, location and AP name advertisement (advertised in the transmitted virtual AP), 6 GHz radio basic rates, and 6 GHz radio transmit rates.</p>	No change in tender terms and conditions
197	112	AnnexureXIII E.12	The access point must be capable of performing security scanning and serving clients on the same radio. It must be also capable of performing spectrum analysis and security scanning using same radio.	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
198	112	AnnexureXIII E.20	The Access Point must have the technology to improve downlink performance to all mobile devices.	Downlink performance should be based on the user, not based on the end device type. If a user is working on a laptop and require more bandwidth, and AP give more bandwidth to the user's mobile, then the user will not be able to work properly on the laptop. We request to modify this clause as "The Access Point must have the technology to improve downlink performance based on SSID."	To be read as " The Access Point must have the technology to improve downlink performance based on SSID."
199	112	AnnexureXIII E.25	The AP must support Advanced Cellular Coexistence (ACC) to minimizes interference from 3G/4G cellular networks, distributed antenna systems and commercial small cell / femtocell equipment.	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
200	112	AnnexureXIII E.26	The AP must support Supports priority handling and policy enforcement for unified communication apps, including Skype for Business with encrypted videoconferencing, voice, chat, and desktop sharing.	Very few OEM has application based functionality. AP can provide the Priority based on different protocol and port number like Web Traffic, Mail Traffic, FTP Traffic, etc. We request to modify this clause as "The AP must support QoS for prioritizing the network traffic."	No change in tender terms and condition as application specific prioritizing is foreseen use case at GIC Re.
201	112	AnnexureXIII E.16	Access point must have option of external power adaptor as well.	Typically access point gets power from PoE as asked in RFP. For external power we request to allow power adapter or power injector. Please say "Access point must have option of external power adaptor or power injector"	To be read as "Access point must have option of external power adaptor or power injector"
202	113	AnnexureXIII E.37	AP must be UL 2043 certified.	We request to allow with UL60950-1 certification. So, we request to modify the clause as "AP must be UL 2043 / UL60950-1 certified."	To be read as "UL2043 plenum rating / UL60950-1 certified "

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203	113	AnnexureXIII E.39	AP must be UL 2043 certified. UL2043 plenum rating.	Plenum is an international certification, because in US or western countries, the access points are deployed in plenum spaces where there is a risk of fire and inflammation of the same through access point. However in India access points are outside the fall ceiling and not in plenum spaces, hence making this requirement not relevant Indian deployment. Therefore we request you to kindly exclude such specifications to permit more participation of OEMs.	To be read as "UL2043 plenum rating / UL60950-1 certified "
204	113	AnnexureXIII E.35	AP must support Dual mode AP's (same AP can be managed via cloud or controller)	Very few OEM has this functionality. We request to remove this clause.	AP must support dual mode in case there is a requirement within the 5 year contract period
205	113	AnnexureXIII E.40	AP should support integrated trusted platform module (TPM) for platform integrity. This ensures the boot process started from a trusted combination of access points.	The given specification is restrictive as only a few foreign OEM can comply with the same. Citing the same, we request you to amend the specification to permit more participation of OEMs.	No change in tender terms and conditions
206	113	AnnexureXIII E.28	Pass point Wi-Fi (Hotspot 2.0) offers seamless cellular-to-Wi-Fi carryover for guests.	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
207	113	AnnexureXIII E.38	Regulatory Compliance FCC/ISEDCE Marked RED Directive 2014/53/EU EMC Directive 2014/30/EU Low Voltage Directive 2014/35/EU UL/IEC/EN 60950 EN 60601-1-1, EN60601-1-2	EN 60601-1-1,EN60601-1-2 (Medical EMC): This certification is predominantly for Medical devices, and is not applicable to access points. We would therefore request you to kindly amend the clause accordingly.	The clause EN 60601-1-1,EN60601-1-2 (Medical EMC) stands removed as it is not applicable to GIC Re
208	113	AnnexureXIII E.38	Regulatory Compliance FCC/ISEDCE Marked RED Directive 2014/53/EU EMC Directive 2014/30/EU Low Voltage Directive 2014/35/EU UL/IEC/EN 60950 EN 60601-1-1, EN60601-1-2	As in RFC GIC has already added Wi-Fi Alliance: Wi-Fi CERTIFIED a, b, g, n, ac, ax. We request to remove this clause.	Since the clause pertains to European union, the same has is considered to not applicable and removed from Scope
209	113	AnnexureXIII E.36	Solution must have the ability to provide AI-ML Powered radio resource algorithm	The given specification is restrictive as only a few foreign OEM can comply with the same. Citing the same, we request you to amend the specification to permit more participation of OEMs.	No Change in Terms in and conditions as GIC Re is a high density environment needing intelligent Radio resource Management in AP
210	113	AnnexureXIII E.34	The Access point must support 802.11ax Target Wait Time (TWT) to support low-power client devices	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
211	113	AnnexureXIII E.30	The Access point must support cyclic delay/shift diversity (CDD/CSD) f or improved downlink RF performance	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
212	113	AnnexureXIII E.32	The Access point must support Low-density parity check (LDPC) f or high-efficiency error correction and increased throughput	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
213	113	AnnexureXIII E.29	The Access point must support maximum ratio combining (MRC) for improved receiver performance	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
214	113	AnnexureXIII E.33	The Access point must support Transmit beamforming (TXBF) f or increased signal reliability and range	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions
215	113	AnnexureXIII E.27	The AP must support deep packet inspection to classify and block, prioritize, or limit bandwidth f or thousands of applications in a range of categories.	Very few OEM has this functionality. We request to remove this clause.	No change in tender terms and conditions

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216	113	AnnexureXIII E.39	Wi-Fi CERTIFIED WPA, WPA2 and WPA3 - Enterprise, Personal WMM, WMM-PS, Wi-Fi Vantage, W-Fi Agile Multiband Pass point (release 2) Bluetooth SIG Ethernet Alliance (POE, PD device, class 4 ).	Very few OEM has WMM-PS, Wi-Fi Vantage, W-Fi Agile Multiband Pass point (release 2) Bluetooth SIG. We request to modify this clause as "Wi-Fi CERTIFIED WPA, WPA2 and WPA3 - Enterprise, Personal WMM, Ethernet Alliance (POE, PD device, class 4 )."	Some of them are necessary since GIC Re is going to be high dense environment. So the clause is to be now read as ""Wi-Fi CERTIFIED WPA, WPA2 and WPA3 - Enterprise, Personal WMM, Wi-Fi Vantage, Ethernet Alliance (POE, PD device, class 4 )."
217	114	AnnexureXIII F.2.h	The Service assurance solution should have i - Intuitive, simple-to-use dashboard with end-to-end visibility over performance and health ii-AI powered alerts that highlights issues affecting high priority services iii-Automated user and application experience monitoring through synthetic testing iv-Network performance metrics for wired, wireless, and cloud application connectivity v-Simplified deployment and backup connectivity with built-in cellular connectivity vi-Multivendor support enables testing for OEM specific network or third-party network environment vii- should have Scalability to any number of sensors viii-Simple to use network and app-performance dashboard and diagnostics visibility ix-Cloud-based analytics and insights engine x- Vendor-agnostic sensor for continuous Wi-Fi and Ethernet service assessment	For better user experience GIC should have User-perspective network and application performance analytics.  With today's dependency on Wi-Fi for SaaS Enterprise and IoT applications, most of the IT departments are facing new challenges to deliver the best user and client experience possible. To provide a consistent level of performance, GIC must require Service Assurance solution which enable IT to proactively simulate real-world user and client experiences. IT can continuously monitor network connectivity and the performance of wireless and Ethernet connections in critical, high-value locations like head office spaces, branch location and similar types of environments.  Customizable test scripts and easy to deploy sensors/Solution provide application assurance and network insights for any vendor-agnostic wireless and wired network dealing with the influx of mobile and IoT devices. In addition, this allows IT to get in front of service issues before they occur.	No Change in tender terms and conditions
218	114	AnnexureXIII F.2.d	Must support RADSEC protocol to support RADIUS datagrams over TCP and TLS	We support RADIUS DTLS so kindly modify the statement to support protocols RADSEC/RADIUS DTLS.	To be read as: " Must support RADSEC/RADIUS DTLS protocol to support RADIUS datagrams over TCP and TLS"
219	114	AnnexureXIII F.1.b	Stored profiling data must identify device profile changes and dynamically modify authorization privileges. For example, if a printer appears as a Windows laptop, the system can automatically deny access must support Load balancing for profile scans and Scheduled Subnet scans	Device profiling is supported. OEM ISE will control devices out of compliance and detect rogue assets according to the configured policies.  Manual subnet scan is supported via NMAP. Kindly explain/remove "must support Load balancing for profile scans and Scheduled Subnet scans"	To be read as " Stored profiling data must identify device profile changes and dynamically modify authorization privileges. For example, if a printer appears as a Windows laptop, the system can automatically deny access. "
220	114	AnnexureXIII F.1.d	Support active device profiling methods such as SNMP, Subnet Scan, SSH, Sflow, WMI and NMAP Scan	ISE Profiler supports the following active probes: SNMP, Network Scan (NMAP), Active Directory (AD)  Kindly modify by removing "ssh, sflow".	To be read as: "Support active device profiling methods such as SNMP, Subnet Scan, WMI and NMAP Scan "

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
221	114	AnnexureXIII F.1.c	Support passive device profiling methods such as DHCP, Span Ports, HTTP User-Agent, MAC OUI and TCP SYN-ACK handshakes	ISE Profiler supports the following probes: RADIUS, SNMP Trap, SNMP Query, DHCP, DHCP SPAN, DNS, HTTP, NetFlow, Network Scan (NMAP), Active Directory (AD), pxGrid.  Kindly explain the use case for "BidderP SYN-ACK handshakes". We do not support this method so kindly remove.	To be read as  " Support passive device profiling methods such as DHCP, Span Ports, HTTP User-Agent, MAC OUI "
222	114	AnnexureXIII F.2.c	Usage of multiple authentication protocols concurrently, such as PEAP, EAP-FAST, EAP-TLS, EAP-TTLS, and EAP-PEAP-Public	OEM ISE supports a wide range of authentication protocols, including, but not limited to PAP, MS- CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunnelling (FAST), EAP-Transport Layer Security (TLS), and EAP-Tunnelled Transport Layer Security (TTLS).  EAP-PEAP-Public is OEM specific, we support all the other protocols. Kindly remove this.	To be read as:  "Usage of multiple authentication protocols concurrently, such as PEAP, EAP-FAST, EAP-TLS, EAP-TTLS"
223	115	AnnexureXIII F.3.f	Customize guest access privileges to enforce bandwidth limits, access to specific resources, length of connections and set automatic account expiry after a specified number of hours or days.	"Bandwidth limits" has to be enforced at network layer. OEM ISE can pass QoS attributes to NAD devices if they support limiting guest bandwidth.  For example, for guest users connectivity to Wi-Fi with OEM WLC, you can pass advanced attributes to WLC from ISE by appending them to authorization profiles.  Please confirm if this is inline with your expectations.	Bidder is free to propose his methodology of meeting the scope of work requirement.
224	115	AnnexureXIII F.4.a	Automatically configure and provision mobile devices such as Windows, macOS, iOS, Android, Chromebook, and Ubuntu, enabling them to securely connect to enterprise network. Support for at least 1000 users on day one. Each user can have up to two devices and support Sponsor approval required option for Onboarding.	Sponsor approval is required for guest access. Kindly remove "sponsor approval" for BYOD use case since it doesn't apply.  We don't support Ubuntu for BYOD, please remove from the list.	To be read as:  " Automatically configure and provision mobile devices such as Windows, macOS, iOS, Android, Chromebook etc, enabling them to securely connect to enterprise network. Support for at least 1000 users on day one."
225	115	AnnexureXIII F.3.g	Guest portal shall have an option to accept social logins using Facebook, Twitter, Slack and other social media credentials.	Currently, OEM ISE supports only Facebook, rest of the apps are in roadmap. Kindly modify the statement to support any of the social media apps "Facebook/Twitter/Slack/others".	This specification/clause is being removed from the tender document
226	115	AnnexureXIII F.3.h	Third-party integration providing customizable workflows using rest-based API's for delivering streamlined registration and payment system integration.	Please elaborate the use case.	This specification/clause is being removed from the tender document
227	116	AnnexureXIII F.6.b	A reporting option must be available to provide a method for delivering validated templates to unique requirements in a timely manner.	Please elaborate the use case.	The complete wireless solution must be able to generate custom reports and options for delivering such reports to network administrator/IT support Manager to regularly monitor network on various parameters.
228	116	AnnexureXIII F.4.g	Automatic device certificate provisioning/installation with sponsor approval required option for onboarding.	Certificate provisioning is part of ISE BYOD flow, requires little manual intervention from users to trust the certificate. However, sponsor approval applies to guest access, not BYOD access. So kindly modify the statement accordingly and remove "sponsor approval" option for onboarding.	To be read as:  "Automatic device certificate provisioning/installation with manual provisioning capability for onboarding."

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
229	116	AnnexureXIII F.5.d	Endpoint posture and health checks must include Installed Applications, AntiVirus, Firewall, Network Connections, Processes, Patch Management, Peer to Peer applications, Virtual Machines, USB Devices etc.	OEM ISE supports following posture checks - File Condition Settings, Firewall Condition Settings, Registry Condition Settings, Continuous Endpoint Attribute Monitoring, Application Condition Settings, Service Condition Settings, Antivirus, Antispyware, Antimalware, patch management, disk encryption, USB, hardware attributes.  "Network Connections, Peer to Peer applications, Virtual Machine" are not applicable to posture. Request you to modify accordingly.	To be read as  " Endpoint posture and health checks must include Installed Applications, Antivirus, Firewall, Processes, Patch Management, USB Devices etc."
230	116	AnnexureXIII F.5.g	Must be able to detect multiple network interfaces and control it.	Please elaborate the use case.	GIC Re Network admin must have the capability to control if A device can or cannot connect to a different network via another Network interface while connected to GIC Re's Network.
231	116	AnnexureXIII F.4.i	Must support Oauth and SAML 2.0 Identity Provider, which allows seamless single sign-on (SSO) to the cloud or on-premises applications.	OEM ISE supports SAML 2.0 and plays a Service Provider role. OEM ISE cannot be an IDP. OEM ISE can be integrated with SAML IDP to enable SSO for the following web portals: Guest portal (sponsored and self-registered), Sponsor portal, My Devices portal, and Certificate Provisioning portal. Kindly modify the statement accordingly.  OEM ISE supports OAUTH 2.0 with MDM management. That use case doesn't apply to BYOD. So kindly either remove Oauth or modify it to Oauth/SAML 2.0 protocol support.	To be read as :  " Must support Oauth/SAML 2.0 Identity Provider, which allows seamless single sign-on (SSO) to the cloud or on-premises applications. "
232	116	AnnexureXIII F.5.a	Perform advanced endpoint posture assessments to ensure organization's compliance is met before devices connect.	Posture is triggered post authentication. So kindly replace "before devices connect" with "before devices get appropriate network access"	To be read as:  Perform advanced endpoint posture assessments to ensure organization's compliance is met before devices get appropriate network access.
233	116	AnnexureXIII F.4.c	Support the distribution of in-built CA generated certificates to third-party applications using SCEP and EST (RFC 7030) protocols.	OEM ISE supports SCEP and EST which can be used to provision certificates for BYOD clients. Kindly modify the statement "third-party applications" accordingly since the certificate provisioning applies to BYOD clients, not applications.	To be read as:  "Support the distribution of in-built CA generated certificates to client devices using SCEP and EST (RFC 7030) protocols."
234	116	AnnexureXIII F.5.b	Support the following operating systems and versions: Microsoft Windows 7 and above, Apple macOS 10.10 and above.	Windows 7 is not supported by even Microsoft. We support Windows 10 and above, and Mac OS 10.13 and above. Request you to kindly modify your support ask accordingly.	To be read as:  " Support the following operating systems and versions: Microsoft Windows 10 and above, Apple macOS 10.10 and above."
235	117	AnnexureXIII F.4.h	Certificate Provisioning must work even after failover of its nodes.	Certificate provisioning will work with connection reset when node fails. Please confirm if this is acceptable.	Agreeable as long as there is near zero downtime in network availability.
236	117	AnnexureXIII F.7.d	5-Year 24x7 Hardware and Software Warranty with perpetual licenses. If it is not possible to offer perpetual licenses, the solution must include at least 10 years of licensing upfront	Since this is OPEX based project, License needs to be aligned with contract period only. We request you to modify license requirement as per contract period only	The requirement specification/clause is to be considered as removed from the tender document

#	Page No	Clause No	Description	Amendment/ Clarification desired in the clause	GIC Re's Response
237	117	AnnexureXIII F.7.a	Hardware appliance or Virtual Appliance (Automatic HA failover) with 1:1 or N:1 redundancy. If Virtual Appliance is proposed, it shall be offered with OEM recommended Hardware/VM Hypervisor. There must be dedicated appliance for Reporting.	Every OEM has different architecture to meet requirement and asking for dedicated reporting appliance is vendor specific architecture requirement. We request GIC to ask reporting at solution level and not as per specific OEM architecture.	To be read as : " Virtual Appliance (Automatic HA failover) with 1:1 or N:1 redundancy must be Virtual Appliance and OEM recommended Hardware/VM Hypervisor specs must be provided to GIC Re for provisioning the hardware. "
238	117	AnnexureXIII F.7.c	Licenses supporting minimum 25000 concurrent sessions for AAA, Endpoint posture check, Guest access and TACACS+ on Day 1. Upgradeable to 50,000 concurrent sessions.	OEM ISE licensing is based on the active number of endpoints authenticating to the network. In the requirement #1, it is mentioned that "The solution must be sized 2000 endpoints. The solution must have scalability to scale up to 10000 endpoints in future on same appliance."  In OEM ISE, concurrent sessions are equivalent to the active number of endpoints authenticating to OEM ISE. So please confirm if the sizing has to be done to support 2,000 endpoints or 25,000 endpoints on Day1.  Additionally, please clarify if the solution should be scalable to manage 10,000 endpoints or 50,000 endpoints.  OEM ISE deployment is highly scalable, more nodes can be added to scale in future. Please confirm if the scalability requirement to manage the expected number of endpoints has to be considered from Day1 or would it be acceptable to add more nodes in future to scale.	To be read as: " Licenses supporting minimum 200 concurrent sessions for AAA, Endpoint posture check, Guest access and TACACS+ on Day 1. Upgradeable to 10,000 concurrent sessions."
239	117	AnnexureXIII F.8.a	The solution shall be Common Criteria certified for network access control (NAC) solution, under both the Network Device collaborative Protection Profile (NDCPP) and the Extended Package for Authentication Servers modules. The certificate shall be attached as reference.	OEM ISE v2.6 is validated by the NIAP for conformance to the Common Criteria for IT Security Evaluation.  ISE 3.1 is under Evaluation and it covers the protocols/server modules too. Please allow certified or under evaluation solution	No change in tender terms and conditions
240	118	AnnexureXIII F.9.b	The Network Management Solution (NMS) tool must provide a complete view of the devices that are monitored and managed by tool. It also allows end-end provisioning, management, monitoring, and maintenance operations for the devices. NMS tool must simplify network operations by providing zero-touch setup, centralized management of networks, historical data reporting, and troubleshooting for networks located around city or around the state. The NMS tool must provide both Wireless (AP) and Wired (Switch) management	Request to give flexibility for NMS tool for AP & Switch. As this is bind the solution to specific OEMs	No change in tender terms and conditions



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241	118	AnnexureXIII F.9.c	NMS tool must have Guest management, flexible captive portal templates, captive portal customization, custom welcome text and terms/conditions, guest self-registration.	This is typically provided by NAC solution and not NMS tool hence request you to ask this capability at solution level. Please say "Solution must have Guest management, flexible captive portal templates, captive portal customization, custom welcome text and terms/conditions, guest self-registration"	To be read as : "NMS tool or the Wi-Fi Solution proposed must have Guest management, flexible captive portal templates, captive portal customization, custom welcome text and terms/conditions, guest self-registration.
242	119	AnnexureXIII F.9.q	Management tool must have Firewall Session Visibility	Vendor specific requirement. Request you to remove this clause.	Since Firewall is not in scope of the implementation, we can consider the clause to be removed.
243	119	AnnexureXIII F.9.n	NMS tool must have flexibility to deploy in On-Premises as well in cloud without changing the network devices.	NMS needs to be near to controller and NAC hence we request you to remove Cloud deployment requirement. Please say "NMS tool must be deployed On-Premises"	No change in tender terms and conditions
244	120	AnnexureXIII G.2.a	SITC of UPS System : UPS - 10 kVA x 2 numbers N+N	Is the UPS to be considered rack mountable for the smart rack solution ? Kindly confirm	Bidder is free to propose as per tender terms and conditions.

**BANK GUARANTEE FORMAT FOR EARNEST MONEY  
DEPOSIT**

To  
General Insurance Corporation of India  
Suraksha, 170, J. Tata Road, Churchgate  
Mumbai-400020

WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Bidder") has submitted its Bid dated \_\_\_\_\_ (Date) for the Execution of (Name of Contract) **Ref. No: WLAN Infrastructure Implementation & in-House DC Modernization with Support (GICRE/ITMG/RFP/WLAN/01/2022-23).** (Hereinafter called "the Bid") in favour of **General Insurance Corporation of India (GIC Re)** (hereinafter called the "Employer");

KNOW ALL MEN by these presents that we, \_\_\_\_\_ (**name of the issuing Bank**), a body corporate constituted under the Banking Companies (Acquisition and transfer of Under takings) Act 1970 Carrying on the business of Banking and having its Corporate Office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the employer for the sum of **Rs 25,00,000/- (Rupees Twenty Five Lakhs only)** for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the employer,

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence the above condition.

***"Notwithstanding anything contained hereinabove: -***

- I. Our liability under this bank guarantee shall not exceed Rs 25,00,000/- (Rupees Twenty-Five Lakhs only)***
- II. This bank guarantee shall be valid up to 30.09.2022 and***
- III. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if a written claim or demand is served upon us on or before 12 months from the date of expiry mentioned in (ii) above (expiry of claim period, i.e., 30.09.2023)***

Dated \_\_\_\_\_ day of \_\_\_\_\_ 2022

SIGNATURE OF THE BANK WITH SEAL