

Pre-BID Query Response : RFP for Supply, Installation & Maintenance of 10- CISCO						
Sr. No.	Page #	Point /Section #	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/Suggestion/ Deviation	Bank Response
1	2	Important Dates (2)	General	Pre-bid Meeting & Venue details	The Bank to confirm if pre-bid meeting is at 11:00 a.m as per tender document or 15:00 as per mail dated 29 January 2025 from Mr. Sachin Jaiswal.	We confirm the meeting is scheduled for February 7, 2025, at 11:00 AM in online mode.
2	11	Requirements	General	3 Year AMC after expiry of Warranty	To confirm the type of support required (8x5xNBD or 24x7x4).  To also confirm if total number of years of support required from the bidder shall be 6 years	As switches are critical hardware components, continuous support (24 hours a day, 7 days a week) is required.  According to the RFP Clause on page 11: - A three-year warranty is provided. - A three-year term license is included. - A three-year Annual Maintenance Contract (AMC) follows the warranty period. Therefore, both warranty and AMC support cover a period of three years each.
3	64	Annexure 08 – Project Scope (Technical Requirement) - Point 6	Scope	Monthly Status reports are to be submitted towards current status and upgrade activity carried out during the quarter.	The Bank to provide more details on the reports to be provided and advise if preventive maintenance will be required during the warranty period- and at what frequency.	The service provider is required to conduct preventive maintenance and submit monthly reports accordingly. If no preventive maintenance is performed in a given month, a "Nil" report must be submitted.
4	78	Annexure 13	Scope	CISCO-CATAYST 9200L-48T-4X (2 Quantity) CISCO-CATAYST 9200L-24T-4X (8 Quantity)	As per the models provided, the switches are non-PoE. The Bank of Baroda PoE to confirm that PoE	The bank requires non-PoE switches.
5	78	Required minimum specifications (8)	Scope	RADIUS or TACACS + Support	The Bank of Baroda to confirm who shall provide TACACS server for authentication	The bank's internal IT team will manage the TACACS server for authentication. The service provider will provide technical assistance related to TACACS throughout the active agreement period, as needed.
6	78	Required minimum specifications (10)	Scope	The Switches must be able to generate Syslog Messages with timestamp and Severity codes, which can be exported to a Syslog Server.	Will the bank provide a syslog server, or should the bidder/vendor provide a syslog server?	The bank's internal IT team will manage the syslog server. The service provider will provide technical assistance related to the syslog server throughout the active agreement period, as needed.
7	78	QOS Features	Scope	QOS Features	Will the network have both telephony and data?	The network will carry data traffic only.
8	79	Other Features (1)	Scope	The switch should have its own management software, which can be used remotely (through secured Web interface) to monitor, troubleshoot & manage the switch.	Will the bank of Baroda require web access to view network?	If there is a separate cost for this web service, the service provider must include it as a distinct line item(optional) in the commercial proposal.
9	79	Other Features (3)	Scope	The Switch should seamlessly integrate with existing network equipments	1. The Bank of Baroda to provide topology and existing network equipment details which need to be integrated with the switches  2. Are the existing switches using SFP? If yes, should the bidder quote for new SFPs and BOB to confirm the model to be quoted.	The bank will share the technical details with the selected (L1) bidder after the Non-Disclosure Agreement (NDA) is executed.  The service provider must submit optional line items for three devices. These costs will not be included in the Total Cost of Ownership (TCO) calculation for commercial evaluation.
9	11	Requirements	General	3 Year AMC after expiry of Warranty	The Bank need to confirm if MT have to provide maintenance support for 3 years or 6 years on equipment	According to the RFP Clause on page 11: - A three-year warranty is provided. - A three-year term license is included. - A three-year Annual Maintenance Contract (AMC) follows the warranty period. Therefore, both warranty and AMC support cover a period of three years each.
10	64	Annexure 08 – Project Scope (Technical Requirement) - Point 2	Scope	The warranty of the equipment start date	According to Cisco warranty of equipment start after shipment date.	The warranty period will commence upon successful installation of the switch(es) at the bank's site(s).
11	64	Annexure 08 – Project Scope (Technical Requirement) - Point 6	Scope	Monthly Status reports are to be submitted towards current status and upgrade activity carried out during the quarter.	The Bank to confirm at least 1 upgrade monthly on each equipment. According to cisco policy the end of software updates is announce to be year 2027.	The service provider must perform services according to the Original Equipment Manufacturer's (OEM) methodology. When software updates are required, the service provider is responsible for implementing them.
12	64	Annexure 08 – Project Scope (Technical Requirement) - Point 10	Scope	The bank will have periodic reviews of technology. The vendor will supply the models approved as per technical aspects. In case any of the models becomes obsolete, then the Vendor will provide the latest model available at no extra cost to the Bank.	According to Cisco policy the end of life of the equipment is announce for end of life to be in year 2030	As discussed in the pre-bid meeting, no End-of-Sale/End-of-Life (EoSL) announcements have been made by the OEM till date
					<b>Bank of Baroda Mauritius Operation Team</b>	