NPCI भारतीय राष्ट्रीय भुगतान निगम NATIONAL PAYMENTS CORPORATION OF INDIA

Clarifications to Pre-Bid Queries for RFP For Expansion of NPCINET (NPCI/RFP/12-13/0011 dated 17th August 2012)

Sr. No.	Document Reference	Pg. No.	Clause No.	Description In RFP	Clarification Sought	Additional Remarks(If Any)	Clarification by NPCI
1	NPCI/RFP/12-13/0011	4		Bidder can propose equipment from 2 OEMs.	Does NPCI need 2 options for entire BOM ? How will NPCI evaluate Commercials based on options ? Do we need to submit commercial bid with only 1 OEM ?	-	The Bidders may propose two options. if price is same and NPCI may accept both product or only one. Bidders may also propose two different OEM for routing, switching & security for each option (i.e for routing and switching OEM -A and for Firewall OEM-B)
2		9	section 1	bid submission date 14th sept'12	requesting NPCI to extend the submission due date by additional 2 weeks considering the timelines provided are only 2 weeks which is very stringent from the pre-bid submission date.		No Change in RFP
3	NPCI/RFP/12-13/0011	10	2.2	CTS network to connect PAN India and expansion of existing NFS connectivity.	Kindly provide details on equipment used in NFS and any specfic configurations done for security / failover, as these can impact the suggested models for this RFP	-	Please refer Section - 9 & 10 for specfication and failover scenario. The equipments are same as metioned in this RFP
4	Obective of RFP	10		Introduction	Request NPCI to share the proposed applications that will be accessed over WAN		Application such as NFS, CTS, AEPS, IMPS, ABPS and any other application as per NPCI requirement.
5	Objective of RFP	10	2.2	CTS network to connect PAN India and expansion of existing NFS connectivity.	Location details will be required and connectivity may be possible subject to feasibility study. Also related augmentation of MPLS network at the DC/DR site may be required. Please suggest accordingly		Location details will be provided for any new requirement and augmentation of network at the DC/DR site may be if required.
6	NPCI/RFP/12-13/0011	11	3.1.7	NFS, AEPS, IMPS etc	Kindly provide details on equipment used in these projects currently and any specfic configurations done for security / failover/ SLAs, as these can impact the suggested models for this RFP	-	Please refer Section - 9 & 10 for specfication and failover scenario. The equipments are same as metioned in this RFP
7	RFP FOR NPCI EXPANSION-Rev02	11	4	The Service Provider who provides network equipment at Member Bank shall be primary provider for that location and shall be responsible for maintaining network availability of 99.99% per annum as applicable. The Other Service Provider shall be secondary provider and shall be responsible for maintaining network availability of 99.5% per annum as applicable.	We request the availability to be revised to 99.5% for SP who is the primary provider since single last mile can achieve 99.5% uptimes.	NA	Please read as 99.9% instead of 99.99%, Node uptime required for Option -2 bank is 99.9% for Option-1 bank is 99.5% and for DC/DR site is 99.99%
8		11	5	The Service Providers shall be responsible to deliver MPLS links at the Member Bank locations as per NPCI requirement on Fiber/ copper with Ethernet handoff.	We request that RF Media be allowed for connecting the locations	NA	RF Media can be allowed if link cannot be delivered on fiber or copper subject to NPCI approvals.

9		11	7	NPCI reserves the rights to use the commercials quoted for network equipment and links by the service providers for other NPCI applications as required (i.e NFS, AEPS, IMPS, etc)		NA	No Change
10	RFP:NPCI/RFP/12-13/0011	11	3.1	Broad Scope of Work The scope of work shall broadly cover supply, installation and commissioning of network equipment, delivery of links and integration with existing network. Monitoring and Management will be done from the existing NoC setup at Chennai and Mumbai.	It is mentioned that Monitoring and Management will be done from the existing NoC setup at Chennai and Mumbai. Please clarify if who will manage router configuration	purpose of query is to understand if WAN Ips of member banks would be provided by NPCI or SP & would links be monitored from service provided central NoC or NPCI NoC in mumbai & chennai	The WAN IPs will be finalised after discussion with successful bidder. SP has to monitor their links through their central NoC. In addition, the links will be monitored through NPCI NoC at Chennai and Mumbai.
11	RFP:NPCI/RFP/12-13/0011	11	3.1(4)	NPCI shall place order on Service Provider-1 for 50% of Network Equipment at Member Bank locations and Service Provider-2 for 50% of Network Equipment at Member Bank locations. The Service Provider who provides network equipment at Member Bank shall be primary provider for that location and shall be responsible for maintaining network availability of 99.99% per annum as applicable.	requesting NPCI to change the the Node uptime for SP1 to 99.9% . In a scenario where SP1 is able to maintain uptime of 99.5% of its link then the penalty should be imposed to SP2 for the Node downtime below 99.9 %.		No Change
12	Broad Scope of Work	11	3.1	The scope of work shall broadly cover supply, installation and commissioning of network equipment, delivery of links and integration with existing network. Monitoring and Management will be done from the existing NoC setup at Chennai and Mumbai.	Kindly clarify the scope for NPCI management & monitoring, If NPCI is managing & monitoring the setup then how will NPCI plans to suggest and allow service provider will provide SLA without monitoring & managing .		Service Provider should monitor the links through their central NoC. NPCI will also be monitoring the links proactively for quick resolution.
13	Broad Scope of Work	11	3.1	NPCI shall place order on Service Provider-1 for 50% of Network Equipment at Member Bank locations and Service Provider-2 for 50% of Network Equipment at Member Bank locations. The Service Provider who provides network equipment at Member Bank shall be primary provider for that location and shall be responsible for maintaining network availability of 99.99% per annum as applicable. The Other Service Provider shall be secondary provider and shall be responsible for maintaining network availability of 99.5% per annum as applicable.	How the links will distribute between service provider 1 & service provider 2 (Option 1 -Non HA and Option 2-HA)		NPCI will issue 50% of Option-1 member bank on SP1 and 50% on SP2 and similarly for Option-2, 50% on SP1 and 50% on SP2. Order for Hyderabad Site will be given to SP1.

14	Section 3, Scope of work	11	3.1	The scope of work shall broadly cover supply, installation and commissioning of network equipment, delivery of links and integration with existing network. Monitoring and Management will be done from the existing NoC setup at Chennai and Mumbai.	Is it ok for NPCI, if **bidder** quotes only for link B/W portion of RFP?	This is with reference to separate quotes asked by NPCI for B/W Portion & supply of H/W/equipment.	No . Unit price of equipment will be considered for new requirement.
15	NPCI/RFP/12-13/0011	12	Sec 3.3.1 Pt 9	Provide one central resource to be the Project Manager based at Mumbai to facilitate and co-ordinate all activities and be the Single Point of Contact for NPCI for the project duration.	We understand this resource would be deployed only during implementation phase	-	Yes
16	NPCI/RFP/12-13/0011	12	3.3.1 (2)	Design and implement Perimeter Network Security at primary and secondary sites of NPCI, establishing secure communication (Encrypted Communication) architecture between NPCI and Member's Banks	Does NPCI want to use existing Infrastructure for encryption or a new setup ?	There will be dependencies between the infrastructure at CTS and equipment given for other viz. IMPS/NFS on the encryption protocols.	It will depend upon the proposed solution by the bidders
17	NPCI/RFP/12-13/0011	12	3.3.1 (13)	Provide Comprehensive warranty (from OEM) and on-site maintenance for 3 years followed by 2 years comprehensive AMC (from OEM) including part replacement and manpower support for rectifying faults / part replacement. The response time for any call logged for should be less than 4 hours and resolution time within 8 hours for Hyderabad DR site. The resolution time for Network equipment at member bank end will be next business day.	IS this binding on OEM also ? Does the OEM need to have a spare stocking site at Hyderabad and Mumbai ?	-	The successful bidder has to maintain the response and resolution time stipulated in the RFP. The stocking of spares needs to be decided accordingly.
18		12	7	Supply of one L2 resource for management to work in general shift and do day to day network operation activity at Hyderabad.	What would be the qualifications required for such a resource, pls elaborate	NA	The L2 resource should have necessary capabilities and experience in Network monitoring and Management. NPCI will verify the credentials and approve posting of L2 resource at DC.
19	Summary scope of work	12	3.3	Design and implement network for NPCI connecting its Mumbai Data Centre and Member Banks for CTS application. Design includes low level diagrams, IP address scheme, routing protocols, access control management for device, remote users and management architecture.	NPCI to provide all the required details and SoW for design and implementation and configuration based on existing acceptable setups related to routing, access control etc accordingly		NPCI will provide details regarding existing setup and the bidder will have to submit the design document as stipulated in the RFP

20	Summary scope of work	12	3.3	Design and implement Perimeter Network Security at primary and secondary sites of NPCI, establishing secure communication (Encrypted Communication) architecture between NPCI and Member's Banks.	Please suggest detailed SoW for Perimeter security and encrypted setup implementation design		The bidder has to propose design considering the industry best practises for establishing secure communication architecture between NPCI and Member Bank's.
21	Summary scope of work	12	3.3	Design high availability for the network at Primary Site, Disaster Recovery site and Member Bank site considering various levels of device failure, link failure and site failure. Various failure scenarios need to be considered.	Kindly provide detail scope for New service provider for design and failover testing & configuration. Also suggest failure scenarios that need to be addressed as per NPCI's requirement		For failover scenarios refer section 9 and for SoW refer section 3.
22	Summary scope of work	12	3.3	Supply, implement and manage all the equipment such as routers, firewalls, switches, IPS, associated cables, patch panels and accessories as required for implementing the network and security components at Hyderabad DR location.	Kindly remove the IPS as NPCI don't require separate IPS for Hyderabad DR site		Please read as Firewall with IPS funtionality
23	Summary scope of work	12	3.3	Liaison with authorities for approvals, network diagram etc.	Please specific which authorities should provider liason with. Some approvals may Not be possible for us and need NPCI intervention		Any Network Approval that comes under TRAI, Regulators
24	Summary scope of work	12	3.3	Supply of one L2 resource for management to work in general shift and do day to day network operation activity at Hyderabad.	Please provide the details scope for L2 resource & daily activity need to follow by him.		The L2 resource will carry out Network Monitoring and Management activities on daily basis as per NPCI requirement.
25	Summary scope of work	12	3.3	Provide one central resource to be the Project Manager based at Mumbai to facilitate and co-ordinate all activities and be the Single Point of Contact for NPCI for the project duration.	Will NPCI agree with project manager will be coordinate & placed at service provider office		OK and project manager has to visit NPCI once in a week for review.
26	Summary scope of work	12	3.3	Provide documentation and templates for conducting user acceptance test for the entire network and individual member bank connectivity.	Please provide details on user acceptance test criteria and any related template		No Change
27	Summary scope of work	12	3.3	Provide daily, weekly, monthly, quarterly and other MIS reports to NPCI.	Can NPCI pull report from service provider portal as per the said clause?		The service provider has to provide all the MIS reports as per NPCI requirement.

28	Summary scope of work	12	3.3.1 (13)	Provide Comprehensive warranty (from OEM) and on-site maintenance for 3 years followed by 2 years comprehensive AMC (from OEM) including part replacement and manpower support for rectifying faults / part replacement. The response time for any call logged for should be less than 4 hours and resolution time within 8 hours for Hyderabad DR site. The resolution time for Network equipment at member bank end will be next business day.	To address the related stringent SLA, spares may be suggested. How NPCI plans to allow the same and also address the additional commercials required		No Change in RFP. SP may decide to keep spare at NPCI at their cost to meet SLA.
29	Section 3, Summary Of Scope Work	12	3.3.13	The response time for any call logged for should be less than 4 hours and resolution time within 8 hours for Hyderabad DR site. The resolution time for Network equipment at member bank end will be next business day.	Contradicts with SLA parameters. Clarity requested		For Hyderabad Site (Equipments & Links), response should be within 4hours and resolution time should be within 8hours and Resolution time for member banks for links and equipment should be within next business day.
30	NPCI/RFP/12-13/0011	13	3.3.1 (15)	The existing Service Provider should do necessary changes in existing CHI Member Bank connectivity at Chennai and Delhi to point to Hyderabad DR site.	What are the equipments (make/model) at Chennai and Delhi ?	-	The existing service providers are aware of the existing equipments at Chennai and Delhi
31	Summary scope of work	13	3.3	The existing Service Provider should do necessary changes in existing CHI Member Bank connectivity at Chennai and Delhi to point to Hyderabad DR site.	What will be scope under the new service provider as a DR functionality for Chennai & Delhi CTS application		The new service provider will be responsible for connectivity between Member Bank's at Mumbai and Data Centres at Mumbai & Hyderabad and make the necessary changes to the equipment supplied by new provider whereever applicable.
32	NPCI/RFP/12-13/0011	14	Sec 4.2 Pt 4	The Telecom Service Provider(TSP) should have its own built national fiber backbone of minimum STM-16/64 capacity supporting fast Re Route feature that enables SONET like failover in <50ms	We would request you to reconsider this point	-	No Change
33	RFP FOR NPCI EXPANSION-Rev02	14	4.2. 1	Eligibility Criteria : The bidder should be a Company registered under the Companies Act,1956 since the last three years.	Bidder requests that Services under the contract would be provided by Reliance Communications Limited (RCOM) or Reliance Communications Infrastructure Limited or any Provisioning Entity, its affiliates / group companies (together called Reliance.)		No Change in RFP

34	Eligibility Criteria	14	4.2	NPCI proposes to have bandwidth from two or three service providers for maintaining high availability in the NPCINet. The bidder is expected to coordinate with other service provider. The bidder should provide an undertaking to NPCI ensuring that the bidder coordinates with at least two service providers and equipment OEM for maintenance of NPCI network.	As bidder don't have any relation with other bidder, so kindly modify this clause with coordination will done by NPCI		No Change
35	RFP:NPCI/RFP/12-13/0011	16	5.6	Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever, except Octroi. Octroi will be paid additionally, at actual on production of receipt. The VAT/Sales Tax should be shown separately in the Price Schedule.	Road permit if required would be responsibility of NPCI		Prices are inclusive of all taxes except octroi only., The bidder will be responsible for necessary Road Permit as applicable.
36	Section 5, Preparation of Bid,	16	5.7	The Bidder is required to deposit Rs.5,00,000/- (Rupees Five Lakhs Only) in the form of a Demand Draft / Pay order	Bidder is 100% owned by Central Govt. Of India. Hence being PSU ,EMD submission may pls be waived off for bidder	M/s SIDBI & M/s RCF had waived off BSNL from paying EMD amount in RFPs floated by them recently.	No Change in RFP
37	Selection of the Second Service Provider	24	7.5	NPCI proposes to procure network equipment and MPLS links from the L2 Bidder at the price of lower of the cost of the network equipment and MPLS link proposed by L1 and L2 Bidders. If this offer is Not acceptable to L2 Bidder then NPCI will make the offer to L3 Bidder and so on. If L1 prices are higher than the price quoted by L2 for either equipment or links, L1 required matching the same.	How link will distribute between L1 and L2 bidder? As equipment will be 50% distribution between L1 & L2 location will be based on Type or location wise?		Please refer to clarification for query No.13
38	RFP FOR NPCI EXPANSION-Rev02	26	SECTION 8	TERMS AND CONDITIONS	whether deviations are acceptable or Not.		No Change in RFP
39	Section 8, Terms & conditions	27	8.4	Purchase Order, The Contract will be signed for a period of 5 years for the total Contract Price. However, procurement of equipment and links will be in phases through individual Purchase Orders.	The rate contract will be for a period of 5 years. But if NPCI places an order for a particular product on the third year, kindly clarify about the warranty of the product. Will it be for 5 years from date of order or from beginning of the total contact		The warranty will be for period of 3 years and AMC for 2 years from date of acceptance of network.

40	RFP:NPCI/RFP/12-13/0011	28	8.7	The insurance shall be taken by supplier for an amount equal to 110 percent of the value of the Products from “Warehouse to final destination” on “All Risks” basis including War Risks and Strikes, valid for a period Not less than One month after installation and commissioning and issue of acceptance certificate by NPCI. Should any loss or damage occur, the Supplier shall: Initiate and pursue claim till settlement and Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.	we will take complete responsibility to delivery goods in specified place with complete address without insurance.		Bidder shall take Insurance or give undertaking to take complete responsibility to deliver good in specified place without physical damage or will have to provide replacement.
41	NPCI/RFP/12-13/0011	29	Sec 8.9	The Equipment consisting of hardware and software, bandwidth for NPCI DC and DR shall be delivered, installed and commissioned within 10 weeks from the date of receipt of each Purchase Order.	We request you to consider the implementation period to be 12-14 weeks with testing & final handover	-	No Change
42	RFP:NPCI/RFP/12-13/0011	29	8.1	Penalty for default in delivery If the Supplier does Not deliver the entire hardware and software, bandwidth as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below: a) Non Delivery of above at Hyderabad DR Location and 50% of Member Bank CHI locations- at the rate of 0.5% of the total Purchase Order value for 1st year for each week's delay beyond the stipulated delivery period subject to a maximum of 5%. b) Non Delivery of above for remaining 50% of Member Bank CHI locations - at the rate of 0.5% of the Purchase Order value of that	our understanding is clause (a) is applicable for SP1 and clause (b) is applicable for SP2., we request NPCI to modify clause a&b where penalty shall be applicable at the rate 0.5% per link/hardware component and Not for the total purchase order value of the 1st year price.kindly confirm		No Change in RFP

43	RFP:NPCI/RFP/12-13/0011	30	8.13	After receipt of all the deliverables as mentioned in the Purchase Order/Contract, the acceptance certificate (as mutually decided and approved by NPCI) will be signed by the Supplier and officials / representatives of NPCI. The NPCI Network shall be considered to be accepted by NPCI when at least 50% of the member banks' CHIs connected in the network at the NPCI core locations. The date on which such certificate is signed shall be deemed to be the date of Acceptance of the Equipment/Bandwidth of NPCI net. The warranty period starts accordingly. Post initial Purchase Orders, the acceptance of member banks in the network will be on individual POs	Requesting NPCI to change the same to link wise payment and Not 50% of member banks connectivity, LOC sign off req per ATP in RFP response		No Change in RFP
44	NPCI/RFP/12-13/0011	31	Sec 8.18	SLA Requirements: Any incident that causes a downtime of the network for more than 10% of NPCI member banks in a single incident including the strikes, riots, civil commotions, and natural calamities or disasters .	We would urge NPCI to reconsider this point as these point are considered under Force Majeure and are out of the SP's control	-	Please read as "Any incident that causes a downtime of the network for more than 10% of NPCI member banks in a single incident **Excluding** the strikes, riots, civil commotions, and natural calamities or disasters "
45	RFP:NPCI/RFP/12-13/0011	31	8.15	The following terms are applicable to the individual Purchase Orders. Payment Scheduled for equipment cost 1. 20 % of the equipment cost of each Purchase Order will be paid on delivery. RFP For Proposal For Expansion of NPCINET NPCI Confidential Page 31 of 112 2. 70 % of the equipment cost of each Purchase Order after installation of hardware and issue of Acceptance of the network (refer 8.12). 3. 10% of the equipment cost of the each Purchase Order will be paid after expiry of the warranty period or against submission of Performance Bank Guarantee for equivalent amount, issued by a scheduled	Request NPCI to consider 50% advance , 30% delivery & 20% after installation and comissioning for Hardware / Equipment		No Change in RFP

46	RFP:NPCI/RFP/12-13/0011	31	8.16	Migration Activities by NPCI In case NPCI wishes to shift system from one place to aNother, adequate support will be made available by Bidder for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, packing, shifting, insurance & installation etc. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will Not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither	Migration activity in terms of equipments will be under scope of NPCI , and needs to be further discussed as we would need further understanding on details of scope invloved .		No Change
47	RFP:NPCI/RFP/12-13/0011	31	8.17	Price Price for the links shall remain fixed during the contract period of 5 years. There shall be No increase in price for any reason whatsoever. However in view of the falling bandwidth prices in general NPCI reserves the right to review the prices downwards in the end of 2nd year onwards. Price for the equipment shall remain fixed for one year from the date of first PO. There shall be No increase in price for any reason whatsoever.	Prices would remain fix for first 3 years and can be mutually discussed for 4th & 5th year request you to kindly consider the same		No Change in RFP
48	NPCI/RFP/12-13/0011	32	Sec 8.18	A guaranteed uptime of 99.99% per annum for NPCI Datacenter locations.	We wanted to understand whether the uptime asked in the RFP considers both links & routers	-	Yes

49	RFP:NPCI/RFP/12-13/0011	32	8.18	SLA Requirements Uptime of the NPCINet and member bank connectivity a. A guaranteed uptime of 99.99% per annum for NPCI Datacenter locations. b. A guaranteed uptime of Node is 99.99% per annum for member bank with Option-2 connectivity and it will be applicable to service provider who have provided network equipment and link c. A guaranteed uptime of Node is 99.5% per annum for member banks with Option-1 connectivity. d. Any changes done on the network and security devices, links and other solution components will need to be tracked using change management processes. Any outages caused by	requesting NPCI to change the the Node uptime for SP1 to 99.9% .		No Change
50	RFP:NPCI/RFP/12-13/0011	32	8.18(5)	Device SLA's : Device or spare parts replacements will be provided within 2 hours – for Critical incidents.	request NPCI to change the resolution time to 4 hrs		No Change
51	SLA Requirements	32	8.18	The service provider who provides network equipment at Member Bank shall be the primary provider for that location and shall be responsible for maintaining uptime of 99.99% per annum. The other service provider shall be secondary provider and shall be responsible for maintaining uptime of 99.5% per annum.	If service provider 2 link SLA is Not achieve 99.5% will service provider canNot be liable for SLA 99.99%. Please address this clause. Also request to relax the SLA uptime of 99.99%. Also SLA will be calculate based on the downtime as per the trouble ticket (Bidder NoC) Not as per the NPCI NMS report		No Change
52	SLA Requirements	32	8.18	A guaranteed uptime of Node is 99.99% per annum for member bank with Option-2 connectivity and it will be applicable to service provider who have provided network equipment and link	Also remove the Switches from uptime SLA as there can be mis-handling from member bank on the LAN device for pluge in any server, any network device on the same.		Utility issue at Member bank end will Not be considered under downtime (e.g. power issue, improper handling of equipment etc)
53	SLA Requirements	32	8.18	One L2 engineer during the Business Hours i.e. 9.30 AM to 5 PM will provide on-site services at Hyderabad and on call support during Holidays and Non-business hours.	Kindly clarify SLA term for "on call support during Holidays and Non-business hours" Also provide the scope of work for L2 Engineer		Please refer to clarification to query No.18 & 26
54	SLA Requirements	32	8.18	Critical incidents will be responded immediately and resolved within 45 minutes from the time of occurrence.	There seems to be mismatch in MTTR (45 min), OEM support (4hr respones/8hr hardware replacement & resolution contract and site uptime (99.99%). Hence request to address the same. Also 45 minutes time is very stringent. Request to replax the same		No Change
55	SLA Requirements	32	8.18	Device or spare parts replacements will be provided within 2 hours – for Critical incidents.	Kindly keep the part replacement as per the OEM support contract		No Change

56	RFP:NPCI/RFP/12-13/0011	33	8.18(6)	Less than 100 ms roundtrip time between Member bank CHI's to the primary and DR sites. b. Less than 50 ms roundtrip time between the primary and the DR site. c. Individual link uptime should be 99.5% per annum. f. The Link Quality reports for all critical links need to be submitted on daily, weekly and monthly basis.	Pls confirm the demarcation points for latency comittments		No Change
57	RFP:NPCI/RFP/12-13/0011	33	8.18(7)	Penalty: The following clauses are applicable to critical and Non critical incidents. a. Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes. b. Penalty for Non-critical incidents: Any violation in meeting the above SLA requirements which leads to Non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour.	Requesting relaxtion on penalty applicable.		No Change
58	SLA Requirements	33	8.18	Daily, Weekly, Monthly reports of all Link failures will have to be submitted to NPCI indicating – Date of Failure, Time of failure, Incident Type, Description, Link Status, Date of link Rectification, Time of link Rectification and other details.	Can NPCI pull report from service provider portal as per the said clause?		The service provider has to provide all the MIS reports as per NPCI requirement.
59	SLA Requirements	33	8.18	In addition to the failure reports, the bidder agrees to monitor the link quality for roundtrip times, CRC errors, framing errors, input and output packet drops etc.	As NPCI will be monitoring and managing the links, it will Not be possible or please suggest how NPCI will allow to monitor the same.		The bidder may monitor the links from their Central NoC.
60	RFP:NPCI/RFP/12-13/0011	34	8.23	8.23 Indemnity	The indemnity obligations are extremely broad and cover aspects such as "loss of data". This is Not an acceptable position. Further, the indemnity will also be subject to the limitation of liability given under the contract.		No Change in RFP

61	NPCI RFP for request of NPCI NET	34	8.23	Breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder, (iv). Misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,(vii). gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement. The Bidder shall further indemnify NPCI against any loss or damage	The indemnity clause should be mutual and both the parties should indemnify each other on account of the grounds mentioned in clause 8.23 of the RFP. At present only the bidder is liable for indemnifying NPCI. We want the clause as follows:The bidder hereby indemnifies, protects and saves NPCI and holds NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from,	The indemnity clause should be for both the parties.	No Change in RFP
62	RFP:NPCI/RFP/12-13/0011	35	8.24	Liability	The contract proposes the total contract value as opposed to the bidder standard of 12 months of fees. Commercial finance to comment.		No Change in RFP
63	Termination of Contract	35	8.25	Termination by Convenience	What does this clause mean?		No Change in RFP
64	NPCI RFP for request of NPCI NET	35	8.24	The selected bidder shall indemnify the NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied by them. The total liability of the selected bidder under the contract shall Not exceed the total order value placed on the said vendor.	This clause is Not required and should be deleted. There is an indemnification clause which takes care of this. We would request for deletion of this clause.		No Change in RFP
65	NPCI RFP for request of NPCI NET	35	8.25	For Insolvency NPCI may at any time terminate the contract by giving written Notice to the bidder, if the bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to the bidder, provided that such termination will Not prejudice or affect any right of action of remedy which has accrued or will accrue thereafter to NPCI.	We would like to have a similar clause for ourselves as well. The clause which we would like to incorporate is as follows: The Bidder may at any time terminate the contract by giving written Notice to the NPCI, if NPCI becomes bankrupt or insolvent.		No Change in RFP
66	RFP:NPCI/RFP/12-13/0011	36	8.25	Termination of Contract	This is Not preferred unless the termination is due to failure of the bidder to maintain service levels for three quarters in a row.		No Change in RFP
67	RFP:NPCI/RFP/12-13/0011	36	8.26	Liquidated Damages	requesting deletion of the clause		No Change in RFP
68	Termination of Contract	36	8.25	Termination by Non Performance	NPCI can terminate if SP repeatedly fails to maintain service? Can NPCI quantify Repeatedly?		No Change in RFP

69	NPCI RFP for request of NPCI NET	36	8.26	Liquidated Damages The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall Not exceed the total order value placed on the said vendor.	This clause should be deleted from RFP as indemnitfication only takes care of the concern of NPCI.		No Change in RFP
70	NPCI RFP for request of NPCI NET	36	8.27	If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without Notice.	The Force Majeure clause should be increased from 20 days to 35 days. We need to add one clause in the force majeure event as follows: NPCI shall be liably to pay for the service undertaken before the event of force majeure.		No Change in RFP
71	NPCI/RFP/12-13/0011	39	Section 9	Western grid Primary Site at Mumbai (Setup already available)	Details of current setup required in terms of make/model of equipment & deployment	-	The details will be provided to successful bidder.
72	NPCI/RFP/12-13/0011	41	9.4	The Envisioned CTS Setup: The Mumbai CTS application infrastructure shall be migrated to Hyderabad. Hyderabad will act as DR for Delhi, Chennai and Mumbai grids and existing Mumbai DR Site will become primary site for CTS western grid.	will these activities be done by existing Service Providers or NPCI ? What are the equipments having dependencies on proposed setup ?	-	The CTS application infrastructure migration will be responsibility of NPCI
73		41	9.5.	Different Scenarios for the Envisioned setup	In case more than existing SP do we have to provide SP1 to SP2 NNI for ' Z ' failure		No
74	RFP:NPCI/RFP/12-13/0011	41	9.4	The Envisioned CTS Setup: The Mumbai CTS application infrastructure shall be migrated to Hyderabad. Hyderabad will act as DR for Delhi, Chennai and Mumbai grids and existing Mumbai DR Site will become primary site for CTS western grid.	What are the equipments (make/model) at Chennai and Delhi ? These are needed for skills and equipment compatibility with proposed solutions.		The equipments make is CISCO at DC end router ASR1004, 1006 and at member bank end CISCO router 1941,2911 & 3925.
75	RFP:NPCI/RFP/12-13/0011	41	9.4	The Envisioned CTS Setup:The Mumbai CTS application infrastructure shall be migrated to Hyderabad. Hyderabad will act as DR for Delhi, Chennai and Mumbai grids and existing Mumbai DR Site will become primary site for CTS western grid.	requesting query what would be the setup till hydrabad DR has Not come up in case mumbai CHI network starts rolling out		SP1 has to rollout Hyderabad setup as per agreed timelines.
76	The Envisioned CTS Setup	41	9.4	The Mumbai CTS application infrastructure shall be migrated to Hyderabad. Hyderabad will act as DR for Delhi, Chennai and Mumbai grids and existing Mumbai DR Site will become primary site for CTS western grid.	What will be the Migration scope of work for New Service provider who is providing infrastructure at Hyderabad DR site		The CTS application infrastructure migration is responsibility of application vendor.

77	NPCI/RFP/12-13/0011	44	9.8	The Disaster Recovery Site shall be a replica of the Primary CTS Sites.	What are the equipments (make/model) at Primary CTS Site.? These are needed for skills and equipment compatibility with proposed solutions. Moreover as per RBI guidelines, DR should be a replica of DC.	http://www.rbi.org.in/scripts/PublicationReportDetails.aspx?UrlPage=&ID=622	No Change in RFP
78	Section 9	45	9.9	Core routers should possess redundant routing engines and forwarding engines	As per specifications for core router in page 57, redundant routing engines and forwarding engines are Not required. Please clarify		Redundant routing and forwarding engines are required, please refer 10.6.2
79	Section 9	45	9.9	The Core Routers shall then be connected to a pair of 24 ports 10/100/1000 Mbps with Fiber based GE uplinks perimeter switches. It is required to have Layer 3 stackable switches. Each router shall connect to both switches in order to provide maximum redundancy.	Contradicts with point No 10.8.1 on page 65		Please read the No. of port requirement as 16ports instead of 24ports.
80	NPCI/RFP/12-13/0011	46	9.11	the encryption mechanism chosen may be either 3DES based or AES based IPSec which will be terminated at the Core router or alternatively on a separate zone with dedicated devices to terminate the encrypted session.	Are these devices to be quoted separately ? What is the current encryption methodology for Chennai and Delhi? Can bidders use the same encryption devices used for earlier setup at NPCI ?	-	The bidder has to implement dynamic VPN on Core router.
81		46	9.10. 3	Primary Grids and DR Interconnectivity : The connectivity between the primary Data Centre and the DR should have the following requirements: - A maximum of 30 ms Roundtrip delay between the links	Does it mean from Hyderabad DR to Mumbai , Chennai & Delhi DC should be latency should be less than 30 Ms across MPLS, we request to make it 80 ms		No Change
82	RFP:NPCI/RFP/12-13/0011	46	9.1	Primary Grids and DR Interconnectivity Last mile on GE interface	electrical or optical basis interface in existing routers		Electrical
83	NPCI/RFP/12-13/0011	47	9.12	1. Type A: Support minimum 2 Mbps or above (with different interface support Serial)	Pls. elaborate ? Does the bidder have to quote separate serial cards to support 2 Mbps	On Pg. 11 (3.1.5), NPCI has asked for ethernet hand-off. Serial Interfaces will Not be required in such case. Suggest removing the requirement for serial interface.	Ethernet interface. Required cables, accessories and router cards if any have to be supplied by link provider (e.g. V.35 cable)

84	RFP:NPCI/RFP/12-13/0011	47	9.12	Three types of routers are proposed for the member connectivity. 1. Type A: Support minimum 2 Mbps or above (with different interface support Serial) 2. Type B: Support minimum 16 Mbps or above 3. Type C: Support minimum 50 Mbps or above 4. Type D: Support minimum 200 Mbps or above The Bank routers need to support 2/8/16/32/200 Mbps links (preferably on Ethernet ports as last mile connectivity). NPCI may scale bandwidth requirement on a need basis.	for 2 MB interface would be reqd would be serial or ethernet		Ethernet interface. Required cables, accessories and router cards if any have to be supplied by link provider (e.g. V.35 cable)
85	RFP:NPCI/RFP/12-13/0011	47	9.12	1. Type A: Support minimum 2 Mbps or above (with different interface support Serial)	Pls. elaborate ? Does the bidder have to quote separate serial cards to support 2 Mbps	On Pg. 11 (3.1.5), NPCI has asked for ethernet hand-off.	Preference is for ethernet handoff however the service provider will have to provide serial interface on router for link delivery Not possible on ethernet handoff after NPCI approval. Required cables, accessories and router cards if any have to be supplied by link provider (e.g. V.35 cable)
86	Pan-India Coverage	47	9.13.	The Member Banks may require connectivity other than Mumbai (Mumbai, Thane, Navi Mumbai) to connect to Mumbai Western Grid. Similarly CTS Members, NFS Members may require connectivity to NPCI locations. The rates proposed will be applicable to NPCI locations (if already Not exists) as well as Member Bank locations. The bidders shall provide Bandwidth rates for such requirements. (Pl refer Table3 of Annexure-L). The quantities mentioned in the Table are indicative and will be used for calculating the TCO. The order will be placed as per requirement for CTS and Other applications such as NFS, IMPS & AEPS.	Location details for PAN India is Not mentioned in RFP, will bidder need to provide the commercial for MPLS port only & Last mile charges on actual as per the feasibility of last mile location		Commercial should include port and last mile charges.
87	NPCI/RFP/12-13/0011	48	10.1.4	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE	Request to add ISDN BRI support for back up connectivity. Vendors may Not quote from day 1 but at least router model should have support for future requirement	Vendors may Not quote from day 1 but at least router model should have support for the interface card for future requirement in case other media are unavailable or Not satisfactory	No Change

88	NPCI/RFP/12-13/0011	48	10.1.5	Should support high speed WAN deployment requirement and should give minimum 150 kpps performance	Suggest to change it to "Should support high speed WAN deployment requirement and should give minimum 280 kpps performance with 64 byte packets per second	The branch router having 2Mbps of WAN throughput with IPSEc crypto running concurreently would need more cpu cycles to handle the processing in a smaller packet sizes of 64 byte. The overall system performance & throughput also depends on the routing protocols that are chosen and hence it is recommnded to have a router model which can support the range of of CPU power from at lest 200 to 280Kpps to meet the scale.	No Change
89	NPCI/RFP/12-13/0011	48	10.1.5		Router should support embedded hardware based cryptography acceleration with minimum IPSec throughput of 145 Mbps	Having a dedicated hardwre based encryption ensures that CPU intensive process does Not bring down the overall processing performance of the router	No Change
90	NPCI/RFP/12-13/0011	48	Section 10	Equipment should be EAL or equivalent compliant	Request to change this to EAL2+	This will ensure NPCI gets products with latest certification	EAL is required but the bidder may quote products compliant with higher certification level or equivalent certification.
91	Section-10 of RFP	48	Section 10 - Technical Specifications	The equipment should be EAL or equivalent compliant.	Are all active networking products like routers, switches, Firewall and IPS should be EAL or equivalent compliant? Please clarify	NA	Please refer para 1 of sections 10 on page number 48
92	10.1 --> Member BANK ROUTER (CTS) Type A	48	10.1.8	Should have minimum 2 onboard 10/100/1000 ethernet routed port and scalable.	Suggest to ask for 2 onboard 10/100 ethernet interfaces	The router on which 2 Mbps of speed is connected the gigabit speed is never achieved. Hence we request you to ask for 10/100 routed ports.	Please read as "Should have minimum 2 10/100/1000 ethernet routed port and scalable."
93	Annexure T	48	10.1.6 / 10.3.6	Should Support Dynamic VPN	Is this Client to Site VPN or Site-to-Site VPN. How many VPN tunnels/Sessions are required?		Site to Site VPN and Member Bank router should support minimum 10 tunnels.
94	RFP:NPCI/RFP/12-13/0011	48	10.1.4	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE	Request to add ISDN BRI support for back up connectivity. Vendors may Not quote from day 1 but at least router model should have support for future requirement	Vendors may Not quote from day 1 but at least router model should have support for the interface card for future requirement in case other media are unavailable or Not satisfactory	No Change
95	RFP:NPCI/RFP/12-13/0011	48	10.1.5	Should support high speed WAN deployment requirement and should give minimum 150 kpps performance	Suggest the benchmark to be on 64 byte packets per second for proper performance comparison.		No Change

96	Member BANK ROUTER (CTS) Type A	48	10.1.5	Should support high speed WAN deployment requirement and should give minimum 150 kips performance	Non of the OEM Datasheet cpaturethis parameter with the new hardware models, Kindly modify or change the specification		No Change
97	Member BANK ROUTER (CTS) Type A	48	10.1.8	Should have minimum 2 onboard 10/100/1000 Ethernet routed port and scalable.	The 2 onboard Ethernet for WAN connectivity or this will include LAN connectivity		No Change in RFP
98	Section 10,Technical Spec	48	Section 10	The equipment quoted by the bidder for Hyderabad DR should have been implemented at minimum 10 locations and the equipment quoted for Member Banks should have been implemented at minimum 250 locations by the bidder.	Clarity requested		Not required, This point is deleted
99	NPCI/RFP/12-13/0011	49	10.1.18 / 10.2.21 / 10.3.22 / 10.4.21	IPSec	Request to change to IPSec (IETF Standard)	IETF is the standards body from a protocol perspective, IPSEC is officially sponsered by IETF Not by IEEE. So ideally for say the IPSec implementation bank should look at IETF compliance. Physical standards are usually driven out of the IEEE body and they drive less of protocol standards.	No Change
100	NPCI/RFP/12-13/0011	49	10.1.32	Should Support one 4 High speed WAN interface card	We suggest removing this as NPCI is asking for ethernet hand-off at member locations.	-	This line is modified as "Router should be capable to support WAN Interface card of speed 2 Mbps or higher to terminate 2 links for future requirement.
101	10.1 --> Member BANK ROUTER (CTS) Type A	49	10.1.32	Should Support one 4 High speed WAN interface card	Please explain what cards are needed?		This line is modified as "Router should be capable to support WAN Interface card of speed 2 Mbps and Higher to terminate 2 links for future requirement.
102	Annexure T	49	10.1.33	Should support 3G standards High-Speed Packet Access (HSPA) and Evolution Data Only/Evolution Data Optimized (EVDO)	Is 3G support Interface/Card requred from Day-1 or support is required. If yes, it should be quoted for all Type-A routers?		No Change
103	Annexure T	49	10.1.32 / 10.2.36 / 10.3.36	Should Support one 4 High speed WAN interface card	"High speed WAN interface card" is vendor specific term. Please elaborate the type of Interface required and No. of required interfaces.		This line is modified as "Router should be capable to support WAN Interface card of speed 2 / 16 / 32 Mbps or Higher to terminate 2 links for future requirement.
104	NPCI/RFP/12-13/0011	50	10.2.5	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE	Request to add ISDN BRI support for back up connectivity where other connectivity options are Not available and satisfying the bandwidth requirement	Vendors may Not quote from day 1 but at least router model should have support for the interface card for future requirement in case other media are unavailable or Not satisfactory	3 G feature is not required for Type B, C, & D routers

105	NPCI/RFP/12-13/0011	50	10.2.5	Should support high speed WAN deployment requirement and minimum 300 kpps performace	Should support high speed WAN deployment requirement and minimum 300 kpps performace at 64 byte packets per second	-	No Change
106	NPCI/RFP/12-13/0011	50	10.2.5	Suggested to add	Router should support embedded hardware based cryptography acceleration with minimum IPSec throughput of 170 Mbps	-	No Change
107	NPCI/RFP/12-13/0011	50	10.2.10 / 10.3.11	Should support hot plug of modules	Request to remove this point.	Hot Plug module requirements are pertinent for Core / DataCenter Requirements. Routers of these scale do Not come with Hot Plug modules. Suggest removing these./ If this is for Interface cards then we suggest to remove this as it is Not a best practice to have hotswappable cards at branch routers.	For Member bank router "Hot plug Modules" are Not mandatory.
108	RFP:NPCI/RFP/12-13/0011	50	10.2.5	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE	Request to add ISDN BRI support for back up connectivity where other connectivity options are Not available and satisfying the bandwidth requirement, considering the requirement of NPCI on wired connectivity at all location requesting NPCI to delete 3G as an options since same would Not be reqd	Vendors may Not quote from day 1 but at least router model should have support for the interface card for future requirement in case other media are unavailable or Not satisfactory	3 G feature is not required for Type B, C, D routers
109	RFP:NPCI/RFP/12-13/0011	50	10.2.5	Should support high speed WAN deployment requirement and minimum 300 kpps performace	Should support high speed WAN deployment requirement and minimum 300 kpps performace at 64 byte packets per second		No Change
110	Annexure T	51	10.2.21 / 10.3.22	IPSec	Is this Client to Site VPN or Site-to-Site VPN. How many VPN tunnels/Sessions are required?		Site to Site VPN and Member Bank router should support minimum 10 tunnels.
111	Annexure T	51	10.2.38	Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint	Please specify the No. of IPSEC tunnels required for each type respectively.		One IPSEC point to point tunnel is required from member bank.
112	NPCI/RFP/12-13/0011	52	10.3.4	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE, E3, stm-1	Request to remove STM-1, 3G	IF NPCI is Not envisioning STM connectivity for Type C Banks, we suggest removing this point. On these routers a speed of more than 50Mbps is desired. Using 3G one can't achieve this bandwidth. Hence we request you to remove 3G from this clause.	3 G and STM-1 feature is not required for Type C, D routers
113	NPCI/RFP/12-13/0011	52	10.3.5	Should support high speed WAN deployment requirement and 1 MPPS performance	Request to change as should support high speed WAN deployment requirement and 500 kpps performance at 64 bytes packets per second	For Type D routers with 200 Mb links, NPCI has asked for 2 Mpps throughput, while for Type C with 50 MB links, throughput asked is 1 Mpps, which is Not linear. Suggest changing throughput to 500 kpps.	No Change

114	10.3 --> Member BANK ROUTER (CTS) Type C	53	10.3.37 / 10.4.37	Should support 3G standards High-Speed Packet Access (HSPA) and Evolution Data Only/Evolution Data Optimized (EVDO)	Please remove this clause	On these routers a speed of more than 50Mbps is desired. Using 3G one can't achieve this bandwidth. Hence we request you to remove this clause.	No Change
115	10.4 --> Member BANK ROUTER (CTS) Type D	53	10.4.4	It should support the industries widest range of wired and wireless connectivity options such as T1/E1, xDSL, 3G & GE	Please remove 3G	On these routers a speed of more than 200Mbps is desired. Using 3G one can't achieve this bandwidth. Hence we request you to remove 3G from this clause.	3 G feature is not required for Type B, C, D routers
116	Section 10	53	10.3.36	Should support 4 High speed WAN interface card	Request to modify the clause to " Should support 4 or more High speed WAN interface cards and Network Module cards " as some routers might have more than 4 slots but all slots might Not support High speed WAN interface card		This line is modified as "Router should be capable to support WAN Interface card of speed 2 Mbps or higher to terminate 2 links for future requirement.
117	NPCI/RFP/12-13/0011	55	10.5	Member bank switch	We suggest an 8 port 10/100/1000 integrated swithc module on the router instead of a separate switch	As there are only 3-4 active ports being used at each member bank site, having2 Nos. of switches with 20+ Gigabit Ports will be an overkill. Moreover, NPCI will achieve ease of management & reduction in cost without compromising on functionality.	The bidder should provide separate 10 port Managed, Rack mountable switch for Member Banks without change in other specifications and functionality. The throughput of switch should be minimum 10 Gbps. The detailed specifications and features required are as per section10, point 10.5
118	10.5 --> MEMBER BANK SWITCH (CTS) each location 2No's for redundancy	56	10.5.29	Domain Name System (DNS) support to provide IP address resolution with user-defined device names.	Please clarify the requirement for this feature?		No Change
119	NPCI/RFP/12-13/0011	51	10.2.36	Should Support have 4 WAN interface card slot	Need clarity as this seems to be typo error- Does NPCI need support for 4 port WAN cards ?	On Pg. 11 (3.1.5), NPCI has asked for ethernet hand-off. Suggest to remove this point.	Yes
120	Annexure U	57	10.6.8	Support for more than 1000 unique ACLs, 2000 GRE tunnels, 4000 IPSec tunnels and higher than 250000 IPv4 routes & 150000 IPv6 routes.	Please explain the reason of requirement of IPSEC on Router. Usually IPSEC is terminated on Firewall and Not Router in DC/DR. Please move this point to Firewall		No Change
121	NPCI/RFP/12-13/0011	58	10.6.1	The bidder should also provide one STM-1slots in a port in the router.	What interface does NPCI want ? STM1 channelised / SDH or POS. Considering the central backhaul to be on GE ethernet requesting NPCI to confirm need to provisioing STM-1 cards	-	STM-1 slot is not required.
122	NPCI/RFP/12-13/0011	58	10.6.12	Adapters holding interface modules should be optimized for high performance having memory per interface module	The router should have its own dedicated forwarding engine hardware module which has its own memory for high performance	This is OEM specific and differs from OEM to OEM hence request to remove this point	This feature is not required.
123	NPCI/RFP/12-13/0011	58	10.6.22	The VPN solution may be terminated on the Core Router or the vendor may provide a dedicated solution in line with the IPSec requirements stated in the core router specifications	Can we Not use the current Infrastructure for VPN termination ? Can NPCI share the current VPN solution being used ?	Extending current VPN Infrastructure and standards will help NPCI contain costs and reduce complexity that addition of new VPN techNologies will bring.	No Change

124	10.6 --> Core Router Number of Core Routers required are 2 at DR (Total 2 units)	58	10.6.11	The router should support wide variety of interfaces including nx64, E1, E3, DS3 and STM-1 on SDH and Ethernet 10Mbps to 10Gbps WAN interfaces.	Please modify the clause as "The router should support wide variety of interfaces including nx64, E1, E3 / DS3 and STM-1 on SDH and Ethernet 10Mbps to 10Gbps WAN interfaces."	DS3 interface is Not used within India hence we suggest you to modify the clause as stated.	STM1, DS3 feature is not required
125	NPCI/RFP/12-13/0011	59	Sec 10.7.11	The firewall should support 8 Port 10/100/1000, RJ45 Interface Card Option , Gigabit Ethernet fibre, SR, LC Interface Card Option	Instead of Card if we provide additional SFP ports it should be accepted	-	Yes, Ok
126	NPCI/RFP/12-13/0011	59	Sec 10.7.12	The firewall should have 2 Port 10Gigabit Ethernet fibre, SR, LC Interface Card Option	For mention Firewall Througput 10G Scalability will be a bottleneck. The firewall throughput should be changed.	-	The firewall with 10G fibre interface card is not required.
127	NPCI/RFP/12-13/0011	59	10.7.7	The firewall should support site to site as well as client based VPN's.	The firewall should support site to site as well as client based VPN's based on IKE v1 & IKEv2	IKE v2 is the latest standard for IPSec supporting newer & stronger encryption & hashing alogorithms to provide enhance security. Hence suggest & recommend support for IKEv2	No Change
128	NPCI/RFP/12-13/0011	59	10.7.9	The firewall should support 75000 New Connections/ Second –Session setup and Teardown rate	The firewall should support 125000 New Connections/ Second –Session setup and Teardown rate	Considering Data Center firewall where the latency is prime concern to application access. The firewall connection rate is a critical factor to be considered for application access & reduce latency in the network. The firewall should be able to accommodate more No. of new connections during peak hours & hence suggest the recommended clause.	No Change
129	NPCI/RFP/12-13/0011	59	10.7.15	The firewall should support 100 Virtual Interfaces (VLANs)	The firewall should support 1024 Virtual Interfaces (VLANs)	In a Data Center firewall it is advisable to have firewall supporting a larger No. of Vlans.	The firewall should support 1024 VLANs
130		59	10.7.2	The Firewall should be Hardware based, purpose-built security appliance with hardened operating system	Suggested change to "The Firewall should be Hardware based, purpose-built security appliance with hardened & 64bit operating system"	Firewalls to provide higher throughput & low latency require to accommodate more memory in the system. 64 Bit operating systems allow this functionality for a scalable hardware architecture.	No change

131		59	10.7.16	The firewall should support Virtual Firewalls	The firewall should support atleast 2 Virtual Firewalls from Day one & should be scalable upto 250 Virtual Firewalls	In a Data Center environment with Virtualization of applications & co-hosting of applications. Virtual Firewalls provide the functionality to have separate logical firewall for different requirements , for example different departments or different application tiers	No Change
132	10.7 --> Core Firewall	59	10.7.4	The Firewall should support IPSec and SSL VPN techNologies	Please SSL VPN	The SSL VPN consumes high cpu utilisation hence many OEM's don't support it on their Firewall. Hence we request you to remove SSL VPN from this clause.	No change
133	Annexure U	59	10.7.4	The Firewall should support IPSec and SSL VPN techNologies	Please justify the reason of SSL VPN on Core DC Firewall as solution demands more of Site-to-Site IPSEC. If SSL VPN required, please allow us to quote independent box and also please mention the No. of User support required for SSL and IPSEC VPN separately.		No Change
134	RFP:NPCI/RFP/12-13/0011	59	10.6.24	Should be able to do accounting based on IP precedence	Request to change this to "Should be able to do accounting based on IP precendence or accounting with the use of Flexible NetFlow to collect network information	Requesting NPCI to consider this functionality along with Flexible Netflow since IP Accounting collects only the number of bytes and packets processed by network elements. NPCI will get detailed information about packet-flow.	No Change
135	RFP:NPCI/RFP/12-13/0011	59	10.7.3	The Firewall should be an application-aware firewall	Request to remove this point.	Application aware firewall is for filtering Web 2.0 applications in the internet like applications running inside facebook webpage eg: Facebook chat, facebook games etc. In pure data center & intranet firewall requirement application awareness plays No role. Hence suggest to kindly please remove this clause.	This feature is not required. (10.7.3 stand deleted)

136	RFP:NPCI/RFP/12-13/0011	59	10.7.5	The firewall should support Up to 5 Gbps Firewall Throughput	The firewall should support Up to 5 Gbps multi-protocol TCP Firewall Throughput	Firewall throughput should be considered on real-world TCP based throughput. As more than 90% of the traffic pattern seen in a enterprise is TCP based traffic. UDP based performance Nos. of firewall will significantly reduce the performance of the firewall with TCP traffic & will hamper application connetivity & latency. Purely UDP based traffic is seen in a pure video environment like IP Video Surveillance. Hence it is strongly recommended that the performance of the firewall asked should be relevant to traffic pattern seen in the network.	90% TCP traffic and 10% UDP traffic
137	RFP:NPCI/RFP/12-13/0011	59	10.7.6	The firewall should support Up to 1 Gbps VPN Throughput	The firewall should support Up to 2 Gbps VPN Throughput	Considering Intranet growth, return on investment & scalability it is advisable to have 2 Gbps of VPN throughput	No Change
138	RFP:NPCI/RFP/12-13/0011	59	10.7.7	The firewall should support site to site as well as client based VPN's.	The firewall should support site to site as well as client based VPN's based on IKE v1 & IKEv2	IKE v2 is the latest standard for IPSec supporting newer & stronger encryption & hashing alogorithms to provide enhance security. Hence suggest & recommend support for IKEv2	No Change
139	RFP:NPCI/RFP/12-13/0011	59	10.7.8	The firewall should support 1,000,000 Concurrent Connections (1 million)	The firewall should support 2,000,000 Concurrent Connections (2 million)	Considering a Data Center Firewall concurrent connection rates should be higher to support large No. of transactions from Intranet to DMZ & DMZ to Server Farm. During peak hours Firewall should be able to support large No. of concurrent connections to ensure connections are dropped during peak hours. Hence suggest the recommended clause.	No Change

140	RFP:NPCI/RFP/12-13/0011	59	10.7.9	The firewall should support 75000 New Connections/ Second –Session setup and Teardown rate	The firewall should support 125000 New Connections/ Second –Session setup and Teardown rate	Considering Data Center firewall where the latency is prime concern to application access. The firewall connection rate is a critical factor to be considered for application access & reduce latency in the network. The firewall should be able to accommodate more No. of new connections during peak hours & hence suggest the recommended clause.	No change
141	RFP:NPCI/RFP/12-13/0011	59	10.7.15	The firewall should support 100 Virtual Interfaces (VLANs)	The firewall should support 1024 Virtual Interfaces (VLANs)	In a Data Center firewall it is advisable to have firewall supporting a larger No. of Vlans.	The firewall should support 1024 VLANs
142	RFP:NPCI/RFP/12-13/0011	59	10.7.16	The firewall should support Virtual Firewalls	The firewall should support atleast 2 Virtual Firewalls from Day one & should be scalable upto 250 Virtual Firewalls	In a Data Center environment with Virtualization of applications & co-hosting of applications. Virtual Firewalls provide the functionality to have separate logical firewall for different requirements , for example different departments or different application tiers	No change
143	10.7 --> Core Firewall	59	10.7.4	The Firewall should support IPSec and SSL VPN techNologies	Please SSL VPN	The SSL VPN consumes high cpu utilisation hence many OEM's don't support it on their Firewall. Hence we request you to remove SSL VPN from this clause.	No Change
144	Annexure U	59	10.7.4/ 10.7.45	The Firewall should support IPSec and SSL VPN techNologies	Please justify the reason of SSL VPN on Core DC Firewall as solution demands more of Site-to-Site IPSEC. If SSL VPN required, please allow us to quote independent box and also please mention the No. of User support required for SSL and IPSEC VPN separately.		NPCI requires from vendor to manage the solution with one or more box
145	Annexure U	59	10.7.8	The firewall should support 1,000,000 Concurrent Connections (1 million)	Please explain the need of such high figures.		No change
146	NPCI/RFP/12-13/0011	60	Sec 10.7.22	The Firewall should support NetFlow or equivalent flow-based techNologies	s-Flow is supported	-	Please read this line as " Firewall should support NetFlow or equivalent"
147	NPCI/RFP/12-13/0011	60	10.7.39	The Firewall should support server obfuscation techniques and additional attack signatures to protect FTP servers from attack	Request to remove this point	This is more an IPS than a firewall feature	No change

148	NPCI/RFP/12-13/0011	61	Sec 10.7.64	The Firewall should support Device hierarchy with "Smart Rules"- based configuration inheritance via a central Management Server	Vendor Specific Term	-	This feature is not required. (Removed from RFP)
149	NPCI/RFP/12-13/0011	61	Sec 10.7.42	The Firewall should support Low Latency Queuing and Traffic Policing for prioritizing latency-sensitive network traffic and limiting bandwidth usage of administrator-specified applications	Please mention Low latency numbers as below 10milisecons	-	No change
150	NPCI/RFP/12-13/0011	61	10.7.50	The Firewall should support dual-stack support of IPv4 and IPv6	The Firewall should support dual-stack support of IPv4 and IPv6 , firewall should support atleast 4.6 gbps of IPv6 throughput	IPv6 processing is usually more resource intensive compared to IPV4 ,Performance for IPv6 should Not drop more than 10 percent of the IPv4 throughput	No change
151	NPCI/RFP/12-13/0011	62	10.7.89	The IPS should support at least Six 10/100/1000BASE-TX It should be a purpose-built appliance with redundant power supply	The IPS should be a purpose built device or should be integrated into the firewall , in both cases the IPS should have dedicated hardware resources & should run it own independant purpose built operating system	The ability to integrate IPS functionality into the firewall reduces physical complexity of the network ,it also allows NPCI to leverage the reduncancy levels on the firewall to the IPS as well as ensuring that traffic paths follow the Firewalling topology	IPS must be inbuilt into the Firewall.
152	Annexure U	62	10.7. = G	IPS	It seems it's a separate Appliance as specific Ports and Purpose built is asked. It is Not covered in BoM. Please mention the Qty of IPS.		IPS must be inbuld into the Firewall.
153	NPCI/RFP/12-13/0011	63	Sec 10.7.103	Must be able to communicate with existing routers, switches to perform shunning and Access Control List modifications to block attackers from accessing the network.	Vendor Specific Term	-	Please read this line as "Must be able to communicate with existing routers, switches to perform and Access Control List modifications to block attackers from accessing the network."
154	NPCI/RFP/12-13/0011	63	10.7.106	Should support upto 4 Gbps throughput	Must support throughput of atleast 3 gbps based on HTTP traffic	It is important to define traffic profile when considering throughput figures in order to ensure predictable performance on business traffic, a 4 gbps generic throughput will in all probablity Not provide the necessary throughput for business traffic (Non udp / Http based traffic)	No Change

155	NPCI/RFP/12-13/0011	63	10.7.106	Suggested to add under IPS	Should be able to define custom signature based IP v6 source and destination addresses	Custom signatures are an important feature in any IPS deployment, The capablity to have custom signature with the ability to specify source and destination IPv6 addresses ensures that NPCI has the greatest flexibility in IPv6 environments	NPCI require IPS and Firewall in the same box
156	Section 10	64	10.8.1	,	Request to modify the clause to " The switch should have minimum 16 x 10/100/1000 Ports, auto negotiating ,and four 1 Gb Ethernet SFP or two 10Gb Ethernet SFP uplink network modules "		No change
157	Annexure U	65	10.8.20	Should have for IPv6 unicast routing capability (static, RIP, and OSPF protocols) to forward IPv6 traffic through configured interfaces in hardware	Does Ipv6 Routing support required from Day-1?		Yes required
158	Annexure U	65	10.8.21	Should have Advanced IP unicast routing protocols (OSPFand Border Gateway Protocol Version 4 [BGPv4]) for load balancing and constructing scalable LANs.	Is BGP and Advanced BGP required from Day-1		Yes required
159	10.8 -- > Perimeter Switch	67	10.8.37	Support for SSHv2, Kerberos, and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.	Please modify the clause as Support for SSHv2, Kerveros or equivalent and SNMPv3 to provide network security by encrypting administrator gtraffic during Telnet and SNMP sessions.	There are better protocols are available than kerberos to ecrypt the packets and manage the traffic hence request you to ask for an equivalnet protocol.	Kerberose or required
160	Annexure U	69	10.9.27	Routing Protocols	BGP and ISIS required from Day-1?		Yes required
161	Annexure U	69	10.9.29	IP V6 Support	IPv6 support is required or it is required from Day-1		Yes required
162	RFP:NPCI/RFP/12-13/0011	70	10.4	10.4. Component Requirements Patch panel, Cat 6+, patch cables, Network Rack & accessories	Request customer to provide techincal specifications, quantity, and scope of work related to mentioned passive components.		The bidder should provide industry standard components.
163	Component Requirements	70	10.4	Patch panel, Cat 6+, patch cables, Network Rack & accessories	Due to Hyderabad location in other service provider datacenter , will Datacenter service will bidder to provide rack & cabling activity, concidering this aspect NPCI will need to engage the existing datacenter provider to rack & cabling activity.		Bidder should provide Patch panel, CAT6 cables, CAT6+ patch cords, 2 No's of 42U Network rack of 1000X800. Cross connect, Mux/Telco room to NCPI cage structured cabling will be bidders responsibility. Inter rack cabling will be under NPCI scope.

164	Component and Bandwidth List	70	10.4	The bill of quantities is the minimum requirement desired by NPCI, the bidder may increase the quantities and components based on the proposed solution. Bidders should supply any other components Not explicitly mentioned in this list such as software, tools, patch panels, Cat 6 cabling accessories etc required to complete the implementation. These need to be included in the response to the RFP.	Device Licenses for existing NMS (CA – SPIM)(VIRASP99000) Device Licenses for existing NMS (CA – VAIM) for(VIRASV99000) Asset/ Inventory Management Software (CA- Client Automation) (CCACCA99000) Will service provider need to implement the CA license? If Yes please clarify the scope of work.		The bidder has to provide licenses to NPCI.
165	TABLE 2B: Bandwidth for Member Banks	89	13.3	Commercial Format- Commercials for member bank locations	If Bidder becomes L1, how many links will they be awarded? The RFP is Not clear on that		Please refer RFP section -3, point 3.1
166	TABLE 2B: Bandwidth for Member Banks	89	13.3	Commercial Format- Commercials for member bank locations	If Bidder becomes L2, how many links will they be awarded? The RFP is Not clear on that		Please refer RFP section -3, point 3.1
167	RFP:NPCI/RFP/12-13/0011	92	TABLE 3B	: Pan India Connectivity Charges for CTS and Other Applications	requesting NPCI to remove 3B table from calculation of total TCO as number of links have Not been clearly mentioned as well as addresses are Not defined		Modified Table 3B attached
168	RFP:NPCI/RFP/12-13/0011	92	TABLE 3B	: Pan India Connectivity Charges for CTS and Other Applications	Requesting NPCI to confirm how the end menber Nodes would be communicating to CHI Nodes in case oof intercity traffic i.e splitup of CTS zonal traffic among member banks		The Pan India connectivity will be used for CTS and other applications.such as NFS, AEPS, IMPS etc. If member Bank wants to connect their Branch in other city to their CHI location then they will use Pan India Connectivity rates.
169	TABLE 3B: Pan India Connectivity Charges for CTS and Other Applications	92	13.3	Commercial Format- Commercials for Pan India	Can NPCI share the cities where Pan India commercials have to be given?		Willl share based on NPCI requirement
170	Annexure M Commercial Proposal Format – Components	94	13.3	Device Licenses for existing NMS (CA – SPIM)(VIRASP99000) Device Licenses for existing NMS (CA – VAIM) for(VIRASV99000) Asset/ Inventory Management Software (CA- Client Automation) (CCACCA99000) Note: NPCI has procured CA Network Management and Monitoring Tool for its Network Infrastructure at Mumbai, Chennai Data Centers and Member Bank locations at Chennai and Delhi. The Device licenses are required for adding the equipment being procured through this RFP under existing setup.	Why NPCI looking for CA license for server, virtual machine & desktop monitoring license under this RFP scope, what will be the bidder scope for CA license?		The bidder has to provide licenses to NPCI.

171		95	TABLE 2: Member Bank components	Bank switches - 148	Total number of Bank routers required are 172. As per our understanding the number of Bank switches should be equal to required Bank Routers. Hence request you to please check on quantity required for Bank switches.		No Change, Option 1 Bank switches are Not required, for Option 2 Bank two No's of switches are required.
172	TABLE 2: Member Bank components	95	13.3	Commercial Format- Commercials for equipment's	If Bidder becomes L1, how will the equipment be distributed? RFP says 50% of the equipment will be given to L1, Will bidder get to choose where to provide equipment's		Please refer RFP section -3, point 3.1. NPCI reserve right to decide on locations.
173	Section 13	98	13.5	Annexure-N, Details of Member Bank CHI Locations	Pls share detail Location Address of DC Mumbai & DR Hyderabad .		TCL DC at Mumbai and Reliance DC at Hyderabad
174	Section 10 technical Specification	48-70	10	Section 10 technical Specification	Please suggest requirement/use of each line feature of the specification of the equipments as understanding the requirement of the same may be important. Also some features may be OEM specific which will limit exploring multiple options and solution propositions		NPCI requirement are given in section 9 and 10.
175			10.2.5	Suggested to add	Router should support embedded hardware based cryptography acceleration with minimum IPSec throughput of 170 Mbps		No change
176	RFP:NPCI/RFP/12-13/0011			Suggested to add under IPS	Should be able to define custom signature based IP v6 source and destination addresses	Custom signatures are an important feature in any IPS deployment, The capablity to have custom signature with the ability to specify source and destination IPv6 addresses ensures that NPCI has the greatest flexibility in IPv6 environments	No change
177	RFP:NPCI/RFP/12-13/0011		10.3.5	Should support high speed WAN deployment requirement and 1 MPPS performance	Request to change as should support high speed WAN deployment requirement and 500 kpps performance at 64 bytes packets per second	For Type D routers with 200 Mb links, NPCI has asked for 2 Mpps throughput, while for Type C with 50 MB links, throughput asked is 1 Mpps, which is Not linear. Suggest changing throughput to 500 kpps.	No change
178		47	9.12	Bandwidth Requirements for Type D Banks	Is the bandwidth required for Type D banks 128Mbps or 200Mbps ? Please clarify.		Link bandwidth will be 128mbps, but router should be scalable to handle bandwidth upto 200mbps
179		3		Hardware requirements	Though the hardware count details are provided, the performance details of these devices are Not provided in the RFP. Request you to provide the performance details of the hardware required at Data Center - DR Hyderabad		Please refer section 9 & 10 of RFP
180		11	3.1	The Service Providers shall be responsible to deliver MPLS links at the Member Bank locations as per NPCI requirement on Fiber/ copper with Ethernet handoff.	Does TSP have to provide their own fiber / copper last mile at all Banks member's locations or TSP can share last mile of other TSP to `connect Bank's member locations from TSP own POP.Pls clarify		For such case approval from NPCI is required

128Mpps upto 200Mbps

181		29	8.9	The Equipment consisting of hardware and software, bandwidth for NPCI DC and DR shall be delivered, installed and commissioned within 10 weeks from the date of receipt of each Purchase Order.	Request Bank to consider the lead time pf 12 weeks to 16 weeks from the date of receipt of each PO as local municipal permission and in building permission would required for digging / trenching and pulling of fiber in building.		No Change
182					We would also request Bank to help us in getting inbuilding permission for fiber pulling and MUX / Network equipment installation.		NPCI will help service provider for inbuilding permission in coordination with bank.
183		14	5	NPCI proposes to have bandwidth from two or three service providers for maintaining high availability in the NPCINet. The bidder is expected to coordinate with other service provider. The bidder should provide an undertaking to NPCI ensuring that the bidder coordinates with at least two service providers and equipment OEM for maintenance of NPCI network.	Pls clarify the term coordination with two service provider to be done by 2 TSP		To resolve network issue if any and maintain Node availability.

Please Note that the revised BoM and specifications i.e. Annexure-J is to be submitted on 7th September 2012 at 3.00 PM in sealed cover.

The last date of submission of bids has been extended to 21st September 2012 at 3.00 pm. And date and time for opening of Enevelope A (Eligibility Criteria) is 21st September 2012 at 3.30 pm