

**Corrigendum-1 to GeM Bid ref no. GEM/2025/B/6772362 dated 09/10/2025 for the selection of Vendor for Providing Licenses, AMC, ATS Services of Aruba ClearPass Network Access Control solution with onsite support for the period 01/02/2026 to 31/12/2029.**

a. **It is decided to amend the following in respect of the above RFP:**

| SI No | Section/ Annexure/ Appendix of GeM Bid               | Clause No.  | Existing Clause   | Amended Clause  |
|-------|--|---|---|---|
| 1.    | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 1.Project Timelines<br>3.Payment terms<br>6.Penalties/ Liquidated damages | Existing Clauses  | Amended Clauses   |
| 2.    | Annexure-2 Pre-Qualification Criteria                | Clause No: 10   | The Bidder should be an authorized partner of M/s HPE Aruba for managing and support of Aruba ClearPass NAC solution.<br><br>Letter from OEM- M/s HPE Aruba Letterhead with authorized signature mentioning that the bidder is an authorized partner for managing Aruba ClearPass NAC solution. | The Bidder should be an authorized partner of M/s HPE for managing and support of Aruba ClearPass NAC solution.<br><br>Letter from OEM- M/s HPE Letterhead with authorized signature mentioning that the bidder is an authorized partner for managing Aruba ClearPass NAC solution. |
| 3.    | Annexure-14 Bill of Material                         | ----  | Existing Annexure-14  | Amended Annexure-14   |
| 4.    | -----  | ----  | -----   | New Annexure-17 Manufacturer Authorization Form   |





1. Amended Project Timelines

1.1. The Bidder should accept the Purchase Order within seven (7) days from the date of issuance of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall have deemed to have been accepted by the vendor.

1.2. The start date of the Licenses/AMC / ATS & Onsite support services for Aruba ClearPass NAC solution is from 01/02/2026 till 31/12/2029 and as mentioned below, however, further details will be shared with selected bidder.

| S No | Item  | Quantity | Location                       | Purpose   |
|------|---|----------|--------------------------------|---|
| 1    | Aruba ClearPass C3010DL360 G10 Hardware Appliance | 5        | Data Centre (DC)               | Network Access Control (NAC)                                      |
| 2    | Aruba ClearPass C3010DL360 G10 Hardware Appliance | 1        | Data Centre (DC)               | TACACS  |
| 3    | Aruba ClearPass C3010DL360 G10 Hardware Appliance | 4        | Disaster Recovery Centre (DRC) | Network Access Control (NAC)                                      |
| 4    | Aruba ClearPass C3010DL360 G10 Hardware Appliance | 1        | Disaster Recovery Centre (DRC) | TACACS  |
| 5    | ClearPass OnGuard Agent Licenses                  | 100000   | NA                             | NA  |
| 6    | ClearPass Access Licenses                         | 150000   | NA                             | NA  |
| 7    | Onsite Support (L1)                               | 6        | DC                             | Helpdesk support on all Bank working days from 8:00 AM to 8:00 PM |
| 8    | Onsite Support (L2)                               | 3        | DC                             | 24*7*365 support for maintenance & management                     |
| 9    | Training  | 4        | Head Office (HO)               | Knowledge Update  |



**2. Amended Payment terms**

2.1. The payment schedule will be as under and will released after execution of contract agreement:

| Sl. No. | Payment Stage                            | % of payment  |
|---------|--|---|
| 1       | <u>License cost (ClearPass Access)</u>   | <u>100% payment will be released on successful delivery and installation of the licenses as per Table-B of Annexure-14 and on production of relevant documents and after deduction of Liquidated damages (if any) as per RFP Terms &amp; conditions.</u>  |
| 2       | AMC, ATS of Aruba ClearPass NAC Solution | Payment will be Quarterly in arrears as per of Table-A of Annexure-14, on submission of Invoice and Acceptance/confirmation by the Bank/Maintenance Report and on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any).<br><br>Or<br><br>Payment will be Quarterly in advance on submission of a Quarterly bank guarantee for equivalent amount as per of Table-A of Annexure-14 and on submission of Invoice and Acceptance/confirmation by the Bank/Maintenance Report and on production of relevant documents and after deducting applicable penalties and Liquidated damages (if Any). |
| 3       | Onsite Resources                         | 100% payment will be released Quarterly in arrears as per Table-C of Annexure-14 and on production of relevant documents and after deduction of Liquidated damages (if any) as per RFP Terms & conditions.  |
| 4       | Training Sessions                        | 100% payment will be released as per Table-D of Annexure-14 and on production of relevant documents upon the successful completion of the training sessions conducted as per the confirmation / requirement from the Bank. The requirement of training will be decided by the Bank i.e., bidder has to conduct the training sessions as and when required by the Bank during the contract period. Also, If Bank intends to avail additional training, Bidder should provide similar training during the contract period at the same cost, if required by the Bank.  |

2.2. Please note to submit Originals of invoices (plus One Copy) reflecting Taxes & Duties, satisfactory Service Report, Quarterly Preventive Maintenance Report (as and when required by the Bank) to the Bank. Penalty if any and applicable TDS will be deducted and net amount will be released to the bidder.

2.3. Bank will not pay any amount in advance unless otherwise specified in this RFP



- 2.4. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 2.5. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.
- 2.6. The effective date of Licenses/AMC/ATS & onsite support is 01/02/2026. Please note to submit Originals of invoices (plus One Copy) reflecting Taxes & Duties, satisfactory Service Report, Quarterly Preventive Maintenance Report (as and when required by the Bank) to the Bank. Penalty if any and applicable TDS will be deducted and net amount will be released to the bidder Bank will not pay any amount in advance unless otherwise specified in this RFP.



**3. Amended Penalties/ Liquidated damages**

**3.1. Penalties/Liquidated damages for not maintaining uptime**

3.1.1. DC and DR Hardware Appliance / NAC Devices/Infrastructure/Site/Management will be in HA (High Availability) mode and Penalties will be calculated as mentioned below

| Level of Site/Infrastructure availability calculated on monthly basis for DC and DR Hardware Appliance / NAC Devices | Penalty   |
|--|---|
| 99.95% to 100%   | No penalty  |
| Up to 99.85% and less than 99.95%  | 0.5% of Quarterly AMC charges during AMC Period   |
| Up to 99.75% and less than 99.85%  | 1.0% of Quarterly AMC charges during AMC Period   |
| Up to 99.65% and less than 99.75%  | 1.5% of Quarterly AMC charges during AMC Period   |
| Up to 99.55% and less than 99.65%  | 2.0% of Quarterly AMC charges during AMC Period   |
| Less than 99.55%   | 2.5% deduction for each 0.5% additional downtime of Quarterly AMC charges during AMC Period |

3.1.2. However, the total Penalty/LD to be recovered under clause 6.1.1 shall be restricted to 10% of the quarterly AMC charges during AMC period.

3.1.3. Non-compliance of supply/delivery mentioned in Table-B of Annexure-14 will result in Bank imposing a penalty of 1% on delay in delivery per week on the total cost mentioned in Table-B of Annexure-14.

3.1.4. However, the total penalty/LD to be recovered under clause 6.1.3 shall be restricted to 20% on the total cost mentioned in Table-B of Annexure-14.

3.1.5. SLA will be monitored on Monthly basis. Penalty due to downtime, during 47 Months of contract period will be deducted from any subsequent payment to be made to the Vendor month wise.

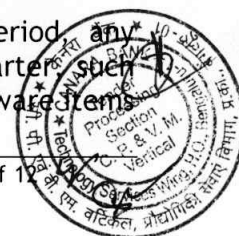
3.1.6. If in any month during the contract period, the uptime is less than 99.55% for DC & DR NAC devices the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

**3.2. Penalties/ Liquidated damages for delay in resolution:**

3.2.1. Non-compliance to the Response Time and Meantime to Restore [MTTR] as per clause 5, Section-C and if the device is not put back into satisfactory operation and resolution is delayed beyond 24 hours from lodging of complaint, Bank shall impose the penalty of Rs.2000/- per day or part thereof per device. The penalty will commence after the completion of the initial 24-hour period following the lodging of the complaint.

3.2.2. The maximum penalty levied under clause 6.2.1 shall be restricted to 10% of Quarterly AMC Cost for the respective quarter.

3.2.3. Mean Time Between Failures (MTBF): If during the contract period any software/hardware item fails on three or more occasions in a quarter such items shall be replaced by equivalent / superior new software/hardware items by the bidder at no additional cost to the Bank.



3.3. However, the total Penalty/LD to be recovered under clause 6.1 and 6.2 shall be restricted to 10% of the quarterly AMC charges during AMC period.

3.4. **Penalties/Liquidated Damages for non-performance:**

If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.

3.5. **Penalties/liquidated damages for Onsite resources:**

In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.

3.6. The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

3.7. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

3.8. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

3.9. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.

3.10. Bank may impose penalty to the extent of damage to its any equipment or fine imposed by RBI or any regulatory bodies, if the damage was due to the actions attributable to the staff of the selected bidder.

3.11. The liquidated damages shall be deducted/ recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

3.12. All the above LDs are independent of each other and are applicable separately and concurrently.

3.13. LD is not applicable for the reasons attributable to the Bank and Force Majeure



Annexure-14

Amended Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Vendor for Providing AMC, ATS Services of Aruba ClearPass Network Access Control solution with onsite support for the period 01/02/2026 to 31/12/2029

Ref: GEM/2025/B/6772362dated 09/10/2025

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table - A  
AMC, ATS/Subscription Cost for the Contract Period

[Amount in Indian Rupees]

| Sl. No.  | Description  | AMC, ATS/Subscription Charges year wise |          |          |           |   |                  |          |  |
|--|--|---|----------|----------|-----------|---|------------------|----------|--|
|  |  | AMC, ATS Charges                        |          |          |           | Total AMC /ATS for 47 months (Excl. of Tax) | Tax for Column e |          | Total AMC/ATS for 47 months (Incl. of Tax) |
|  |  | 1st Year                                | 2nd Year | 3rd Year | 4th Year* |   | % tax            | Tax Amt. |  |
|  |  | a                                       | b        | c        | d         |   | e=a+b+c+d        | f        |  |
| 1.   | AMC for Aruba ClearPass C3010DL360 G10 Hardware Appliance at DC & DR for NAC & TACACS Purpose (11 Nos) |   |          |          |           |   |                  |          |  |
| 2.   | ATS for ClearPass OnGuard Agent Licenses (100000 Nos)  |   |          |          |           |   |                  |          |  |
| <b>Total Cost for AMC, ATS/Subscriptions for 47 months</b> |  |   |          |          |           |   |                  |          |  |



\*4<sup>th</sup> Year costing will be for 11 months

Table -B

License Cost

| Sl. No | Description  | Unit cost        | No. of Licenses | Total License cost | Tax for column c |          | Total charges for License (inclusive of taxes) |
|--------|--|------------------|-----------------|--------------------|------------------|----------|--|
|        |  | [excl. of taxes] |                 |                    | % of tax         | Tax Amt. |  |
|        |  | A                |                 |                    | B                | C        |  |
| 1      | ClearPass Access Licenses along with support for 47 months |                  | 1,50,000        |                    |                  |          |  |

Table - C

Cost of Onsite Resources for 47 Months

[Amount in Indian Rupees]

| Sl. No.   | Description | Charges for one resource per month | No. of months | No. of resources* | Total charges for resources | Tax for column d |          | Total charges for resources |
|---|-------------|------------------------------------|---------------|-------------------|-----------------------------|------------------|----------|-----------------------------|
|   |             | [excl. of taxes]                   |               |                   | [excl. of taxes]            | % of tax         | Tax Amt. | [incl. of taxes]            |
|   |             | A                                  |               |                   | B                           | C                | D=A*B*C  | E                           |
| 1   | L1 Resource |                                    | 47            | 6                 |                             |                  |          |                             |
| 2   | L2 Resource |                                    | 47            | 3                 |                             |                  |          |                             |
| Total Cost of Onsite Resources (Sum of Sl. No. 1 and 2) |             |                                    |               |                   |                             |                  |          |                             |

\*The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period. Bank shall intimate the same as and when the requirement arises. In case of any resource addition/ deletion between contract period, the pro-rated payments for such resources cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period.



**Table-D**

**Cost of Other Charges**

| Sl. No.  | Description                            | Training Charges Per Annum (excl. of taxes) | Number of Years | [Amount in Indian Rupees]                           |                    |          | Total cost (incl. of tax) |
|--|--|---|-----------------|---|--------------------|----------|---------------------------|
|  |  |   |                 | Total Training Charges for 4 Years (excl. of taxes) | Tax for column "A" |          |                           |
|  |  |   |                 |   | % of tax           | Tax amt. |                           |
| A  | B                                      | C   | D=A+C           |   |                    |          |                           |
| 1.   | Training Charges or Any Other Charges. |   | 4               |   |                    |          |                           |
| Total cost for training charges or any other charges |  |   |                 |   |                    |          |                           |

The price quoted by the bidder is fixed for entire contract period and the quantity mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period. The requirement of training will be decided by the Bank i.e., bidder has to conduct the training sessions as and when required by the Bank during the contract period. Also, If Bank intends to avail additional training, Bidder should provide similar training during the contract period at the same cost, if required by the Bank.

**Table-E**

**Total Cost of Ownership for 47 Months Contract Period**

| Sl. No. | Details  | [Amount in Indian Rupees]       |
|---------|--|---------------------------------|
|         |  | Total Cost (inclusive of taxes) |
| 1.      | Total Cost for AMC, ATS/Subscriptions for 47 Months for NAC Solution as per Table-A                  |                                 |
| 2.      | Total license cost with support for ClearPass Access licenses for 47 months as per Table-B           |                                 |
| 3.      | Total Cost of Onsite Resources for 47 Months (Sum of Sl. No. 1 and 2) of NAC Solution as per Table-C |                                 |
| 4.      | Total cost for training charges or any other charges as per Table-D                                  |                                 |
| 5.      | Total Cost of Ownership for a period of 47 Months (Sum of Sl. No. 1 to 4)                            |                                 |

**Undertaking**

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alteration will lead to rejection of Bid.
- iv. We agree that no counter condition/ assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the bid.



- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date:  
Place:

Signature with seal  
Name:  
Designation:



**Annexure-17**

**Manufacturer Authorization Form**

[Should be submitted on the letterhead of the OEM/OSO/OSD and signed by an Authorized Signatory of the OEM/OSO/OSD]

Bid Ref No. \_\_\_\_\_

dated \_\_\_\_\_

The Deputy General Manager,  
Canara Bank,  
Centralized Procurement and Vendor Management Vertical,  
Technology Services Wing,  
Naveen Complex, 14 M G Road,  
Bengaluru - 560 001, Karnataka.

Dear Sir,

**SUB: Selection of Vendor for Providing AMC, ATS Services of Aruba ClearPass Network Access Control solution with onsite support for the period 01/02/2026 to 31/12/2029**

**Ref: GEM/2025/B/6772362 dated 09/10/2025**

We \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having factories/development facilities at 1) \_\_\_\_\_ and 2) \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for GeM bid offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the GeM bid and the contract for the solution, products/equipment and services offered against this invitation for GeM bid offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s ..... for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for total Contract Period.

We hereby commit to the GeM bid terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

**Yours faithfully  
(Name)  
For and on behalf of M/s**

