

**Request for Proposal (RFP) for “Procurement of backup links for Critical Applications for Redundancy”**

**RFP REF NO: UCO/DIT/1247/2021-22 Date: 10/08/2021**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's uploaded on 09/09/2021**

Sl. No.	Page no./ Clause No. of RFP	Existing Clauses	Modified Clauses
<b>1</b>	Page no.11 & 93, Point no. 8 of Eligibility Criteria	The bidder for all categories link should have minimum 5 nos. of POPs across India. - Necessary address & contact details of POPs are to be submitted.	The bidder for all categories link should have minimum 5 nos. of POPs across India. Declaration to be given mentioning the city/town where POPs are located
<b>2</b>	Page no. 36 & 105, point no. 25	For Internet Links: Bidder shall provide minimum 64 Static IP addresses (both IPv4 & IPv6) for each link for setting up Public Servers and Portals within the office.	For Internet Links: Bidder shall provide minimum 64 Static IP addresses (both IPv4 & IPv6) for each link for setting up Public Servers and Portals within the office. Public IP LAN Pool will be used by Bank for running Bank's internet facing application like HRMS, GeM and other applications.
<b>3</b>	Page no. 39 & 107, point 47i	The mDDoS infra should be scalable to handle any volume of attack as and when demanded by Bank.	The mDDoS infra should be scalable to handle any volume of attack within the limit which has been asked in the RFP as and when demanded by Bank.
<b>4</b>	Page no. 39 & 107, point 47k	The bidder should provide alert through SMS/e-mail within 2 minutes of detecting DDoS attack on the contract details of the concerned Bank official	The bidder should provide alert through SMS/e-mail within 10 minutes of detecting DDoS attack on the contract details of the concerned Bank official & mitigation to begin within 5 minutes of Attack identification.
<b>5</b>	Page 34 & 102, point no. 3	In future, if the bidder gets involved in Regulatory issues / Licensing issue with any Govt. /Law enforcing agency/ Regulatory authorities, it is the responsibility of	In future, if the bidder gets involved in Regulatory issues / Licensing issue with any Govt. /Law enforcing agency/ Regulatory authorities, it is the responsibility of Bidder to

		Bidder to replace / substitute the Technology at no additional cost to the Bank without compromising Uptime (99.90%) and security.	replace / substitute the Technology at no additional cost to the Bank without compromising Uptime (99.50%) and security.																																
6	Page 34 & 102, point no. 5	5. Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.	Point stands deleted																																
7	Page 53, point no. 29	29. Guarantees Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for this RFP are legal and licensed. All hardware and software must be supplied with their original and complete printed documentation.	29. Guarantees Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for this RFP are legal and licensed.																																
8	Page 41, point (a) & (d) Uptime & Penalty	<p>Bank will pay charges depending upon achievement of monthly uptime. However Bank issues &amp; Force majeure conditions will be exempted from calculating the uptime.</p> <table><thead><tr><th>Uptime</th><th>% of payment of Link</th></tr></thead><tbody><tr><td>99.50% or above</td><td>100%</td></tr><tr><td>99.49% to 99.30%</td><td>90%</td></tr><tr><td>99.29% to 99.10%</td><td>80%</td></tr><tr><td>99.09% to 98.90%</td><td>70%</td></tr><tr><td>98.89% to 98.75%</td><td>60%</td></tr><tr><td>98.74% to 98.50%</td><td>50%</td></tr><tr><td>Less than 98.50%</td><td>Nil</td></tr></tbody></table> <p>d. The Bank expects 99.90% or above uptime for all the day (24 hours) on monthly basis.</p>	Uptime	% of payment of Link	99.50% or above	100%	99.49% to 99.30%	90%	99.29% to 99.10%	80%	99.09% to 98.90%	70%	98.89% to 98.75%	60%	98.74% to 98.50%	50%	Less than 98.50%	Nil	<p>Bank will pay charges depending upon achievement of monthly uptime. However Bank issues &amp; Force majeure conditions will be exempted from calculating the monthly uptime.</p> <table><thead><tr><th>Uptime</th><th>% of payment of Link</th></tr></thead><tbody><tr><td>99.50% or above</td><td>100%</td></tr><tr><td>99.49% to 99.30%</td><td>95%</td></tr><tr><td>99.29% to 99.10%</td><td>90%</td></tr><tr><td>99.09% to 98.90%</td><td>85%</td></tr><tr><td>98.89% to 98.75%</td><td>80%</td></tr><tr><td>98.74% to 98.50%</td><td>70%</td></tr><tr><td>Less than 98.50%</td><td>Nil</td></tr></tbody></table> <p>d. The Bank expects 99.50% or above uptime for all the day (24 hours) on monthly basis.</p>	Uptime	% of payment of Link	99.50% or above	100%	99.49% to 99.30%	95%	99.29% to 99.10%	90%	99.09% to 98.90%	85%	98.89% to 98.75%	80%	98.74% to 98.50%	70%	Less than 98.50%	Nil
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9	Page 40, point no. 4	<p>The table below specifies the end-to-end link uptime matrix.</p> <table><thead><tr><th>S. No.</th><th>Link category</th><th>Uptime (24X7 basis)</th></tr></thead><tbody><tr><td>1</td><td>ILL (Cat 1, 2 &amp; 3)</td><td>99.9%</td></tr><tr><td>2</td><td>MPLS (Cat 4)</td><td>99.9%</td></tr></tbody></table>	S. No.	Link category	Uptime (24X7 basis)	1	ILL (Cat 1, 2 & 3)	99.9%	2	MPLS (Cat 4)	99.9%	<p>The table below specifies the end-to-end link uptime matrix.</p> <table><thead><tr><th>S. No.</th><th>Link category</th><th>Uptime (24X7 basis)</th></tr></thead><tbody><tr><td>1</td><td>ILL (Cat 1, 2 &amp; 3)</td><td>99.5%</td></tr><tr><td>2</td><td>MPLS (Cat 4)</td><td>99.5%</td></tr></tbody></table>	S. No.	Link category	Uptime (24X7 basis)	1	ILL (Cat 1, 2 & 3)	99.5%	2	MPLS (Cat 4)	99.5%														
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10	Page no. 38 & 107, point 47c	Selected bidder's solution should have ability to block IPs from known or suspected geographical locations.	Selected bidder's solution should have ability to block IPs.																																



**UCO Bank**  
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**NOTICE TO THE BIDDERS**

**09.09.2021**

**Sub: Bid Extension Notice in respect of “Request for Proposal (RFP) for Procurement of backup links for Critical Applications for Redundancy (RFP Ref No: UCO/DIT/1247/2021-22 Date: 10/08/2021)”.**

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The last date for submission of bid documents for “Request for Proposal (RFP) for Procurement of backup links for Critical Applications for Redundancy which was scheduled on **10.09.2021** is hereby extended up to **16.09.2021 (4:00 P.M.)**. Technical bids will be opened on **16.09.2021 at 4:30 P.M.**

All other terms and conditions of the above RFP & subsequent pre-bid responses/addendum/corrigendum will remain unchanged.

**Deputy General Manager**  
**Department of Information Technology**  
**Head Office, Kolkata**