



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link on Wired (re-tendering)
for Hongkong & Singapore Branches. RFP REF NO: UCO/DIT/1813/2022-23 Date: 14.10.2022

Second Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s)

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	15	Eligibility Criteria	The bidder should have deployed proposed wired MPLS link as last mile in any Financial Institutions/ Government Organization in Singapore & Hongkong as on RFP submission date. Proofs to be submitted - Purchase order and execution certificate from existing customer(s) for confirming the same. Also, Satisfactory letter along with the POs and execution certificate also to be submitted by the bidder.	Please clarify as to how many customer references are to be submitted?	Clarified as: 1 or more references may be submitted.
2.	15	Eligibility Criteria	The bidder should have their own operational MPLS network. The bidder also must have valid licenses to operate wired based MPLS network in Singapore and Hongkong and same should be valid throughout the contract period. Proofs to be submitted -Copy of license	For wider participation we would request the Bank to kindly amend this clause as suggested below: <i>The Bidder / Partner should have their own operational MPLS network. The Bidder / Partner also must have valid licenses to operate wired based MPLS</i>	Clause Modified as below: The Bidder / Partner should have their own operational MPLS network. The Bidder / Partner also must have valid licenses to operate wired based MPLS network in Singapore and Hongkong and same should be valid throughout

			should be submitted	network in Singapore and Hongkong and same should be valid throughout the contract period.	the contract period.
3.	16	Eligibility Criteria	<p>The Bidder should have service support centre at both the locations.</p> <p>Proofs to be submitted -Self- declaration in company letter head containing details of Support Centre with Address & contact details, Manpower Strength should be submitted.</p>	<p>We have a global NOC based out of India and work with local partners to provide on ground support. Our NOC will be the single point of contact for the Bank.</p> <p>So, to promote wider participation we would request the Bank to kindly amend the clause as suggested below: <i>The Bidder / Partner should have service support centre at both the locations.</i></p>	<p>Clause Modified as below:</p> <p>The Bidder / Partner should have service support centre at both the locations.</p>
4.	56	Installation and Commissioning	<p>Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p>	<p>We would request the Bank to kindly extend the delivery time to 10 weeks.</p>	<p>Clause Modified as below:</p> <p>Bidder has to commission the Backhaul links at DC and DR within 10 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p>
5.	58	SLA for Network	Singapore, Hongkong - 99.9%	We would request the Bank to kindly amend the uptime requirement to 99.5%.	<p>Clause Modified as below:</p> <p>Singapore, Hongkong - 99.50%</p>
6.	117	TECHNICA	Bursting is available as a supported service.	Please confirm if this is a	Clause Stands Deleted

		L REQUIREMENT		mandatory requirement.	
7.		Address		PI share the complete address for International Locations along with Contact Person to carry out the feasibilities	Shall be shared with successful bidder
8.	49	4.1.68	Bank will not take any responsibility for installation of MUX/MAST antenna/Modems etc	Not accepted. Bank has to support and take responsibility to install Mux / Network Devices inside Bank Premises	Clause Modified as below: ... Bidder/Partner to ensure proper installation of MUX/MAST antenna/Modems etc. ...
9.	49	Scope of Work	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost.	Not Accepted. Commercial will be decided basis the extent of damages under mutually agreed terms	Clause Modified as below: Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder.
10.	52	Scope of Work	Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days	Since these are international links request Bank to provide 90 days notice period	Clause Modified as below: Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 90 days
11.	53	Scope of Work	Bidder has to carry out Preventive maintenance of each site in every quarter, Preventive maintenance at any location should be done only with prior concurrence of the bank	Not Possible for international sites. Request bank to delete this points as it will unnecessary increase cost	Clause Modified as below: Bidder has to carry out Preventive maintenance of each site half-yearly , Preventive maintenance at any location should be done only with prior concurrence of the bank

12.	53	Scope of Work	Latency should not be more than 75 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank	Latency of 75ms is not possible for International Sites. Request Bank to consider Latency of 115 ms for International Sites - Singapore and Hong Kong	<p>Clause Modified as below:</p> <p>Latency should not be more than 50 ms (End to End i.e. Branch router to DC router) & should not be more than 100 ms (End to End i.e. Branch router DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank</p>
13.	54	Scope of Work	Comprehensive support is required during the entire contract period. Bidder should factor the cost of comprehensive support along with the link cost. No additional cost will be given by Bank in this regard.	For any Branch Visit by Eng to International Sites will attract Commercial if done on request of Bank. For link maintenance Eng Visit is included	<p>Clause Modified as below:</p> <p>Representative support is required during the entire contract period. Bidder should factor the cost of representative support along with the link cost. No additional cost will be given by Bank in this regard.</p>
14.	54	Cost of Spare Parts	Bidder needs to factor the cost of spares, installation, de-installation, shifting and any other applicable charges which Bank may incur during the contract after link is successfully commissioned.	De Installation , Shifting will attract Commercials depending on feasibility	<p>Clause Modified as below:</p> <p>Bidder needs to factor the cost of spares & installation and any other applicable charges which Bank may incur during the contract after link is successfully commissioned. However, De-installation & shifting will be taken up separately</p>
15.	42	Scope of Work	The bidder is required to specify if bursting is available as a supported service. If so, bidder may define the process and specify the lead-times for requesting bursts. The bidder may also confirm the flexibility to dynamically	Burstable bandwidth is not available on Global MPLS. We can permanently upgrade the Bandwidth / reduce the bandwidth	Clause Stands Deleted

			allocate bandwidth to the Bank on demand either on a permanent or temporary basis.		
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Corrigendum/Addendum

PART-I

3. ELIGIBILITY CRITERIA

SL No	Existing Clause	Modified Clause
7	The bidder should have their own operational MPLS network. The bidder also must have valid licenses to operate wired based MPLS network in Singapore and Hongkong and same should be valid throughout the contract period.	The Bidder / Partner should have their own operational MPLS network. The Bidder / Partner also must have valid licenses to operate wired based MPLS network in Singapore and Hongkong and same should be valid throughout the contract period.
10	The Bidder should have service support centre at both the locations.	The Bidder/partner should have service support centre at both the locations.

PART IV (SCOPE OF WORK)

SL No	Existing Clause	Modified Clause
4.1.19	The bidder is required to specify if bursting is available as a supported service. If so, bidder may define the process and specify the lead- times for requesting bursts. The bidder may also confirm the flexibility to dynamically allocate bandwidth to the Bank on demand either on a permanent or temporary basis	Clause Stands Deleted

4.1.68	... Bank will not take any responsibility for installation of MUX/MAST antenna/Modems etc. Bidder/Partner to ensure proper installation of MUX/MAST antenna/Modems etc. ...
4.1.69	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder.
4.1.89	Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days.	Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 90 days
4.1.92	Bidder has to carry out Preventive maintenance of each site in every quarter, Preventive maintenance at any location should be done only with prior concurrence of the bank. ...	Bidder has to carry out Preventive maintenance of each site half-yearly , Preventive maintenance at any location should be done only with prior concurrence of the bank. ...
4.1.94	Latency should not be more than 75 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank	Latency should not be more than 50 ms (End to End i.e. Branch router to DC router) & should not be more than 100 ms (End to End i.e. Branch router DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank
4.1.100	Comprehensive support is required during the entire contract period. Bidder should factor the cost of comprehensive support along with the link cost. No additional cost will be given by Bank in this regard	Representative support is required during the entire contract period. Bidder should factor the cost of representative support along with the link cost. No additional cost will be given by Bank in this regard.
4.2.1	Bidder needs to factor the cost of spares, installation, de-installation, shifting and any other applicable charges which Bank may incur during the contract after link is successfully commissioned. Any item which bidder overlooks to mention in the commercial shall be provided to Bank without any cost.	Bidder needs to factor the cost of spares & installation and any other applicable charges which Bank may incur during the contract after link is successfully commissioned. However, De-installation & shifting will be taken up separately.

PART-V

2. INSTALLATION AND COMMISSIONING

Existing Clause	Modified Clause
Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank	Bidder has to commission the Backhaul links at DC and DR within 10 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank

9. SLA FOR NETWORK

Existing Clause	Modified Clause
Singapore, Hongkong - 99.9%	Singapore, Hongkong - 99.50%

ANNEXURE – XVI (TECHNICAL REQUIREMENT)

SL No	Existing Clause	Modified Clause
11	Bursting is available as a supported service.	Clause Stands Deleted

Date- 02.12.2022

Place-Kolkata