



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
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.	13	2. overview of tendering process	Location: Overseas Branches/Offices	Please share the complete address for International Locations along with details of Contact Person [Name, Mail ID, Phone No.] to enable us to get the feasibility report generated for these sites.	Shall be shared with the successful bidder
2.	15	Eligibility Criteria	6. 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?	RFP clause is self-explanatory

3.	15 & 16	Eligibility Criteria	<p>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.</p> <p>Proofs to be submitted -Copy of license should be submitted</p>	<p>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 network in Singapore and Hongkong and same should be valid throughout the contract period.</i></p>	Clause stands as per RFP
4.	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. 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>	Clause stands as per RFP
5.	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>	Clause stands as per RFP.
6.	58	SLA for Network	<p>Singapore, Hongkong - 99.9%</p>	<p>We would request the Bank to kindly amend the uptime requirement to 99.5%.</p>	Clause stands as per RFP.

7.	117	TECHNICAL REQ.	Bursting is available as a supported service.	Please confirm if this is a mandatory requirement.	Clause stands as per RFP
8.	42	Scope of the Work	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.	Burstable bandwidth is not available on Global MPLS. We can permanently upgrade the Bandwidth / reduce the bandwidth	Clause stands as per RFP
9.	49	Scope of the Work	4.1.68. Bank will not take any responsibility for installation of MUX / MAST antenna / Modems etc	As per industry standard we would request the Bank to support and take responsibility for the Bidder to install the necessary Mux / Network Devices inside Bank Premises. Kindly amend the RFP clause accordingly.	Clause stands as per RFP
10.	49	Scope of the Work	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.	We would request the Bank to kindly amend the RFP clause so as to facilitate the working out of the required commercials mutually on the basis of the extent of damages.	Clause stands as per RFP
11.	52	Scope of the Work	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.	Since these are international links we would request Bank to provide a minimum of 90 days notice period.	Clause stands as per RFP
12.	53	Scope of the Work	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.	This is not possible for international sites. We would request the Bank to kindly remove this points as it will unnecessary increase cost.	Clause stands as per RFP

13.	53	Scope of the Work	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 of 75ms is not possible for International Sites. We would request the Bank to consider Latency of 115 ms for International Sites - Singapore and Hong Kong.	Clause stands as per RFP
14.	54	Scope of the Work	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.	For any Branch visit by Support Engineer to any International Sites will attract additional commercials if done on the request of the Bank. As a general process, for regular link maintenance Support Engineer visit is included in the proposed solution. So we would request the Bank to amend the clause accordingly to enable additional billing as required.	Clause stands as per RFP
15.	54	4.2.1 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	Please note that de-installation and/or shifting will attract additional commercials depending on feasibility report of the concerned sites. So we would request the Bank to amend the clause accordingly to enable additional billing as required.	Clause is self-explanatory.
16.	1	Corrigendum Dated 10.11.2022	The last date for submission of bid documents for "Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link on Wired (re-tendering) for Hongkong & Singapore Branches" which was scheduled on 10.11.2022 is hereby extended upto 21.11.2022 (4:00 P.M.).	We would request the Bank to kindly extend the bid submission deadline by at least 2 weeks from the date of publishing the requested clarifications.	Please refer corrigendum



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NOTICE TO THE BIDDERS

18.11.2022

Sub: Extension of Bid Submission date in respect of “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”.

The last date for submission of bid documents for “Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link on Wired (re-tendering) for Hongkong & Singapore Branches” which was scheduled on **21.11.2022** is hereby extended **upto 30.11.2022 (4:00 P.M.)**. Technical bids will be opened on **30.11.2022 at 4:30 P.M.**

Department of Information Technology
Head Office, Kolkata