




**UCO BANK**  
Department of Information Technology

**Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model**


**RFP REF NO: UCO/DIT/1326/2022-23 Date: 13.08.2022**

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

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	64	33. TERMINATION FOR CONVENIENCE	<p><b>33. TERMINATION FOR CONVENIENCE</b></p> <p>The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.</p>	<p>1. This is valid for CAPEX model RFPs. Since this is OPEX Model RFP, then termination <b><u>for convenience should not be part of it. This may not allow bidders to Bid, suggest deletion.</u></b></p> <p>Reason-for OPEX model RFP the entire project is being financed/Invested by bidder and recovery happens quarterly though services. termination of convenience is not applicable till minimum lock in period. We suggest Bank to consider RFP for 5 years and minimum lock-in 3 years, that how OPEX RFPs are considered in Most Banks.</p> <p>2. We request to bank to provide 30 day cure period before the 90 day notice period.</p>	Clause stands as per RFP.

2.	12	<b>ELIGIBILITY CRITERIA Sr.no.3</b>	Bidder should have positive Net-Worth in all of the last 3 Financial years (2018-19, 2019-20 & 2020-21).	Request to change Bidder should have operating <b>profitability</b> in all of the last 3 Financial years (2018-19, 2019-20 & 2020-21).	Clause modified as: Bidder should have positive <b>Net-Worth or operating profit</b> in all of the last 3 Financial years (2018-19, 2019-20 & 2020-21).
3.		<b>Split PO. Additional clause -</b>	SPLIT PO Option Not Available in RFP	Like in all other tenders that have bandwidth as well as hardware rental component, Bank allows separate PO on the 2 separate companies of the same bidder. The 2 companies have parent company – subsidiary company relationship. We request the same arrangement in this tender too.	Clause stands as per RFP, Since, tender is in OPEX model Bank shall make payment to the bidder only.
4.		<b>Commercial Template for VSAT</b>	<b>Commercial Template for VSAT</b>	2Mbps per site Plan is asked in RFP, need clarity on upload and download speed. present template is not providing clarity.  We require bifurcation of Upload and down load to quote - we suggest 2 plans which will be helpful to cater to need of Bank- 2 Mbps (Uplink:1Mbps and Downlink- 2 Mbps) Concentration/Concurrency Ratio (1:2) <b>AND</b> 4 Mbps(Uplink:1 Mbps and Downlink- 4 Mbps) Concentration/Concurrency Ratio (1:4). bank may put some site no for price discovery and place PO accordingly.	Please refer to the scope of work given in RFP for clarification
5.		<b>Additional clause - Buy Back</b>		Request for Buy Back Clause in RFP for existing VSATs from mainly for electronics.  Since there are mostly existing VSAT locations we propose Buyback of Electronics, that will save some cost to	Please refer addendum

				bank. Since VSAT terminal to be scrapped as per the DoT policy.	
6.		<b>Addition al clause - Online submissi on and Reverse auction</b>		We request bank to provide option for online submission of RFP and arrange and Reverse Auction for finalization of L1	Clause stands as per RFP
7.	64	35. TERMINA TION FOR DEFAULT	35. TERMINATION FOR DEFAULT The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part, if the bidder fails to perform any obligation(s) under the Contract. In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days' time the notice for cancellation will become absolute.	We request to bank to provide 30 day cure period before the 90 day notice period.	Clause stands as per RFP
8.		14	The selected bidder will be required to keep the price valid till the contract ends. There shall be no increase in price for any reason whatsoever during the contract period.	The hardware opex will be calculated based on a two-year contract. Request Bank to include "Will the new sites have a full contract term of 2 years." as this is Opex RFP and bidder will invest.	Clause stands as per RFP
9.		b)	Bidder should raise invoices after deducting the applicable penalties as per the respective clauses.	Bidder would raise the invoices based on contract value and Bank is requested to make the payment after deduction of	Clause stands as per RFP

				penalties.	
10.	5	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership		Bank to exclude force majeure and delay due to bank cases.	Clause modified as:  Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership ( <b>force majeure and delay due to Bank cases are excluded</b> ).
11.	26 i)	In case the selected Bidder/Vendor fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of 125% of the original quoted cost for such deliverable.		To be capped at 110% of the Original Quoted Values	Clause modified as:  In case the selected Bidder/Vendor fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of <b>110%</b> of the original quoted cost for such deliverable.
12.	33	The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination		Request Bank to consider - This being Opex model, bank to provide locking period of minimum 2 yr.	Clause stands as per RFP

			is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.		
13.		3 CONTRACT PERIOD	The performance of the vendor shall be reviewed Quarterly, if not found satisfactory, Bank may terminate the contract at its sole discretion by giving three months' notice without assigning any reasons. However, bank shall pay valid payment for the services rendered till the date of termination.	1. We suggest that termination be restricted on to breach of service level standards. 2. "Unsatisfactorily" is a vague term, we suggest deletion and replace with "in the event the services of the Vendor are in breach of service level standards..."	Clause stands as per RFP.
14.	47	5 LIQUIDATED DAMAGE	Notwithstanding Bank's right to cancel the order, <b>liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged</b> for every week's delay in the specified delivery schedule subject to a maximum <b>of 10% of the total cost of ownership</b> . Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the <b>Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof</b>	1. LDs are capped at 10% of delayed/deficient services or items. This has a weekly 1% LD component with a maximum cap of 10% of "total cost of ownership". Hughes Business to assess whether this is commercially acceptable. The term "total cost of ownership" must be clarified with the Bank. 2. This is an additional levy of LDs of 5% on the monthly bill, we request that there should be overall cap of 10% on all LDs taken together.	Clause modified as:  Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership <b>(force majeure and delay due to Bank cases are excluded)</b> . Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis.


15.		8 SCHEDULE OF DELIVERY	8 SCHEDULE OF DELIVERY The selected bidder to ensure to deliver the required links to the no of branches as per the 'Scope of Work' and timeline mentioned herein above. If bidder fails to deliver the site within the stipulated time frame, <b>Bank reserves the right to cancel the order and get it executed by other selected bidder.</b>	We suggest termination be restricted to breach of SLA/this contract. Alternatively, a cure period of at least 30 days should be given if the Bidder fails to deliver a site, prior to termination.	Clause stands as per RFP
16.	50	10 ACCEPTANCE TESTING	In <b>case</b> of any discrepancy, the <b>Bank reserve the right to terminate the entire agreement in case the bidder does not rectify the issue and the bidder shall take back bidder equipment (if any) at bidder's costs and risks.</b> The Bank has the right to reject the 'Vendor Supplied Link' and to seek free replacement of the link till the completion of acceptance test and obtaining final acceptance certificate from the Bank.	A cure period of at least 30 day should be given to rectify the issue raised by the Bank.	Clause modified as:  In case of any discrepancy, the Bank reserve the right to terminate the entire agreement <b>(after 30 day of cure period)</b> in case the bidder does not rectify the issue and the bidder shall take back bidder equipment (if any) at bidder's costs and risks. The Bank has the right to reject the 'Vendor Supplied Link' and to seek free replacement of the link till the completion of acceptance test and obtaining final acceptance certificate from the Bank.
17.	57	23. FORCE MAJEURE	Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics.	We suggest addition of "satellite/transponder failure" as a force majeure event	Clause stands as per RFP.  However, on case to case basis Bank shall take decision for exclusion.
18.	58	26. ORDER CANCELLATION	c) <b>Serious discrepancy in the quality of service of selected Bidder/Vendor</b> expected during the implementation, rollout and subsequent maintenance process; f) The progress regarding execution of the	1. The phrase "serious discrepancy" is vague, we suggest replacing with "in breach of service level standards" 2. The phrase "unsatisfactory" is vague, we suggest replacing with "breach of service level standards"	Clause stands as per RFP. It is clarified that serious discrepancy means anything that is becoming hurdle to meet the SLA.

			order by the <b>selected Bidder/Vendor is found to be unsatisfactory;</b>		
19.	59	26(i)	i. In case the selected Bidder/Vendor <b>fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule</b> , UCO BANK <u>reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of 125% of the original quoted cost for such deliverable.</u>	<p>1. A cure period should be given of at least 30 days in case of late deliveries. Hughes Business to assess.</p> <p>2. There is a risk purchase component with a cap of 125% of the "original quoted cost" which seems excessive. we request this cap to be at 110%.</p>	Please refer corrigendum
20.	59	26(ii)	ii. If the selected Bidder/Vendor <b>does not perform satisfactorily or delays in execution of contract</b> , UCO Bank reserves the right to <b>get the balance order executed by another party of its choice, in this event</b> the selected Bidder/Vendor is bound to make good with the <u>e capping of 125% of the original quoted cost for such deliverable</u> , which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	<p>1. We suggest deletion of phrase "does not perform satisfactorily" and replacing with "in breach of service level standards".</p> <p>2. There is a risk purchase component with a cap of 125% - we request this cap to be at 110%.</p>	Clause stands as per RFP
21.	59		The selected Bidder/Vendor shall be liable under this section if the contract/ purchase order has been cancelled in case the sum <b>total of penalties and deliverables exceeds 10% of the TCO</b> . In case of order cancellation/termination, Bank will notify the selected Bidder/Vendor within Ninety (90) days' notice period inclusive of Thirty (30) days cure period before cancellation/termination of the Order/Agreement. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for	We request to bank to provide 30 day cure period before the 90 day notice period.	Clause stands as per RFP

			cancellation is inclusive of cure period of Thirty (30) days, if the selected Bidder/Vendor fails to cure within Thirty (30) days time the notice for cancellation will become absolute. For the sake of clarity, the period of 90 (Ninety) days will		
22.	60	27. INDEMNITY	<p>We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages,+C20 recoveries, judgements, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said Contract and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement</p>	<p>1. We do not indemnify for indirect claims/losses/damages. Suggest deletion 2. Suggest addition "any nature and kind whatsoever and by whomsoever made in respect of the said Contract <b><u>due to reasons directly attributable to the Vendor...</u></b>"</p>	Clause stands as per RFP



23.	62	32. EXIT OPTION AND CONTRACT RE-NEGOTIATION	Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to the Bank or its designate to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management..... Though in such case the Bank shall have the sole authority to ascertain whether such Plan has been complied with, but the payment for such reverse transition would be determined on pro rata basis or on mutual consent of the Parties	To be done with mutual consent of both parties	Clause stands as per RFP
24.	64	33. TERMINATION FOR CONVENIENCE	<p><b>33. TERMINATION FOR CONVENIENCE</b></p> <p>The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.</p>	<p>1. This is valid for CAPEX model RFPs. Since this is OPEX Model RFP , then termination <b><u>for convenience should not be part of it. This may not allow bidders to Bid , suggest deletion.</u></b></p> <p>Reason-for OPEX model RFP the entire project is being financed/Invested by bidder and recovery happens quarterly though services.termination of convenience is not applicable till minimum lock in period.We suggest Bank to consider RFP for 5 years and minimum lock-in 3 years ,that how OPEX RFPs are considered in Most Banks.</p> <p>2. We request to bank to provide 30 day cure period before the 90 day notice period.</p>	Clause stands as per RFP
25.	Page 12 of 140	3 ELIGIBILITY CRITERIA	Bidder should comply with at-least 85% of the site on HTS (High throughput satellite) as per the Annexure-XX (A)	As bidder is providing VSAT Connectivity services to bank, Bank will be ensured 2 Mbps and 64 Kbps for branches and ATMs. Bank is hiring VSAT services with	Clause Stands as per RFP

				<p>defined SLA, hence this clause should not be imposed on any bidder.</p> <p>We request bank to remove this clause as providing services on HTS/Non-HTS has no impact on performance/SLA of the network.</p>	
26.	Page 24 of 140	31 SUBMISSION OF OFFER-THREE BID SYSTEM, Note: (h)	h) The bidder is required to guarantee that rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period.	The point is complied, however any change in the tax structure by Indian Government, will be passed on to UCO bank and bank has to pay the successful bidder as per revised tax structure.	Clause is self-explanatory.
27.	Page 24 of 140	31 SUBMISSION OF OFFER-THREE BID SYSTEM, Note: (h)	l) Printed literature (for specific product and version numbers) describing configuration and functionality should be provided to the Bank for the products proposed to be supplied for the project. It should be noted that the product proposed will have to be supplied with all the software updates/fixes, if any, and associated documents. The bidder shall not quote for the products, whose End of sale/ End of Support/End of License has been declared by the OEM.	 <p>Please clarify if datasheets are sufficient for this clause or what document more is expected as per this clause?</p>	Proposed product brochure containing detailed technical specification will suffice the requirement.
28.	Page 32 of 140	3 COMMERCIAL EVALUATION e)	In the event the vendor has not quoted / not mentioned / left blank item(s) in the commercial bid, for evaluation purposes the highest value for that item(s) among other submitted bids would be used to calculate the TCO, based on which the L1 bidder will be selected. However, for the purposes of payment and finalization of the contract, the value of zero cost in the unfilled item(s)	<p>Both statements contradict when it comes to "For the purposes of payment and finalization of the contract".</p> <p>Please clarify.</p>	RFP clause is self-explanatory

			would be used.		
29.	Page 34 of 140	PART –IV: SCOPE OF THE WORK	The scope of services for the Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches (minimum 2 Mbps) and ATMs (minimum 64 Kbps) on rental basis	What is the bank's understanding on word "Minimum", when they say Minimum 2 Mbps and Minimum 64 kbps	Bandwidth required, 1. Minimum 2 Mbps for Branches. 2. Minimum 64 Kbps for ATMs.
30.	Page 34 of 140	PART –IV: SCOPE OF THE WORK - 1.	The links will be used either as primary or as back up of existing MPLS links with load sharing and Auto-failover option for Branch(es) and as primary link for ATM(s).	Out of 100 sites how many sites have Primary MPLS Links?	Clause is self-explanatory.
31.	Page 34 of 140	PART –IV: SCOPE OF THE WORK - 1.		Is there any SDWAN solution on sites for Load sharing?	Currently, no SDWAN solution, however, load sharing is being done manually.
32.	Page 34 of 140	PART –IV: SCOPE OF THE WORK - 3.	3. Bidder should clearly mention the required equipment/s that will be deployed during commissioning. The charges towards network equipment, accessories, cabling, drilling, mounting and all other activities involved in complete installation should be included in the cost of link.	We understand that all sites will have flat RCC surface/rooftop/platform to Install the antenna and no civil works are required at site?	Bank will only provide space for installation of VSAT equipment.
33.	Page 34 of 140	PART –IV: SCOPE OF THE WORK - 3.		We also understand that all sites will have 220VAC power supply from Online UPS? Please provide KVA rating of Online UPS?	Standard power reading will be provided by Bank.
34.	Page 34 of 140	PART –IV: SCOPE OF THE WORK - 7.	Branches connected through offered VSAT link should communicate each other directly i.e. any to any communication.	Please note that any to any communication can be enabled, however the latency will be double in that case. Please update what applications will run for any to any communication?	Clause stands as per RFP

35.	Pag e 63	TERMINA TION FOR CONVEN IENCE	The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.	Request bank to remove this clause	Clause stands as per RFP
36.	Pag e 35 of 140	PART –IV: SCOPE OF THE WORK - 10.	10. The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC- Bangalore, DR- Kolkata). Backhaul link commissioning should be completed within 4 weeks from the date of purchase order. The total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site- Kolkata). The successful bidder shall provide Primary and Secondary backhaul links from different Telecom Service Providers at DC & DR to meet Uptime SLA 99.99% at DC and DR locations respectively without any additional cost to Bank.	Please clarify that bank is looking for redundant backhaul links at DC, and, redundant backhaul links at DR from Different service providers? If yes, then can Last miles be from different SPs at DC and different SPs at DR?	Clause is self-explanatory.
37.	Pag e 35 of 140	PART –IV: SCOPE OF THE WORK - 10.	Bidders should provide adequate capacity routers at bank DC and DR location for terminating the backhaul links. The Installation, Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only without any extra cost to Bank.	Is bank looking DC/DR routers with IPSec Concentration or IPSec will be terminated at bank's owned router? How many LAN and WAN ports is bank looking on DC and DR routers?	No, IPsec will be terminated at Bank's owned router.  Details of WAN and LAN ports will be shared with successful bidder.

38.	Page 35 of 140	PART –IV: SCOPE OF THE WORK - 11.	11. For VSAT links, the connectivity provided by the bidder has to be on dedicated ports (Branches 2 Mbps and ATMs 64 Kbps) 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full duplex mode with sending and receiving available on the same circuit.	1:1 Full Duplex Means For Branches: 2 Mbps Upload and 2 Mbps Download For ATMs: 64 Kbps Upload and 64 Kbps Download  Please clarify Bank is looking for 4 Mbps at branches and 128 Kbps at ATMs?	Bandwidth required, 1. Minimum 2 Mbps for Branches. 2. Minimum 64 Kbps for ATMs.  1:1 Full Duplex Means For Branches: at any point of time upload + download should be 2 Mbps. Also upload/download should go maximum 2 Mbps. Same is applicable with ATMs with 64 Kbps.
39.	Page 35 of 140	PART –IV: SCOPE OF THE WORK - 11.	13. 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 (up to 10 Mbps) to the Bank on demand either on a permanent or temporary basis.	Bursts are nothing but bandwidth only, in such scenario bank need to confirm that how much Burst BW will be required in upload and download, so that HW can be sized accordingly?  Similarly in 10 Mbps, how much upload and download is required, to size the HW accordingly?	<b>Clause stands deleted.</b>
40.	Page 35 of 140	PART –IV: SCOPE OF THE WORK - 13.	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 (up to 10 Mbps) to the Bank on demand either on a permanent or temporary basis.	What will be the maximum BW that a branch can ask dynamically, for this we need to ensure the BW is available in the total allocation plus bank may need to procure the dynamic BW part also in advance, also based on Dynamic BW requirement Hardware needs to be sized accordingly. Therefore, it is recommended that whenever bank will ask for more BW, then service provider has to allocate extra BW manually either on temporary or permanent basis, within defined and agreed TAT between SP and Bank and depending upon HW supporting it and extra commercials	<b>Clause stands deleted</b>

				applicable.	
41.	Page 35 of 140	PART –IV: SCOPE OF THE WORK - 14.	A private/dedicated Network is to be created only for Bank network and in no way the same should be shared with other customers sharing the VSAT backbone. Bank VSAT Network must be accessible to Bank nodes only. Bank has implemented IPSEC VPN in its existing network. Bank will also run IPSEC VPN on this VSAT link and there should not be any dependency from bidder/ bidder on this implementation while integrating their VSAT network. Further, there should not be any dependency on the bidder if Bank decides to implement other VPN variants like GETVPN, DMVPN or any other such technology.	VSAT backbone cannot be a dedicated infrastructure for bank as then it becomes captive solution. However we ensure that bank's required network will be logically separated from other customer's network.  We assume that VPN/IPSec will be initiated from branch router?	Clause stands as per RFP
42.	Page 36 of 140	PART –IV: SCOPE OF THE WORK - 18.	18. Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then Bidder can arrange for another earth pit dedicated for VSAT with no cost to the Bank with permission from Branch Manager and landlord.	please clarify how many sites needs earthing as on date? Are existing HW infra at sites are running without proper earthing?	Clause is self-explanatory.
43.	Page 36 of 140	PART –IV: SCOPE OF THE WORK - 20	20. Bidder will monitor the links on a near real-time basis (Proactive Monitoring) and Bidder must have their own Network Operation Centre for monitoring of the Network. Bidder will monitor all the links from their NOC through NMS and submit the reports like Uptime, Bandwidth utilization, Link error, latency, etc. on monthly basis and as per the Bank's requirement. Bank will provide the SNMP access (read only) of the router for monitoring of the link. All the locations are	1. We assume that "Link error" means identification of root cause for any complaint logged?  2. We understand that uptime will be calculated post all calls logged and their resolution time in a month (excluding all calls attributable to bank)  3. There cannot be any report for Latency as its measured on real time basis.	Clause is self-explanatory.

			to be monitored on 24x7x365. Bidder should provide site-wise network link usage and uptime.	4. Service provider should not monitor the Bank's existing or new Infra/branch routers. SP will only monitor the devices and links provided as per the RFP	
44.	Page 36 of 140	PART –IV: SCOPE OF THE WORK - 21	21. The bidder shall build and provide to the Bank and Bank's Network Integrator access to an online(real-time) monitoring portal and complaint management portal where link status such as link up or down, down since, reason for down, expected time for resolution (ETR), circuit ID, incident number etc. shall be available in a graphical format with complaint lodging facility. The portal should also provide downloadable SLA reports for each month for the entire duration of the contract. It should also have the capability of generating reports in different formats (including PDF) as required by the Bank. The portal shall also display up-to-date contact details of the helpdesk and single point of	<p>Please note that portal will show "Reason for Down" post completion of the incident closure.</p> <p>ETR cannot be calculated as Resolution time depends upon what activity has been carried out at site and the time taken for resolution. However We will follow the SLA defined in the tender.</p> <p>Also every service provider has their own way of representation, graphical format should be removed</p>	Clause is self-explanatory.
45.	Page 39 of 140	PART –IV: SCOPE OF THE WORK - 28	28. Bidder's network should support Incident management: Prevention mechanism for mis-configuration, Alert mechanism should be in place for any incident occurred etc., every incident reported should be notified to Bank and documented, System should have capability to send alerts through email and SMS to respective authorities/stakeholders.	<p>Please note that our NW operations follow defined standards for Change management. Any change in the network is duly checked and once approved by customer then only that change is implemented.</p> <p>Also any change in bank's network asked by bank only is also a mis-configuration from the initial configuration, hence the preventive mechanism cannot be applied in automated way for the network. However be rest assured that all</p>	Clause is self-explanatory.

				the sites and bank complete network is under control of our experts and engineers with no access to any third person.	
46.	Page 39 of 140	PART –IV: SCOPE OF THE WORK - 29	<p>Reports:: Frequent problem analysis report- Monthly</p> <p>Links for which BW utilizations is reaching threshold limit- Daily</p> <p>RCA (Root Cause Analysis) report of each and every incident- Within 3 days.</p> <p>ATR (Action Taken Report) of each and every incident- Within 3 days.</p> <p>Top 10 incidents/ alerts- Daily</p>	<p>1. BW utilization is available on monitoring portal for individual links, bank can fetch this site wise utilization report, and bank can do their own analysis as per their requirements on daily or monthly or yearly basis</p> <p>2. Root cause is available against the incident logged on complaint management portal. However, for report, bidder can provide monthly dump of all incidents and bank can do their analysis.</p> <p>3. Action taken is also available on complaint management portal. However, for report, bidder can provide monthly dump of all incidents and bank can do their analysis.</p> <p>4. Bidder supplied engineers at Bank's NOC can provide these details on daily basis.</p>	Clause is self-explanatory and stands as per RFP.
47.	Page 39 of 140	PART –IV: SCOPE OF THE WORK - 29	<p>Network performance:</p> <ul style="list-style-type: none"> <li>. Uptime/ downtime report with reasons- Daily</li> <li>. Network health check report- Weekly</li> <li>. (Mean Time between Failure) MTBF analysis.</li> </ul>	<p>1. Uptime/downtime report is available on Monthly basis.</p> <p>2. Network health check report- Available in monitoring portal and can be downloaded on weekly or daily or monthly basis</p> <p>3. MTBF analysis is not available in portal</p>	Clause stands as per RFP
48.	Page 39	PART –IV: SCOPE	<p>Online dashboard:</p> <p>Online dashboard that shows the health of</p>	<p>1. Response time report is not available; resolution time report can be provided</p>	Clause modified as:



	of 140	OF THE WORK - 29	the links. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank. 1. Response time report. 2. Downtime/Uptime report on real time. 3. SLA performance report	on monthly basis. 2. Downtime/Uptime report: We understand that uptime will be calculated post all calls logged and their resolution time in a month (excluding all calls attributable to bank), a report will be provided on monthly basis 3. SLA can be calculated from the Dump provided monthly for uptime	Online dashboard: Online dashboard that shows the health of the links. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank. <b>1. Resolution time report.</b> 2. Downtime/Uptime report on real time. 3. SLA performance report
49.	Page 39 of 140	PART –IV: SCOPE OF THE WORK - 30.	30. Supply, installation and configuration of end points equipment such as modems, last mile equipment etc. would be done by the selected bidder and co-ordination with Bank's Network SI, wherever required IP address used on branch/office end shall remain same as per the existing schema implemented in Bank at all the branches/offices. The same shall be shared to the successful bidder during implementation.	We assume that all branch routers, LAN equipment, ATM machines, routers and switches owned by bank at DC and DR will be managed and configured by bank only	Clarified as: Bank will arrange for Branch/ATM router, LAN, ATM machines, switches, however, successful bidder need to provide VSAT and other required equipment for providing the connectivity and should co-ordinate with existing Bank's Network SI for integration support.
50.	Page 39 of 140	PART –IV: SCOPE OF THE WORK - 30.	30. Supply, installation and configuration of end points equipment such as modems, last mile equipment etc. would be done by the selected bidder and co-ordination with Bank's Network SI, wherever required IP address used on branch/office end shall remain same as per the existing schema implemented in Bank at all the branches/offices. The same shall be shared to the successful bidder during implementation.	For IP schema we comply, however in case the existing bank's IP schema will not be feasible in existing network then new IP Schema can jointly be decided.	Clause is self-explanatory and stands as per RFP.
51.	Page 40 of	PART –IV: SCOPE OF THE	33. The bidder shall ensure that there shall not be any restriction on the number of routes that needs to be maintained on	Please note that for dynamic routing there are restrictions from upstream service providers , need exact details of	Clause is self-explanatory and stands as per RFP.

	140	WORK - 33	devices under the control of the bidder for all practical purposes.	expected routes from bank.	
52.	Page 40 of 140	PART –IV: SCOPE OF THE WORK - 36.	36. Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage within the SLA time limit, during the contract period except force majeure condition. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment at the earliest.	Please consider that links/equipment faulty due to issues arising, due to reasons not attributable to successful bidder should be borne by bank and the downtime for the same should not be covered under overall uptime calculation.	Clause is self-explanatory and stands as per RFP.
53.	Page 41 of 140	PART –IV: SCOPE OF THE WORK - 47	47. In future, bank may carry out design modification and/or application addition to the bank network, including modification for the security policy implementation. Accordingly, vendor should carry out necessary configuration changes in the VSAT network, as advised by the bank time to time and no additional cost will be borne by the bank in this regard.	VSAT service provider will support the bank for any modifications if required however it depends upon  1. Feasibility in VSAT network  2. If any additional resources are required to implement the changes, then the cost for those additional resources should be borne by bank	Clause stands as per RFP
54.	Page 42 of 140	PART –IV: SCOPE OF THE WORK - 52	52. Any damage to the network devices/spares involved in establishing the link, arising out of electrical/voltage/Earthing issues needs to be replaced by the bidder free of cost.	Please consider that equipment faulty due to issues arising, due to reasons not attributable to successful bidder should be borne by bank.	Clause Modified as:  Any damage to the network devices/spares involved in establishing the link, arising out of electrical/voltage/Earthing issues needs to be replaced by the bidder free of cost. However, equipment faulty due to reasons not attributable to successful bidder should be borne by bank, bidder need to submit valid proof for justifying the same and Bank reserves the right to accept or reject it.

55.	Page 43 of 140	PART –IV: SCOPE OF THE WORK - 57	57. Bidder should do all internal cabling till branch router for successful commissioning of the required VSAT link without any additional cost to the Bank. Bidder should provide all required cables for connecting the modem or any external device to Branch router for termination of link at no extra cost to the Bank. Cabling should be done properly with dressing, any wire coming inside the premises from Antenna or any other devices should come through conduit which has to be provided by the selected bidder.	We assume that VSAT modem and Branch router will be hosted in same rack for ease of operations. Please clarify the distance of LAN cable to be taken into consideration?	Clarified as:  VSAT modem and Branch router will be hosted in same rack for ease of operations.
56.	Page 43 of 140	PART –IV: SCOPE OF THE WORK - 57	57. Bidder should do all internal cabling till branch router for successful commissioning of the required VSAT link without any additional cost to the Bank. Bidder should provide all required cables for connecting the modem or any external device to Branch router for termination of link at no extra cost to the Bank. Cabling should be done properly with dressing, any wire coming inside the premises from Antenna or any other devices should come through conduit which has to be provided by the selected bidder.	Can the existing conduit be used at branches? Or we need to do fresh drilling and conduiting in each branch?	Clause stands as per RFP
57.	Page 44 of 140	PART –IV: SCOPE OF THE WORK - 63	The bidder shall have robust, resilient and redundant network architecture with built-in redundancy at various levels including at network component level, site level etc. The bidder shall provide their Disaster Recovery (DR) and Business Continuity Plan (BCP) specific to the Bank detailing as to how the connectivity and other allied services as specified in this document shall be provided	What is the bank's understanding on built in redundancy at "site level"?	Clause is self-explanatory

			to the Bank seamlessly even in event of a disaster in their network and/or their NOC. Additionally, the bidder shall provide extra support and cooperation during the Bank's DR drills/exercises (if required).		
58.	Page 44 of 140	PART –IV: SCOPE OF THE WORK - 67	The Bank reserves the right to place Purchase Order (PO) for lesser number of links than the number of links/locations specified in this of RFP document. Also, the Bank may issue multiple POs during the contract period.	how many PO can be expected for total 100 sites and what will be the timelines for issuing these POs?	Clause is self-explanatory
59.	Page 44 of 140	PART –IV: SCOPE OF THE WORK - 68	68. 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. The preventive maintenance report which should be properly sealed and signed by concerned branch officials along with dates and any remarks. These reports should be submitted during the Invoice submission for claiming the payment for every quarter. In absence of the Preventive maintenance report, the payment may not be released for that particular site.	Can preventive maintenance be done while engineer is visiting the site for rectification for any issues?	Clause is self-explanatory
60.	Page 45 of 140	PART –IV: SCOPE OF THE WORK - 70	70. Latency should not be more than 500ms (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 500 or average 500 is not possible on VSAT. The average latency from branch router to DC/DR will be approx. 1000-1200 ms	The clause modified as: Latency should not be more than 650ms-700ms (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.

61.	Page 45 of 140	PART –IV: SCOPE OF THE WORK - 71	Average end to end packet loss should not be more than 5 in 1,000 for VSAT connectivity measured for a minimum of 1000 packets.	<p>End to end network comprises of PCs, SDWAN/Branch router, DC/DR routers servers and other components, packet loss is not only dependent on VSAT link.</p> <p>This clause cannot be hold true only for VSAT network, this clause should be omitted, as packet loss can be due to any issue at component levels but not only due to VSAT link.</p>	Clause is self-explanatory
62.	Page 45 of 140	PART –IV: SCOPE OF THE WORK - 72	Average Jitter of the connectivity should be less than 45ms measured for a minimum 1000 packets.	<p>End to end network comprises of PCs, SDWAN/Branch router, DC/DR routers servers and other components, jitter is not only dependent on VSAT link.</p> <p>This clause cannot be hold true only for VSAT network, this clause should be omitted, as Jitter can be due to any issue at component levels but not only due to VSAT link.</p>	Clause stands as per RFP
63.	Page 45 of 140	PART –IV: SCOPE OF THE WORK - 76	76. All the cabling should be done with proper clamping and with conduit and shall be neat and structured with PVC pipe. It's the bidder responsibility to drill a hole to take the cable inside the premises with the permission of Branch Manager and landlord.	Can we use existing drill and PVC pipes?	Clause is self-explanatory
64.	Page 45 of 140	PART –IV: SCOPE OF THE WORK - 77	VSAT link must support the Software Defined(SDWAN) technology.	Please clarify that VSAT should be able to support SDWAN in pass through mode?	Clause is self-explanatory
65.	Page 46 of 140	2. INSTALLATION AND	Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links within 45 days of placing the purchase order.	Please note that all backhaul service providers take minimum 8-10 weeks to do feasibility and provide the links. We request bank to change it to minimum 8	<p>Clause modified as below:</p> <p>Bidder has to commission the Backhaul links at DC and DR within</p>

		COMMIS SIONING		weeks.	<b>8 weeks</b> and all other links within 45 days of placing the purchase order.
<b>66.</b>	Pag e 46 of 140	2. INSTALLA TION AND COMMIS SIONING	Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links within 45 days of placing the purchase order.	Please change the clause to "Bidder has to commission the Backhaul links at DC and DR within 8 weeks and all other links within 45 days of site readiness provided by Bank with complete address and contact details".	Please refer corrigendum
<b>67.</b>	Pag e 46 of 140	2. INSTALLA TION AND COMMIS SIONING	Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links within 45 days of placing the purchase order.	We request to have a deemed acceptance clause of 15 days for VSATs delivered but not installed within stipulated time frame due to issues not arising due to bidder.	Please refer corrigendum
<b>68.</b>	Pag e 46 of 140	3 CONTRA CT PERIOD	The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions.	SLA agreement will be signed for complete contract after installation of all sites or site by site after its installation? As there can be difference in timelines between Installation and SLA Agreement signing	Clause stands as per RFP
<b>69.</b>	Pag e 47 of 140	4 PAYMENT TERMS a)	a) The selected bidder has to claim the link charges quarterly in arrears on per-link for all types of links based on the achievement of SLAs defined in the document. The selected bidder should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges.	We request bank to make it Quarterly advance, as we are paying our Bandwidth and backhaul charges as yearly advance	Clause stands as per RFP
<b>70.</b>	Pag e 47 of 140	4 PAYMENT TERMS h)	h) Contract will be calculated from project completion date but billing will be done from acceptance date.	As per this clause billing term will be less than contract term of 2 years. Contract term in itself for two years is very short.  Also please clarify that Contract will be signed per site or for all sites?	Clause stands as per RFP

71.	Pag e 47 of 140	5 LIQUIDAT ED DAMAGE	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Please change it to 0.5% per week to maximum 5% capping per site order value (not on TCO)	Clause stands as per RFP
72.	Pag e 48 of 140	5 LIQUIDAT ED DAMAGE	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.	please clarify that what is the understanding on "any of the services" as bank has already mentioned LD on delivery and SLA	RFP clause is self-explanatory
73.	Pag e 48 of 140	5 LIQUIDAT ED DAMAGE	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.	Please change the clause to "If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ <b>0.5%</b> of the monthly bill, per week or part thereof."	Clause stands as per RFP
74.	Pag e 48 of 140	6 PAYING AUTHORI TY	The payments as per the Payment Schedule covered hereinabove shall be paid by the Head Office of UCO Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered.	Please clarify whether the payment will be made of each invoice separately or collectively all invoices will be paid only after receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered. This clause will decide the payment periodicity.	Please refer corrigendum on payment terms
75.	Pag e 48 of	7 SHIFTING OF LINK	Shifting of link to be completed within 2 weeks from date of PO for shifting the link	Please note that Shifting within 2 weeks depends on new address distance from old site. If the distance is too high then	The clause modified as: Shifting of link to be completed within <b>3 weeks</b> from date of PO for



	140			transportation may only take more time.	shifting the link
76.	Page 48 of 140	9 SLA FOR NETWORK	The round trip delay of the network at any time should not be more than 500 msec (average) for VSAT links with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Bidder to rectify the latency either by replacing the devices/accessories or by other similar measures to contain latency within the stipulated limits.	Latency of 500 or average 500 is not possible on VSAT. The average latency from branch router to DC/DR will be approx. 1000-1200 ms	The clause modified as: The round trip delay of the network at any time should not be more than <b>650 msec – 700 msec</b> (average) for VSAT links with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Bidder to rectify the latency either by replacing the devices/accessories or by other similar measures to contain latency within the stipulated limits.
77.	Page 49 of 140	10 ACCEPTANCE TESTING	10 ACCEPTANCE TESTING	what will be the criteria of acceptance testing? What parameters will be checked for acceptance? We recommend to do acceptance testing at the time of I&C of the VSAT at site	RFP clause is self-explanatory. Please refer RFP page 40 clause 10 for better clarity.
78.	Page 49 of 140	11 PAYMENT AGAINST DELIVERY OF SLAs :	11 PAYMENT AGAINST DELIVERY OF SLAs :	What if site is down due to heavy rainfall? Those sites are running on ku band and cannot be assured this uptime during rainfall	Natural calamities are exempted.
79.	Page 49 of 140	11 PAYMENT AGAINST DELIVERY OF SLAs :	11 PAYMENT AGAINST DELIVERY OF SLAs :	Remote uptime slab is very stringent in case of urban & rural support? It has been capped at 40% for monthly 1% downtime. We request bank to cap it to 5%	Clause stands as per RFP
80.	Page 49 of 140	11 PAYMENT AGAINST DELIVERY OF SLAs :	FAILURE TO PROVIDE ONSITE SUPPORT: In the event that the onsite engineer is absent/on leave on any bank working days, it's the bidder's duty to arrange for an alternate engineer to report for duty until the engineer	Please note that all Engineers are entitled for some leaves like CL, PL/SL etc, that cannot be denied to them. We request bank to remove this clause. Also bank is imposing LD on SLA so this clause should	Clause stands as per RFP



			returns back, else penalty of Rs.1000/- per day shall be levied for the period of absence and will be deducted from the quarterly charge payable to the bidder. Wherever such absence extends beyond 10 consecutive working days the same will get treated as a material breach of contract.	be removed.	
81.	Page 56 of 140	23. FORCE MAJEURE	23. FORCE MAJEURE	Delays in services due to Satellite/Transponder failure should be part of Force Majeure	Clause Stands as per RFP
82.	Page 56 of 140	23. FORCE MAJEURE	23. FORCE MAJEURE	as 99 sites out of 100 sites are on ku band, we request to put rainfall into force majeure.	Clause stands as per RFP
83.	Page 56 of 140	25. ACCEPTANCE TESTING	The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional	<p>1. Please provide criteria and tests for Acceptance test procedure.</p> <p>2. Will Acceptance tests be done at all sites or at any 1 site?</p> <p>3. As its a opex model, is it necessary for bidder to have insurance of all products? as the main criteria for Opex model is continuous operations for 2 years</p> <p>4. Site should be considered deemed installed after 15 days if the delays in Acceptance tests are due to reasons not attributable to Successful bidder</p>	RFP clause is self-explanatory. Please refer RFP page 40 clause 10 for better clarity.

			charges payable by the Bank for carrying out this acceptance test.		
84.	Page 61 of 140	31. GUARANTEES	Selected bidder should guarantee that all the material as deemed suitable for the delivery and management for the RFP for Supply, Installation & Maintenance of 2 Nos. of 40 KVA UPS. All hardware and software must be supplied with their original and complete printed documentation.	Didn't understand the clause? Need to understand the significance of "UPS"?	<b>Clause stands deleted.</b>
85.	Page 110 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION 3	For VSAT in green zone- Latency should not be more than 500ms(End to End i.e. Branch router to DC & DR router) · For VSAT in yellow zone- Latency should not be more than 500 to 700 ms (End to End i.e. Branch router to DC & DR router) · For VSAT in red zone- Latency above 700 ms (End to End i.e. Branch router to DC & DR router)	What is the bank's understanding on Green, Yellow and Red Zone?	On the dashboard of monitoring portal number of sites must be categorized as per the below given colour code: <b>For VSAT in green zone-</b> Latency should not be more than 650ms(End to End i.e. Branch router to DC & DR router) <b>For VSAT in yellow zone-</b> Latency should not be more than 700 ms (End to End i.e. Branch router to DC & DR router) <b>For VSAT in red zone-</b> Latency above 700 ms (End to End i.e. Branch router to DC & DR router)
86.	Page 111 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION 5	IDU should be under Bank Domain and Anti-virus.	Please clarify the understanding?	<b>Clause stands deleted</b>
87.	Page 112 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION	Backhaul link commissioning should be completed within 4 weeks from the date of purchase order.	Please note that all backhaul service providers take minimum 8-10 weeks to do feasibility and provide the links. We request bank to change it to minimum 8 weeks.	Please refer corrigendum

		ATION 14			
88.	Page 115 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION 27	Services may be required on Sundays/holidays also for the Branches/offices, whenever required and Support to be provided for 24X7X365.	NOC support will be provided 24X7X365, however Field support cannot be assured on Sundays and Government declared National / bank holidays.	Clarified as:  In some cases, field support may be required on Sundays/ Government declared National / bank holidays also, bidder need to support for this.
89.	Page 116 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION 27	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager onsite. The duties and responsibilities (indicative list) would include the following	Is bank looking for 2 dedicated Project managers to be available at their DC or DR location from 9 to 6, Mon to Friday? Please let us know the address for Onsite? We assure dedicated project manager to bank, however we urge bank not to make it ONSITE, PMs can operate from bidder's office , send daily updates, may also meet as per mutual requirements?	Clause is self-explanatory
90.	Page 120 of 140	ANNEXURE XVII TECHNICAL SPECIFICATION 59	"Site Survey, "Installation Certificate" and "Acceptance report for successful commissioning" must be maintained by the selected bidder for future references. The formats would be finalized in consultation with the Bank.	Please clarify when the site survey can be initiated. Will it be once UCO bank declares any branch/ATM as "SITE READY"?	Clarified as:  Survey to be conducted after Bank's advice.
91.	Page 127	Annexure XIX	Commercial Template	Bandwidth and Hardware rental would be billed from two different entity Please allow 2 PO clause- In case of award of contract to the lead bidder, two separate PO to be issued by the Bank to the bidder and it's parent company or vice versa on request of Bidder, one for the bandwidth services and the other for Hardware supply and maintenance services. Please amend the Commercial Bid template accordingly.	Please refer corrigendum

92.		General	General	Please share DC/DR address along with contact details for feasibility check for backhaul	Shall be shared with successful bidder
93.	18	14 (a)	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered	It is requested to modify as "Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME <b>or PSU</b> . Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered"	Clause stands as per RFP
94.	36	PART IV 18	Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then Bidder can arrange for another earth pit dedicated for VSAT with no cost to the Bank with permission from Branch Manager and landlord.	Kindly modify as "Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then <b>Bank</b> can arrange for another earth pit dedicated for VSAT with permission from landlord. "	Clause stands as per RFP
95.	46	PART V 2	Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links within 45 days of placing the purchase order.	Kindly modify as "Bidder has to commission the Backhaul links at DC and DR within <b>8</b> weeks and all other links within <b>60</b> days of placing the purchase order."	Please refer corrigendum
96.	46	PART V 3	The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions.	Kindly modify as "The contract period will be for a period of <b>Three</b> Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually	Clause stands as per RFP

				agreed terms and conditions."	
97.	47	PART V 4	The selected bidder has to claim the link charges quarterly in arrears on per-link for all types of links based on the achievement of SLAs defined in the document. The selected bidder should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges.	Kindly modify as "The selected bidder has to claim the link charges quarterly in <b>advance</b> on per-link for all types of links based on the achievement of SLAs defined in the document. The selected bidder should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges."	Clause stands as per RFP
98.	49 & 50	PART V 11	PAYMENT AGAINST DELIVERY OF SLA	It is requested to modify as "BSNL to guarantee minimum calendar monthly uptime of 99%. A liquidated damage for the downtime will be levied 2% of monthly VSAT link charges, for every 0.5% or part thereof decrease in guaranteed monthly uptime for each VSAT link location. However, the total LD deductible under this clause is restricted to a maximum of 10% of the total VSAT link charges payable per quarter under this Contract."	Clause stands as per RFP



**UCO BANK**  
**Department of Information Technology**

**Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model**

**RFP REF NO: UCO/DIT/1326/2022-23 Date: 13.08.2022**

**Amendments, Addendums and Corrigendum's**

**PART-I**

**2. OVERVIEW OF TENDERING PROCESS**

UCO Bank invites sealed tenders (Technical bid and Commercial bid) from experienced prime bidders with proven capability that has the experience in providing links on VSAT. The Selected bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to UCO Bank.

The purpose of the RFP is to seek a detailed technical and commercial proposal for Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (KU Band through High Through Put Satellite/FSS) with existing link on wire/RF/4G as elaborately detailed under Scope of Work on behalf of Bank. Through the RFP process, Bank will select vendors for following link category:

Link Category	Location	Description	No of Links*
KU Band through High Through Put Satellite/FSS	Domestic Branches/Offices/ATMs	Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model	99
Extended C Band for Kavaratti	Domestic Branches	Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branch on OPEX Model	1
Backhaul Link	DC-DR	Backhaul Link between DC & DR	2

\*Figures are indicative, may change...

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## PART-I

### 3 ELIGIBILITY CRITERIA

<u>SL No</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
<u>3</u>	Bidder should have positive <b>Net-Worth</b> in all of the last 3 Financial years (2018-19, 2019-20 & 2020-21).	Bidder should have positive <b>Net-Worth or Operating Profit</b> in all of the last 3 Financial years (2018-19, 2019-20 & 2020-21).

## PART-IV

### SCOPE OF THE WORK

<u>Clause No</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
<u>29</u>	Online dashboard: Online dashboard that shows the health of the links must be accessible in Bank's Network. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank. <ul style="list-style-type: none"><li>➤ Response time report.</li><li>➤ Downtime/Uptime report on real time.</li><li>➤ SLA performance report.</li></ul>	Online dashboard: Online dashboard that shows the health of the links must be accessible in Bank's Network. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank. <ul style="list-style-type: none"><li>➤ <b>Resolution time report.</b></li><li>➤ Downtime/Uptime report on real time.</li><li>➤ SLA performance report.</li></ul>
<u>52</u>	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/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/voltage /Earthing issues needs to be replaced by the bidder free of cost. <b>However, equipment faulty due to reasons not attributable to successful bidder should be borne by bank, bidder need to submit valid proof for justifying the same and Bank reserves the right to accept or reject it.</b>
<u>70</u>	Latency should not be more than 500ms (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 <b>650ms-700ms</b> (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.

<p><b>80</b></p> <p><b><u>New Clause Added</u></b></p>		<p><b><u>Buyback of existing VSATs</u></b></p> <p>The Bank proposes to offer approximately 100 VSATs under buyback. These VSATs are located in the branches spread across the country. These VSATs may not be available in the same location where new VSATs are required and may be in the nearby location. The vendor must agree to buyback of existing VSATs on "AS IS WHERE IS" basis. The entire process of removing of old VSATs from the existing sites will be done by selected bidder without any extra cost to the Bank. Wherever necessary, the vendor should also undertake de-installation of existing VSATs and installation of new VSATs on the same day to minimize the downtime. This should be done as part of the project and vendor should take back existing VSATs and install the new VSATs simultaneously. Bank will release the payment to the vendor after adjustment of the cost of old VSATs (buyback cost) finalized as per RFP on confirmation of replacement &amp; removal of old VSATs from sites. The Purchase Order will specify whether it is replacement order under buyback.</p>
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## **PART-V**

### **2. INSTALLATION AND COMMISSIONING**

<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
<p>Bidder has to commission the Backhaul links at DC and DR within <b>4 weeks</b> and all other links within <b>45 days</b> of placing the purchase order.</p> <p>If the site is not ready due to reasons attributed to the Bank, no penalty will be levied by the Bank.</p>	<p>Bidder has to commission the Backhaul links at DC and DR within <b>8 weeks</b> and all other links within <b>45 days</b> of placing the purchase order.</p> <p>If the site is not ready due to reasons attributed to the Bank, no penalty will be levied by the Bank.</p>



#### **4. PAYMENT TERMS**

##### **New Clause added:**

- i) Total value of buyback will be adjusted against the number of running VSAT which are proposed for replacement under this RFP.
- j) Payment will be made collectively for all locations in a single invoice.

#### **5 LIQUIDATED DAMAGE**

<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
<p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.</p> <p><b>If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof. The Bank reserves its right to recover these amounts by any mode including adjusting from any payments to be made by the Bank to the Bidder. Bank may invoke the Bank Guarantee for further delay in delivery &amp; migration.</b></p>	<p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership <b>(force majeure and delay due to Bank cases are excluded)</b>. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.</p>

## **7. SHIFTING OF LINK**

<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
Bank may place order with the bidder for shifting of link at anywhere in India during the contract period. Shifting activity of link will include dismantling & shifting of network equipment related for the link and re-commissioning of network link at new location. Shifting of link to be completed within 2 weeks from date of PO for shifting the link. However, no payment will be given for the shifting of network devices in the same premises	Bank may place order with the bidder for shifting of link at anywhere in India during the contract period. Shifting activity of link will include dismantling & shifting of network equipment related for the link and re-commissioning of network link at new location. Shifting of link to be completed within <b>3 weeks</b> from date of PO for shifting the link. However, no payment will be given for the shifting of network devices in the same premises

## **9. SLA FOR NETWORK**

<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
The round-trip delay of the network at any time should not be more than 500 msec (average) for VSAT links with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Bidder to rectify the latency either by replacing the devices/ accessories or by other similar measures to contain latency within the stipulated limits...	The round trip delay of the network at any time should not be more than <b>650 msec – 700 msec</b> (average) for VSAT links with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Bidder to rectify the latency either by replacing the devices/accessories or by other similar measures to contain latency within the stipulated limits.

## **10. ACCEPTANCE TESTING**

<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
In case of any discrepancy, the Bank reserve the right to terminate the entire agreement in case the bidder does not rectify the issue and the bidder shall take back bidder equipment (if any) at bidder's costs and risks. The Bank has the right to reject the 'Vendor Supplied Link' and to seek free replacement of the link till the completion of acceptance test and obtaining final acceptance certificate from the Bank	In case of any discrepancy, the Bank reserve the right to terminate the entire agreement <b>(after 30 day of cure period)</b> in case the bidder does not rectify the issue and the bidder shall take back bidder equipment (if any) at bidder's costs and risks. The Bank has the right to reject the 'Vendor Supplied Link' and to seek free replacement of the link till the completion of acceptance test and obtaining final acceptance certificate from the Bank.

## **11. PAYMENT AGAINST DELIVERY OF SLAs:**

**New Clause added:** If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.

## **26. ORDER CANCELLATION**

<b><u>SL No</u></b>	<b><u>Existing Clause</u></b>	<b><u>Modified Clause</u></b>
<b>K (i)</b>	In case the selected Bidder/Vendor fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of 125% of the original quoted cost for such deliverable.	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 110% of the total cost of ownership ( <b>force majeure and delay due to Bank cases are excluded</b> ). ...



MASKED COMMERCIAL TEMPLATE

Table A					
Location	Bandwidth	No. of sites (a)	Unit recurring cost per year (excluding GST) (b)	Total Rental cost c=a <b>x</b> b (excluding GST)	GST on recurring cost (rental) (d)
Branch	2 Mbps	74	xxxx	xxxx	xxxx
Kavaratti Branch	2 Mbps	01	xxxx	xxxx	xxxx
ATMs	64 kbps	25	xxxx	xxxx	xxxx
*Backhaul Link	20 Mbps	02	xxxx	xxxx	xxxx
Total Rental cost for one year (excluding Tax) in figures (e)				xxxx	
Total Rental cost for two years in figures (f) = 2 X e				xxxx	
Buy back cost for unit VSAT (g)				xxxx	
Buy back cost for 100 VSATs (h = 100 x g)				xxxx	
Total cost of links for two year in figure (TCO) (i= f-h)				xxxx	
Total cost of links for two year in word (TCO) (i= f-h)				xxxx	

\*For future requirement of Backhaul link upgradation order shall be placed in tranche of 5 Mbps with proportionate price offered for 20 Mbps during the contract period.

Table B* List of Other Items (not to be included in TCO)				
Item	Description	Unit Price (excluding GST)	GST %	Total Price (excluding GST)
De-Installation	De-installation of link at running site	xxxx	xxxx	xxxx
Re-installation	Re-installation of link at other location (shifting) as per order	xxxx	xxxx	xxxx
Shifting Charges (anywhere in India)	Charges for shifting of link from one geographic location to another	xxxx	xxxx	xxxx
Any other chargeable item in case of Force Majeure (please add separate rows, if more than one items are there)	List of such items which are chargeable after successful delivery & acceptance of links.	xxxx	xxxx	xxxx

\*Order shall be given as per the requirement of the Bank during the contract period.

Note:

- The Primary Data Centre is located at Bangalore & the Disaster Recovery Data Centre is located at Kolkata.
- L1 bidder would be determined based on the lowest total cost of ownership (TCO from table –A). Any decision of Bank in this regard shall be final, conclusive and binding on the bidder.
- The bidder with lowest TCO in Table – A after normalization as mentioned above, will be selected as L1 bidder.
- Bidder need to factor manpower cost as per Scope of Work (SOW). No separate cost for manpower will be provided by Bank and bidder should not quote the same in any of the commercial table given above.
- Any of the solution should not be limited to nos. of users.
- The GST as applicable shall be paid as extra at actuals at the time of resultant billing.

- Bidders should quote for all applicable items in the table B separately for VSAT links. In the event the vendor has not quoted or mentioned any component or services required in table B it will be treated as free of cost during the contract period and bidder has to mandatorily provide the same.
- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- Please note that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- All prices should be quoted in **Indian Rupees (INR)** only.
- The TCO (Total Cost of Ownership) will be exclusive of GST.
- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

**Company Seal**

**Authorized Signatory**

**Date**

**Name & Designation:**

COMMERCIAL TEMPLATE

Table A					
Location	Bandwidth	No. of sites (a)	Unit recurring cost per year (excluding GST) (b)	Total Rental cost $c=a \times b$ (excluding GST)	GST on recurring cost (rental) (d)
Branch	2 Mbps	74			
Kavaratti Branch	2 Mbps	01			
ATMs	64 kbps	25			
*Backhaul Link	20 Mbps	02			
Total Rental cost for one year (excluding Tax) in figures (e)					
Total Rental cost for two years in figures (f) = 2 X e					
Buy back cost for unit VSAT (g)					
Buy back cost for 100 VSATs (h = 100 x g)					
Total cost of links for two year in figure (TCO) (i= f-h)					
Total cost of links for two year in word (TCO) (i= f-h)					

\*For future requirement of Backhaul link upgradation order shall be placed in tranche of 5 Mbps with proportionate price offered for 20 Mbps during the contract period.

<b>Table B*</b> <b>List of Other Items (not to be included in TCO)</b>				
<b>Item</b>	<b>Description</b>	<b>Unit Price (excluding GST)</b>	<b>GST %</b>	<b>Total Price (excluding GST)</b>
<b>De-Installation</b>	<b>De-installation of link at running site</b>			
<b>Re-installation</b>	<b>Re-installation of link at other location (shifting) as per order</b>			
<b>Shifting Charges (anywhere in India)</b>	<b>Charges for shifting of link from one geographic location to another</b>			
<b>Any other chargeable item in case of Force Majeure (please add separate rows, if more than one items are there)</b>	<b>List of such items which are chargeable after successful delivery &amp; acceptance of links.</b>			

\*Order shall be given as per the requirement of the Bank during the contract period.

Note:

- The Primary Data Centre is located at Bangalore & the Disaster Recovery Data Centre is located at Kolkata.
- L1 bidder would be determined based on the lowest total cost of ownership (TCO from table –A). Any decision of Bank in this regard shall be final, conclusive and binding on the bidder.
- The bidder with lowest TCO in Table – A after normalisation as mentioned above, will be selected as L1 bidder.
- Bidder need to factor manpower cost as per Scope of Work (SOW). No separate cost for manpower will be provided by Bank and bidder should not quote the same in any of the commercial table given above.
- Any of the solution should not be limited to nos. of users.
- The GST as applicable shall be paid as extra at actuals at the time of resultant billing.
- Bidders should quote for all applicable items in the table B separately for VSAT links. In the event the vendor has not quoted or mentioned any component or services required in table B it will be treated as free of cost during the contract period and bidder has to mandatorily provide the same.



- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- Please note that any commercial offer which is conditional and / or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- All prices should be quoted in **Indian Rupees (INR)** only.
- The TCO (Total Cost of Ownership) will be exclusive of GST.
- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

**Company Seal**

**Date**

**Name & Designation:**

**Authorized Signatory**

**Date- 09.09.2022**

**Place- Kolkata**