

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
1	<b>RFP Response</b> Clause No.1.17 Page no. 14	If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected. All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.	We understand that such right of making copies of the proposal is limited for evaluation of the proposal only and is not for to claim Intellectual Property Rights which are owned by the Bidder. If there is any difference in interpretation of this clause then please suggest.	Clause Stands as per RFP
2	<b>Indemnity</b> Clause No 1.21 Page no. 15	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.	Bank has claimed indemnificaiton which is on the higher side can we expect any relaxation in this provision considering that there are penal provisions made applicable on the Bidder for service failures.  Only the direct and proven damages should be covered under indemnity	Clause Stands as per RFP
3	<b>Eligibility Criteria</b> Point 5 Page 16	The bidder should have commissioned and running at least 500 MPLS links over wired/wireless (offered media) as last mile in a Public / Private Sector Bank /Financial Institutions / Government Organization within India as on RFP submission date.	Bidder will like to ask Bank, Is it total number of links in banckig/financial and govt sector or single customer having 500 links.	Clause Stands as per RFP The bidder should have commissioned and running at least 500 MPLS links over wired/wireless (offered media) as last mile in a Public / Private Sector Bank /Financial Institutions / Government Organization within India as on RFP submission date.
4	<b>Eligibility Criteria</b> Point 11 Page 17	The bidder should not have been blacklisted /debarred for corrupt and fraudulent practices by Govt. organizations.	Such declaration Bidder can give to the best of its knowledge and belief.	Clause Stands as per RFP
5	<b>Scope of work</b> Point no. 4.48 Page 27	Bank and/or third party consultants hired by Bank should have rights to audit/review the whole setup of the bidder catering to Bank's application.	Can we have some insight on the audit/review requirement of Bank. In this provision we couldn't able to construe the real intention of audit/review.	To audit/review the setup of bidder's network (Bank's network part) Bank may engaged third party auditor.
6	<b>Scope of work</b> Point no. 4.54	The service provider shall execute a) Service Level Agreement (SLA), which must include all	Does the Bidder have the right to negotiate the terms and conditions of the SLA.	No


**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
	Page 27	the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Payment will not be released in absence of above signed agreement.		
7	<b>Installation and commissioning</b> Point no. 5.3.3 Page 28	If link may require to be shifted new location an onetime cost of Rs. 10,000/- will be payable for the same, which includes dismantling & shifting of network equipment related for the link and recommissioning of network link at new location. Shifting of link will be completed within 4 week from date of PO for shifting the link	<p>Bidder suggests as follows:  Shifting of links will depend on feasibility, site permissions etc. and hence Commercials will be subject to change as per feasibility.</p> <p>Shifting charges should be equivalent to one time charges quoted for new link by them service provider in price bid</p> <p>If any such plan is scheduled that should be intimated one month prior. Catering a link to a new location needs feasibility study at that specific location for making the required b/w available and that may induce an increased Capex. In these cases too chage in last mile media should be considered.</p> <p>It should be as actual .As per RFP document, Bidder has to provide the connectivity and do the proactive monitoring. Our SLA should be pop to pop only. List of locations included the Tier-1,Tier-2 &amp; Tier-3.</p> <p>Link Shifting are subjected to  a) Feasibility  b) Site Permission- To be in SOW of Bank  c) Site Readiness- To be in SOW of Bank  If the permisson is received post expiry of Feasibility, then feasibility revalidation timelines should also be considered.  Hence Penalties should be calculated accordingly</p>	Clause Stands as per RFP.
8	<b>Liquidated Damage</b> Pont no. 5.8 Page 31	Any delay in commissioning/shifting of the link beyond the mentioned time, Bank will charge penalty at 1 % of the order value for that link (link by link basis) per week or part thereof, subject to a maximum of 10%. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified. If Bidder fail to commission the link as per feasibility report 10% of the link cost will be deducted from payment of other link or from Performance Bank Guarantee.	Such penalty deduction should remain restricted to that particular link in which such failure is caused and should not traverse or set off against those links which the Bidder has successfully commissioned	Clause Stands as per RFP.

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
9	<b>Acceptance Testing</b> Pont no. 5.11 Page 32	<p>The Bank will carry out the acceptance tests for testing of successfully integration of this MPLS link with Bank network as per scope of work in Part IV. 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 it's' 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 charges payable by the Bank for carrying out this acceptance test.</p> <p>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 have 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.</p>	<p>In case of failure to conduct the acceptance test within 15 days of completing the particular deliverable, the same shall be deemed to have been accepted and the acceptance certificate shall be deemed as released within seven days after the deemed completion of the acceptance test. Please provide concurrence.</p> <p>Basic Ping test shall be shared, remaining test to be in SOW of Client, which needs to be completed in 48 hrs from the time of link handover email, if no reply received from client during the said time then it shall be marked as deemed accepted. If any error reported during these 48 hrs, Bidder shall support in rectifying the same.</p> <p>Acceptance criteria to be defined. Sign-off to be linkwise post acceptance test</p>	<p>Clause modified as: The Bank will carry out the acceptance tests <b><u>within 15 days</u></b> of link handover for testing of successfully integration of this MPLS link with Bank network as per scope of work in Part IV. 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 it's' 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 charges payable by the Bank for carrying out this acceptance test.</p> <p>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 have the right to reject the 'Vendor Supplied Link' and to</p>

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
				seek free replacement of the link till the completion of acceptance test and obtaining final acceptance certificate from the Bank.
10	<b>Order Cancellation</b> Pont no. 5.12 Page 32	<p>The Bank reserve its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:</p> <ul style="list-style-type: none"> <li>• Delay in commissioning / implementation / testing beyond the specified period.</li> <li>• Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.</li> <li>• In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original</li> </ul>	<p>Bidder wants to know if it's a bidder end testing or customer end testing? (Bidder wouldn't be penalized for Customer end testing)</p> 	<p>Here in the clause link testing mean bidder end testing.</p>

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
		<p>amount paid.</p> <ul style="list-style-type: none"> <li>• Vendor should be liable under this section if the contract/ purchase order has been cancelled in case sum total of penalties and deliveries equal to exceed 10% of the TCO.</li> <li>• Please also refer 5.19 herein below.</li> </ul>		
11	<b>Exit Option and Contract Re-Negotiation</b> Point no. 5.19 Page 36	Exit Option and Contract Re-Negotiation	<p>Every contract is entered with different scope of services and can have price variations due to then prevailing market conditions. Claiming price fall from the Bidder only if the Bidder offers similar services to some other customer should not be considered and be removed.</p> <p>To modify it as follows:  Once entered into contract with the selected bidder, the customer should not re-negotiate on the prices and payment terms.</p> <p>Need to revise the clause as the same is not acceptable.</p>	Clause Stands as per RFP.
12	<b>Termination</b> Point no. 5.21 Page no. 38	The Bank shall be entitled to terminate the agreement with the Selected bidder at any time by giving ninety (90) days prior written notice to the Selected bidder.	In such event of termination the Bank shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are	Clause Stands as per RFP.
13	<b>Indemnity</b> Point No.5.1 Page No. 33	Indemnity	The indemnity claimed by the Bank from the Bidder is very broad which includes IPR infringement, breach of RFP, breach of warranty, claims from Bank's customers, and omission in performance of service etc. such indemnification obligation is not limited to any monetary value. We request Bank that the overall liability of Bidder in the contract should be limited to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen.	Clause Stands as per RFP.

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
			Only the direct and proven damages should be covered under indemnity	
14	Point No. 1.2.16 Page No 8	The bidder shall keep the price valid for a period of 1 year from the date of RFP Response submission process closes for any new link. Bank may procure additional links (upto 50%) during the period to meet it's business requirement. A declaration in this regard should be submitted as per Annexure-E.	Bidder will like to mention that any providing additional link at any new/existing location will be subject to feasibility, site permission etc. Please provide concurrence  Providing additional link at any new/existing location will be subject to feasibility, site permission etc. and corresponding cost associated to it.	Clause Stands as per RFP. Price & process remain same for additional link within 1 years time period.
15	<b>Eligibility criteria</b> Point No. 10 Page No. 17	The Bidder should have preferably service support center in all state capitals and Undertake to provide seamless service to branches from the service support centers.	Bidder will like to mention that Bidder has Service support center across all the major cities of India. Please provide concurrence if it is fine for compliance of this caluse.	Clause Stands as per RFP.
16	Point no. 3.1.2 Page No. 18	Technical Evaluation	Bidder will like to state that MPLS links can be delivered on Wireline and Wireless Media with same throughput, uptime and other SLAs. Bidder has implemented MPLS network in many organisations, including Banks with a mix of Wired and Wireline media committing SLAs. Wireless Media provides Faster installation due to no ROW issues, Supports for Voice / Video / Multicast, and provides same performance as Wired Last Mile media. Also asked bandwidth is low and having remote sites. Hence, bidder will request Bank to provide same Weightage for both Wired and Wireless types of LMs.  Since both last-mile technologies are going to meet the required bandwidth & performance SLA, we request Bank to give same weightage to wired and wireless last-mile connectivity.	Clause Stands as per RFP
17	<b>Scope of work</b> Point No. 4.2 Page No. 22  <b>Annexure G</b> SI No 2 Page No. 49	Bank prefers wired connectivity(fiber/copper) as last mile at branches.In case of non feasibility on wired media, the Bank shall consider the stable wireless technology(RF/Wimax) with licensed band that has been successfully implemented in private/public sector bank/Financial Institution/Govt. of India	Bidder will like to request Bank to allow unlicensed Band for Wireless Last Miles also. Bidder will mitigate the interference if any by changing frequency band without effecting any SLA.  As a mode of suggestion any SP providing connectivity through RF media strictly follows the TRAI guideline of Spectrum allotment while setting up the link following the LOS(Line of Sight) and availability of b/w . As a part of this exercise, the band used as licensed or unlicensed shouldnt come into consideration.  Please include Un licenses Band RF along with VSAT and 3G/2G as last Mile. Since unavailability of Licensed band we are requesting for this inclusion. Other PSU banks are already	Clause modified as: Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility on wired media, the Bank shall consider the stable wireless technology(RF/Wimax) with licensed/ <u>unlicensed</u> band that has been successfully implemented in private/public sector bank/Financial Institution/Govt. of India. <b><u>Bidder has to ensure that no other Radio equipment causes interference to wireless signals or</u></b>



**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
			<p>deployed 2G/3G as last mile and working satisfactorily. VSAT will be only for very remote sites where no other media is possible.</p> <p>Request you to consider unlicensed band wireless link since these links have been deployed in private / public sector bank / Financial institution / Govt of India across the country and have proven to be stable in branch locations.</p> <p>Stable wireless technology (RF / WIMAX) with licensed band that has been successfully implemented in private / public sector bank / Financial institution / Govt of India.</p> <p>Clause 4.4 Further, any-unlicensed band wireless link will not be considered.</p> <p>Licensed band like Wimax is present in limited locations across the country. Hence this clause will make the last mile option restrictive.</p> <p>Also Please Note: Currently only. 1 Service Provider in India is providing WiMax in the country. This will give undue advantage to one bidder so please remove WiMax from RFP</p> <p>Request Bank to allow us to use RF/ WIMAX last-mile connectivity wide Licensed / Un-licensed band which already has been implemented in Private /public sector bank / Financial Institution / Govt. of India</p> <p>Bidder will like to request Bank to allow LTE as the Last Mile option, maintaining the SLAs.</p>	<u><b>trap the wireless signals used for Bank's connectivity.</b></u>
18	<b>Scope of work</b> Point no. 4.4 Page No. 22  Annexure G SI No 4 Page No. 49	The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE & CDMA and VSAT network technology. Further, any un-licensed band wireless link will not be considered	<p>Corresponding to point 4.2 the part demarked should be removed from the clause.</p> <p>Request you to consider 4G, 3G, GPRS, EDGE &amp; CDMA last mile since these links have been successfully deployed across nationalized Banks in the country. These last mile options have been part of tenders of Banks like Allahabad Bank, Andhra Bank, United Bank, Syndicate bank etc.</p> <p>Request to include VSAT/4G/3G/GPRS and Unlicensed Band as all other banks are using the same technologies. This will be help bank to provide cost effective connectivity to connect all branches.</p>	Clause stands as per RFP

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
19	<b>Scope of work</b> Point no. 4.5 Page No. 22  Annexure G SI No 5 Page No. 49	For the pole to be installed in the branch roof top for wireless link the height of the pole should not be more than 6 metres.	<p>Bidder will like to request to relax the Pole/Mast Height to 9 Metres as the site permission is under Bidder's scope and this will enable the bidder to make more locations feasible.</p> <p>The pole height depends on the LOS clarity and it cant be assured that it will come under 6 metres height. Even it is not feasible/viable that only rooftop can be used for installing the pole. In some cases even GBT can also be required(specially in remote locations).</p> <p>Requesting bank to increase poll heights to 15M.</p> <p>Rooftop Poles upto 12 meters to be accepted especially for remote branches.</p> <p>We request Bank to change the upper limit of tower installations from 6 meters up to 18 meters.</p>	Clause modified as : For the pole to be installed in the branch roof top for wireless link the height of the pole should not be more than 6 metres. <b><u>For branches in North east and Jammu &amp; Kashmir states, the pole height will be permitted up to 9 meters.</u></b>
20	<b>Scope of work</b> Point No. 4.6 Page No. 22  Annexure G SI No 6 Page No 49	Bidder should take necessary landlord permission(if required) for installation of outdoor unit, in case of wireless link	<p>Bidder will like to request the to keep the site permission under Bank scope if the pole height is within 6 mtrs.</p> <p>Providing Landlord permission comes primarily under Customer's scope, henceforth required permission should be a collborative effort, not only the bidder's responsibility.</p> <p>Bidder will like to request Bank not to restrict Pole/Mast Height to 6 Metres in case the site permission has to be under Bidder's scope.</p> <p>Since Bank has existing relationship with landlords at repective branch locations, we hereby request Bank to help us in getting the permission for outdoor unit installation, if required.</p> <p>please provide concurrence.</p> <p>Requesting the Bank to faceplate/take responsibility of the Landlords permission for Installation of RF links. The Bank is having an relationship with landlord and it will be helpful for the project. In case some site is pending for permission issues the same should create any hindrance in project delivery and payment release.</p> <p>Permission for installation of Wireless Unit (Pole/mast) is responsibility of Bank. bank will coordinate with the respective</p>	Clause Stands as per RFP



**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
			building landlords in getting permission to install RF Unit. Request to change in the RFP.	
21	<b>Scope of work</b> Point no. 4.7 Page no. 22	If selected, the bidder shall have to provide the MPLS link in respective branches as per the feasibility report to be submitted along with RFP. Any deviation e.g. wired to wireless, increase in pole height, declared as non-feasible, etc. from the feasibility report will not be accepted. Selected bidder shall be penalized for the deviation.	Bidder requires clarity on penalty?	Please refer point 5.8
22	<b>Scope of work</b> Point no. 4.13 Page No.23	A separate VPN is to be created only for Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. Bank MPLS 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 MPLS link and there should not be any dependency from bidder/ service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if Bank decides to implement other VPN variants like GETVPN, DMVPN or any such technology.	Bidder will like to mention that MPLS network is secure in itself. Bank's MPLS network will be totally isolated from any other customer's network. Bidder will like to understand why IPSEC is required as there is no access to Internet/Public network, as using IPSEC will increase overloads on the MPLS traffic and is not recommended. In case Bank has to implement IPSEC, DMVPN etc, End to End responsibility will be under Bank's scope. Bidder's MPLS backbone will remain transparent to the encryption. No IP-Sec Tunnel should be initiated from CPE to PE router of Bidder. All encryption must be CE to CE.	Clause Stands as per RFP
23	<b>Scope of work</b> Point no. 4.14 Page No.23	The initial bandwidth of each MPLS link at branch end should be 128 Kbps according to the bandwidth of existing primary MPLS links as mentioned in Annexure -J. The bandwidth must be capable of upgrading at a later stage as and when required by the bank.	Any BW upgrade will require new feasibility at that site and will have additional commercials. Please provide concurrence.	Clause Stands as per RFP
24	<b>Scope of work</b> Point No. 4.15 Page 23  <b>Annexure G</b> SI No 15 Page No. 51	Bank may enhance the bandwidth of a particular link on demand basis.	Bidder will like to understand the scope of this On demand upgrade. Is Bank looking for LM bandwidth to be provisioned higher than 128K from day-1? If yes, please provide details. If not, the upgrade can be done as per Bank's request subject to feasibility and the associated commercials.  Any such requirement should be intimated at least 1 month prior. Availability of Bandwidth of a particular Base station from where the B/W is provisioned to that particular link is a subject of feasibility study. In such cases bank should consider change in the media(from Wireless-wireline or vice versa) if required to make that upgraded b/w commissioned	Clause Stands as per RFP

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

RFP REF NO: UCO/BR/22/2016 To Date: 01/07/2016

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response		
			Requesting bank to provide 4 weeks window for up gradation or down gradation of links.  Please specify the upgrade of bandwidth expected and for how many branches. Is there a timeline for the upgrade? Will the upgrade take place within first year?			
25	Scope of work Point No. 4.16 Page 23	The bandwidth of backhaul link is factored as 30 Mbps and bidder to quote the cost the same in commercial bid. However order for backhaul links will be placed based on 50% bandwidth of total bandwidth of MPLS links provided by bidder.	Bidders's understading is that in case Bidder proposes 400 Links, then the backhaul BW will be 50% of (400*128 Kbps). Please provide concurrence. If bidder agrees for all sites, total bandwidth for 500 branches is around 31 mbps and 50% is around 15.5 mbps. Now since the tender have asked for only 30Mbps so what will be final Backhaul B/w after Bidder 1 & Bidder 2 finalization.! And what would be the B/w price to be considered and the methodology of deciding Backhaul B/w price	For commercial evaluation it is 30 Mbps  However order for backhaul links will be placed to selected bidder/bidders based on 50% bandwidth of total bandwidth of MPLS links provided by the bidder.		
26	Scope of work Point No. 4.17, Page No. 24	The MPLS VPN network of the bidder should be fully isolated from Internet Traffic even if running on the same core/backbone. It is desired that the same PE router doesn't run both customer VPN traffic and Internet traffic. The MPLS VPN network offered to the Bank shouldnt carry internet routes.Service Provider has to provide Network topology showing how internet traffic is provided on MPLS cloud.	This point reveals that the MPLS cloud to be deployed by the succesfull bidder shouldn't carry any internet traffic and how come any topology be depicted showing internet traffic on MPLS cloud? Is it referring to the core/backbone instead of the MPLS cloud?  Please confirm if Bank has existing Internet bandwidth and located where.	The bidder's network topology is required to describe how internet traffic is isolated from bank traffic.		
27	Scope of work Point No. 4.21 Page No. 24	The bidders are expected to do a site survey for feasibility and for positioning of the terminating equipment. They should clearly state the equipment that will be deployed with its physical, electrical and any other related equipment. The charges towards cabling & other activities should be included in the cost at link.	Please provide concurrence.  In case in-building cable route contains false ceiling, duct etch, the cable to be laid by Bank	Clause Stands as per RFP  Please refer point no. 4.34		
28	Scope of work Point No. 4.22 Page No. 24	Any extra material required for the project execution not mentioned in the commercial bid shall be supplied and deployed by the bidder at no extra cost to the bank.	If any extra material needs to be provided in case of any upgradation required for a particular link, that should be considered	Except on demand bandwidth upgradation and shifting charges no other cost will paid by the Bank.		
29	Scope of work Point No. 4.25 Page No. 24	Besides monitoring from noc, bidder should provide Manpower for monitoring links daily basis during 9 AM AND 9PM at UCO bank NOC Centre as per following criteria: <table><tr><td>Link</td><td>Manpower</td></tr></table>	Link	Manpower	Bidder will like to ask the NOC details - address and BW requirements. Is separate MPLS link required at the NOC location.  Is this required for all 7 days of the week ?	Clause modified as: Besides monitoring from noc, bidder should provide Manpower for monitoring links on daily basis from <b>Monday to Saturdays 9 AM to</b>
Link	Manpower					

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause		Bidder Response	Bank Response																		
		<table><tr><td>Between 50 to 100</td><td>1</td></tr><tr><td>Between 100 to 200</td><td>2</td></tr><tr><td>Between 200 to 350</td><td>3</td></tr><tr><td>Between 350 to 500</td><td>4</td></tr></table>	Between 50 to 100	1	Between 100 to 200	2	Between 200 to 350	3	Between 350 to 500	4		<p>What is the expected scope of work for the onsite NOC considering link monitoring is already being performed by the bidder's NOC ?</p> <p>Successful bidder will do the monitoring from NOC and submit the reports as and when bank required. Why should bank need manpower at UCO Bank noc.</p> <p>Bidder will need new NMS for Bank or can Bidder use existing NMS in their own NOC.</p>	<p><b>9PM</b> at UCO bank NOC Centre as per following criteria:</p> <table><tr><th>Link</th><th>Manpower</th></tr><tr><td>Between 50 to 100</td><td>1</td></tr><tr><td>Between 100 to 200</td><td>2</td></tr><tr><td>Between 200 to 350</td><td>3</td></tr><tr><td>Between 350 to 500</td><td>4</td></tr></table>	Link	Manpower	Between 50 to 100	1	Between 100 to 200	2	Between 200 to 350	3	Between 350 to 500	4
Between 50 to 100	1																						
Between 100 to 200	2																						
Between 200 to 350	3																						
Between 350 to 500	4																						
Link	Manpower																						
Between 50 to 100	1																						
Between 100 to 200	2																						
Between 200 to 350	3																						
Between 350 to 500	4																						
30	<b>Scope of work</b> Point No. 4.26 Page No. 25	Equipment		Bidder will like to request the Bank that Loopback Ips require to monitor the links should be from Bidder. Please provide concurrence.	Bidder to provide WAN IP, which should not be in range of 172.16.0.0/12 and 10.241.0.0/16. Loopback IP to be provided by the Bank.																		
31	<b>Scope of work</b> Point No. 4.33 Page No. 25	The solution should provide end to end transparent data reachability of data, voice, video etc. (no filter of traffic from SP).		Bidder will like to ask the percentage breakup of the type of applications to be used over MPLS (Voice, Video, Data)  Please confirm how many branches will be VC end point.	At present branches do not have VC facility.																		
32	<b>Scope of work</b> Point No. 4.34 Page No. 25	The bidder should provide Ethernet connectivity over RJ45 interface to connect Bank's branch router to the MPLS network as well as at data centres also. Cables with required interfaces have to be arranged by the bidder.		Bidder will like to understand this point in details. Bidder will provide connectivity till Mux/RF equipment. Is connectivity from Mux/RF equipment till Customer managed CPE is required to be done by Bidder, please clarify.	Please refer point no. 4.34																		
33	<b>Scope of work</b> Point no. 4.36 Page No.26	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment, asap. External antennas should have proper lightning conductors, wherever necessary.		Bidder will like to mention that any damages to Bidder equipment for reasons not owing to Bidder should be Bank's responsibility and should be covered by Bank.  The cost of replacement of hardware/equipment fault due to electric power surge or earthing should be borne by Bank.	Clause Stands as per RFP																		
34	<b>Scope of work</b> Point no. 4.38 Page No.26	Latency should not be more than 70 ms(End-End) for a 1500 byte packet size measured for a minimum of 1000 packets		Bidder will like to request Bank to change this figure to 70ms POP to POP. The LM latency will be as per the LM type, i.e. 5 ms for Wireline media and 45ms for wireless media at each end.	Clause modified as : Latency should not be more than <b>100 ms(End-End)</b> for a 1500 byte packet size measured for																		

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
	<b>Annexure G</b> SI No 38 Page No.54		Network latency(PE-PE) should be <= 80 ms.  Requesting bank to revise this to 120ms end to end latency.  Request Bank to ammend this clause to " Latency should not be more than 100 ms (End to End) for a 1500 byte packet size measured for a minium of 1000 packets.	minimum of 1000 packets
35	<b>Scope of work</b> Point No. 4.39 Page No. 26	Average end to end packet loss should not be more than 1 in 1000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.  Packet loss should be considered as <=1%. 1 in 1000 packets is not acceptable.  We request Bank to ammend the packet loss value to " less than 1%".	Clause modified as : Average end to end packet loss should not be more than <b>10</b> in 1000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets
36	<b>Scope of work</b> Point No. 4.40 Page No. 26	Average Jitter of the connectivity should be less than 30ms measured for a minimum 1000 packets.	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.  We request Bank to ammend the jitter value to "less than 45 ms measured for a minium of 1000 packets"	Clause modified as : Average Jitter of the connectivity should be less than <b>45ms</b> measured for a minimum 1000 packets.
37	<b>Scope of work</b> Point No. 4.41 Page No. 26	Minimum MTU (maximum transmission unit) size should be 1500 bytes.	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.	Clause Stands as per RFP
38	<b>Scope of work</b> Point No. 4.42 Page No. 26	The connectivity should be capable of provide end to end Quality of Service (QoS).	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.	Clause Stands as per RFP
39	<b>Scope of work</b> Point No. 4.44 Page No. 26	Bidder should use SNMP version 2 & 3 managed devices for end to end communication from branch to data center of Bank for the proposed wireless solution.	Bidder will like to mention that Bidder will monitor the links from its centralized NOC for all the locations - Wireline or Wireless LMs.  Will Bidder need to provide new device other than those provided by HP for end to end	Clause modified as: Bidder should use <b><u>SNMP version 1 &amp; 2 for end to end managing and monitoring communication from branch to data center of Bank for</u></b>

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
			communication?  Confirm what version of SNMP protocol to be used for monitoring the links ?	<u><b>the proposed network solution.</b></u>
40	<b>Scope of work</b> Point No. 4.45 Page No. 26	Bidder's network should support dynamic routing protocols like Open Shortest Path First (OSPF), Border Gateway Protocol (BGP) etc.	Bidder will like to confirm which routing protocol needs to be used for CE-PE. Bidder recommends BGP as the CE-PE routing protocol. Bank's provided CPE routers should be able to support the same, please confirm.	CPE routers support OSPF and BGP both.
41	<b>Scope of work</b> Point no. 4.46 Page 26	Bidder's network should support access control list(ACL) Support, SNMP v2 and v3 support, Network Time protocol v4(NTPv4),syslog,ping, Trivial File Transfer Protocol(TFTP), secure Shell version 2(SSHv2) and IPv6 Support	Bidder will like to understand the scope for these features. As per understanding CPE routers will be Bank managed, hence these will be under Bank's scope with Bidder's MPLS network being transparent to these protocols. Kindly provide concurrence.  The CPE equipment provided by Bank should support our NMS equipments.  Bank should exclusively mention why they need NTPv4. Do they need clock synchronization between computer systems to be provisioned?	Bidder network should support traffic for refered protocol/service as mentioned in point no. 4.46.
42	<b>Scope of work</b> Point no. 4.47 & 4.56 Page No. 27  <b>Annexure G</b> SI No 47 Page No. 55	The network of the bidder shall be capable of handling incidents like DDOS, brute force attack etc.  Bidder should have the facility to prevent DDOS attacks or other attack on the MPLS link.	Bidder will like to understand in details, Bank's expectation for this point. As Bidder's MPLS is a private network, there is no Public network from which a DDOS attack can be made. Bank will have a separate VRF which will be accessible only by Bank.  Please confirm if there is any integration with existing public network like Internet required. What is the security setup of the existing Internet?  Bidder will like to understand in details, Bank's expectation for this point. As Bidder's MPLS is a private network, there is no Public network from which a DDOS attack can be made. Bank will have a separate VRF which will be accessible only by Bank.  Please delete this clause as this are applicable for internet traffic not MPLS network	Clause Stands as per RFP
43	<b>Scope of work</b> Point No 4.51 Page No. 27 <b>Annexure G</b> SI No 51	Network devices should be updated with latest firmware and security patches. Process for performing update should be maintained and approved by Bank.	If CPE routers for MPLS Links will be provided and managed by Bank, firmware update will be Bank's responsibility. For any Bidder provided and managed device Bidder will be responsible, please provide concurrence.	Clause stands for all network devices at service provider end.



**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
	Page No. 55		What is the expected scope of work on router management besides firmware / security patch upgrade ?	
44	Point No. 5.7 Page No. 30	There should have no unplanned downtime of more than 30 minutes during the peak business period (9 AM to 9 PM) and more than one hour during non-business hours	Per standard process the planned maintenance activity shall be intimated to customers 15 days prior window. The window is normally taken for 6 hours between 00:00 hours to 06:00 hours on Saturday or Sunday. Please provide concurrence on this.	Clause stands as per RFP
45	Point No. 5.7 Page No. 30	Payment against delivery of SLAs	<p>SLA calculation can be done in Bank's defined "Business Operation Hours". However, the non-working hours will also be excluded from Tata Communications' calculation of its TAT.</p> <p>SLA Penalty calculation should be in sync with Payment frequency. In this case, Bidder is proposing payment terms as Monthly in Arrears hence SLA penalty calculation should be done on Monthly basis.</p> <p>Bidder suggests to propose following SLAs:  <b>As mentioned in SLAs tab</b></p> <p>Requesting bank to revise the SLA for RF sites to 98.5 % and copper sites to 99%. Please reduce the penalty as well.</p> <p>Please clarify what is the penalty if uptime is 99.5% to 99.7%, is it 80% or 90%</p> <p>Please clarify what is the penalty if uptime is 98% to 99.49%, is it 90% or 80%</p>	<p>Clause stands as per RFP</p> <p>Please refer point no. 5.7</p>
46	Point No. 5.7 Page No. 30	Payment against delivery of SLAs	<p>Bidder will like to request Bank that the downtime calculation must be done based on the mutually agreed calculation data. Please provide concurrence.</p> <p>Please relax the penalty for the same</p> <p>Request you to amend this to Service Credit instead of deduction in payment</p> <p>Requesting bank to revise the SLA for RF sites to 98.5 % and copper sites to 99%. Please reduce the penalty as well.</p>	Clause stands as per RFP
47	Point No. 5.8 Page No. 31	Liquidated damages	<p>LD asked at 1% of the order value of that link. Bidder wants to understand whether order value is the ARC or TCV of that particular link?</p> <p>In case of undelivered links- 10% of the link cost will be deducted from other link. Please clarify what do you mean by</p>	Clause stands as per RFP



**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response												
			<p>other link?</p> <p>LD shall be function of OTC and not order value, please charge OTC for the particular link as penalty for delay in commisioning.</p> <p>Secondly if bidder fail to commission as per the feasibility report submitted, is it 10% of link ARC or TCV will be deducted?</p>													
48	Point no. 1.2.16 Page No. 10	The bidder shall keep the price valid for a period of 1 year from the date of RFP Response submission process closes for any new link.	Bidder shall keep the price valid for a period of 1 year from the date of rfp response submission process closes for any new link. Price validity should not more than 60 days.	Clause stands as per RFP												
49	Submission of bid	rate card	<p>However the rate for 500 links are specified in annexure-jand any additional mpls link procureed during rate valid period should be valid for 5 years</p> <p>Additional links rate should depend on subject to feasibility.</p>	Clause stands as per RFP												
50	Point no. 3.1.3.4 Page No. 19	On the basis of the combined weighted score for feasibility and cost, the bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of feasibility and cost will be ranked as H1 followed by the proposals securing lesser marks as H2, H3 etc. <b>Bank may go for price negotiation with H1 bidder.</b>	There should no negotiation once bank announced L1 bidder	Clause stands as per RFP												
51	Point No. 5.6 Page 30	<p>The table below specifies the end-to-end link uptime matrix.</p> <table><tr><td>Link Category</td><td>Uptime(24X7 basis)</td></tr><tr><td>DC DR link</td><td>99.90%</td></tr><tr><td>All other links</td><td>99.50%</td></tr></table> <p>The round trip delay of the network at any time should not be more than 70 msec (average) with 50% link utilization and packet drop should be less than 0.01%. In case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the</p>	Link Category	Uptime(24X7 basis)	DC DR link	99.90%	All other links	99.50%	<p>DC-DR: 99.9%</p> <p>Other sites:99.5%</p> <p>As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.</p> <p>SLA for all other links should be precisely defined based on the type of media(RF&amp;Wireline). SLA for both kind of media cant be same</p> <p>Branches operate between 9 AM and 9 PM. Confirm if the branch devices will be left powered on during non-business hours ? Switching off devices during off bank hours would mean SLA can only be calculated for business hours and not 24 x 7</p>	<p>Clause modified as :</p> <p>The table below specifies the end-to-end link uptime matrix.</p> <table><tr><td>Link Category</td><td>Uptime(24X7 basis)</td></tr><tr><td>DC DR link</td><td>99.90%</td></tr><tr><td>All other links</td><td>99.50%</td></tr></table> <p>The round trip delay of the network at any time should not be more than <b>100 msec</b> (average) with 50% link utilization and packet drop <b>should be less than 1%.</b> In</p>	Link Category	Uptime(24X7 basis)	DC DR link	99.90%	All other links	99.50%
Link Category	Uptime(24X7 basis)															
DC DR link	99.90%															
All other links	99.50%															
Link Category	Uptime(24X7 basis)															
DC DR link	99.90%															
All other links	99.50%															

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
		stipulated limits.	basis  Packet Loss as per Point 4.39 is 1 in 1000, i.e. 0.1%, however it is mentioned 0.01% in this clause. Please change it to 0.1%	case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the stipulated limits.
52	Point No. 5.3.1 Page No. 28	Bidder has to commission the links at DC and DR within 4 weeks and all other links within 8 weeks from the date of acceptance of purchase order. In short, the entire project shall be implemented within 8 weeks from the date of acceptance of Purchase Order. Order will be deemed accepted from 7th day of PO date, in case vendor do not convey formal acceptance to Bank	Delivery of links are subjected to 1. Feasibility as per RFP 2. Site Permission 3. Site Readiness in SOW of Client if the permission and Site readiness is received post expiry of feasibility then the feasibility needs to be revalidated and he which shall be communicated by Bidder PM. Hence penalty should not be applicable  We request Bank to ammend the deliverh timelines for Dc and DR from 4 weeks to 6 weeks and delivery time lines for branches from 8 weeks to 12 weeks.  Phase -1 (200 links) in 8-10 weeks Phase-2 (200 Links) in 10-12 weeks Phase-3 (100 Links) in 12-14 weeks	Clause stands as per RFP
53	Point No. 5.3.2 Page No. 28	If the site is not ready due to reasons not attributed to the video, no penalty will be levied by the Bank.	Basic Hygine Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free enviroment, and Air Conditioner to be provided by Bank. Any failure of hardware due to basic pre-requisite not available, will be replaced on charged basis.  If the site is not ready due to reasons not attributed to the video, no penalty will be levied by the Bank  Please clarify the word "video" in the clause.  Site Readiness also include UPS power supply, earthing parameters, space for equipment, in-building cabling permission.	Clause modified as: <u><b>If the site is not ready due to reasons attributed to the bank no penalty will be levied by the Bank.</b></u>
54	<b>Annexure G</b> SI No 25 Page No. 52	Beside monitoring from NOC bidder should provide manpower for monitoring links daily basis..	Please suggest how many manpower is required and what will be the qualification of manpower along with scope of Work	Please refer point no. 4.25 under SOW
55	<b>Scope of work</b> Page no. 25 Point No. 4.26	Bidder should log a call automatically in case of any issue without waiting for customer complain and should take the necessary	Please clarify whether bank is looking for Proactive NOC managed MPLS where we need to manage the Customer ned router. Router to be provided by Bank or Bidder. Please clarify.	Clause stands as per RFP

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
		action for restoration of the same. Bidder should also inform to Bank through mail or SMS.	Is there a requirement to use any existing ticketing system?  Is it acceptable that Bidder will use the current NOC ticketing system, access to which will be extended to the onsite NOC and the customer.	Yes
56	Point no. 5.4 Page No. 29	Service Tax/ other govt. taxes	Please add: With any increase in service tax or government taxes, the total price for the remaining work should be increased accordingly.	Please refer point no 5.5 Present prevailing Rate of Sales tax/VAT/Service tax, if applicable, should be quoted in respective columns of Annexure I (Commercial Template). Any increase from the prevailing Sales tax/VAT/Service tax, if applicable will be paid by the Bank at the time of actual delivery of service/implementation and resultant billing. Further, any decrease in prevailing Sales tax/VAT/Service tax to be refunded to Bank by the selected vendor as and when applicable during the contract period.
57	<b>Scope of Work</b> Page No. 22 Point No. 4.10	The backhaul link to be terminated at Bank's data center at Bangalore and DRC at Kolkata should be on Optical fiber Media with self healing ring based via two different physical pathsarchitecture.The last mile should be coming. A diagram showing path redundancy at our data center should be submitted with the technical bid.Any cross connect charges, if required to terminate the link at our Bangalore DC will be borne by bank	Bank will also liaison for cross connect  The Cross connect charges for DC at Kolkata should also be taken up by the bank and needs to be specified precisely	Bank will be bear cross connect charge.
58	<b>Scope of work</b> Point 4.12 Page 23	Selected bidder shall provide committed bandwidth at each location and make it available continuously. Bidder should ensure that committed bandwidth subscribed by Bank is always available for use. Bank may test the load on the links from time to time. Incase of bandwidth subscribed by the bank is not available at any time the duration of	Its technically not viable to get the complete bandwidth subscribed at all point of time. Factors like attenuation, loss of signal due to enviromental factors, packet loss etc. Hence unless huge deviation is observed these cases shouldn't be treated as downtime and no penalty should be implemented. The penalty clause should be absolutely based on the uptime% calculation	Clause stands as per RFP

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

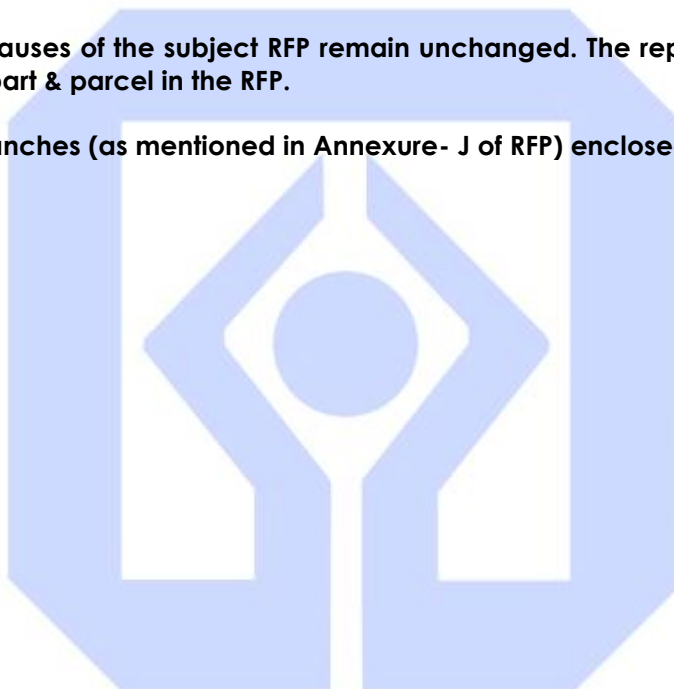
SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
		non availability of committed bandwidth will be treated as downtime of the link. Penalty on downtime will be enforced accordingly.		
59	<b>Scope of work</b> Point No. 4.19 Page No. 24	Bidder needs to have a coordination with the existing system integrator HP for integrating with present system for the branches to function smoothly	Bank will take the ownership for communication between existing SI and Bidder  Bank is common to both System Integrator and Service Provider and hence any integration should be in agreement with Bank.  What are the present systems in use that would require integration?	Bank will liaison with SI for coordination in between SI & Bank
60	<b>Eligibility Criteria</b> SL No 6 Page 16	Bidder should have an experience of minimum 3 years in providing MPLS VPN Connectivity in India	Request to change the clause as - Bidder should have experience of minimum 5 years in Enterprise Data Network in India providing MPLS VPN Connectivity.	Clause stands as per RFP
62	<b>Eligibility Criteria</b> SL No 7 Page 16	Bidder should have minimum 50 nos of MPLS POPs accros India	Request to change to : Bidder should have minimum 100 nos of MPLS POPs accros India	Clause stands as per RFP
63	Point no. 1.1 Page 7 & 8	Last Date of Submission of Bid : 6.10.2015	Since addresses are shared at the time of RFP release and FEASIBILITY REPORT Submission is must for this RFP instead of any assumption,we would request to extend bidsubmission date by 2 weeks .	<b><u>Last Date and time for Submission of Bid : 16.10.2015 at 3.00 PM</u></b> <b><u>Opening of technical Bid: 16.10.2015 at 3.30 PM</u></b>
64	Point 1.1 & 1.4 Page 7 & 12	EMD	EMD of 20 lakhs is too high	Clause stands as per RFP
65	Scope of Work Point No. 4.24 Page no. 24	Bidder will monitor the links and Bidder must have own Network Operation Centre (NOC) 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 requirement. Bank will provide the SNMP access (read only) of the router for monitoring of the link.	Bank/existing SI will allow the SNMP string and route the NOC IP in the CPE router	Clause stands as per RFP
66	General		Bidder will like to ask Bank, who will provide and manage the CPE Routers for MPLS link termination. If Bank will provide and manage the routers, please provide the model no of the routers.	CPE router have atleast one free Ethernet interface for terminating bidder link
67	General		Bidder will like to ask if Dual Last Miles are required at DC and DR locations ?	Refer point no. 4.10
68	General		Is Bank looking for the alternate SP as a backup MPLS link or replacement of existing MPLS	Refer point no. 4.1
69	General		Bidder cannot share Purchase Order with customer. Customer Satisfaction letter can be shared.	Proper Customer satisfactory certificate with links details can be accepted.

**Reply of Pre-bid Queries of RFP for Supply, Commissioning, Maintenance & Management of MPLS links at branches**  
**RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
70	General		In case in-building cable route contains false ceiling, duct etc, the cable to be laid by Bank	Refer point no. 4.34
71	General		Bidder will like to request how much deviation is allowed from the sites quoted as feasible and the sites delivered. Please also provide the associated penalty in details	Refer point no. 5.8

**Note:**

- All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid queries & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.
- Additional contact nos. of 500 branches (as mentioned in Annexure- J of RFP) enclosed with pre bid reply.



**Corrigendum to RFP REF NO: UCO/DIT/NW/520/2015-16 Date: 07/09/2015**

Sl. No.	Para, Clause no., Page No.	Clause Details in RFP	Modified clause based on reply to Pre bid quires
1	<b>Acceptance Testing</b> Pont no. 5.11 Page 32	<p>The Bank will carry out the acceptance tests for testing of successfully integration of this MPLS link with Bank network as per scope of work in Part IV. 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 it's' 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 charges payable by the Bank for carrying out this acceptance test.</p> <p>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 have 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.</p>	<p>The Bank will carry out the acceptance tests <b><u>within 15 days</u></b> of link handover for testing of successfully integration of this MPLS link with Bank network as per scope of work in Part IV. 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 it's' 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 charges payable by the Bank for carrying out this acceptance test.</p> <p>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 have 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.</p>
2	<b>Scope of work</b> Point No. 4.2 Page No. 22 <b>Annexure G</b> SI No 2 Page No. 49	Bank prefers wired connectivity(fiber/copper) as last mile at branches. In case of non feasibility on wired media, the Bank shall consider the stable wireless technology(RF/Wimax) with licensed band that has been successfully implemented in private/public sector bank/Financial Institution/Govt. of India	Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility on wired media, the Bank shall consider the stable wireless technology(RF/Wimax) with licensed/ <b><u>unlicensed</u></b> band that has been successfully implemented in private/public sector bank/Financial Institution/Govt. of India. <b><u>Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity.</u></b>
3	<b>Scope of work</b> Point no. 4.5 Page No. 22 <b>Annexure G</b> SI No 5 Page 49	For the pole to be installed in the branch roof top for wireless link the height of the pole should not be more than 6 metres.	For the pole to be installed in the branch roof top for wireless link the height of the pole should not be more than 6 metres. <b><u>For branches in North east and Jammu &amp; Kashmir states, the pole height will be permitted up to 9 meters.</u></b>
Sl. No.	Para, Clause no., Page No.	Clause Details in RFP	Modified clause based on reply to Pre bid quires
4	<b>Scope of work</b> Point No. 4.25 Page No. 24	Besides monitoring from noc, bidder should provide Manpower for monitoring links daily basis during 9 AM AND 9PM at UCO bank NOC Centre as per following criteria:	Besides monitoring from noc, bidder should provide Manpower for monitoring links on daily basis from <b><u>Monday to Saturdays 9 AM to 9PM</u></b> at UCO bank NOC Centre as per following criteria:



	<b>Annexure G</b> SI No 25 Page No. 52	<table><tr><th>Link</th><th>Manpower</th></tr><tr><td>Between 50 to 100</td><td>1</td></tr><tr><td>Between 100 to 200</td><td>2</td></tr><tr><td>Between 200 to 350</td><td>3</td></tr><tr><td>Between 350 to 500</td><td>4</td></tr></table>	Link	Manpower	Between 50 to 100	1	Between 100 to 200	2	Between 200 to 350	3	Between 350 to 500	4	<table><tr><th>Link</th><th>Manpower</th></tr><tr><td>Between 50 to 100</td><td>1</td></tr><tr><td>Between 100 to 200</td><td>2</td></tr><tr><td>Between 200 to 350</td><td>3</td></tr><tr><td>Between 350 to 500</td><td>4</td></tr></table>	Link	Manpower	Between 50 to 100	1	Between 100 to 200	2	Between 200 to 350	3	Between 350 to 500	4
Link	Manpower																						
Between 50 to 100	1																						
Between 100 to 200	2																						
Between 200 to 350	3																						
Between 350 to 500	4																						
Link	Manpower																						
Between 50 to 100	1																						
Between 100 to 200	2																						
Between 200 to 350	3																						
Between 350 to 500	4																						
5	<b>Scope of work</b> Point no. 4.38 Page No.26 <b>Annexure G</b> SI No 38 Page No.54	Latency should not be more than 70 ms(End-End) for a 1500 byte packet size measured for a minimum of 1000 packets	Latency should not be more than <b><u>100 ms(End-End)</u></b> for a 1500 byte packet size measured for a minimum of 1000 packets																				
6	<b>Scope of work</b> Point No. 4.39 Page No. 26 <b>Annexure G</b> SI No 39 Page No.54	Average end to end packet loss should not be more than 1 in 1000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets	Average end to end packet loss should not be more than <b><u>10</u></b> in 1000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets																				
7	<b>Scope of work</b> Point No. 4.40 Page No. 26 <b>Annexure G</b> SI No 40 Page No.54	Average Jitter of the connectivity should be less than 30ms measured for a minimum 1000 packets.	Average Jitter of the connectivity should be less than <b><u>45ms</u></b> measured for a minimum 1000 packets.																				
8	<b>Scope of work</b> Point No. 4.44 Page No. 26 <b>Annexure G</b> SI No 44 Page No.55	Bidder should use SNMP version 2 & 3 managed devices for end to end communication from branch to data center of Bank for the proposed wireless solution.	Bidder should use <b><u>SNMP version 1 &amp; 2 for end to end managing and monitoring communication from branch to data center of Bank for the proposed network solution.</u></b>																				
<b>Sl. No.</b>	<b>Para, Clause no., Page No.</b>	<b>Clause Details in RFP</b>	<b>Modified clause based on reply to Pre bid quires</b>																				
9	Point No. 5.6 Page 30	<p>The table below specifies the end-to-end link uptime matrix.</p> <table><tr><th>Link Category</th><th>Uptime(24X7 basis)</th></tr><tr><td>DC DR link</td><td>99.90%</td></tr><tr><td>All other links</td><td>99.50%</td></tr></table> <p>The round trip delay of the network at any time should not be</p>	Link Category	Uptime(24X7 basis)	DC DR link	99.90%	All other links	99.50%	<p>The table below specifies the end-to-end link uptime matrix.</p> <table><tr><th>Link Category</th><th>Uptime(24X7 basis)</th></tr><tr><td>DC DR link</td><td>99.90%</td></tr><tr><td>All other links</td><td>99.50%</td></tr></table>	Link Category	Uptime(24X7 basis)	DC DR link	99.90%	All other links	99.50%								
Link Category	Uptime(24X7 basis)																						
DC DR link	99.90%																						
All other links	99.50%																						
Link Category	Uptime(24X7 basis)																						
DC DR link	99.90%																						
All other links	99.50%																						

		more than 70 msec (average) with 50% link utilization and packet drop should be less than 0.01%. In case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair 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><u>100 msec</u></b> (average) with 50% link utilization and packet drop <b><u>should be less than 1%</u></b> . In case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the stipulated limits.
10	Point No. 5.3.2 Page No. 28	If the site is not ready due to reasons not attributed to the video, no penalty will be levied by the Bank.	<b><u>If the site is not ready due to reasons attributed to the bank no penalty will be levied by the Bank.</u></b>
11	Point No. 1.1 Page No. 7 & 8	Last Date and time for Submission of Bid : 06.10.2015 at 3.00 PM Opening of technical Bid: 06.10.2015 at 3.30 PM	<b><u>Last Date and time for Submission of Bid : 16.10.2015 at 3.00 PM</u></b> <b><u>Opening of technical Bid: 16.10.2015 at 3.30 PM</u></b>

**Note: All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid quires & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.**

