



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link On Wired/RF AND 4G/5G (SINGLE SIM BASED)

RFP REF No: DIT/BPR & BTD/OA/2805/2020-21 Date: 04/01/2021

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.	48	4.2.6	The bidder will ensure that each location is within a radius of 5 kilometers from any of their BTS/Repeater Towers. However, for flatland rural areas, the radius may be extended up to 10 kilometers. Such BTS/Repeater should be in line of sight of Bank's location.	BTS/Repeater may be more than 5 or 10 kilometers, it should be bidder's responsibility to provide link irrespective of distance, if feasible.	Clause Stands as per RFP
2.	49	4.2.13	In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates of alternate connectivity shall be applicable as per RFP norms. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.	In case of branch shifting to new location situation where wired/RF is not feasible, we cannot ensure 4G/5G or any other arrangement although we will try to provide other connectivity subject to availability.	Clause Modified as: If 4G/5G Technology available, then Link will be continued else discontinued.
3.	55, 56	2 (Installation &	Bidder has to commission the Backhaul links at DC and DR within 2 weeks and all other links as per table given below from the date of	Since the project is PAN India basis involving urban & rural areas of the country hence it is requested to allow	Clause modified as: Bidder has to commission the Backhaul links at DC and DR

		Commissioning)	<p>acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p> <p>Ordered Link of any Category Installation & Commissioning Period</p> <p>(a.) Between 50 to 300 (Within 4 Weeks).</p> <p>(b.) Between 301 to 600 (Within 8 Weeks).</p> <p>(c.) More than 600 (Within 12 Weeks)</p>	<p>project completion period as follows:</p> <p>Ordered Link of any Category Installation & Commissioning Period</p> <p>(a.) commission the Backhaul links at DC and DR within 8 weeks</p> <p>(b.) Between 50 to 300 (Within 12 Weeks).</p> <p>(c.) Between 301 to 600 (Within 18 Weeks).</p> <p>(d.) More than 600 (Within 24 Weeks)</p>	<p>within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p> <p>Ordered Link of any Category Installation & Commissioning Period</p> <p>(a.) Between 50 to 300 (Within 10 Weeks).</p> <p>(b.) Between 301 to 600 (Within 14 Weeks).</p> <p>(c) More than 600 (Within 18 Weeks)</p>
4.	Pg.12 3/Annexure-Q	27	<p>The bidder shall build and provide to the Bank and Bank's Network Integrator access to an online monitoring portal where link status such as link up or down, down since, reason for down, expected time for resolution (ETR), last mile bidder, circuit ID, incident number etc. shall be available in a graphical format. 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</p>	<p>In here, there are details required for reason for down, expected time for resolution (ETR), last mile bidder, circuit ID, incident number etc. These details can be captured in ITSM (Incident Management tool). Also, there is mention of logging complaints and helpdesk. So is there a requirement for IT service management tool for incident management? If yes, how many technician licenses are required.</p>	Query Not admissible

			display up-to-date contact details of the helpdesk and single point of contact (name, designation, telephone numbers, Email ID) as well as the escalation matrix. This information shall be used by the Bank/NII to seek support, log complaints etc. This portal should be made available within 30 days from the date of issuance of PO/Lol.		
5.	NA	NA	NA	Here in this RFP, the overall device count is not mentioned. Hence request you to share the network device count(Routers, switches, firewalls etc.), through which links are to be considered for monitoring in NMS	Query Not admissible
6.	NA	NA	NA	Is High Availability required for Monitoring Solution	Query Not admissible
7.	NA	NA	NA	How many SLAs are required for monitoring of 1450 links and network devices	Query Not admissible
8.	NA	NA	NA	We assume that for monitoring of Category-B links, SNMP will be enabled on devices through which these links are to be monitored. Also there would be static IP address assigned to these devices and the same are pingable from NMS server.	Query Not admissible
9.	NA	NA	NA	Should Monitoring Solution be deployed at DC and DR?	Query Not admissible
10.	28	2 – Technical Evaluation	Bidder has to provide link feasibility report for each & every branches as mentioned in Annexure – V for MPLS link on wire/RF media & MPLS link on 4G/5G (single SIM based) media separately. Along with the feasibility report	We will provide desktop survey during the time of Bid Submission. Hence it is not possible to provide the Landlord permission status from Branches. Moreover, as per the RFP Roof Top /	Clause Modified as: Bidder has to provide link feasibility report for each & every branches as mentioned in

			bidder need to mention the status of landlord permission obtained from Branch during this activity.	Building Access Permission lies with Bank.	Annexure – V for MPLS link on wire/RF media & MPLS link on 4G/5G (single SIM based) media separately. Along with the feasibility report bidder may mention the status of landlord permission obtained from Branch during this activity.
11.	38	4.1.30	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9 A.M to 8 P.M	Request Bank to reduce the onsite Residential Working hrs to 8 -9 Hrs. (i.e. 9.30AM to 6.30AM.)	Clause Modified as: Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9.30 A.M to 6.30 P.M
12.	39	4.1.32	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager	As per ongoing process request Bank to allow shared Project Manager where he / she will be available for regular review with Bank and other job role mentioned in the RFP.	Clause Modified as: The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager during the implementation phase.
13.	41	4.1.47	During the contract period, the Bank reserves the right to add /upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, at no extra cost to the Bank.	Not Accepted FOC. It will be chargeable as per SOW / site survey.	Clause Modified as: During the contract period, the Bank reserves the right to add /upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, with mutually agreed terms. Further, if

					at any point of time bidder upgrades/updates its own infrastructure then any upgradation at bank end required for this purpose has to be done by the bidder without any cost to bank.
14.	44	4.1.77	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.	Request Bank to allow normal cabling as we have done for 1200+ sites at UCO Bank.	Clause Stands as per RFP
15.	48	4.2.1	Latency should not be more than 75 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets	Request Bank to increase the latency to 120 ms .	Clause Stands as per RFP
16.	45	4.1.78	During the tenure of the contract or till the link(s) is/are being used at the site(s), the bidder shall bear all the operational costs associated with commissioned link(s)	Bank need to pay for any damages caused to Tower / RF devices/ Cables etc as per mutually agreed terms and conditions	Please refer to force majeure clause.
17.	45	4.1.79	However bank may seek involvement of bidder for obtaining such clearance / permission	Request Bank to elaborate on this support required from Bidder for seeking permission / clearance	Clarified as: Bank may require certain documents to be shown to the Land Lord such as Specifications of Masts with Pics, FCC Certificates for the RF devices used, Declaration on non – harmful radiation from devices or any other relevant documents as asked by the authority.
18.	46	4.1.86	Additionally, the bidder shall provide extra support and cooperation during the Bank's DR drills/exercises (if required).	The support may be provided at a Cost decided mutually.	Clause Stands as per RFP

19.	47	4.1.93	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.	This is not an industry practice for large MPLS deployment. Links are monitored from NOC also REs will be there for link monitoring and early resolution as per requirement of the Bank. Request bank to remove this clause.	Clause modified as: Bidder has to carry out Preventive maintenance of each site once in a year, 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.
20.	48	4.2.5	For the pole to be installed in the branch roof top for Wireless link (RF), the height of pole should not be more than 09 meters.	Request bank to consider as per earlier RFPs to increase the tower height to 15 metres.	Clause Stands as per RFP
21.	48	4.2.7	Pole/Tower removal, in case of shifting of branch or termination of link has to be done by Bidder without any additional cost to the Bank.	Any shifting post commissioning of the link will attract commercials.	Please Clarified as: Please refer to Part V, Clause 3, Shifting of Link, however for shifting of link to different premises bank shall pay as per the quoted cost.
22.	48	4.2.8	In case of Pole/Tower fell down due to natural calamity, removal and reinstallation of Pole/Tower has to be done by Bidder without any additional cost to the Bank.	Not Accepted. Any such incident will be considered under Force Majeure and necessary commercial to be charged to the Bank.	Clause Stands as per RFP

23.	56	2	Implementation Timeline	Request Bank to increase the Implementation Timeline by 3 weeks in every slab.	Please refer SN 3
24.	56	Sifting of Link	No payment will be given for the shifting of network devices in the same premises.	Not acceptable. Any type of shifting will attract commercials.	Clause Stands as per RFP
25.	57		Acceptance Testing	Request Bank to carry out the acceptance testing within 3 working days of link delivery	Clause Stands as per RFP
26.	58	7	Payment against delivery of SLA	Request bank to reduce the Penalty. It is very high.	Clause Stands as per RFP
27.	59	Failure to provide Onsite Support	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	Although we will try to arrange backup RE during any absent / leave and hence request Bank to delete this clause. We already have 4 REs at bank. Hence they will be in a position to manage in case of sudden absent of any RE.	Please refer corrigendum
28.	62	13	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% of the order value of that link excluding GST and other applicable taxes (if any).	Request bank to modify the clause as Bank will charge penalty at 0.5 % of the order value for that link (link by link basis) per week or part thereof, subject to a maximum of 5% of the order value of that link excluding GST and other applicable taxes (if any).	Clause Stands as per RFP
29.	63	14	PBG	As per new circular dated 12 th November 2020 of Finance Dept, Govt. of India we would request the PBG to be 3% of the Total Cost.	Please refer corrigendum
30.		Control Sheet Table	Bid Submission date	Request Bank to extend the bid submission by 15 days from the date of publication of clarification / corrigendum.	Please refer corrigendum
31.	18	4	Earnest Money Deposit	The contract form and manner shall be in line with RFP terms and there should not be any other term. There should not be any discretion with the Bank to impose	Clause Stands as per RFP

				additional condition in the contract, with Bidder having reviewed and accepted the same. In case additional terms are imposed which are not acceptable to Bidder, Bidder reserves the right to withdraw the bid without consequence or liability	
32.	21	17	Cancellation of tender process	Bidder requests deletion of this clause, provision of network services do not warrant an IPR indemnity	Clause Stands as per RFP
33.	23	29	Authorized Signatory	Power of Attorney duly authorizing the authorized signatory should be sufficient and there should not be any requirement of Board Resolution.	Clause Stands as per RFP
34.	23	24	RFP Response	All information submitted by Bidder should be subject to confidentiality obligation. All proprietary information of Bidder shall remain with Bidder	Clause Stands as per RFP
35.	26	31(e)	Other Terms and Conditions	Need more clarity is required on this indemnity part. Further the overall liability shall be restricted to direct damages only and be limited to last 12-months of charges collected by Bidder	RFP clause Self explanatory
36.	41	4.1.47	Scope of Work	Any addition, upgrade, replacement or movements is subject to availability and revised commercials.	Refer SN 13.
37.	41	4.1.48	Scope of Work	Any such audit to be conducted by Bank should be with advance notice of 30-days to Bidder. Frequency of such audit should be restricted to 1-day per year and duration of any such audit should be restricted to 4 hours. Any extended audit to be mutually agreed. Bank or its	Clause Stands as per RFP

				auditor has to execute a NDA before any such audit. Further, audit may attract Remote Hands Fee as may be prescribed by Bidder. Cost of audit should be borne by Bank. Further any financial or privileged information or confidential information of the bidder shall be excluded from the scope of such audit and the scope has to be restricted to the service levels agreed under the contract	
38.	41	4.1.49	Scope of Work	Bidder can comply to it as long as the same applies to bidder for its scope of work	RFP clause is self-explanatory
39.	46	4.1.90	Scope of Work	Premature termination (i.e. before contract term) would attract early termination charges as prescribed by the Bidder	Clause Stands as per RFP
40.	55	1-IV	Other terms for placing order (Category A & B):	Please clarify all terms and condition upfront before Bidder can confirm its compliance. Any new stipulation shall mutually agreed and in case of disagreement, Bidder reserves the right to withdraw its proposal without any obligation or liability	RFP clause is self-explanatory
41.	56	3 €	Shifting of Link	Shifting of link will be subject to revised feasibility and commercials	Clause Stands as per RFP
42.	64	18 €	Contract Period	The termination should be on account of non-performance only and there should be a cure period as well. However, it should not be for convenience	Clause Stands as per RFP
43.	69	22 & 38	Compliance with laws	The Bidder will comply with all applicable laws to the best of its knowledge. But there should not be any obligation on the part of the Bidder to notify the Bank of such compliance of existing laws and / or	Clause Stands as per RFP

				the future laws.	
44.	69	22 & 38	Compliance with laws	<p>Bidder proposes following alternative indemnity:</p> <p>General Indemnity - Each Party shall indemnify and defend the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct.</p> <p>IPR Indemnity - In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for Bank the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the aforesaid alternatives are not available, Bidder may so notify Bank and terminate such infringing Services without penalty to either Party. Notwithstanding anything in the agreement to the contrary, the aforesaid is Bank's sole remedy for any intellectual property infringement claims.</p> <p>Further, the Bidder will indemnify for the direct losses suffered by Bank and will not assume any liability for the losses or</p>	Clause Stands as per RFP

				damages on account of claims by customers, users and service provider of banks being indirect or consequential.	
45.	70	25 €	Cancellation of Contract & Realization of Compensation	Bidder request deletion of Risk Purchase Clause and set-off clause	Clause Stands as per RFP
46.	71	26 €	Indemnity and Limitation of Liability	<p>Bidder requests modification of this clause to remove indemnity obligation for breach of agreement or general acts or omissions, as there are other remedies in the form of SLA credits etc. Further bidders does not assume liability on behalf of sub-contractors</p> <p>Further, claims from customer of banks being indirect in nature, should be excluded for bidder's obligation.</p> <p>As regard the overall liability of Bidder, bidder's liability shall be restricted to direct damages only and be capped to 12-months of charges collected by Bidder under the applicable order giving rise to such liability</p>	Clause Stands as per RFP
47.	74	29 €	Exit Option and Contract Renegotiations	There should not be any contract re-negotiation during the contract period on these grounds	Clause Stands as per RFP
48.	74	29 €	Exit Option and Contract Renegotiations	Any service during transaction phase should be subject to payment by customer of the applicable fee and should be on mutually agreed T&Cs	Clause Stands as per RFP
49.	76	33 €	Termination	Bidder requests cure period of 30-days under this clause before Bank exercises its right of termination. Further termination under this clause should be only limited	Clause Stands as per RFP

				to material uncured breaches. Further Bidder request deletion of risk purchase clause and set-off clause	
50.	77	34 €	Termination for Convenience	Termination for convenience would attract early termination charges as may be imposed by Bidder	Clause Stands as per RFP
51.	79	39 €	Dispute Resolution	Bidder request modification of this clause to say that unless the subject matter of dispute is of such a nature that services cannot be continued, Supplier will deliver services subject to customer making regular payments	Clause Stands as per RFP
52.	82	43 €	Amendments	Bidder proposes all amendments to be mutually agreed	Clause Stands as per RFP
53.	109	Anneux re - N	Non-disclosure agreement	Bidder proposes that this agreement shall be applicable to the both parties, as bidder may also be sharing its confidential information with Bank. Additionally bidder should be permitted to share information with third parties who are involved in this transaction and delivery of services. Further, in case of breach, injunctive relief should be sufficient remedy and indemnity should be removed from the agreement terms	Clause Stands as per RFP
54.	143	Anneux re - U	Performa of Deed of Indemnity	This indemnity is broadly worded and should be restricted to damage to tangible property or death caused by wilful misconduct, gross negligence of Bidder	Clause Stands as per RFP
55.	28	Part-III	Along with the feasibility report bidder need to mention the status of landlord permission	Need more clarity on this .TCL will take permission from Branch and there is no	Refer SN 10

			obtained from Branch during this activity.	direct interaction with Landlord. In Feasibility report , all technical parameters captured and Feasible proposed Pole location also shared. During L2, Field Engineer will coordinate with provided Local contact person and will take permission from him only. Bank Branch will check with landlord for permission for feasible pole/mast location .	
56.	45	4.1.79	All clearances, wherever required, in respect of the mast/pole/antenna from Landlord, any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibilities of the Bank. However bank may seek involvement of bidder for obtaining such clearance / permission.	It is again a contradictory of above clause mentioned in S.No. 1 .Arranging Permission from Landlord is primary responsibility as there would be an agreement between Bank Branch and Landlord. TCL as bidder will be an agreement with Bank not Landlord. TCL as bidder will support to Bank wherever required in best possible way.	Refer SN 17
57.	63	13 €	Bank will take necessary landlord permission (if required) for installation of outdoor unit. Bidder should co-ordinate / liaison with landlord in the matter of obtaining permission.	This is again a contradictory of first clause mentioned in S.No. 1.	Refer SN 10
58.	33	4.1.4	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation	On Wireless LM, some deviation can be come between feasibility input and actual implementation related to Pole/Mast height then will this clause will be applicable for such scenario also or will it be apply only for feasible to not feasible conditions ?	Please refer corrigendum

59.	53	III	In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 100% of annual rental for each such location on L1.	Penalty should not be more than 10% or 20 % where some deviation come from feasibility report into actual implementation if height is permissible as per RFP.	Clause Modified as: In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 50% of annual rental for each such location on L1.
60.	28	Part-III	Along with the feasibility report bidder need to mention the status of landlord permission obtained from Branch during this activity.	for checking permission with Landlord, need Landlord contact details also ? Also if Landlord will ask for rental for installation of Pole/Mast at site then TCL it will be extra cost and TCL can't do agreement with landlords. Also need specific format of feasibility report if any which needs to submit to customer	Refer SN 10
61.	33	4.1.4	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation	On Wireless LM, some deviation can be come between feasibility input and actual implementation related to Pole height upto 9m then will this clause will be applicable for such scenario also or will it be apply only for feasible to not feasible conditions.	Refer corrigendum
62.	53	III	In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 100%	Penalty should not be more than 10% or 20 %.	Clause stands as per RFP

			of annual rental for each such location on L1.		
63.	28	part III (Point 2)	Bidder has to provide link feasibility report for each & every branches as mentioned in Annexure – V for MPLS link on wire/RF media & MPLS link on 4G/5G (single SIM based) media separately. Along with the feasibility report bidder need to mention the status of landlord permission obtained from Branch during this activity.	TCL will provide L1 feasibility which conducted on desktop basis given Latitude & Longitude, once Bank release PO and cleared site permission shall plan site visit to understand exact LOS, Pole/Mast height, Media feasible with clear LOS. Bank site related installation permission is scope of customer. Bidder will proceed with installation only after permission confirmation from bank. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the bank.	Refer SN 10
64.	34	Part iv (4.1.13)	Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the selected bidder.	As per IDC guidelines, Customer being tenant As per IDC guidelines, Customer residing in IDC as tenant of IDC owns the scope to order any cross connect, All SI (service providers) Telco scope ends at MMR/MPOE (Meet me room/minimum point of entry) hence this needs more clarity for all links which are getting in IDC IDC owns	Clause Modified as: The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the

					Bank.
65.	128	78 €	All clearances, wherever required, in respect of the mast/pole/antenna from Landlord, any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibilities of the Bank. However bank may seek involvement of bidder for obtaining such clearance / permission	All clearances, wherever required, in respect of the mast/pole/tripod/antenna at branch, from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the bank. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the bank. Bidder will proceed with installation only after clear permission confirmation from bank.	Refer SN 17
66.	128	76 €	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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.	Bidder will do the cabling upto CE router except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts & Wall drilling etc . Bank to provide necessary electrician support for cable routing inside branch on case to case basis (false ceiling, choked ducts, etc).	Clause Stands modified as Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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. Bank may provide necessary

					electrician support for cable routing inside branch on case to case basis (false ceiling, chocked ducts, etc).
67.	55	2 €	Bidder has to commission the Backhaul links at DC and DR within 2 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank If the site is not ready due to reasons attributed to the Bank, no penalty will be levied by the Bank.	Considering the huge volume of 1450 sites, suggest to relax the timeline as per feasibility & daily deliverables 20 sites installation- Timeline for entire project to be extended to 24 weeks & Link Installation & Commissioning Period Between 50 to 100 - Within 0 - 6 Weeks Between 100 to 600 - between week 7 to Week 10 Between 600 to 1100 - Between Week 11 to 14 Between 1100 to 1500 - Between Week 15 to Week 18	Refer SN 3
68.	56	3 €	3. SHIFTING OF LINK 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.	Link shifting is as good as new link installation. Timeline will be 4 - 6 week.	Clause Stands as per RFP
69.	57	6 €	6. ACCEPTANCE TESTING The Bank will carry out the acceptance tests within 15 days of link handover for testing of successfully integration of MPLS on Wired/RF & 4G/5G with Bank's network as per scope of work in Part IV. The	Testing period to be changed to 2 days. In case of failure to conduct the acceptance test within 2 days of completing the particular deliverable, the same shall be deemed to have been accepted and the acceptance	Clause Stands as per RFP

			<p>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 charges payable by the Bank for carrying out this acceptance test. 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.</p>	<p>certificate shall be deemed as released within 3 days after the deemed completion of the acceptance test.</p>	
70.	124	29 €	<p>The bidder has to ensure the availability of adequate number of resources (at NOC & Sites) till the link is commissioned and stabilized. However, bidder is required</p>	<p>During project implementation & commissioning and shared project manager based at TCL office will coordinate and visit customer sites for</p>	<p>Clause is self-explanatory</p>

			to make available the engineers/resources at the site during the installation, commissioning of the links and whenever there is a requirement for in person presence for either troubleshooting or any other reason. Engineer should have adequate knowledge for configuration of devices at Branch side.	regular reviews (weekly/fortnight). For having dedicated resources onsite engineer Customer to share detailed job description, qualifications & skillsets accordingly TCL shall provide quotes	
71.	33	4.1.1	Bidder should provide feasibility report last mile on Wire/RF & 4G/5G (Single SIM Based) separately for branches as per list mentioned in Annexure – V. The links will be used either as primary or as back up of existing MPLS links from BSNL/MTNL/Sify/JIO/Airtel/Others links with load sharing and Autofailover option.	UCO bank to specify before ordering this link should be used as Primary or backup links as it will have commercial impact. We will provide the last mile on RF /wired wherever feasible.	Clause stands as per RFP. It is clarified that Bank will use the links as Primary or Backup as per its discretion & requirement.
72.	34	4.1.7	For Category A & B - link provided by bidder should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer VPN traffic and Internet traffic. The VPN network offered to the Bank should not carry any internet routes. The bidder has to provide network topology showing how internet traffic is segregated from proposed MPLS cloud.	Tata communications Managed MPLS and Internet services offer separate last mile and CPE devices, Hope this approach is fine with UCO bank. UCO bank to suggest/highlights if any other requirement.	RFP clause id self-explanatory
73.	34	4.1.12	The network of bidder should not be linked with any type of network from BSNL/MTNL at core / distribution / access / last mile level at any location.	Tata communications may propose offnet last mile on BSNL/MTNL for few locations this is subjected to feasibility, Hope this approach is acceptable from UCO bank.	Please refer to Part IV, Scope of Work, 4.1.12 Clause Stands as per RFP
74.	35	4.1.17	The bidder is required to specify if bursting is available as a supported	Product team to confirm on Dynamically allocating BW can we offer this.	Clause is self-explanatory

			service. If so, bidder may define the process and specify the lead- times for requesting bursts. The bidder may also confirm the flexibility to dynamically allocate bandwidth to the Bank on demand either on a permanent or temporary basis.		
75.	35	4.1.18	<p>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.</p> <p>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/ bidder on this implementation while integrating their MPLS network. Further, RFP REF No. DIT/BPR & BTDOA/2805/2020-21 DATE: 04/01/2021 Page: 36 of 181 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.</p>	UCO bank wants to configure IPSEC VPN tunnel over the MPLS link provided by bidder , hope we are sharing the same understanding.	<p><i>Bank wants IPSEC VPN tunnel over the MPLS link provided by bidder.</i></p> <p>Clause Stands as per RFP</p>
76.	37	4.1.28	<p>The bidder shall respond on the issues/complaints lodged by the Bank/NI as per the following severity matrix:</p> <p>Technical Severity Level Time to Respond</p> <p>Level 1 (High) 15 minutes</p> <p>Level 2 (Moderate) 30 minutes</p> <p>Level 3 (Low) 60 minutes</p>	Product team/Service assurance to check and confirm on this.	Clause is self-explanatory
77.	40	4.1.39	The Routers will be provided by the Bank in Bank's Premises. Bidder	Section 4.1.39 contradict with section 4.1.14, UCO bank to confirm on whether	The equipments mentioned here are other than router /Switch.

			should terminate link in Bank existing router Ethernet interface.	equipments are needed from bidder or be provided by bank.	Clause Stands as per RFP
78.	42	4.1.60	Network devices should be updated with latest firmware and security patches.	Tata communication will update the firmware on PE devices and CPE devices provided by Tata communications. Hope this understanding is correct. In case of unmanaged services CPE firmware should be updated and maintain by customer.	Clarified as: The Network devices mentioned here are those which will be provided by the bidder. Clause Stands as per RFP
79.	43	4.1.64	The bidder should provide all security measures for bank's MPLS VPN network which should prevent against all kind of attacks like malware attacks, DDOS, IP spoofing etc.	what security we can offer in bundle with MPLS?	Clarified as: The connectivity should have inherent features of security having prevention mechanism against Malware attack, DDOS, IP Spoofing etc.
80.	44	4.1.77	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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 this point be reconsidered?	Clause Stands modified as Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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. Bank may provide necessary

					electrician support for cable routing inside branch on case to case basis (false ceiling, chocked ducts, etc).
81.	57	6 €	Acceptance test	Modify the acceptance test within 7 days of link handover	Clause Stands as per RFP
82.	57	6 €	Acceptance test	Such termination should remain limited to such sites where Bidder has failed to rectify the failure even after being served by defect cure period notice in written by Bank. Such termination should not cover the entire agreement and should remain limited to link wise termination only.	Clause Stands as per RFP
83.	130	5 €	For Category A Link	Bidder will like to request Bank not to restrict Pole/Mast Height to 6 Meters in case the site permission has to be under Bidder's scope.	Mast Height more than 9 Meters is not recommended/ acceptable in Branch premises. Clause Stands as per RFP
84.		4.1.79	Scope of work	Providing Landlord permission comes primarily under Customer's scope, henceforth required permission should be a collaborative effort, not only the bidder's responsibility.	Please refer SN 10 & 17
85.		4.2.1	Scope of work	Latency should in range of 100ms to 120ms.	Clause Stands as per RFP
86.		4.3.1	Scope of work	For 4G/LTE - it should be in range of 150ms	Clause Modified as: Latency should not be more than 150 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring

					the same on real-time basis at no additional cost to the bank.
87.		4.1.48	Scope of work	TCOM needs to maintain the privacy for all customer as a part of my service. So it is very Difficult to give access for audit. Could you pls provide more details for audit.	Clarified as: Audit is always at Bank's discretion. The Scope of Audit will be limited to the connectivity /network architecture concerned to UCO Bank only. Clause Stands as per RFP
88.		4.1.60	Scope of work	As a part of service , we are not providing and maintaining any hardware for this project then update latest firmware and security patches will not fall under bidder scope of work	Clarified as: The hardware stated here are the network devices which will be installed at branch premises for commissioning of the link
89.	56	5 €	SLA FOR NETWORK	Request you to plz modify CAT A- 99%	Clause Stands as per RFP
90.		14 €	TECHNICAL REQUIREMENTS	In building cabling to be in Scope of bank, TCL will do the cabling upto CE router except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts Also the Distance between MUX/ RF and CPE device should be less than 100 meters, else there shall be issues in signal strength and allied parameters.	Clause stands as per RFP
91.	131		For Category B Link	Can we propose low cost last mile like Broadband i.e MPLS on BB link for Category B locations	Clause Stands as per RFP
92.	38	4 €	Scope of work	We can manage the services from remote NOC.	Presence of resources at NOC is mandatory. Clause Stands as per RFP
93.	28	2 €	2. TECHNICAL EVALUATION	The bidder proposes that the bank be responsible for all permissions.	Bank is indeed responsible for making the permission available for commissioning, however it is

					expected out from the bidder that during site survey FE may capture the permission availability status. Clause Stands as per RFP
94.	29	3 c	COMMERCIAL EVALUATION	Tata Communications proposes to modify the clause and add the following: "Any addition, upgrade, replacement or movements is subject to availability and revised commercials."	Clause Stands as per RFP
95.	31	3 i	COMMERCIAL EVALUATION	Tata Communications proposes the commercials to be exclusive of all taxes.	Clause Stands as per RFP
96.	31	3 i	COMMERCIAL EVALUATION	In case of a decrease in the number of sites/links, the commercials may increase after mutual agreement.	Clause Stands as per RFP
97.	33	4.1.4	SCOPE OF THE WORK	Request clarity on the penalty for this clause.	Please refer Part-V, order details of RFP
98.	34	4.1.14	SCOPE OF THE WORK	Tata Communications proposes to modify this clause. Any additional equipment/device will be charged at actuals and will be over and above mentioned in the commercial annexure.	Clause Stands as per RFP
99.	36	4.1.24	SCOPE OF THE WORK	In case the bank changed the LM media, then any commercials which are incurred additionally by the bidder will be charged extra.	Clause Stands as per RFP
100.	40	4.1.39	SCOPE OF THE WORK	Will the routers be managed by the bidder?	Clarified as : Routers are not to be managed by bidder
101.	40	4.1.46	SCOPE OF THE WORK	In case of fault of bidder we will replace without any additional cost. In case of any fault due to the bank, then commercials will be charged additionally.	Clause Stands as per RFP

102.	40	4.1.47	SCOPE OF THE WORK	Tata Communications proposes to modify the clause and add the following: "Any addition, upgrade, replacement or movements is subject to availability and revised commercials."	Clause Stands as per RFP
103.	47	4.1.91	SCOPE OF THE WORK	In case of a decrease in the number of sites/links, the commercials may increase after mutual agreement.	Clause Stands as per RFP
104.	48	4.2.7	SCOPE OF THE WORK	In case of shifting/termination of site, bank to be charged for any additional cost incurred by the bidder which will be charged at actuals subject to the task at that time.	Please refer commercial template, Clause Stands as per RFP
105.	48	4.2.8	SCOPE OF THE WORK	Request the bank to kindly delete this clause.	Clause Stands as per RFP
106.	49	4.2.14	SCOPE OF THE WORK	Request the bank to kindly delete this clause. Any additional installation/device will be charged additionally.	Clause Stands as per RFP
107.	53	CATEGORY – A (III)	PART-V CATEGORY – A	Tata Communications proposes the maximum penalty to be 10% of the annual rental for each link being not feasible.	Clause Stands as per RFP
108.	54	PART-V CATEGORY – B (I)	PART-V CATEGORY – B	we believe this has wrongly been mentioned category A. Can you please confirm if this clause is in reference to category B	Category A to be read as Category B. Please refer to corrigendum
109.	56	Other terms for placing order (Category A & B):	3. SHIFTING OF LINK	In case of any shifting, additional commercials will be charged. Request the bank to amend the clause accordingly.	It is clarified that: Shifting in same premise Should be done at no additional cost to the Bank. However, if Shifting involves two different premise, the same should be provisioned in the Commercial Template.

110.	57	Other terms for placing order (Category A & B):	7. PAYMENT AGAINST DELIVERY OF SLAs :	Tata Communications proposes this clause be amended and the SLA penalty be restricted to 5% of the annual value of the individual link being affected.	Clause Stands as per RFP
111.	62	Other terms for placing order (Category A & B):	13. LIQUIDATED DAMAGE	Tata Communications proposes this clause be amended and the LD penalty be restricted to a maximum of 5% of the annual value of the individual link.	Clause Stands as per RFP
112.	64	Other terms for placing order (Category A & B):	16. PAYMENT TERMS	Tata Communications proposes the billing to be quarterly in advance and the payment be released on time irrespective of the SLA report.	Clause Stands as per RFP
113.	65	18. CONTRACT PERIOD	18. CONTRACT PERIOD	The termination should be on account of non-performance only and there should be a cure period as well. However, it should not be for convenience. In case of the premature termination due to convenience, early termination charges (ETC) will be applicable to the remainder of the total contract value (TCV).	Clause Stands as per RFP
114.	70	25. ORDER CANCE	25. ORDER CANCELLATION	Bidder request deletion of Risk Purchase Clause and set-off clause	Clause Stands as per RFP

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115.	74	29. EXIT OPTION AND CONTR ACT RE- NEGOTI ATION	29. EXIT OPTION AND CONTRACT RE- NEGOTIATION	Bidder request deletion of this clause. The termination should be on account of non-performance only and there should be a cure period as well. However, it should not be for convenience. In case of the pre mature termination/cancellation of contract, early termination charges (ETC) will be applicable to the remainder of the total contract value (TCV).	Clause Stands as per RFP
116.	77	34. TERMIN ATION FOR CONVE NIENCE	34. TERMINATION FOR CONVENIENCE	Bidder request deletion of this clause. The termination should be on account of non-performance only and there should be a cure period as well. However, it should not be for convenience. In case of the pre mature termination/cancellation of contract, early termination charges (ETC) will be applicable to the remainder of the total contract value (TCV).	Clause Stands as per RFP
117.	77	37. CONSE QUENC ES OF TERMIN ATION	37. CONSEQUENCES OF TERMINATION	Bidder request deletion of this clause. The termination should be on account of non-performance only and there should be a cure period as well. However, it should not be for convenience. In case of the pre mature termination/cancellation of contract, early termination charges (ETC) will be applicable to the remainder of the total contract value (TCV).	Clause Stands as per RFP
118.	82	45. PREFER ENCE	I. Purchase Preference	This is contrary to the 60:40 ratio distribution between L1 and L2. Can you please check and confirm the same?	Query irrelevant

		TO MAKE IN INDIA			
119.	138	ANNEX URE-S	ANNEXURE-S	Is there any capping on the OTC per link?	No
120.	116	Point.8	Category A - ELIGIBILITY COMPLIANCE for MPLS on Wireline/RF	For qualification in minimum of 50% of total sites, we will be exploring the offnet LM and offnet LM provider provide tool based feasibility input and for Field feasibility need 15-20 working days. So pls confirm that can we consider offnet provider with tool based inputs for bidding in this RFP. We want to bid with both Onnet+offnet as TCL solutions for MPLS for Category A.	Refer SN 262
121.	33	SCOPE OF THE WORK	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.	We assume that if there is change in media and in pole height customer will allow bidder to deliver the links , but if complete location is NF then only bidder will get penalty and if any location is pending for the delivery due to customer end issue will be removed from the penalty , kindly confirm	Clause is self explanatory
122.	35	SCOPE OF THE WORK	The 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. In case of bandwidth subscribed by the branch is not available at any time, the duration of non-availability of committed bandwidth will be treated as downtime of the link. Penalty on downtime will be enforced accordingly	We request bank to please keep with 90 % of CIR as per industry standards	Clause Stands as per RFP

123.	35	SCOPE OF THE WORK	The bidder is required to specify if bursting is available as a supported service. If so, bidder may define the process and specify the lead- times for requesting bursts. The bidder may also confirm the flexibility to dynamically allocate bandwidth to the Bank on demand either on a permanent or temporary basis	Upgraded bandwidth can be provided to bank as per the additional bandwidth requirement but it cannot be provided on demand it will be permanent .	Specifications to be given as per availability. Clause Stands as per RFP
124.	38	SCOPE OF THE WORK	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9 A.M to 8 P.M at Bank NOC Centre	We assume that sitting space and Desktop will be provided by the bank ,	Clarified as "Sitting space & Desktop will be provided by the Bank"
125.	39	SCOPE OF THE WORK	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager	Is project manager is require for the complete project contract or it will be only for the delivery time and we assume that project manager can work from bidder office , request you to please confirm	Refer SN 12
126.	40	SCOPE OF THE WORK	The Routers will be provided by the Bank in Bank's Premises. Bidder should terminate link in Bank existing router Ethernet interface	We request bank to please provide the dedicated team during project delivery so they can configure the port on same time when bidder team is visiting the spoke location for the link delivery	Clause Stands as per RFP
127.	41	SCOPE OF THE WORK	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.	We request Bank to please excluded the below mention points from this clause 1 Hardware gone faulty due to earthing, power issue fluctuation in power, water seepage 2 stolen from the location 3§ Any condition that is beyond the control of Airtel	Please refer Clause No. 4.1.46 for applicability of Force Majeure clauses. Please refer to Clause 4.3.9 Cost of Spare parts. The same has been provisioned in the Commercial Template. Clause Stands as per RFP

128.	43	SCOPE OF THE WORK	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost.	We request Bank to please remove this clause as its not in control of bidder	<p>Clarified as: This is applicable while implementation of link earthing and other electrical parameter to be checked by the bidder which should be fit to establish the link.</p> <p>Clause Stands as per RFP</p>
129.	47	SCOPE OF THE WORK	Bidder has to carry out Preventive maintenance of each site in every quarter, Preventive maintenance at any location should be done only with prior concurrence of the bank. 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	we request bank to please change the frequency of Preventive maintenance of each site in every quarter to half yearly quarter	Refer SN 19
130.	48	For category A link	Latency should not be more than 75 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.	Request UCO Bank to kindly revise the latency to <=100 ms since most locations in Tier 3 Cities.	For proper accessibility of applications latency level specified is required Clause Stands as per RFP
131.	48	For category A link	In case of MPLS on wired/RF connectivity, Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with licensed band	We request customer to allow bidder to use the non-licensed band RF.	Refer corrigendum

			that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India.		
132.	55	INSTALLATION AND COMMISSIONING	Bidder has to commission the Backhaul links at DC and DR within 2 weeks	We request Bank to please increase the delivery timelines from 2 weeks to 6 weeks	Refer SN 3
133.	55	INSTALLATION AND COMMISSIONING	entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent) Between 50 to 300 Within 4 Weeks Between 301 to 600 Within 8 Weeks More than 600 Within 12 Weeks	We request Bank to please increase the delivery timeline as below Between 50 to 300 Within 8 Weeks Between 301 to 600 Within 10 Weeks More than 600 Within 14 Weeks	Refer SN 3
134.	56	SHIFTING OF LINK	Shifting of link to be completed within 2 weeks from date of PO for shifting the link	We request Bank to please increase the delivery timelines from 2 weeks to 4 weeks	Clause Stands as per RFP
135.	56	SLA FOR NETWORK	Sl.No. Link category CAT A Uptime (24X7 basis) CAT B Uptime(24X7 basis) 1 DC DR Link 99.9% 2 Metro, Urban, Semi Urban Area Links 99.5% 98.0% 3 Rural Link 98.0% 97.0%	Bidder request to amend this clause Sl.No. Link category CAT A Uptime (24X7 basis) CAT B Uptime(24X7 basis) 1 DC DR Link 99.5% 2 Metro, Urban, Semi Urban Area Links 98.5% 98.0% 3 Rural Link 98.0% 97.0%	Clause Stands as per RFP
136.	56	SLA FOR NETWORK	The round trip delay of the network at any time should not be more than 100 msec (average) for Category A & B with 50% link utilization and packet drop should be less than 0.1%.	For Category B we request bank-4G link will be Up-to 2048 Kbps. Bandwidth is on Best Effort Basis, actual b/w availability will depend on utilization level of the 4G cell site at that time.	Clause modified as: The round trip delay of the network at any time should not be more than 75 msec (average) for Category A & 150 msec for category B with 50% link utilization and packet drop

					should be less than 0.1%.																														
137.	57	ACCEP TANCE TESTING	<p>The Bank will carry out the acceptance tests within 15 days of link handover for testing of successfully integration of MPLS on Wired/RF & 4G/5G with Bank's 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 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 charges payable by the Bank for carrying out this acceptance test.</p>	<p>We request customer to amend this clasue and reduce the acceptance tests from 15 days to 2-3 days.</p>	Clause Stands as per RFP																														
138.	57	PAYME NT AGAINS T DELIVER Y OF SLAs	<p>Bank will pay charges on per site basis depending upon the achievement of uptime for any type of link. However, Bank issues will be exempted from calculating the uptime</p> <table><thead><tr><th colspan="2">Category A (Backhaul)</th></tr><tr><th>Uptime</th><th>%Payment</th></tr></thead><tbody><tr><td>99.90% or more</td><td>100%</td></tr><tr><td>>99.70% to <=99.89%</td><td>90%</td></tr><tr><td>>99.50% to <=99.70%</td><td>80%</td></tr><tr><td>>99.30% to <=99.50%</td><td>70%</td></tr><tr><td>>99.00% to <=99.30%</td><td>60%</td></tr></tbody></table>	Category A (Backhaul)		Uptime	%Payment	99.90% or more	100%	>99.70% to <=99.89%	90%	>99.50% to <=99.70%	80%	>99.30% to <=99.50%	70%	>99.00% to <=99.30%	60%	<p>Bidder request to amend the payment terms as per the SLA</p> <table><thead><tr><th colspan="2">Category A (Backhaul)</th></tr><tr><th>Uptime</th><th>%Payment</th></tr></thead><tbody><tr><td>99.50% or more</td><td>100%</td></tr><tr><td>>99.00% to <=99.49%</td><td>90%</td></tr><tr><td>>98.50% to <=98.99%</td><td>80%</td></tr><tr><td>>98.00% to <=98.49%</td><td>70%</td></tr><tr><td>>97.00% to <=97.99%</td><td>60%</td></tr><tr><td>Less than 97.00%</td><td>NIL</td></tr></tbody></table>	Category A (Backhaul)		Uptime	%Payment	99.50% or more	100%	>99.00% to <=99.49%	90%	>98.50% to <=98.99%	80%	>98.00% to <=98.49%	70%	>97.00% to <=97.99%	60%	Less than 97.00%	NIL	Clause Stands as per RFP
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139.	59	PAYMENT AGAINST DELIVERY OF SLAs	<div>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 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.</div> <div>Wherever such absence extends beyond 10 consecutive working days the same will get treated as a material breach of contract.</div>	<div>Bidder request reduce the penalty on Onsite Support from Rs. 1000/- to Rs 250/-</div>	<div>Please refer corrigendum</div>
140.	62	LIQUIDATED	<div>Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning,</div>	<div>Bidder request to amend LD clause " Installation and Commissioning, Bank will charge penalty at 0.5 % of the order</div>	<div>Clause Modified as: Any delay in commissioning/shifting of the link</div>

		DAMAGE	<p>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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.</p> <p>After elapsing of stipulated time period including 10 Weeks Liquidated damages period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount. Subsequently Bank will place the order to any other selected bidder. The LD/penalty amount will be deducted from payment of other link or from Performance Bank Guarantee.</p>	<p>value for that link (link by link basis) per week or part thereof, subject to a maximum of 10% of the order value of that link excluding GST and other applicable taxes (if any)"</p>	<p>beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.</p> <p>After elapsing of stipulated time period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount.</p> <p>Subsequently Bank will place the order to any other selected bidder. The LD/penalty amount will be deducted from payment of other link or from Performance Bank Guarantee.</p>
141.	122	Technical Compliance	<p>For Category A & B, the connectivity provided by the bidder has to be Layer 3 MPLS solution on dedicated ports with 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full</p>	<p>Dedicated for Category A link. For Category B we request bank-4G link will be Up-to 2048 Kbps. Bandwidth is on Best Effort Basis, actual b/w availability will depend on utilization level of the 4G cell</p>	<p>Clause Stands as per RFP</p>

			duplex mode with sending and receiving available on the same circuit. (For e.g. - On a 2 Mbps circuit, 2 Mbps sending and 2 Mbps receiving should be possible simultaneously).	site at that time.	
142.	122	Technical Compliance	The 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. In case of bandwidth subscribed by the branch is not available at any time, the duration of non-availability of committed bandwidth will be treated as downtime of the link. Penalty on downtime will be enforced accordingly.	Dedicated for Category A link. For Category B we request bank-4G link will be Up-to 2048 Kbps. Bandwidth is on Best Effort Basis, actual b/w availability will depend on utilization level of the 4G cell site at that time.	Clause Stands as per RFP
143.	131	Technical Compliance- CAT B	Latency should not be more than 100 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.	Request Bank for 4G MPLS-Observed Latency: 150 Ms ~ 600 Ms During Peak utilization of respective 4G cell site, the latency may be higher than 600ms. Please amend the same.	Clause Modified as: Latency should not be more than 150 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.
144.	131	Technical Compliance- CAT B	Minimum band width for 4G/5G as last mile should be 2048 Kbps full duplex for branches.	For Category B we request bank-4G link will be Up-to 2048 Kbps. Bandwidth is on Best Effort Basis, actual b/w availability will depend on utilization level of the 4G cell site at that time.	Clause Stands as per RFP
145.	133	Technical Compliance- CAT B	Hardware Specifications: SIM Slots Single (or dual) based 4G LTE Modem 1 – Active LTE Band FDD- Bands 1/3/5/7/8/20GSM/EDGE/WCDMA Band	Request Bank to amend for Currently deployed 4G ODU is single SIM with Dual APN & 4G bands support only.iii. No physical ethernet WAN Port (LTE sim slot will act as a WAN) & one built in Gigabit	Refer corrigendum

			DC-HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9 TD-SCDMA: Bands 34/39 GSM/GPRS/EDGE: 1800 MHz/900 MHz WAN & LAN Interface 3* GE Configurable (WAN+LAN) External Antenna > 3dBi to 109dBi MiMo / Diversity Yes Input voltage (DC) 12V DC Max. power <24W Operating Temperature -20°C to +60°C Other Features IP 67 Rated FGI Split bit supported	LAN interface with Passive PoE.	
146.	133	Technical Compliance-CAT B	Software Specifications: Basic functions DNS/DDNS, DHCP, ICMP, NAT, PPPoE, PAP, CHAP, Loopback interface, Bridge /Static / Dynamic Routing Support, MPLS, QOS, GRE 4G/5G function 4G/5G Band Selection, Dual APN supported , APN Manual Configuration Zero Touch Provision Pre-Configuration Routing Protocol Static routing, VRF, Policy Based Routing, Interface Routing, ECMP Routing, IPv4 dynamic routing protocols: RIP v1/v2, OSPFv2, BGP v4, IPv6 dynamic routing protocols: RIPng, OSPFv3, BGP, Bidirectional Forwarding	Request Bank to amend No Zero touch provisioning v. Link failover – No as this is router features not 4G ODU.	Refer corrigendum

			<p>Detection (BFD),Dual Stack IPv4/v6 supported.</p> <p>Link Failover (Preferred)</p> <p>IP Reachability, Script Based Security Functions</p> <p>State full filtering, Source and destination NAT, Filtering by IP address and address range, port and port range, IP protocol, DSCP etc, Internal connection, routing and packet marks, Address lists, RAW filtering to bypass connection tracking,MAC Address Filtering, MAC Binding, Radius Support VPN Function</p> <p>IPSec, IKEv2 support, Tunneling Protocols (Open VPN, PPTP, PPPoE, L2TP, SSTP), Advanced PPP features (MLPPP, BCP), Simple tunnels (IPIP, EoIP) IPv4 andIPv6 support. VLAN, MPLS based VPNs</p> <p>Encryption DES,3DES, AES, MD5,SHA,GCM, Blowfish, Twofish, Camellia</p> <p>Bridge mode In-Path</p> <p>Diagnosis Tool</p> <p>Ping, Traceroute, Bandwidth Test, Ping Flood, Packet Sniffer, Traffic Generator, File Fetch, Telnet, SSH, Web GUI</p>		
147.	180	Certificate of Local	Certificate from the statutory auditor or cost auditor of the company	Request UCO Bank to kindly consider certificate from Statutory auditor/ Practicing Chartered Accountant	Clause stands as per RFP

		Content																																													
148.		PAYMENT AGAINST DELIVERY OF SLAs	<p>Bank will pay charges on per site basis depending upon the achievement of uptime for any type of link. However, Bank issues will be exempted from calculating the uptime</p> <p>Category B (Backhaul)</p> <table> <tr> <th>Uptime</th> <th>%Payment</th> </tr> <tr> <td>99.90% or more</td> <td>100%</td> </tr> <tr> <td>>99.70% to <=99.89%</td> <td>90%</td> </tr> <tr> <td>>99.50% to <=99.70%</td> <td>80%</td> </tr> <tr> <td>>99.30% to <=99.50%</td> <td>70%</td> </tr> <tr> <td>>99.00% to <=99.30%</td> <td>60%</td> </tr> <tr> <td>Less than 99.00%</td> <td>NIL</td> </tr> </table> <p>Category B (Metro, Urban, Semi Urban Area Links)</p> <table> <tr> <th>Uptime</th> <th>%Payment</th> </tr> <tr> <td>98.00% or more</td> <td>100%</td> </tr> <tr> <td>>97.00% to <=97.99%</td> <td>90%</td> </tr> <tr> <td>>96.00% to <=97.00%</td> <td>80%</td> </tr> <tr> <td>>95.00% to <=96.00%</td> <td>70%</td> </tr> <tr> <td>>94.00% to <=95.00%</td> <td>60%</td> </tr> <tr> <td>Less than 94.00%</td> <td>NIL</td> </tr> </table> <p>Category B (Rural Link)</p> <table> <tr> <th>Uptime</th> <th>%Payment</th> </tr> <tr> <td>97.00% or more</td> <td>100%</td> </tr> <tr> <td>>96.00% to <=96.99%</td> <td>90%</td> </tr> <tr> <td>>95.00% to <=96.00%</td> <td>80%</td> </tr> <tr> <td>>94.00% to <=95.00%</td> <td>70%</td> </tr> <tr> <td>>93.00% to <=94.00%</td> <td>60%</td> </tr> <tr> <td>Less than 93.00%</td> <td>NIL</td> </tr> </table>	Uptime	%Payment	99.90% or more	100%	>99.70% to <=99.89%	90%	>99.50% to <=99.70%	80%	>99.30% to <=99.50%	70%	>99.00% to <=99.30%	60%	Less than 99.00%	NIL	Uptime	%Payment	98.00% or more	100%	>97.00% to <=97.99%	90%	>96.00% to <=97.00%	80%	>95.00% to <=96.00%	70%	>94.00% to <=95.00%	60%	Less than 94.00%	NIL	Uptime	%Payment	97.00% or more	100%	>96.00% to <=96.99%	90%	>95.00% to <=96.00%	80%	>94.00% to <=95.00%	70%	>93.00% to <=94.00%	60%	Less than 93.00%	NIL	<p>Bidder request Bank to please provide the best efforts SLA for the 4G/5G last mile. Bandwidth is on Best Effort Basis, actual b/w availability will depend on utilization level of the 4G cell site at that time.</p>	<p>Clause Stands as per RFP</p>
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Less than 93.00%	NIL																																														
149.		General	Acceptance criteria	Acceptance should be provided Site wise and should be released within 24-48	Clause Stands as per RFP																																										

				hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations.	
150.		General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk.	Please refer to Part IV, Scope of Work, Clause 4.1.26. Hence ideally when link goes down, trouble ticket is expected to be raised instantly.
151.		General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to power issue ,water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Clarified as SLA Exemption only where Force Majeure clause applied.
152.		General	Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	Not admissible
153.		General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to Service Provider incase the local person is not available at site or on site access is	It is expected that Bidder will deploy FE for troubleshooting at the problematic site. However in certain cases where deployment of FE is not possible

				not available for the Service Provider engineer to check after the FLT.	immediately, the down time can be considered but decision of Bank will be final.
154.		General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to Service Provider incase the local person is not available at site or on site access is not available for the Service Provider engineer to check after the FLT.	It is expected that Bidder will deploy FE for troubleshooting at the problematic site. However in certain cases where deployment of FE is not possible immediately, the down time can be considered but decision of Bank will be final.
155.		General	Site readiness	Customer has to ensure the site readiness before Service provider depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on Service Provider .	Please refer to Part V, Clause No. 13, Liquidated Damages, Para 4.
156.		General	Power and earthing	Proper Space, power supply and earthing arrangement for the service provider network devices will be arranged and maintained by customer.	Please refer to Part IV , Scope of Work, Clause 4.1.69
157.	21	Part 2. 17 (b)	b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.	Request deletion . Not applicable for connectivity service contracts.	Clause Stands as per RFP
158.	23	Part 2. 21	No Commitment To Accept Lowest or Any Bid UCO Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. UCO Bank reserves the right to make any changes in the terms and	Request clarity. We hope changes in terms and conditions will be applicable till submission of tender. Post tender submission by bidder, terms & conditions changes which will materially affect bidder will be subject to approval of bidder	Clause is Self-Explanatory

			conditions of purchase. UCO Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.		
159.	23	Part2. 23	23. ACCEPTANCE OF TERMS A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.	Recipient should have the right to respond with reasonable deviations.	Clause Stands as per RFP
160.	41	4.1.46	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. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment at the earliest. External antennas should have proper lightning conductors, wherever necessary.	Equipment damaged by Bank or its employees should be indemnified by Bank to the extent to replacement cost and incidental charges	Clause Stands as per RFP
161.	41	4.1.47	During the contract period, the Bank reserves the right to add/ upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, at no extra cost to the Bank.	Such upgrade/change will be subject to technical and commercial feasibility of the Bidder. Any charges towards such addition/upgradation/changes should be subject to mutual agreement and feasibility	Refer SN 13
162.	41	4.1.48	Audit: 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. The Bidder should provide proper access to the documents required by the auditors. The Bidder shall at all times whenever required furnish all information, records, data stored in whatsoever form to inspecting auditors of the	Request deletion or consider changes to clause as follows -Any audit right shall be restricted to customer which is relevant to service offering , like billing details, tariff applied and SOA, not any other info The inspecting official or auditors of Bank /regulatory authorities may inspect, assess the efficiency of governance	Audit is always at Bank's discretion. The Scope of Audit will be limited to the connectivity /network architecture concerned to UCO Bank only. Clause Stands as per RFP

			Bank and extend full cooperation in carrying out of such inspection. The bank has reserves the right to call for any material information/report etc.	system and process created by Vendor in respect of equipment's installation and commissioned at the Banks premises. The selected Vendor (Service Provider) shall not be obliged to provide any records, data not related to services provided to Bank under this RFP/Agreement (internal cost break shall not be provided). Further books of accounts for the purpose of such inspections shall be restricted to documents provided by Vendor such as invoices raised against the Bank towards the services, payment receipts, details regarding services credits issued in lieu of SLA penalties in respect of services rendered to Bank under this RFP/Agreement Bidder is subjected to statutory audits including CAG Audits.	
163.	42	4.1.61	Bidders network equipments used in Bank's network are to be upgraded time to time to avoid any potential threats in the network with no additional cost to the bank, Process for performing update should be maintained and approved by Bank.	We understand that Bank's network refers to the MPLS network which is to be provided as per this RFP. Further, the routers used are existing routers owned/arranged by bank. Any upgradation will have an additional cost which shall be mutually agreed. Bidder may make necessary changes per regulatory requirements from time to time	Clause is self-explanatory
164.	43	4.1.63	4.1.63 Security being prime concern, Solution should not breach the security of any installations of Bank in any way. 4.1.64 The bidder should provide all security measures for bank's MPLS VPN network which should prevent against all kind of attacks like malware	Bidder will be providing MPLS connectivity service as per the terms of RFP. Security requirements to the extent of provisioning of services by bidder will be taken care of. Clause 4.1.64 is not applicable and beyond the scope as bidder is providing	Clause stands as per RFP

			attacks, DDOS, IP spoofing etc.	MPLS connectivity service with router in customer scope. Request deletion	
165.	43	4.1.65	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 MPLS network, as advised by the bank time to time and no additional cost will be borne by the bank in this regard.	Please elaborate on scope of such modifications on design and/or application addition. Any modification to Bank's network shall be subject to feasibility and mutual discussion and agreement on charges as applicable	Clause is self-explanatory
166.	45	4.1.80	Bidder shall ensure that all supplied hardware, software etc. must not be End of Support / End of Service and spares/upgrades should be available for at least 5 years from date of commissioning, otherwise proper replacement without any cost to bank to be done by bidder.	Please clarify if bidder's obligation to provide operations and maintenance should be restricted to hardware/equipment supplied by it during the subsistence of this agreement.	Clarified as: This is related to the equipment's/devices provided by the bidder. Clause Stands as per RFP
167.	45	4.1.83	In future, if the bidder gets involved in Regulatory issues / Licensing issue with any Govt/Law enforcing agency/ Regulatory authorities, it is the responsibility of Bidder to replace / substitute the wire/wireless Technology at no additional cost to the Bank without compromising SLA and security.	Any major regulatory/licensing issue would affect TSP's ability to perform the services to bank as per RFP due to reasons attributable to bank as well. In such event, replacement or substitution of services may not be possible. Hence, request for deletion	Clause stands as per RFP
168.	46	4.1.90	4.1.90 Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days.	Request Deletion. Given that the Bidder has to undertake substantial investment for provision of the links/services, we cannot accept termination for convenience. If the bank terminates for convenience, we expect bank to pay "Exit charge" or early termination charges calculated on the basis of unexpired tenure of the agreement	Clause Stands as per RFP

169.	47	4.1.94	<p>Bidder should provide one week minimum advance intimation to bank designated team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.</p>	<p>Bidder should have access for maintenance on a 24/7 basis for any emergency maintenance services or else it may affect the SLA . Request to amend/clarify. Please consider 48 hours advance intimation to carry out maintenance activity</p>	<p>Clause Modified as: Bidder should provide minimum 48 hours advance intimation to bank designated team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.</p>
170.	49	4.2.13	<p>In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates of alternate connectivity shall be applicable as per RFP norms. However, before providing connectivity over</p>	<p>Connectivity to new location will depend on technical and commercial feasibility of the Bidder.</p>	<p>Please refer SN 209</p>

			other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.		
171.	57	5. SLA for network	The Bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may terminate the contract fully or partly, if required.	Please consider as follows - Bank can exit from service for a link in case Bidder fails to meet committed SLA parameters for three (3) successive SLA measurement periods due to reasons solely attributable to bidder	Clause Modified as: The Bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may surrender/terminate such links and bidder shall be imposed with a penalty of 25% of the annual link cost.
172.	57	7. PAYMENT AGAINST DELIVERY OF SLAs :	7. PAYMENT AGAINST DELIVERY OF SLAs :	Request bank to add the following event as exclusion from downtime calculation: i. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of Bidder ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Bidder iii. The failure of Customer's applications, equipment, or facilities including any third party equipment iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Bidder personnel,	Clause Stands as per RFP

				v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPE vi. Events or occurrences that result in "No problem Found" Trouble Tickets vii. Trouble Tickets associated with new installations or upgrades viii. Customer initiated change request in the service while the change request is under progress. ix. Planned repairs, modifications or maintenance notified to Customer in advance, x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Bidder xi. Suspension of Service by the Bidder xii. Force Majeure Events, xiii. Customer scheduled maintenance,	
173.	59	8. Sub contracting	8. SUB-CONTRACTING As per scope of this RFP, sub-contracting is not permitted.	Please consider as follows - Bidder shall need the right to subcontract for installation, commissioning, operations and maintenance works.	Clause Stands as per RFP
174.	60	11. Single point of contact	In case of any failure of Hard Disk or any other components during the warranty period then the Bidder shall replace such components immediately.	As the Bidder shall be providing connectivity services and not supply of hardware /software this warranty clause is not applicable. Hence, request deletion. The bidder shall be responsible for operation of maintenance of services for the entire term of the engagement.	Clause Stands deleted
175.	62	13. LIQUIDATED DAMAGE	13. LIQUIDATED DAMAGE	Bidder shall not be liable to pay LD if delay is attributable to the Bank or delay arises out any event outside the reasonable control of the Bidder. Kindly clarify.	Clause is self-explanatory

176.	62	13. LIQUIDATED DAMAGES	After elapsing of stipulated time period including 10 Weeks Liquidated damages period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount.	Please consider penalty post stipulated time period post 10 weeks LD period to 1 month rental of affected link	Refer SN 140
177.	62	13. LIQUIDATED DAMAGES	The LD/penalty amount will be deducted from payment of other link or from Performance Bank Guarantee.	Please consider deduction on LD from PBG and not from running links	Clause Stands as per RFP
178.	64	15. Price validity	15. PRICE VALIDITY 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.	Kindly clarify if any increase in taxes will be paid extra as applicable. Please note that Prices shall be subject to statutory taxes etc.	Clarified as: Taxes shall be paid as per actuals.
179.	65	18. 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.	Please consider as follows - In the event of any breach or performance issue request Bank to provide 90 days notice period to the Bidder to rectify the breach/default. In the event the Bidder fails to do so within the cure period, Bank can terminate the respective link. Kindly clarify	Clause Stands as per RFP
180.	66	20. CONFIDENTIALITY AND SECRECY	20. CONFIDENTIALITY AND SECRECY	Request to clarify if Confidentiality obligation can be mutual.	Clause Stands as per RFP
181.	68	21. Delay in Bidder's	c. A delay by the Successful Bidder in the performance of its Contract obligations shall render the Successful Bidder liable to any or all the	Please clarify if this will be invoked if Limit for imposition of LD is exhausted.	Clause is self-explanatory

		perform ance	following sanctions: · Forfeiture of Its Performance Bank Guarantees (PBG). · Termination of the Contract for default.		
182.	69	22. Compliance with laws	However the indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities and/or any third party.	Bidder shall not be made responsible for claims made by customer's regulatory authorities and third parties. It should be restricted to any direct damages suffered by banks only. Hence, we request to modify the clause accordingly	Clause Stands as per RFP
183.	70	25. Order cancellation	Order Cancellation - If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	Please note that Risk purchase clause is not agreeable. Hence, we request to delete the same Also request In the event of any default of the Bidder request customer to provide bidder 90 days cure period to rectify a breach. If the Bidder fails to rectify the breach within the cure period, Bank may terminate.	Clause Stands as per RFP
184.	71	26. Indemnity	Indemnity	The indemnity provision is very broad and cannot be accepted. Request customer to limit the indemnity to below events: i) any death or injury caused by negligent act or omission of the bidder; ii) any damage to tangible property caused by the negligent act or omission of the bidder; iii) any material breach of applicable law by Bidder; iv) any third party IPR breach knowingly caused by the bidder within the territory of India.	Clause Stands as per RFP


				v) breach of confidentiality	
185.	73	26. Indemnity	Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	Please note that disclaiming of liability for "direct" damages is not acceptable. Request removal of the word "Direct" from this clause. Remedies available under law should be open for both parties. Request to modify the clause accordingly	Clause Stands as per RFP
186.	73	26. Indemnity	Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement.	We request clause to be mutual Neither Party shall be liable for any indirect, incidental, consequential or exemplary damages.	Clause Stands as per RFP
187.	73	26. Indemnity	Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.	Please delete the portion covering indemnity arising out of claims made by customer and/or regulatory authorities as these claims are not within control of successful bidder	Clause Stands as per RFP
188.	73	26. Indemnity	The vendor shall not indemnify the Bank for i. Any loss of profits, revenue, contracts, or anticipated savings or ii. Any consequential or indirect loss or damage however caused, provided that the claims against customers, users and service providers of the Bank would be considered as a "direct" claim.	We suggest that claims against customers users and service providers of bank should not be treated as direct claims . Should be governed and to the extent permitted by applicable laws	Clause Stands as per RFP
189.	77	34. Termination for conven	Termination for Convenience The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its	Request Deletion. As the bidder has to undertake substantial investment for the provision of the services, we cannot accept termination for convenience. In	Clause Stands as per RFP

		ience	convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	the event the Bank terminates for convenience, exit charges shall be applicable.	
190.	77	37. Consequence of termination	32. Consequences of Termination In the event of termination of the Contract due to any cause whatsoever, (whether consequent to the stipulated term of the Contract or otherwise), UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution / continued execution of the scope of the Contract.	Parties will mutually agree to an efficient transition plan. Request to confirm	Clause Stands as per RFP
191.	81	42. Limitation of liability (ii)	Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.	Request deletion. Service Provider shall have no access to Bank's data or bank's customer details	Clause Stands as per RFP
192.	81	4242. Limitation of liability (iii) (d)	iii. The limitations set forth in point no. 1 shall not apply with respect to: . . (d)Regulatory or statutory fines imposed by the Government or Regulatory agency or non-	In Point (d) govt or regulatory agency should be restricted to "DoT". ie as applicable to telecom sector - as the connectivity is regulated by telecom regulators only. Bidder is not doing anything related to Banking business.	Clause Stands as per RFP

			compliance of statutory or regulatory guidelines applicable to the project.		
193.	96	Annexure F	We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.	Request the following modification: We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction, that may have any material adverse affect on the provision of services by the Bidder under this contract.	Clause Stands as per RFP
194.	97	Annexure G	We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.	Pleas note that - This undertaking is very broad and cannot be accepted. Bidder shall only be liable to indemnify the bank for any material breach of applicable law by us as the service provider that causes as damage or cost to the Bank.	Clause Stands as per RFP
195.	127	Anneuxure Q62	62. Security being prime concern, Solution should not breach the security of any installations of Bank in any way.	Bidder will be providing MPLS connectivity service as per the terms of RFP. Security requirements to the extent of provisioning of services by bidder will be taken care of. Clause 4.1.64 is not applicable and beyond the scope as bidder is providing MPLS connectivity service with router in customer scope. Request deletion	Clause Stands as per RFP

196.	128	79	Bidder shall ensure that all supplied hardware, software etc. must not be End of Support / End of Service and spares/upgrades should be available for at least 5 years from date of commissioning, otherwise proper replacement without any cost to bank to be done by bidder	Please clarify if bidder's obligation to provide operations and maintenance should be restricted to hardware/equipment supplied by it during the subsistence of this agreement.	Refer SN 166
197.	129	82	In future, if the bidder gets involved in Regulatory issues / Licensing issue with any Govt/Law enforcing agency/ Regulatory authorities, it is the responsibility of Bidder to replace / substitute the wire/wireless Technology at no additional cost to the Bank without compromising SLA and security.	Any major regulatory/licensing issue would affect TSP's ability to perform the services to bank as per RFP due to reasons attributable to bank as well. In such event, replacement or substitution of services may not be possible. Hence, request for deletion	Clause Stands as per RFP
198.	144	Annexure U	One of the conditions of the aforesaid Agreement is that the Obligor is required to furnish an indemnity in favour of UCO BANK indemnifying the latter against any claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Obligor's violations of any trademarks, patents, copyrights and licenses, the applicable laws, regulations, guidelines during the Supply / Services to UCO BANK as also for breach committed by the Obligor on account of misconduct, omission and negligence by the Obligor.	Request the following modification: One of the conditions of the aforesaid Agreement is that the Obligor is required to furnish an indemnity in favor of UCO BANK indemnifying the latter against any claims, losses, costs, actions, suits, damages and / or otherwise arising due to or on account of Obligor's violations of any trademarks, patents, copyrights and licenses within India, the applicable laws, regulations, guidelines during the Supply / Services to UCO BANK as also for breach committed by the Obligor on account of Wilful misconduct, omission and gross negligence by the Obligor.	Clause Stands as per RFP
199.	144	Annexure U	the Obligor shall, at all times hereinafter, save and keep harmless and indemnified UCO BANK, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand,	The indemnity provision is very broad and cannot be accepted. Request customer to limit the indemnity to below events: i) any death or injury caused by negligent act or omission of the bidder; ii) any damage to tangible property	Clause Stands as per RFP

			losses, liabilities 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 may be instituted taken or preferred against UCO BANK by whomsoever and all losses, damages, costs, charges and expenses that UCO BANK may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract period.	caused by the negligent act or omission of the bidder; iii) any material breach of applicable law by Bidder; iv) any third party IPR breach knowingly caused by the bidder within the territory of India. v) breach of confidentiality. Request deletion of the word "indirect".	
200.	145	Annexure U	(3) The Obligor further agrees to provide complete documentation of MPLS Link on Wired/RF AND 4G/5G (Single SIM Based)/Equipments/accessories/and other software, they are having. The Obligor shall also indemnify and keep indemnified UCO BANK against any levies/penalties/claims/demands, litigations, suits, actions, judgments, in this regard.	Indemnity requirement not clear. Request deletion. Bidder agrees to indemnify if any services breaches applicable laws.	Clause Stands as per RFP
201.	116	Annexure O - Eligibility	The bidder for Category B type of link should have deployed proposed MPLS link on 4G/5G media in at least 200 branches/offices as last mile in Public / Private Sector Bank /Financial	Please consider proof of successful 4G last Mile with Internet/VPN services demonstration in large organization as credential to participate in Category B	Clause Stands as per RFP

			Institutions/ Government Organization		
202.			Additional	Please allow RF feasibility for Category B sites	Query Not admissible
203.	34	4.1.7	For Category A & B - link provided by bidder should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer VPN traffic and Internet traffic. The VPN network offered to the Bank should not carry any internet routes. The bidder has to provide network topology showing how internet traffic is segregated from proposed MPLS cloud.	Kindly amend this to logical separation of MPLS and Internet Traffic at PE Router .	Clause Stands as per RFP
204.	34	4.1.13	 <p>The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the selected bidder.</p>	kindly change this to cross connect availability & charges at DC DR will be under bank scope.	<p>Clause modified as:</p> <p>The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the</p>

					Bank.
205.	35	4.1.17	The bidder is required to specify if bursting is available as a supported service. If so, bidder may define the process and specify the lead- times for requesting bursts. The bidder may also confirm the flexibility to dynamically allocate bandwidth to the Bank on demand either on a permanent or temporary basis.	Bidder Network is build to scale upto desired Bandwidth level however burstability cant be offered on Required basis ,hence request deletion of this clause.	Clause Stands as per RFP
206.	37	4.1.27	The bidder shall build and provide to the Bank and Bank's Network Integrator access to an online monitoring portal where link status such as link up or down, down since, reason for down, expected time for resolution (ETR), last mile bidder, circuit ID, incident number etc. shall be available in a graphical format. 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 contact (name, designation, telephone numbers, Email ID) as well as the escalation matrix. This information shall be used by the Bank/NI to seek support, log complaints etc. This portal should be made available within 30 days from the date of	Link will be managed through NOC and bidder will provide self care portal from where you can raise and manage ticket . Bidder will not provide Online monitoring portal	Clause Stands as per RFP

			issuance of PO/Lol.		
207.	41	4.1.46	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. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment at the earliest. External antennas should have proper lightning conductors, wherever necessary.	Bidder will be responsible for the equipment which is supplied in this bid by bidder .Router will not be part of this scope	Clause Stands as per RFP
208.	45	4.1.82	Dedicated IP addressing scheme for WAN link will be provided by the Bank. Required connections to terminating the link on Router/Switch (provided by the Bank) should be done by bidder. After installation of network equipment at branches bidder has to ensure that banks application are working properly.	Since Router and switch is part of bank scope so any configuration changes will be taken by bank only	Clause Stands as per RFP
209.	49	4.2.13	In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates of alternate connectivity shall be applicable as per RFP norms. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.	what if bidder is bidding only for Category A ,then in that case if feasibility is not available on wired /RF then bidder will not be penalised in any condition. Also This will be subject to feasibility of new location.	Clause Modified as: In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates (L1) of alternate connectivity shall be applicable as per RFP norms. Otherwise, link shall be terminated by Bank.

					However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.
210.	49	4.3.2	Minimum band width for 4G/5G as last mile should be 2048 Kbps full duplex for branches.	Since its is based on mobility network so BW will be on best effort basis and it will asymetric bw	Clause Stands as per RFP
211.	49	4.3.3	MPLS link on 4G/5G should be configured in active-active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL/Sify/Bidder/Airtel/Other MPLS link at branches/offices	Router is part of bank scope so configuration of fallback or active active or active passive will be under bank scope	Clause Modified as: MPLS link on 4G/5G should be configured in active mode with auto failover mechanism with the existing BSNL/MTNL /Sify/Bidder/Airtel/Other MPLS link at branches/offices
212.	51	4.3.7	Hardware specification of 4G device	Requesting bank to kindly amend this to below.	Please refer corrigendum
213.			SIM Slots	Single Slot	Please refer corrigendum
214.			4G LTE Modem (for dual)	Single SIM	Please refer corrigendum
215.			LTE Band	TDD – B40 only	Please refer corrigendum
216.			GSM/EDGE/WCDMA Band	Not Applicable	Please refer corrigendum
217.			WAN & LAN Interface	1 GE	Please refer corrigendum
218.				WAN + LAN	Please refer corrigendum
219.			External Antenna	~13dBi Panel Antenna	Please refer corrigendum

220.			MiMo / Diversity	2 X 2 MIMO	Please refer corrigendum
221.				1T2R	Please refer corrigendum
222.			Input voltage (DC)	PoE	Please refer corrigendum
223.				230 V AC to 802.3 at/af Adaptor	Please refer corrigendum
224.			Max. power	<24W	Please refer corrigendum
225.			Operating Temperature	-15°C to 75°C	Please refer corrigendum
226.			Other Features	IP65	Please refer corrigendum
227.	51	4.3.38	SOFTWARE SPECIFICATIONS:	Requesting bank to kindly amend this to below.	Please refer corrigendum
228.			Basic functions	DNS, DHCP, ICMP, NAT, Loopback interface, Bridge /Static / Dynamic Routing Support, MPLS, QOS,GRE	Please refer corrigendum
229.			4G/5G function	Single APN supported, APN Manual Configuration	Please refer corrigendum
230.			Zero Touch Provision	Pre-Configuration	Please refer corrigendum
231.			Routing Protocol	VRF, Policy Based Routing, Interface Routing, ECMP Routing, IPv4 dynamic routing protocols: RIP v1/v2, OSPFv2, BGP v4, IPv6 dynamic routing protocols: RIPng, OSPFv3, BGP, Bidirectional Forwarding Detection (BFD),Dual Stack IPv4/v6 supported.	Please refer corrigendum
232.			Link Failover (Preferred)	Need more info	Please refer corrigendum

233.			Security Functions	Source and destination NAT, Filtering by IP address and address range, port and port range, IP protocol, Address lists, MAC Address Filtering (Via ACS)	Please refer corrigendum
234.			VPN Function	IKEv2 support, Tunneling Protocols (Open VPN, PPTP, L2TP, SSTP), Advanced PPP features (MLPPP, BCP), Simple tunnels (IPIP, EoIP) IPv4 (Data traffic) and IPv6 (Device Management) support. VLAN, MPLS based VPNs	Please refer corrigendum
235.			Encryption	DES, 3DES, AES, MD5, SHA	Please refer corrigendum
236.			Bridge mode	In-Path	Please refer corrigendum
237.			Diagnosis Tool	Web GUI	Please refer corrigendum
238.	34	4.1.11	All the POPs from where the bandwidth is provided to Bank should have redundancy of equipments, links, power, backhaul connectivity etc. Bidder should submit an undertaking for the same.	Do we need to provide dual Handoff at all the sites as the requirement is device redundancy. Pls confirm	Clause is self-explanatory
239.	34	4.1.14	The bandwidth of backhaul link is factored as 20 Mbps and bidder to quote the cost of the same in commercial bid. Bank shall place order for backhaul in tranche of 20 Mbps as per the requirement. For existing vendor, existing Backhaul Links to be utilized which may be upgraded as per requirement at mutually agreed terms. Bidder shall ensure to upgrade the bandwidth of DC and DR backhaul links to minimum 2 times of bandwidth (i.e. 2 times of (Total links X 2 Mbps)) during the	Does bidder need to provide two handoff at the DC & DR location to provide device level redundancy. Along with the required BW. Pls confirm	Clause is self-explanatory

			contract period at any point of time. Necessary network devices such as Router/Mux/Rack along with necessary cabling and Battery Backup as per Industry Standard to be provided by Bidder without any additional cost.		
240.	35	4.1.18	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/ bidder on this implementation while integrating their MPLS 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.	In this case if the IPSEC and other VPN tunnels would be created from the bank router. If yes than bidder network dependency wont be there..	Clause is self-explanatory
241.	40	4.1.39	The Routers will be provided by the Bank in Bank's Premises. Bidder should terminate link in Bank existing router Ethernet interface.	Bidder would deploy an L2 Device and provide ethernet handoff towards the Bank CPE, so all routing decesions would be made by Bank CPE, and Bidder would transperently support all kind of traffic	Clause is self-explanatory
242.	41	4.1.50	The bidder shall ensure multicast support in their MPLS network (regardless of the multicast types such as dense mode, sparse mode etc.) at no additional cost to the Bank.	Bidder Support IGMPv3 Multicast traffic on Customer VRF. IF needed we can to enable Multicast as per requirement, so pls cofirm during delivery..	Clause is self-explanatory

243.	42	4.1.54	Bidder's network should support dynamic routing protocols like Open Shortest Path First (OSPF), Border Gateway Protocol (BGP) etc.	Bidder support BGP between Customer CPE & Bidder PE.	Clause is self-explanatory
244.	49	4.3.3	MPLS link on 4G/5G should be configured in active-active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL/Sify/Bidder/Airtel/Other MPLS link at branches/offices.	Bidder would provide transparent link and would support in configuring active-active or active-passive mode but auto failover mechanism config has to be done in the Bank CPE. Bidder would support from SP perspective..	Clause is self explanatory
245.	121	11	All the POPs from where the bandwidth is provided to Bank should have redundancy of equipments, links, power, backhaul connectivity etc. Bidder should submit an undertaking for the same.	PLs confirm if Bidder needs to provide redundant ethernet handoff at branch site also.	Clause is self-explanatory
246.	25	30. Submission of offer - Three Bid system	The bids (along with soft copy) shall be dropped/submitted at UCO Bank's address given in Bid Control Sheet Table, on or before the date specified therein.	Please clarify whether soft-copy - means bid submission to be written on CD. What is meant by soft-copy along with hard copy submission	Clause is self-explanatory
247.	64	16. PAYMENT TERMS	<p>a. The initial period will be for 3 years. However same will be further extended based on performance on mutually agreed price and terms.</p> <p>b. The selected bidder have 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.</p> <p>f. The selected bidder should provide consolidated state wise invoices for each</p>	We understand payment terms are quarterly in arrears and site-wise. Commencement of payment is on successful delivery of Hub and spoke location and payment on quarterly arrears term for all working links	Clause is self-explanatory

			commissioned sites (in that particular State). i.e. One single invoice should be generated for each State irrespective of the number of links Bank is having in that particular State.		
248.	33	4.1.2	Bidders shall have to submit proposed MPLS link feasibility report for category A & B link for all branches separately. Desktop feasibility will not be accepted.	Please allow desktop feasibility for links of Category A and B as L2 feasibility will take significant resources and time	Refer Corrigendum
249.	33	4.1.4	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.	Please allow desktop feasibility for links of Category A and B as L2 feasibility will take significant resources and time. Please consider penalty only in case of declared as feasible and later found non-feasible. Any other changes like wired to wireless, wireless to wired, increase in pole height, etc. to not be penalized	Clause Modified as: Any deviation with respect to feasibility report submitted during the bid submission, declared as feasible, but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.
250.	53	Part V - III	In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 100% of annual rental for each such location on L1.	Please cap penalty in such a scenario to 1 month rental for affected link	Clause Stands as per RFP
251.	53	Part V - IV	In case L2 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L1. Bank will impose the penalty equal to 100% of annual rental for each such location on L2. Further, Cancelling and shifting of order from L2 to L1 under such condition will not be considered under the distribution of order in	Please cap penalty in such a scenario to 1 month rental for affected link	Clause Stands as per RFP

			60:40. And feasibility of offered site should be submitted to Bank within 10 working days, otherwise, Bank may cancel the offer		
252.			Additional	<p>Please confirm if bidder can participate in any one of the 2 categories - Category A and Category B.</p> <p>Please confirm if eligibility, technical and commercial bid submission and evaluation will be separate for Category A and B</p> <p>Accordingly, please confirm the EMD amounts, whether unchanged at 30 lacs if Bidder decides to participate in one category, either A or B</p> <p>Please also provide us with the final formats for full bid submission in case Bidder decides to opt for one Category to participate</p>	Please refer corrigendum
253.	131	Technical specification	<p>Pole/Tower removal, in case of shifting of branch or termination of link has to be done by Bidder without any additional cost to the Bank.</p> <p>In case of Pole/Tower fell down due to natural calamity, removal and reinstallation of Pole/Tower has to be done by Bidder without any additional cost to the Bank</p>	Please consider appropriate charges for pole/tower height removal due to issues attributable to bidder	Refer Force majeure clause
254.				Please extend tender submission timelines to 15th Feb 21	Please refer corrigendum
255.	48	4.2.8	In case of Pole/Tower fell down due to natural calamity, removal and reinstallation of Pole/Tower has to be done by Bidder without any additional cost to the Bank.	Please consider appropriate charges for pole/tower height removal due to issues attributable to bidder	Refer Force majeure clause
256.				Please provide lat/long for all sites of Category A and Category B for aiding feasibility working	Available information has been given in the RFP.

257.	43	4.1.70	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost.	Please consider replacement to network devices/spares due to reasons attributable to bidder	Refer SN 128
258.	57 & 58	7. PAYMENT AGAINST DELIVERY OF SLAs :	Bank will pay charges on per site basis depending upon the achievement of uptime for any type of link. However, Bank issues will be exempted from calculating the uptime. Category – A Category - B	Please consider SLA uptime and penalties as below Category A - 99.9% at DC/DR sites and 99.5% (Fiber)/98.5% (RF) for branch sites. Penalty capped at 10% of annual order value Category B - SLA to be on best effort basis	Clause Stands as per RFP
259.	43	4.1.70	Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost.	Please consider replacement to network devices/spares due to reasons attributable to bidder	Refer SN 128
260.	56	2. Installation and Commissioning	In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Ordered Link of any Category Installation & Commissioning Period Between 50 to 300 - Within 4 Weeks Between 301 to 600 - Within 8 Weeks More than 600 - Within 12 Weeks	Please consider as below - In short, the entire project shall be implemented as per the table given below from the date of PO (Purchase Order). Ordered Link of any Category Installation & Commissioning Period Between 50 to 300 - Within 8 Weeks Between 301 to 600 - Within 12 Weeks More than 600 - Within 16 Weeks	Refer SN 3
261.	128	Annexure Q - Pt. 78	All clearances, wherever required, in respect of the mast/pole/antenna from Landlord, any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibilities of the Bank. However bank may seek involvement of bidder for obtaining	Please note that clearances/permissions for mast/pole/antenna from Landlord will be in scope of Bank only. Please do not penalize Bidder for delay/issue in delivery due to landlord permission issues	Clause is self-explanatory

			such clearance / permission		
262.	14	3. Eligibility Criteria	The bidder for Category A link should have MPLS link feasibility in minimum of 50% of total sites as mentioned in Annexure V	Please consider as below - The bidder for Category A link should have MPLS link feasibility in minimum of 30% of total sites as mentioned in Annexure V.	Clause modified as: The bidder for Category A link should have MPLS link feasibility in minimum of 30% of total sites as mentioned in Annexure V
263.	48	4.2.2	In case of MPLS on wired/RF connectivity, Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with licensed band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity	Every Service provider will use UBR equipment which is unlicensed equipment Pls change the clause Please note that wireless (UBR or RF) media is an unlicensed band. However, communication on wireless media will be encrypted	Clause modified as below: In case of MPLS on wired/RF connectivity, Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with legal band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity
264.	35	4.1.18	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/ bidder on this implementation while integrating their MPLS network. Further,	Remark: We understand that connectivity link will be provided by Bidder. However, IPSEC and other features will be created by Bank Branch router.	Clause is self-explanatory

265.	41	4.1.50	The bidder shall ensure multicast support in their MPLS network (regardless of the multicast types such as dense mode, sparse mode etc.) at no additional cost to the Bank.	Remark: Multicast will be passed through Bank Branch Router Via a Tunnel.	Clause is self-explanatory
266.	49	4.3.1	Latency should not be more than 100 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.	Remark: for 4G -Request Bank to give relaxation on Latency by considering 150ms-200ms.	Refer corrigendum
267.	50	4.3.6	Only Bank's authorized and approved APN should be configured	Remark: Only Private APN should be allowed.	Clause is self-explanatory
268.	51	4.3.7	HARDWARE SPECIFICATIONS :	Remark: If its outdoor unit that bidder is providing then it should be IP67. Please confirm.	Refer corrigendum
269.	62	13	Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any).	Remark: Request Bank to cap LD on delayed items/links as suggested below. Suggestion: Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the delayed items/ links-order value of that link excluding GST and other applicable taxes (if any).	Clause is self-explanatory
270.	65	18	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	Remark: Request Bank to evaluate performance on the basis of agreed SLA in contract with cure period of 30 days to rectify the fault as " satisfactory " is very open and subjective term .	Clause modified as: The performance of the vendor shall be reviewed Quarterly, if not found satisfactory as per the service level standards, Bank may terminate the contract at

			rendered till the date of termination.	Suggestion: The performance of the vendor shall be reviewed Quarterly, if not found satisfactory as per the service level standards , Bank may terminate the contract at its sole discretion by giving three months' notice with a cure period of 30 days to remedy such breach of service level standards without assigning any reasons. However, bank shall pay valid payment for the services rendered till the date of termination.	its sole discretion by giving three months' notice with a cure period of 30 days to remedy such breach of service level standards without assigning any reasons. However, bank shall pay valid payment for the services rendered till the date of termination.
271.	71	25	If the bidder does not perform satisfactorily or delays execution of order, <u>UCO Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the bidder is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which UCO Bank may have to incur in executing the balance order.</u> This clause is applicable, if for any reason, the order is cancelled.	Remark: Request Bank to consider that "Risk Purchase shall be limited to 100% value of the faulty equipment ".	Clause Stands as per RFP
272.	71	26	Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly <u>or indirectly from i. an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract</u> , ii. Material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the	Remark: Request Bank to consider below points: 1) Allow Bidder's to be liable for only direct losses. 2) As per RFP breach of performance is already getting evaluated with applicable LD's and ORDER CANCELLATION. So, request you to give relaxation on further indemnity. (3) USE OF DELIVERABLES AS PROVIDED IS VAGUE AND ONCE THEY ARE INSPECTED AND ACCEPTED NO FURTHER LIABILITY FOR THE BIDDER SHOULD SUBSIST.	Clause Stands as per RFP

			<p>service provider under this RFP. iii. use of the deliverables and or services provided by the Vendor, RFP REF No. DIT/BPR & BTD/OA/2805/2020-21 DATE: 04/01/2021 Page: 72 of 181 iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project.</p>	<p>Suggestion: Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from i. an act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract, ii. Material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP. iii. use of the deliverables and or services provided by the Vendor, RFP REF No. DIT/BPR & BTD/OA/2805/2020-21 DATE: 04/01/2021 Page: 72 of 181 iv. Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfil the scope of this project.</p>	
273.	71	26	<p>Ø Non-compliance of the vendor with Laws / Governmental Requirements Ø IP infringement Ø Negligence and misconduct of the Vendor, its employees, and agents Ø <u>Breach of any terms of RFP, Representation or Warranty</u> Ø <u>Act or omission in performance of service.</u></p>	<p>Remark: Request you to delete strike out content.</p> <p>Suggestion: Non-compliance of the vendor with Laws / Governmental Requirements Ø IP infringement Ø Negligence and misconduct of the Vendor, its employees, and agents Ø</p>	Clause Stands as per RFP

				Breach of any terms of RFP, Representation or Warranty & Act or omission in performance of service.	
274.	73	IV	IV. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	<p>Remark: Both parties must be responsible for direct damages, request you to delete the strike out content. Also Limitation of Liability must be mutual for both parties.</p> <p>Suggestion: IV. Under no circumstances either party bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank the aggrieved has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p>	Clause Stands as per RFP
275.	76	33	f) Deductions on account of liquidated damages exceed more than 10% of the total work order. g) In case the selected bidder fails to deliver the resources as stipulated in the delivery schedule, UCO BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder. h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the	<p>Remark: Request Bank to allow 30 days cure period and Risk purchase to be capped at 100% of undelivered/delayed services/goods.</p>	Clause Stands as per RFP

			additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.		
276.	77	34	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective	<p>Remark: Request Bank to allow at least 90 days notice period prior termination.</p> <p>Suggestion: The Bank, by written notice of at least 90 days sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.</p>	Clause Stands as per RFP
277.	79	39	<p>a. The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner: i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. ii. The matter will be referred for negotiation between Deputy General Manager of The Bank / Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.</p>	<p>Remark: Request Bank to give relaxation on settlement time frame on any dispute to resolve dispute amicably as suggested below.</p> <p>Suggestion: a. The Bidder and The Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner: i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) 30 days of receipt of the notice. ii. The matter will be referred for negotiation between Deputy General Manager of The Bank / Purchaser and the Authorised</p>	Clause Stands as per RFP

				Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of +5 days 45 days.	
278.	31	3	V. The Bank reserves the right to decrease or increase the no. of branches up to 25% (Twenty-Five percent) of the projected no. of branches with the bidder/s at the agreed price, terms and conditions during the contract period. Any decision of Bank in this regard shall be final, conclusive and binding on the bidder	Remark: As we know that it is a rental contract thus prices are quoted on volume and tenure basis. Request to consider that any addition of quantity shall be on revised price basis.	Clause Stands as per RFP
279.	41	4.1.47	4.1.47 During the contract period, the Bank reserves the right to add/ upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, at no extra cost to the Bank.	Remark: Request Bank to add/ upgrade/replace/move any or all hardware components installed at the specified locations shall be paid by Bank.	Refer SN 13
280.	43	4.1.70	4.1.70 Any damage to the network devices/spares involved in establishing the link, arising out of electrical/lighting/voltage/Earthing issues needs to be replaced by the bidder free of cost.	Remark: Request you to take into consideration that Bank shall provide uninterrupted power supply with proper earthing. Any damage on account of earthing or power surges etc, shall be reimbursed by Buyer.	Refer SN 128
281.	45	4.1.78	4.1.78 During the tenure of the contract or till the link(s) is/are being used at the site(s), the bidder shall bear all the operational costs associated with commissioned link(s). The Bank shall pay only the fixed recurring cost and one-time shifting charges (wherever applicable) for the commissioned links.	Remark: Please confirm that Operational charges like electricity etc. shall be borne by buyer.	It is Clarified that: Bank will provide the necessary electricity required for running the devices.

282.	p-46	4.1.85	4.1.85.....Additionally, bidder shall maintain duly signed copies of certificates/reports such as "Site Survey", "Installation Certificate", "In Operations Certificate", "Acceptance report for successful commissioning" etc. with themselves for future references. Such documentation in the format prescribed by the Bank shall be provided to the Bank/SI on regular basis and/or on demand	Remark: Request to share all mentioned format.	Prescribed format to be shared with successful bidder only. Clause Stands as per RFP
283.	p-47	4.1.90	4.1.90 Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days.	Remark: As we know it is rental deal. So request you to delete termination on convenience clause " Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days".	Clause Stands as per RFP
284.	p-47	4.1.91	4.1.91 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	Remark: Request you to cap the variation threshold on links/locations quantity so that Bidder shall evaluate the rental proposition considering variation threshold parameter.	Clause Stands as per RFP
285.	p-53	CATEGORY-A	CATEGORY – A III. In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 100% of annual rental for each such location on L1 CATEGORY B.....Bank will impose the penalty equal to 100% of annual rental for each such location on L1	Remark: Request to Bank to provide Latitude and Longitude of all the Branches to get the precise feasibility report.	Available information already provided in RFP

286.	55	2	2. INSTALLATION AND COMMISSIONING Bidder has to commission the Backhaul links at DC and DR within 2 weeks	Remark: Request Bank to allow at least 4 weeks for the commission of Backhaul Links at DC and DR.	Refer SN 3
287.	57	6	6. ACCEPTANCE TESTING The Bank will carry out the acceptance tests within 15 days of link handover for testing of successfully integration of MPLS on Wired/RF & 4G/5G with Bank's 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 its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor.	Remark: Request Bank to consider that acceptance shall be deemed accepted on 16th day of link handover, if buyer fails to conduct the same within 15 days of such link handover notice OR from the date of putting the link in commercial use. Request you to also share the format in advance.	Clause Stands as per RFP
288.	59	7	7. · 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 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.	Remark: Request Bank to give relaxation on penalty as suggested below. Suggestion: 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 returns back, else penalty of Rs.1000/- 500 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.	Modified as: 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 returns back, else penalty of Rs.500/- 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.
289.	62	12 d.	12 d. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.	<p>Remark: Request Bank to consider the below suggestion.</p> <p>Suggestion: Bidder reserves the right to withhold any financial/ sensitive data sharing with buyer or with any external monitor. All possible support and cooperation will be extended within legal limit if there is any allegation of breach.</p>	Clause Stands as per RFP
290.	63	13	<p>13. LIQUIDATED DAMAGE</p> <p>Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.</p> <p>After elapsing of stipulated time period including 10 Weeks Liquidated damages period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount.</p>	<p>Remark: Request Bank to cap maximum LD on 10% of the order value of that particular link and please delete " after imposing one-year rental cost of said link as penalty amount" to avoid dual penalty for same cause(LD).</p> <p>Further please remove multiple penalties under this RFP and cap that total penalties should not exceed 10% of the order value of that particular link.</p> <p>Suggestion: Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or</p>	Refer SN 140

				<p>reduce the penalty if the reasons for delay are considered to be justified.</p> <p>After elapsing of stipulated time period including 10 Weeks Liquidated damages period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount.</p>	
291.	63	13	Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be	Remark: Request Bank to either delete LD clause on commissioning or cap maximum LD to 10% of the service value of that particular site.	Clause Stands as per RFP
292.	64	16	<p>16. PAYMENT TERMS</p> <p>b. The selected bidder have 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</p>	<p>Remark: Request Bank to mention the payment terms towards hardware or rental charges of the equipment or you can consider the below mentioned suggestion.</p> <p>Suggestion: 20% advance and 80% of hardware cost if it's a CAPEX deal else allow quarterly advance payment towards hardware rental cost.</p> <p>Further it is requested to Bank to pay bandwidth charges and hardware/rental charges separately.</p>	Clause Stands as per RFP
293.	69	23	FORCE MAJEURE	Remark: Request Bank to consider word Transponder and Satellite failure as well under Force Majeure.	Clause Stands as per RFP
294.	74	29	<p>29. EXIT OPTION AND CONTRACT RE-NEGOTIATION</p> <p>Delay in offering equipments for pre-delivery Inspection;</p>	Remark: 1. Since the order will be placed post competitive bidding thus No re negotiation will take place on any account as buyer anyways penalties as	Clause Stands as per RFP

				deterrent to mitigate any loss. 2. Any delay in offering equipment's for pre delivery inspection for reasons not attributed to Bidder and it shall be exempted from any penalty.	
295.	77	34	34. TERMINATION FOR CONVENIENCE The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	Remark: Request Bank to consider 30 days notice period and compensation to be paid on consumed services prior termination.	Clause Stands as per RFP
296.	81	42	42. LIMITATION OF LIABILITY	Remark: Request Bank that limitation of liability shall be capped at 100% of total contract value.	Clause Stands as per RFP
297.	127-128	68	68. Bidder should take adequate insurance for deploying hardware at no cost to Bank for preventing the equipment from any kind of damages	Remark: We understood that Bidder's insurance policy shall be applicable till Installation and commissioning of equipment. After completion of I&C, safety of equipment falls under Bank responsibility.	Clause is self explanatory
298.	146	Annexure -U	ANNEXURE-U PROFORMA FOR DEED OF INDEMNITY..... (10) UCO BANK may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of UCO BANK	Remark: In Annexure -U, mentioned clause (10) to be agreed with mutual consent of both parties.	Clause Stands as per RFP

299.	31	4	Normalization of Bids: <i>The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The eligible bidder/s have to agree that they have no</i>	<p>Remark: Request Bank to clarify below point:</p> <p>1) Normalization process at every stage of bid submission : How many stages are there?</p> <p>2) The resubmissions can be requested by the Bank in the following two manners: How many times resubmission will take place?</p> <p>3) The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied: What is criteria of satisfaction?</p>	Clause is Self explanatory
300.	57	6	6. Acceptance Testing <i>Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor</i>	<p>Remark: Request Bank to Acceptance Test Criteria shall be mutual agreed between both parties.</p>	Clause Stands as per RFP
301.	37	4.1.28	<p>4.1.28 The bidder shall respond on the issues/complaints lodged by the Bank/NI as per the following severity matrix:</p> <p>Technical Severity Level Time to Respond Level 1 (High) 15 minutes Level 2 (Moderate) 30 minutes Level 3 (Low) 60 minutes</p> <p>TECHNICAL SEVERITY LEVEL DESCRIPTION EXAMPLES</p>	<p>Request for some explanation what is expected.</p>	Clause is self explanatory



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link On
Wired/RF AND 4G/5G (SINGLE SIM BASED)
RFP REF No: DIT/BPR & BTDOA/2805/2020-21 Date: 04/01/2021
Amendments, Addendums and Corrigendum's

CONTROL SHEET TABLE

	Existing Amount	Modified Amount
Cost of Tender documents	Rs.30,000/- (Rupees Thirty Thousand Only) + GST @ 18%	<ul style="list-style-type: none">➤ For participation in Category-A: Rs.15,000/- (Rupees Fifteen Thousand Only)➤ For participation in Category -B: Rs.15,000/- (Rupees Fifteen Thousand Only)➤ For participation in both Category A & B: Rs.30,000/- (Rupees Thirty Thousand Only)
Earnest Money Deposit (EMD)	Rs.30,00,000/- (Rupees Thirty Lakh Only)	<ul style="list-style-type: none">➤ For participation in Category-A: Rs.15,00,000/- (Rupees Fifteen Lakh Only)➤ For participation in Category -B: Rs.15,00,000/- (Rupees Fifteen Lakh Only)➤ For participation in both Category A & B: Rs.30,00,000/- (Rupees Thirty lakh Only)

[*NOTE- Bidder can participate in either one or both categories of the link. However, Bidder need to submit separate bid for different categories]

PART-I

3. ELIGIBILITY CRITERIA

Sl No	Existing Clause	Modified Clause
1	<p>The Bidder for all categories should be a company registered under Companies Act 1956/2013 since the last three years as on date of RFP submission.</p> <p>Proof of documents required: Certificate of Incorporation, PAN, TAN, GSTIN Certificate and</p>	<p>The Bidder for all categories should be a limited company (Public/Private) registered in India under the Companies Act, 1956 or 2013 and amendments thereafter, if any for the last 3 years as on RFP issuance date.</p> <p>Bidder/Partner/Investor must adhere cross border sharing/FDI/FEMA and other</p>

	any other tax related document if applicable, to be submitted.	regulatory guidelines of Govt of India. <u>Proof of documents required:</u> Certificate of Incorporation issued by Registrar of Companies along with 1. Copies of Memorandum of Association 2. Copies of Articles of Association 3. Shareholding pattern 4. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.
8	The bidder for Category A link should have MPLS link feasibility in minimum of 50% of total sites as mentioned in Annexure V	The bidder for Category A link should have MPLS link feasibility in minimum of 30% of total sites as mentioned in Annexure V

PART-III

2. TECHNICAL EVALUATION

<u>Existing Clause</u>	<u>Modified Clause</u>
Bidder has to provide link feasibility report for each & every branches as mentioned in Annexure – V for MPLS link on wire/RF media & MPLS link on 4G/5G (single SIM based) media separately. Along with the feasibility report bidder need to mention the status of landlord permission obtained from Branch during this activity	Bidder has to provide link feasibility report for each & every branches as mentioned in Annexure – V for MPLS link on wire/RF media & MPLS link on 4G/5G (single SIM based) media separately. Along with the feasibility report bidder may mention the status of landlord permission obtained from Branch during this activity

PART –IV

SCOPE OF THE WORK

SI No	<u>Existing Clause</u>	<u>Modified Clause</u>
4.1.2	Bidders shall have to submit proposed MPLS link feasibility report for category A & B link for all branches separately. Desktop feasibility will not be accepted.	Bidders shall have to submit proposed MPLS link feasibility report for category A & B link for all branches separately.
4.1.4	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.	Any deviation with respect to feasibility report submitted during the bid submission, declared as feasible, but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.

4.1.13	The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the selected bidder	The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the Bank.
4.1.30	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9 A.M to 8 P.M...	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9.30 A.M to 6.30 P.M...
4.1.32	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager during the implementation phase.
4.1.47	During the contract period, the Bank reserves the right to add/upgrade/replace /move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, at no extra cost to the Bank	During the contract period, the Bank reserves the right to add /upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, with mutually agreed terms. Further, if at any point of time bidder upgrades/updates its own infrastructure then any upgradation at bank end required for this purpose has to be done by the bidder without any cost to bank.
4.1.77	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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

	premises from Antenna or any other devices should come through conduit which has to be provided by the selected bidder.	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. Bank may provide necessary electrician support for cable routing inside branch on case to case basis (false ceiling, chocked ducts, etc).
4.1.93	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.	Bidder has to carry out Preventive maintenance of each site once in a year, 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.
4.1.94	Bidder should provide one week minimum advance intimation to bank designated team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.	Bidder should provide minimum 48 hours advance intimation to bank designated team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.
4.2.2	In case of MPLS on wired/RF connectivity,	In case of MPLS on wired/RF connectivity,

	Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with licensed band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity	Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with legal band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity																
4.2.13	In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates of alternate connectivity shall be applicable as per RFP norms. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.	In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates (L1) of alternate connectivity shall be applicable as per RFP norms. Otherwise, link shall be terminated by Bank. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.																
4.3.1	Latency should not be more than 100 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank	Latency should not be more than 150 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.																
4.3.3	MPLS link on 4G/5G should be configured in active-active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL/Sify/Bidder/Airtel/Other MPLS link at branches/offices	MPLS link on 4G/5G should be configured in active mode with auto failover mechanism with the existing BSNL/MTNL /Sify/Bidder /Airtel/Other MPLS link at branches/offices																
4.3.7 Hardware Specs	<table><tr><th>SIM Slots</th><th>Single/Dual based</th></tr><tr><td>4G LTE Modem or 4G & 5G support modem (for dual based SIM)</td><td>Active (for single SIM) 2 – Active / Active (For dual SIM)</td></tr><tr><td>LTE Band</td><td>FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41</td></tr><tr><td>GSM/EDGE/WCDMA Band</td><td>DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9 TD-SCDMA: Bands 34/39</td></tr></table>	SIM Slots	Single/Dual based	4G LTE Modem or 4G & 5G support modem (for dual based SIM)	Active (for single SIM) 2 – Active / Active (For dual SIM)	LTE Band	FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41	GSM/EDGE/WCDMA Band	DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9 TD-SCDMA: Bands 34/39	<table><tr><th>SIM Slots</th><th>Single/Dual (Optional)</th></tr><tr><td>4G LTE Modem</td><td>Active (for Single SIM) 2 – Active / Active (For Dual SIM)</td></tr><tr><td>LTE Band</td><td>FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41</td></tr><tr><td>GSM/EDGE/WCDMA Band/4G LTE Band/5G</td><td>DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9</td></tr></table>	SIM Slots	Single/Dual (Optional)	4G LTE Modem	Active (for Single SIM) 2 – Active / Active (For Dual SIM)	LTE Band	FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41	GSM/EDGE/WCDMA Band/4G LTE Band/5G	DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9
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GSM/EDGE/WCDMA Band/4G LTE Band/5G	DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9																	

			GSM/GPRS/EDGE: 1800 MHz/900 MHz			TD-SCDMA: Bands 34/39
						GSM/GPRS/EDGE: 1800 MHz/900 MHz
		WAN & LAN Interface	3* GE Configurable (WAN+LAN)	WAN&LAN Interface		1 LAN Mandatory (for Branches)
		External Antenna	> 3dBi to 109dBi			WAN (Optional)
		MiMo / Diversity	Yes	External Antenna		>3dBi to 10dBi
		Input voltage (DC)	12V DC	MiMo / Diversity		Yes
		Max. power	<24W	Input voltage (DC)		12 V DC
		Operating Temperature	-20°C to +60°C	Max. power		<24 W
		Other Features	IP 67 Rated	Operating Temperature		-20 °C to +60°C
			FGI Split bit supported	Other Features		Outdoor Unit : IP 65 and above
						FGI Split bit supported
4.3.8 Software Specs		Basic functions	DNS/DDNS, DHCP, ICMP,NAT, PPPoE, PAP, CHAP, Loopback interface, Bridge /Static / Dynamic Routing Support, MPLS, QOS,GRE	Basic functions	Bridge and Routing mode supported	
		4G/5G function	4G/5G Band Selection, Dual APN supported , APN Manual Configuration	3G/4G function	4G/5G Band Selection, Minimum Single APN Supported, APN Manual Configuration	
		Zero Touch Provision	Pre-Configuration	Routing Protocol	Dual stack IPv4/v6 supported. Static Routing, BGP	
		Routing Protocol	Static routing, VRF, Policy Based Routing, Interface Routing, ECMP Routing, IPv4 dynamic routing protocols: RIP v1/v2, OSPFv2, BGP v4, IPv6 dynamic routing protocols: RIPng, OSPFv3, BGP, Bidirectional Forwarding Detection (BFD),Dual Stack IPv4/v6 supported.	Security Functions	NAT IP filtering Mac filtering URL filtering Mac binding	
		Link Failover (Preferred)	IP Reachability, Script Based	VPN Function	IPSec, Tunneling Protocols (Open VPN/ PPTP, PPPoE/L2TP/SSTP), GRE	
		Security Functions	State full filtering, Source and destination NAT, Filtering by IP address and address range, port and port range, IP protocol, DSCP etc, Internal connection, routing and packet marks, Address lists, RAW filtering to bypass connection tracking.MAC Address Filtering, MAC Binding, Radius Support	Encryption	DES,3DES, AES, MD5,SHA,GCM	
		VPN Function	IPSec, IKEv2 support, Tunneling Protocols (Open VPN, PPTP, PPPoE, L2TP, SSTP), Advanced PPP features (MLPPP, BCP), Simple tunnels (IPIP, EoIP) IPv4 andIPv6 support. VLAN, MPLS based VPNs	Bridge mode	In-Path	
		Encryption	DES,3DES, AES, MD5,SHA,GCM, Blowfish, Twofish, Camellia	Diagnosis Tool	Ping, Traceroute, Bandwidth Test, Ping Flood, Packet Sniffer, Traffic Generator, File Fetch, Telnet, SSH, Web GUI	
		Bridge mode	In-Path			
		Diagnosis Tool	Ping, Traceroute, Bandwidth Test, Ping Flood, Packet Sniffer, Traffic Generator, File Fetch, Telnet, SSH, Web GUI			

PART-V

1. ORDER DETAILS

<u>SL No</u>	<u>Existing Clause</u>	<u>Modified Clause</u>
<u>Category- A (iii)</u>	In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 100% of annual rental for each such location on L1...	In case L1 bidder is not in a position to deliver ordered feasible link as per the feasibility report submitted at the time of bid submission at the specified locations on wired or on stable wireless RF as last mile, site(s) will be offered to L2. Bank will impose the penalty equal to 50% of annual rental for each such location on L1...
<u>Category- B (i)</u>	For common feasible sites in between L1 & L2 bidders under category A link, the order for links will distributed among L1 & L2 in a ratio of 60:40 , provided that L2 bidder matches the cost of link as of L1.	For common feasible sites in between L1 & L2 bidders under category B link, the order for links will distributed among L1 & L2 in a ratio of 60:40, provided that L2 bidder matches the cost of link as of L1.
<u>Category- B (i)</u>	For exclusive feasible sites declared by L1 & L2 bidders under category A link, the order for links will be placed with the respective bidder, provided that L2 bidder matches the cost of link as of L1.	For exclusive feasible sites declared by L1 & L2 bidders under category B link, the order for links will be placed with the respective bidder, provided that L2 bidder matches the cost of link as of L1.

2. INSTALLATION AND COMMISSIONING

<u>Existing Clause</u>	<u>Modified Clause</u>																
<p>Bidder has to commission the Backhaul links at DC and DR within 2 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p> <table border="1" data-bbox="113 1715 783 1968"> <thead> <tr> <th>Ordered Link of any Category</th><th>Installation & Commissioning Period</th></tr> </thead> <tbody> <tr> <td>Between 50 to 300</td><td>Within 4 Weeks</td></tr> <tr> <td>Between 301 to 600</td><td>Within 8 Weeks</td></tr> <tr> <td>More than 600</td><td>Within 12 Weeks</td></tr> </tbody> </table> <p>If the site is not ready due to reasons attributed</p>	Ordered Link of any Category	Installation & Commissioning Period	Between 50 to 300	Within 4 Weeks	Between 301 to 600	Within 8 Weeks	More than 600	Within 12 Weeks	<p>Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented as per the table given below from the date of LOI (Letter of Intent). Order will be deemed accepted from 7th day of LOI, in case vendor do not convey formal acceptance to Bank.</p> <table border="1" data-bbox="815 1675 1501 1928"> <thead> <tr> <th>Ordered Link of any Category</th><th>Installation & Commissioning Period</th></tr> </thead> <tbody> <tr> <td>Between 50 to 300</td><td>Within 10 Weeks</td></tr> <tr> <td>Between 301 to 600</td><td>Within 14 Weeks</td></tr> <tr> <td>More than 600</td><td>Within 18 Weeks</td></tr> </tbody> </table> <p>If the site is not ready due to reasons attributed to the Bank, no penalty will be levied by the</p>	Ordered Link of any Category	Installation & Commissioning Period	Between 50 to 300	Within 10 Weeks	Between 301 to 600	Within 14 Weeks	More than 600	Within 18 Weeks
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Between 301 to 600	Within 14 Weeks																
More than 600	Within 18 Weeks																

to the Bank, no penalty will be levied by the Bank	Bank
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3. SHIFTING OF LINK

Existing Clause	Modified Clause
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 2 weeks from date of PO for shifting the link. Shifting in same premise Should be done at no additional cost to the Bank. However, if Shifting involves two different premise, the same should be provisioned in the Commercial Template

5. SLA FOR NETWORK

Existing Clause		UCO BANK		Modified Clause																																																	
The table below specifies the end-to-end link uptime matrix.		The table below specifies the end-to-end link uptime matrix.		The table below specifies the end-to-end link uptime matrix.																																																	
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The round trip delay of the network at any time should not be more than 100 msec (average) for Category A & B with 50% link utilization and packet drop should be less than 0.1%.		The round trip delay of the network at any time should not be more than 75 msec (average) for Category A & 150 msec for category B with 50% link utilization and packet drop should be less than 0.1%.		The round trip delay of the network at any time should not be more than 75 msec (average) for Category A & 150 msec for category B with 50% link utilization and packet drop should be less than 0.1%.																																																	
The Bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may terminate the contract fully or partly, if required		The Bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may surrender/terminate such links and bidder shall		The Bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may surrender/terminate such links and bidder shall																																																	

	be imposed with a penalty of 25% of the annual link cost.
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7. PAYMENT AGAINST DELIVERY OF SLAs

<u>Existing Clause</u>	<u>Modified Clause</u>
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 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	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 returns back, else penalty of Rs.500/- 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.

13. LIQUIDATED DAMAGE

<u>Existing Clause</u>	<u>Modified Clause</u>
Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.	Any delay in commissioning/shifting of the link beyond the stipulated time period as per the clause of – Installation and Commissioning, 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% of the order value of that link excluding GST and other applicable taxes (if any). The Bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified.
After elapsing of stipulated time period including 10 Weeks Liquidated damages period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount. Subsequently Bank will place the order to any other selected bidder. The LD/penalty amount will be deducted from payment of other link or from Performance Bank Guarantee...	After elapsing of stipulated time period, if selected bidder fails to implement any or all MPLS links in sites, the order for such links will be deemed cancelled after imposing one-year rental cost of said link as penalty amount. Subsequently Bank will place the order to any other selected bidder. The LD/penalty amount will be deducted from payment of other link or from Performance Bank Guarantee. ...

18.CONTRACT PERIOD

<u>Existing Clause</u>	<u>Modified Clause</u>
<p>The contract period will be for a period of Three Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period on mutually agreed terms and conditions.</p> <p>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.</p> <p>Any offer falling short of the contract period is liable for rejection. The vendor however shall keep the price valid till the contract ends.</p>	<p>The contract period will be for a period of Three Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period on mutually agreed terms and conditions.</p> <p>The performance of the vendor shall be reviewed Quarterly, if not found satisfactory as per the service level standards, Bank may terminate the contract at its sole discretion by giving three months' notice with a cure period of 30 days to remedy such breach of service level standards without assigning any reasons. However, bank shall pay valid payment for the services rendered till the date of termination.</p> <p>Any offer falling short of the contract period is liable for rejection. The vendor however shall keep the price valid till the contract ends.</p>



TECHNICAL REQUIREMENT

SI No	<u>Existing Clause</u>	<u>Modified Clause</u>
Technical requirement (For Category A & B)		
2	Bidders shall have to submit proposed MPLS link feasibility report for category A & B link for all branches separately. Desktop feasibility will not be accepted.	Bidders shall have to submit proposed MPLS link feasibility report for category A & B link for all branches separately.
4	Any deviation with respect to feasibility report submitted such as wired to wireless, increase in pole height, declared as feasible, etc. but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.	Any deviation with respect to feasibility report submitted during the bid submission, declared as feasible, but later during the implementation of the project found to be non-feasible, will not be accepted. The selected bidder shall be penalized for the deviation.
13	The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the selected bidder	The backhaul link to be terminated at Bank's data center at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fiber media only with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore & Kolkata Data center, will be borne by the Bank.
30	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9 A.M to 8 P.M...	Besides monitoring from NOC, bidder should provide Manpower for monitoring links on daily basis during Monday to Saturdays 9.30 A.M to 6.30 P.M...
32	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager during the implementation phase.
47	During the contract period, the Bank reserves the right to add/upgrade/replace /move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout	During the contract period, the Bank reserves the right to add /upgrade/replace/move any or all hardware components installed at the specified locations. In such eventuality, the bidder shall be obliged to carryout

	necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, at no extra cost to the Bank	necessary activities for facilitating such operations (if required) as advised by the Bank from time to time, with mutually agreed terms. Further, if at any point of time bidder upgrades/updates its own infrastructure then any upgradation at bank end required for this purpose has to be done by the bidder without any cost to bank.
77	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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.	Bidder should do all internal cabling till branch router for successful commissioning of the required MPLS 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. Bank may provide necessary electrician support for cable routing inside branch on case to case basis (false ceiling, chocked ducts, etc).
93	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.	Bidder has to carry out Preventive maintenance of each site once in a year, 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.
94	Bidder should provide one week minimum advance intimation to bank designated	Bidder should provide minimum 48 hours advance intimation to bank designated

	<p>team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.</p>	<p>team for carrying out any maintenance activity in bidder's network. Such activity should not be more than 3 hours on single occasion and bidder should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 04.00AM without impacting bank's business. Two activities in a year would be permitted by bank with a duration of one hour. Bidder should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity bidder has to submit the activity report to bank designated team, such reports should state the availability of network for bank branches and offices.</p>
For Category A Link		
2	<p>In case of MPLS on wired/RF connectivity, Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with licensed band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity.</p>	<p>In case of MPLS on wired/RF connectivity, Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF) with legal band that has been successfully implemented in private/public sector Bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity.</p>
13	<p>In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates of alternate connectivity shall be applicable as per RFP norms. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.</p>	<p>In case of shifting of a branch to new location where feasibility on wired/RF is not available then some alternate arrangement like 4G/5G or any other connectivity should be made available to that branch by the bidder itself. The rates (L1) of alternate connectivity shall be applicable as per RFP norms. Otherwise, link shall be terminated by Bank. However, before providing connectivity over other technologies (i.e. apart from wired/RF) bidder need to take prior approval from Bank.</p>

For Category B Link

1	Latency should not be more than 100 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank	Latency should not be more than 150 ms (End to End i.e. Branch router to DC & DR router) for a 1500 byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.																																																
3	MPLS link on 4G/5G should be configured in active-active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL/Sify/Bidder/Airtel/Other MPLS link at branches/offices	MPLS link on 4G/5G should be configured in active mode with auto failover mechanism with the existing BSNL/MTNL /Sify/Bidder /Airtel/Other MPLS link at branches/offices																																																
7 Hardware Specs	<table><tr><th>SIM Slots</th><th>Single/Dual based</th></tr><tr><td>4G LTE Modem or 4G & 5G support modem (for dual based SIM)</td><td>Active (for single SIM) 2 – Active / Active (For dual SIM)</td></tr><tr><td>LTE Band</td><td>FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41</td></tr><tr><td>GSM/EDGE/WCDMA Band</td><td>DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9 TD-SCDMA: Bands 34/39 GSM/GPRS/EDGE: 1800 MHz/900 MHz</td></tr><tr><td>WAN & LAN Interface</td><td>3* GE Configurable (WAN+LAN)</td></tr><tr><td>External Antenna</td><td>> 3dBi to 109dBi</td></tr><tr><td>MiMo / Diversity</td><td>Yes</td></tr><tr><td>Input voltage (DC)</td><td>12V DC</td></tr><tr><td>Max. power</td><td><24W</td></tr><tr><td>Operating Temperature</td><td>-20°C to +60°C</td></tr><tr><td>Other Features</td><td>IP 67 Rated</td></tr><tr><td></td><td>FGI Split bit supported</td></tr></table>	SIM Slots	Single/Dual based	4G LTE Modem or 4G & 5G support modem (for dual based SIM)	Active (for single SIM) 2 – Active / Active (For dual SIM)	LTE Band	FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41	GSM/EDGE/WCDMA Band	DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9 TD-SCDMA: Bands 34/39 GSM/GPRS/EDGE: 1800 MHz/900 MHz	WAN & LAN Interface	3* GE Configurable (WAN+LAN)	External Antenna	> 3dBi to 109dBi	MiMo / Diversity	Yes	Input voltage (DC)	12V DC	Max. power	<24W	Operating Temperature	-20°C to +60°C	Other Features	IP 67 Rated		FGI Split bit supported	<table><tr><th>SIM Slots</th><th>Single/Dual (Optional)</th></tr><tr><td>4G LTE Modem</td><td>Active (for Single SIM) 2 – Active / Active (For Dual SIM)</td></tr><tr><td>LTE Band</td><td>FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41</td></tr><tr><td>GSM/EDGE/WCDMA Band/4G LTE Band/5G</td><td>DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9</td></tr><tr><td></td><td>TD-SCDMA: Bands 34/39 GSM/GPRS/EDGE: 1800 MHz/900 MHz</td></tr><tr><td>WAN&LAN Interface</td><td>1 LAN Mandatory (for Branches) WAN (Optional)</td></tr><tr><td>External Antenna</td><td>>3dBi to 10dBi</td></tr><tr><td>MiMo / Diversity</td><td>Yes</td></tr><tr><td>Input voltage (DC)</td><td>12 V DC</td></tr><tr><td>Max. power</td><td><24 W</td></tr><tr><td>Operating Temperature</td><td>-20 °C to +60°C</td></tr><tr><td>Other Features</td><td>Outdoor Unit : IP 65 and above FGI Split bit supported</td></tr></table>	SIM Slots	Single/Dual (Optional)	4G LTE Modem	Active (for Single SIM) 2 – Active / Active (For Dual SIM)	LTE Band	FDD- Bands 1/3/5/7/8/20 TDD- Bands 38/39/40/41	GSM/EDGE/WCDMA Band/4G LTE Band/5G	DC- HSPA+/HSPA+/HSPA/UMTS: Bands 1/5/8/9		TD-SCDMA: Bands 34/39 GSM/GPRS/EDGE: 1800 MHz/900 MHz	WAN&LAN Interface	1 LAN Mandatory (for Branches) WAN (Optional)	External Antenna	>3dBi to 10dBi	MiMo / Diversity	Yes	Input voltage (DC)	12 V DC	Max. power	<24 W	Operating Temperature	-20 °C to +60°C	Other Features	Outdoor Unit : IP 65 and above FGI Split bit supported
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	Link Failover (Preferred)	IP Reachability, Script Based	VPN Function	IPSec, Tunneling Protocols (Open VPN/ PPTP, PPPoE/L2TP/SSTP), GRE
	Security Functions	State full filtering, Source and destination NAT, Filtering by IP address and address range, port and port range, IP protocol, DSCP etc, Internal connection, routing and packet marks, Address lists, RAW filtering to bypass connection tracking.MAC Address Filtering, MAC Binding, Radius Support		DES,3DES, AES, MD5,SHA,GCM
	VPN Function	IPSec, IKEv2 support, Tunneling Protocols (Open VPN, PPTP, PPPoE, L2TP, SSTP), Advanced PPP features (MLPPP, BCP), Simple tunnels (IPIP, EoIP) IPv4 andIPv6 support, VLAN, MPLS based VPNs		In-Path
	Encryption	DES,3DES, AES, MD5,SHA,GCM, Blowfish, Twofish, Camellia		Diagnosis Tool
	Bridge mode	In-Path		
	Diagnosis Tool	Ping, Traceroute, Bandwidth Test, Ping Flood, Packet Sniffer, Traffic Generator, File Fetch, Telnet, SSH, Web GUI		



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NOTICE TO THE BIDDERS

27.01.2021

Sub: Extension of Bid Submission date in respect of Request For Proposal (RFP) For Supply, Commissioning, Maintenance & Management Of MPLS Link On Wired/RF And 4G/5G (Single SIM Based). RFP REF NO: DIT/BPR & BTD/OA/2805/2020-21 Date: 04/01/2021.

The last date for submission of bid documents for "Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of MPLS Link on Wired/RF and 4G/5G (Single SIM Based)." which was scheduled on **01.02.2021** is hereby extended **upto 10.02.2021 (4:00 P.M.)**. Technical bids will be opened on **10.02.2021 at 4:30 P.M.**



Department of Information Technology
Head Office, Kolkata