



## UCO BANK

### Department of Information Technology

**Request for Proposal (RFP) For RFP for Supply, Commissioning, Maintenance & Management of MPLS links At branches RFP REF NO: UCO/DIT/NW/587/2016-17 Date: 04/07/2016 Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments & Addendums**

SL	Clause/Page No	RFP Clause	Query from Bidders	Bank Responses
1	Part IV Point 4.5 Page 22	For the pole to be installed in the branch roof top for Wireless link, the height of pole should not be more than 6 meters. For branches in North east and Jammu & Kashmir states, the pole height will be permitted up to 9 meters.	<p>We request the Bank to change upper limit of tower installations from 6 meters up to 12 meters and 9 meters to 18 meters</p> <p>Bidder will like to request Bank not to restrict Pole/Mast Height to 6 Metres in case the site permission has to be under Bidder's scope.</p> <p>Bidder will like to request Bank not to restrict Pole/Mast Height in case the site permission has to be under Bidder's scope.</p> <p>Rooftop Poles upto 12 meters to be accepted especially for remote branches</p>	Clause stands as per RFP.
2	Part IV Point 4.6 Page 22	Bidder should take necessary landlord permission (if required) for installation of outdoor unit, in case of wireless link.	Since Bank has existing relationship with landlords at respective branch locations, we hereby request Bank to help us in getting the permission for outdoor unit installation, if required.	Clause stands as per RFP.

			<p>Since bank is the tenant, hence building land lord will only respond to tenant. Hence we request Bank to take permission on behalf of the service provider</p> <p>Providing Landlord permission comes primarily under Customer's scope, henceforth required permission should be a collaborative effort, not only the bidder's responsibility.</p> <p>Bidder will like to request Bank not to restrict Pole/Mast Height in case the site permission has to be under Bidder's scope.</p> <p>Bidder will like to request - Any in building permission, Landlord permission should be under scope of work of the Bank - please provide concurrence. If the landlord charges any rental for providing permission then the same would be paid by the Bank since Bank is the tenant and the services from the service provider are being sought by Bank for their business use.</p> <p>The Bidder seeks clarification on the point : Pole height will depend on the location and this might be more than 9 metres. Depending on LoS and locations, access to roof top, quality of roof top. If GBT is proposed the required space, power and permission should be Bank's responsibility. Will Bank pay for the Pole height more than 6 and 9 meters/GBT cases in case Feasibility demands for clear LOS</p> <p>Bidder requests Permission to be taken by the customer, also the customer must bear the rental cost</p>	
3	Part IV Point 4.37	Latency should not be more than 100 ms (End to End) for a 1500 byte	Request Bank to clarify the end-to-end latency asked is between branches to DC &	<p>Clause stands as per RFP.</p> <p>End to End is between branch routers to DC &amp; DR site routers.</p>

	Page 27	packet size measured for a minimum of 1000 packets.	<p>DR, which is 100ms</p> <p>Latency should in range of 120ms to 150ms.</p> <p>As last miles at many of the locations could be on wireless and technically the wireless last miles have high latency. Bidder will like to request Bank to change this figure to 70ms POP to POP. The LM latency will be as per the LM type, i.e. 5 ms for Wireline media and 45ms for wireless media at each end.</p> <p>Bidder suggests that Landlord permission and arranging the same for survey should be taken up by Bank. Its tough to get this arranged by the bidder. Also Bidder seeks Bank complete assistance and cooperation while deployment.</p> <p>Bidder Suggests this Latency should be considered PE to PE.</p> <p>Please revise packet size to 64 bytes for latency measurement.</p>															
4	Part V Point 5.3.1 Page 29	<p>Bidder has to commission the 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.</p> <table><tr><td>Link</td><td>Installation &amp; Commissioning Period</td></tr><tr><td>Between 100 to 500</td><td>Within 8 Weeks</td></tr><tr><td>Between 501 to 1000</td><td>Within 12 Weeks</td></tr><tr><td>More than 1000</td><td>Within 16 Weeks</td></tr></table>	Link	Installation & Commissioning Period	Between 100 to 500	Within 8 Weeks	Between 501 to 1000	Within 12 Weeks	More than 1000	Within 16 Weeks	<p>We request Bank to change the implementation time frame by 4 weeks in each slab.</p> <p>Bidder will like to request - Timeline for entire project to be extended to 25 weeks &amp; Link Installation &amp; Commissioning Period</p> <table><tr><td>Between 100 to 500</td><td>Within 12 Weeks</td></tr><tr><td>Between 501 to 1000</td><td>Within 20 Weeks</td></tr><tr><td>More than 1000</td><td>Within 25 Weeks - please provide concurrence.</td></tr></table> <p>Delivery of links are subjected to</p> <ol style="list-style-type: none"><li>1. Feasibility as per RFP</li><li>2. Site Permission supposed to be in SOW of bank</li></ol>	Between 100 to 500	Within 12 Weeks	Between 501 to 1000	Within 20 Weeks	More than 1000	Within 25 Weeks - please provide concurrence.	Clause stands as per RFP.
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			<p>3. Site Readiness in SOW of bank if the permission and Site readiness is received post expiry of feasibility then the feasibility needs to be revalidated and which shall be communicated by TCL PM. Hence penalty should not be applicable.</p> <p>Bidder requests delivery timeline for DC and DR should be extended till 8-10 weeks and installation and commissioning period for number of links should also be modified accordingly.</p> <table><tr><td>Link</td><td>Installation &amp; Commissioning</td><td>Period</td></tr><tr><td>Between 100 to 500</td><td></td><td>Within 12 Weeks</td></tr><tr><td>Between 501 to 1000</td><td></td><td>Within 18 Weeks</td></tr><tr><td>More than 1000</td><td></td><td>Within 24 Weeks</td></tr></table>	Link	Installation & Commissioning	Period	Between 100 to 500		Within 12 Weeks	Between 501 to 1000		Within 18 Weeks	More than 1000		Within 24 Weeks	
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5	Part III Point no. 3.1.3.6 Page 21	The order will be placed for each category of branches & for each bandwidth slabs as per the above mentioned ratio in between L1, L2, L3 & L4 subject to feasibility MPLS links in the branches. However, for common feasible branches among L1, L2, L3 & L4, the preference will be given to L1, L2, L3 & L4 in order. This case will be considered in case of minimum 100 distinct MPLS links should be feasible.	<p>Please further clarify on this.</p> <p>(i) If for a particular set of branches, only 1 or 2 bidders are feasible, then who will get order for these branches? These branches order should be given at bidder's quoted price instead of L1 matched price as no or only 1 more bidder has made this branch feasible.</p> <p>(ii) Will these qty will be in addition to the ratio quota received by that bidder?</p>	For multi-bidder feasibility link order will be place as per ration & order mentioned in RFP.												
6		Last Date and Time for receipts of tender bids : 19.08.2016	Request extension of bid submission by 15 days as finer feasibilities takes time	Clause stands as per RFP												
7		Feasibility support	Request bank to furnish correct phone nos / authorisation letter wherever required on request of bidder for set of branches required ( after Phase I feasibility completed by them)	In the RFP Stage, Bank will not provide any authorization letter. Correct contact no already provided with annexure L.												
8	Part V Point 5.7 Page 31	Uptime & SLA	Branches are categorised as Metro/U/SU/R but SLA is same for all category. For Semi Urban & rural branches same SLA maintenance like metro not possible	<b>Clause modified as:</b> The table below specifies the end-to-end link uptime matrix.												

practically & should be relaxed by 2% as linked with payment.

SLA  
DC & DR: 99.9%  
All other links:99%

The Bidder requests that the Uptime % for all other links should be based upon the Last mile of each link i.e 98.5% for RF and 99.5% for Wired media in spoke locations be considered.

The bidder suggested to be reduced from 10% per slab to 0.5-1% and so on.

SLA for Metro, Urban, Semi Urban & Rural are kept same. SLA cannot be same for different class of cities. Request for change

Sl.	Link category	Uptime  (24X7 basis)
1	DC DR Link	99.9%
2	<u>Metro, Urban, Semi Urban Area Links</u>	99.5%
3	<u>Rural Link</u>	<u>98%</u>

The round trip delay of the network at any time should not be more than 100 msec (average) with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the stipulated limits.

9

Part 1  
Point 1.17  
Page14

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected. All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.

We understand that such right of making copies of the proposal is limited for evaluation of the proposal only and is not for to claim Intellectual Property Rights which are owned by the Bidder. If there is any difference in interpretation of this clause then please suggest. Further does the Bank will also pass on the information shared by Bidder while submission of its proposal to third parties, if yes, we request the Bank that such disclosure should not be allowed since the information contained in the proposal is confidential in nature and should not be disclosed to any third party.

Clause stands as per RFP

10	Part I Point 1.21 Page 15	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value.	If the malfunction of equipments has resulted into any service failure, than in such circumstances Bidder is compensating the Bank via payment of penalties and liquidated damages as provided in the RFP. In the presence of these remedies why Bank is seeking indemnity from Bidder on account of any system malfunction that too on very higher side can the Bidder expect any relaxation in this provision considering that there are penal provisions made applicable on the Bidder for service failures.	Clause stands as per RFP
11	Part II Point 11 Page 18	The bidder should not have been blacklisted/debarred for corrupt and fraudulent practices by Govt organizations.	Such declaration Bidder can give to the best of its knowledge and belief.	Bidder should submit Self-declaration on the letter head.
12	Part IV Point 4.46 Page 27	Bank and/or third party consultants hired by Bank should have rights to audit/review the whole setup of the bidder catering to Bank's application.	Bidder requests Bank to specify the exact nature of the audit. Bidder cannot permit any one to audit bidder's network or network equipment as it is a shared facility with other customers	Maintaining SOW & other terms of the RFP will be nature of audit.
13	Part IV Point 4.52 Page 28	The service provider shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Payment will not be released in absence of above signed agreement.	Does the Bidder have the right to negotiate the terms and conditions of the SLA.	No.
14	Part V Point 5.4 Page 29	Payment Terms	TCL will recommend payment terms be changed to monthly in advance.	Clause stands as per RFP
15	Part V Point 5.8 Page 32	Liquidated damages	Such penalty deduction should remain restricted to that particular link in which such failure is caused and should not traverse or set off against those links which the Bidder has successfully commissioned.	Clause stands as per RFP
16	Part V Point 5.11 Page 33	Acceptance Testing	In case of failure to conduct the acceptance test within 15 days of completing the particular deliverable, the	Clause stands as per RFP

			<p>same shall be deemed to have been accepted and the acceptance certificate shall be deemed as released within seven days after the deemed completion of the acceptance test.</p> <p>Kindly note that the Agreement can only be terminated by a prior written notice only upon a material breach which a breaching party does not cure within reasonable notice period provided to rectify such breach.</p>	
17	Part V Point 5.11 Page 33	Acceptance Testing: 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.	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
18	Part V Point 5.12 Page 32	Order Cancellation: In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor.	In presence of liquidated damages and penalty provisions imposed on the Bidder on its failure to deliver the services then why the Bank has imposed direct damages on the Bidder. Bank has also claimed indemnity in other parts of the RFP as well. This provision should be strike off.	Clause stands as per RFP
19	Part V Point 5.13 Page 33	Indemnity	The indemnity claimed by the Bank from the Bidder is very broad which includes IPR infringement, breach of RFP, breach of warranty, claims from Bank's customers, and omission in performance of service etc. such indemnification obligation is not limited to any monetary value. We request Bank that the overall liability of Bidder in the contract should be limited to the immediately preceding 12 months of charges collected	Clause stands as per RFP

			<p>by Bidder under the order in which the liability has arisen and the indemnity should remain limited to damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct</p> <p>Kindly note that, this clause of indemnity is unilateral in nature and it is suggested to make this clause mutual between both the parties.</p> <p>Also note, Bidder (Vodafone) does not provide any third party claims and shall not indemnify the Bank against any or all claims arising out of the third party IPR infringement.</p>	
20	Part V Point 5.13 Page 33	(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.	These damages are in the form of consequential damages and should not be considered as direct damages, should be removed from the section. Please confirm.	Clause stands as per RFP
21	Part V Point 5.19 Page 38	Exit Option and Contract Re-Negotiation	There is no defect cure period notice being given by Bank. Can the Bidder presume that such notice period would have minimum of 30 days to cure the given defects and on failure of Bidder to cure such defects will lead to termination of respective service link.	Clause stands as per RFP



22	Part V Point 5.21 Page 40	The Bank shall be entitled to terminate the agreement with the Selected bidder at any time by giving ninety (90) days prior written notice to the Selected bidder.	In such event of termination the Bank shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by bidder in respect of the terminated order (including any local loop charges).	Clause stands as per RFP
23	Annexure K Point 7.1 Page 67	The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PS U and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any their Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Every contract is signed under different circumstances and prices have been finalized on then market situation. Any such decrease in prices should not be considered and be removed from the integrity pact.	Clause stands as per RFP

24	Part IV Point 4.7 Page 22	If selected, the bidder shall have to provide the MPLS link in respective branches as per the feasibility report to be submitted along with RFP. Any deviation e.g. wired to wireless, increase in pole height, declared as non-feasible, etc. from the feasibility report will not be accepted. Selected bidder shall be penalized for the deviation.	At the time of implementation some building/contraction will come in LOS and bidder will not be able to maintain submitted feasibility report. In this case bidder should not penalize.	Clause stands as per RFP
25	Part IV Point 4.14 Page 24	The bandwidth of backhaul link is factored as 100 Mbps and bidder to quote the cost the same in commercial bid. However order for backhaul links will be placed based on 50% bandwidth of total bandwidth of MPLS links provided by bidder.	Pls elaborate Backhaul Bandwidth: 2024* bandwidth: 50%(2024* bandwidth)	For the TCO purpose bidder to quote 100 Mbps backhaul link. However order will be place for backhaul link to bidder 50% of sum total bandwidth of links order.
26	Part IV Point 4.27 Page 25	The prospective service provider shall establish the MPLS-VPN Network and should be capable of maintaining it for a minimum period of 1 year initially and then subsequent extension for 4 years based on the performance of the network link.	Bank should award the contract for 5 yrs from very first day.	Clause stands as per RFP
27	Part IV Point 4.28 Page 26	The bidder shall keep the price valid for a period of 1 year from the date of RFP Response submission process closes. Bank may procure additional links during the period to meet it's business requirement.	Price bid should valid for <b>2024 and new circuits. Pls confirm</b>	Clause stands as per RFP
28	Part IV Point 4.46 Page 27	Bank and/or third party consultants hired by Bank should have rights to audit/review the whole setup of the bidder catering to Bank's application	TCOM needs to maintain the privacy for all customers as a part of my service. So it is very Difficult to give access for audit. Could you pls provide more details for audit.	Clause stands as per RFP
29	Part IV Point 4.49 Page 28	Network devices should be updated with latest firmware and security patches. Process for performing update should be maintained and approved by Bank.	As a part of service , we are not providing and maintain any hardware for this project then update latest firmware and security patches will not fall under bidder scope of work	Clause stands as per RFP

30	Part V Point 5.11 Page 33	The Bank will carry out the acceptance tests within 15 days of link handover for testing of successfully integration of this MPLS link with Bank network as per scope of work in Part IV	The bank should carry out the acceptance tests within 7 days of link handover.	Clause stands as per RFP
31	Part V Point 5.4 Page 30	Payment Terms	The initial period will be for 1 year. However same will be extended for 4 years based on performance basis. The Bidder have to charge the link charges quarterly in arrears on per-link basis based on the achievement of SLAs defined in the document.	Clause stands as per RFP
32	Part V Point 5.5 Page 30	Price	The Selected bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid, over the validity period of the bid.  Bidder suggests price should be <b>exclusive</b> of service tax.	Clause stands as per RFP
33	Part V Point 5.8 Page 32	Liquidated Damages	If Bidder fails to commission the link as per feasibility report (this includes change of media) 10% of the link cost will be deducted from payment of other link or from Performance Bank Guarantee and bank will place the order to any other selected bidder.	Clause stands as per RFP
34	Part V Point 5.3.3 Page 30	Installations and Commissioning	If link may require to be shifted new location an onetime cost of Rs. 10,000/- will be payable for the same, which includes dismantling & shifting of network equipment related for the link and recommissioning of network link at new location. Shifting of link will be completed within 4 weeks from date of PO for shifting the link.  Shifting on the link and its timelines will be subject to techno-commercial feasibility.  Link Shifting are subjected to a) Feasibility b) Site Permission- To be in SOW of bank	Clause stands as per RFP

			<p>c) Site Readiness- To be in SOW of bank If the permission is received post expiry of Feasibility, then feasibility revalidation timelines should also be considered. Shifting will include dismantling &amp; shifting of active network equipment related for the link and recommissioning of network link at new location. The bidder will not take any responsibilities in case the new site is not feasible. In addition to the shifting charges additional one time charges as mentioned in the commercial offer will be charged.</p> <p>Bidder suggests: Any shifting of locations will require new feasibility study for that particular location for which may be change of Last mile media may also be undertaken and accordingly cost is built. Hence OTC of 10,000 cant be fixed for such cases.</p> <p>Shifting because of LOS OR interference issue can be addressed @ Rs 10000, but in case shifting require at different address can be addressed on actual basis</p>	
35	Part IV Point 4.7 Page 22	If selected, the bidder shall have to provide the MPLS link in respective branches as per the feasibility report to be submitted along with RFP. Any deviation e.g. wired to wireless, increase in pole height, declared as non-feasible, etc. from the feasibility report will not be accepted. Selected bidder shall be penalized for the deviation.	Please confirm what the penalties for any deviation from the feasibility are.	Clause stands as per RFP
36	Part IV Point 4.13 Page 23	A separate VPN is to be created only for Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. Bank MPLS Network must be accessible to Bank nodes only. Bank has implemented IPSEC VPN in its	In case Bank has to implement IPSEC, DMVPN etc, IPSEC/DMVPN responsibility will be under Bank's scope. Bidder's MPLS backbone will remain transparent to the encryption. No IP-Sec Tunnel should be initiated from CPE to PE router of Bidder. All encryption must be CPE to CPE. Please	Clause stands as per RFP

		existing network.	provide concurrence.	
37	Part IV Point 4.14 Page 24	Upgrade	Any BW upgrade will require new feasibility at that site and will have additional commercials. Please provide concurrence.	Bank will pay additional cost as per rate will be finalized in RFP.
38	Part IV Point 4.15 Page 24	The bandwidth of backhaul link is factored as 100 Mbps and bidder to quote the cost the same in commercial bid. However order for backhaul links will be placed based on 50% bandwidth of total bandwidth of MPLS links provided by bidder.	<p>Is 100 Mbps required for both DC and DR locations for evaluation ? Bidder will like to ask if Dual Last Miles are required at DC and DR locations ?</p> <p>Bidder seeks a clear concurrence here for the backhaul B/W provisioning. The branch locations of being both 128 kbps and 256 kbps what will be the B/W sizing expected by Bank as the backhaul B/W calculation will only be possible post total feasibility survey? what will be final Backhaul B/w after Bidder 1 &amp; Bidder 2 finalization? Should bidder work on feasibility of 50 mbps at the Hubs(as per the clause)?</p>	Yes. The bandwidth of backhaul link is factored as 100 Mbps and bidder to quote the cost the same in commercial bid. However order for backhaul links will be placed based on 50% bandwidth of total bandwidth of MPLS links provided by bidder.
39	Part IV Point 4.16 Page 24	The MPLS VPN network of 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 MPLS VPN traffic and Internet traffic. The MPLS-VPN network offered to the Bank should not carry any internet routes. Service provider has to provide network topology showing how internet is provided on MPLS cloud.	Bidder will like to understand if Bank requires any Internet services also. In case, yes, please provide details.	No.

40	Part IV Point 4.22 Page 25	Bidder must ensure that it will use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should use earthing for all its masts.	Bank will provide proper earthing for all the location. Please confirm.	Yes bank will provide earthing & UPS power.
41	Part IV Point 4.21 Page 24	Any extra material required for the project execution not mentioned in the commercial bid, shall be supplied and deployed by the bidder at no extra cost to Bank.	Bidder will like to request - Any in building permission, Landlord permission should be under scope of work of the Bank - please provide concurrence.	Clause stands as per RFP.
42	Part IV Point 4.21 Page 24	Any extra material required for the project execution not mentioned in the commercial bid, shall be supplied and deployed by the bidder at no extra cost to Bank.	Bank to provide space, power, air conditioning etc. for the equipments required to deliver the MPLS links. Please provide concurrence.	Bank existing infrastructure will be shear for keeping bidder network equipment for termination of link.
43	Part IV Point 4.24 Page 25	Besides monitoring from NOC, bidder should provide Manpower for monitoring links daily basis during Monday to Saturdays 8 A.M to 10 P.M at UCO Bank NOC Centre as per following criteria.	<p>Bidder will like to ask the NOC details - address and BW requirements. Is separate MPLS link required at the NOC location.</p> <p>Any NMS toll will be provided by bank, please confirm.</p> <p>Placement of Resources in TCL NOC instead of UCO Bank NOC centre will help to address daily incidents in better way. This will help is fast resolution &amp; improve uptime. Kindly Comment.</p>	NOC address is Head Office 2, DIT, Kolkata i.e. DR site.
44	Part IV Point 4.24 Page 25	Besides monitoring from NOC, bidder should provide Manpower for monitoring links daily basis during Monday to Saturdays 8 A.M to 10 P.M at UCO Bank NOC Centre as per following criteria.	<p>Please provide the qualification level of the Manpower required.</p> <p>What is the expected scope of work for the onsite NOC considering link monitoring is already being performed by the bidder's NOC ?</p> <p>Successful bidder will do the monitoring from NOC and submit the reports as and when bank required. We seek clarification as to why the bank requires manpower at UCO</p>	Please refer table of point no. 4.24

			Bank NOC.	
45	Part IV Point 4.25 Page 25	Bidder should log a call automatically in case of any issue without waiting for customer complain and should take the necessary action for restoration of the same. Bidder should also inform to Bank through mail or SMS.	Bidder will proactively alert the Bank in case of any issue in the link, and if required, Bank can log a ticket with Bidder's NOC. Please provide concurrence.	Please refer point 4.25
46	Part IV Point 4.26 Page 25	Supply, installation and configuration of WAN end equipment like modems, last mile equipment etc. would be done by bidder to provide the solution. IP address used on UCO bank end shall remain same as per the current schema implemented in UCO Bank at all the locations (which shall be shared to the successful bidder).	As the links are to be proactively monitored, hence WAN and Loopback IPs requires to monitor the links will be from Bidder. Bank to ensure that there should not be any IP conflicts with Bidders provided IPs. Please provide concurrence.	WAN and loopback IP will provide by Bank. Bidder should ensure there should not be any IP conflicts in bidder network.
47	Part IV Point 4.29 Page 26	The proposed network by the bidder should support: a) All web and client –server based application b) Video Conferencing c) Voice over IP (VOIP) d) End to end QOS e) Ipsec	Bidders MPLS network will be transparent to Banks traffic. Please note that end-end QoS is technically not feasible as the routers will not be managed by Bidder. Bidder will provide the PoP-PoP QoS.	OK.
48	Part IV Point 4.32 Page 26	The solution should provide end to end transparent data reachability of data, voice, video etc (no filter of traffic from SP).	Bidder will like to ask the percentage breakup of the type of applications to be used over MPLS (Voice, Video, Data)  Bidder will like to ask the percentage breakup of the type of applications to be used over MPLS (Voice, Video, Data) Confirmation of VC endpoints is sought for	Any type to traffic in any time.

Part IV  
Point 4.33  
Page 26

The bidder should provide Ethernet connectivity over RJ45 interface to connect Bank's branch router to the MPLS network as well as at data centres also. Cables with required interfaces have to be arranged by the bidder.

Bidder will like to understand this point in details. Bidder will provide connectivity till Mux/RF equipment. Connectivity from Mux/RF equipment till Customer managed CPE should be with Bank and any cable for this connectivity should be provided by Bank. Please confirm.

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.

Link Termination on CPE is expected to be in SOW of customer. Bidder will provide necessary support and will terminate where ever possible.

TCL will own charges for cabling up till its demark (Mux/IDU/POE). Cabling beyond TCL demark should be owned by customer. TCL won't be able to arrange cable between its demark to customer end router.

Please provide concurrence.  
In case in-building cable route contains false ceiling, duct etch, the cable to be laid by Bank.

Bidder will like to understand this point in details. Bidder will provide connectivity till Mux/RF equipment. Is connectivity from Mux/RF equipment till Customer managed CPE is required to be done by Bidder, please clarify.

Bidder has to provide Ethernet (RJ45) cable up to router at Bank /DC & DR site. All necessary cable has to be provided by the bidder.



50	Part IV Point 4.35 Page 26	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment, asap. External antennas should have proper lightning conductors, wherever necessary.	Bidder will like to mention that any damages to Bidder equipment for reasons not owing to Bidder should be Bank's responsibility and should be covered by Bank.	Clause stands as per RFP.
51	Part IV Point 4.38 Page 27	Average end to end packet loss should not be more than 10 in 1,000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets.	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.	Clause stand as per RFP
52	Part IV Point 4.39 Page 27	Average Jitter of the connectivity should be less than 45ms measured for a minimum 1000 packets.	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.	Clause stand as per RFP
53	Part IV Point 4.41 Page 27	The connectivity should be capable of provide end to end Quality of Service (QoS).	As per RFP document, understanding is that the Bidder has to provide the MPLS connectivity and do the proactive monitoring and the CPE routers for MPLS links will be managed by Bank. As routers will be managed by Bank, Bidder will like to mention that SLAs should be pop to pop only.	Clause stand as per RFP
54	Part IV Point 4.43 Page 27	Bidder should use Simple Network Management Protocol version 1 & 2 (SNMP & v2) managed devices for end to end communication from the branch to data centre of Bank for the proposed wireless solution	Bidder will like to mention that Bidder will monitor the links from its centralized NOC for all the locations - Wireline or Wireless LMs.	Clause stand as per RFP

55	Part IV Point 4.44 Page 27	Bidder's network should support dynamic routing protocols like Open Shortest Path First (OSPF), Border Gateway Protocol (BGP) etc.	<p>Bidder will like to confirm which routing protocol needs to be used for CE-PE. Bidder recommends BGP as the CE-PE routing protocol. Bank's provided CPE routers should be able to support the same, please confirm.</p> <p>Bidder will like to confirm which routing protocol needs to be used for CE-PE. Bidder recommends BGP as the CE-PE routing protocol. Bank's provided CPE routers should be able to support the same, please confirm.</p>	Clause stand as per RFP
56	Part IV Point 4.45 Page 27	Bidder's network should support access control list (ACL) Support ,SNMP & v2 support Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 2 (SSHv2) and Internet Protocol version 6 (IPv6) support.	Bidder will like to understand the scope for these features. As per understanding CPE routers will be Bank managed, hence these will be under Bank's scope with Bidder's MPLS network being transparent to these protocols. Kindly provide concurrence.	Clause stand as per RFP
57	Part IV Point 4.47 Page 27	The proposed solution should be IPv4 and IPv6 compliant.	Bidder's MPLS backbone is IPv6 complainant and will support Dual stack IPv6 deployment.	Clause stand as per RFP
58	Part IV Point 4.49 Page 30	Network devices should be updated with latest firmware and security patches. Process for performing update should be maintained and approved by Bank.	Bidder will be responsible for any Bidder provided and managed device only. Please provide concurrence.	Clause stand as per RFP
59	Part IV Point 4.50 Page 28	In case of radio frequency (RF) connectivity, bidder may provide point to point or point to multi point connectivity on WiMAX, provided it adheres to the terms and conditions mentioned in the RFP, like committed bandwidth, security parameters etc.	Please confirm if unlicensed band is allowed for LM media. In point 4.3 it has been mentioned that LM can be delivered over Licensed and unlicensed wireless media.	Clause stand as per RFP
60	Part V Point 5.6 Page 31	Uptime: All Other links 99.5%	Please relax the uptime commitment to 99.0% for Tier-3 locations.	Clauses stand as per RFP.

61	Part V Point 5.7 Page 32	Payment against delivery of SLAs	Per standard process the planned maintenance activity shall be intimated to customers 15 days prior window. The window is normally taken for 6 hours between 00:00 hours to 06:00 hours on Saturday or Sunday. Please provide concurrence on this.	Clauses stand as per RFP.
62	Part V Point 5.11 Page 33	Acceptance Testing	<p>Basic Ping test shall be shared, remaining test to be in SOW of Client, which needs to be completed in 48 hrs from the time of link handover email, if no reply received from client during the said time then it shall be marked as deemed accepted. If any error reported during these 48 hrs, Bidder shall support in rectifying the same. Please provide concurrence on this.</p> <p>In case of failure to conduct the acceptance test within 15 days of completing the particular deliverable, the same shall be deemed to have been accepted and the acceptance certificate shall be deemed as released within seven days after the deemed completion of the acceptance test</p>	Clauses stand as per RFP.
63	Part V Point 5.3.2 Page 30	Site readiness	<p>Basic Hygiene Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free environment, and Air Conditioner to be provided by Bank. Any failure of hardware due to basic pre-requisite not available will be replaced on charged basis.</p> <p>Basic Hygiene Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free environment, and Air Conditioner to be provided by bank. Any failure of hardware due to basic pre-requisite not available will be replaced on charged basis.</p>	Clauses stand as per RFP.

64	Part VI Point 4.4 Page 22	The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE & CDMA and VSAT network technology. Further, any un-licensed band wireless link will not be considered.	Aircel 4G will give more option to the service providers to connect few of the locations which will be performance wise as good as any other RF technology.pl give acceptance on the same. Also VSAT option will be only evaluated if no other operators are feasible on that particular locations	Clauses stand as per RFP.
65	Part VI Point 4.29 Page 26	The proposed network by the bidder should support: a) All web and client –server based application b) Video Conferencing c) Voice over IP (VOIP) d) End to end QOS e) IPsec	In RF Technology Video/Voice doesn't have any commitment of quality which need to be agreed upon considering the Technical limitations.	Clauses stand as per RFP.
66	Part VI Point 4.35 Page 26	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment, asap. External antennas should have proper lightning conductors, wherever necessary	If the equipment damages happened due to local indra issues/natural calamity then customer has to bear the actual cost by giving email go ahead/PO & based on the service providers will repair the same. This should be removed from the section. Please confirm.	Clauses stand as per RFP.
67	Annexure- G Point 3 Page 51	If the last mile is on wireless, bidder has to ensure that no other Radio equipment causes interference to wireless signals used for Bank's connectivity. And the Radio equipment should not be able to trap the signals used for bank's network	Control of Interference issues is not directly lying with the service providers. So this point should be removed from the section by considering the technical limitation/challenges in RF technology. This will be applicable for all service providers so pl remove this clause	Clauses stand as per RFP.

68	Annexure- G Point -23 Page 53	Bidder will monitor the links and Bidder must have own Network Operation Centre for monitoring of the Network. Bidder will monitor all the links from their NOC through NMS and submit the reports like Uptime, Bandwidth utilization, Link error, latency, etc on monthly basis and as per the requirement. Bank will provide the SNMP access (read only) of the router for monitoring of the link.	Monthly uptime/Availability report can be shared. Also for checking the utilisation for all the circuit online portal can be given to customer. But providing Link error, latency, etc on monthly basis is not technically feasible for any service providers as this needs to be reported on relative basis by the cost & based on the required service providers can work out for trouble shooting.	Clauses stand as per RFP.
69	Annexure- G Point 25 Page 53	Bidder should log a call automatically in case of any issue without waiting for customer complain and should take the necessary action for restoration of the same. Bidder should also inform to Bank through mail or SMS.	This facility will come with additional services/commercials. Also technically only Hard down cases can be captured under proactive monitoring/trouble ticket opening by allowing the SNMP string. While the packet drop/latency/other parameter need to be checked during the particular event & need to be reported to the services providers on case to case basis. Also SMS/email alert can be send to customer for any tyoe of incident either proactive/reactive	Clauses stand as per RFP.
70	Annexure- G Point 46 Page 55	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	Service providers can support the Auditor for providing required document ( only those documents which can be shared as per Tata comm policy).for any other Audit activity the scope of the work need to be clearly defined & based on commercial go ahead we can allow to carry out the physical audit/supply of documents.	Clauses stand as per RFP.
71	Part V Point 5.3.1 Page 29	Bidder has to commission the 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.	Bidder will like to request - Timeline for DC & DR commissioning to be relaxed to 6 weeks. Also cross connect at DC & DR to be in scope of bank. - Please provide concurrence.	Clauses stand as per RFP.
72	Part II Eligibility Criteria Point 5 Page 17	The bidder should have commissioned and running at least 500 MPLS links over wired/wireless (offered media) as last mile in a Public / Private Sector Bank /Financial Institutions / Government Organization within India	Does the bidder need to submit Copy of all the PO s comprising 500 links overall or a single customer?	500 links should from a single Public / Private Sector Bank /Financial Institutions / Government Organization within India as on RFP submission date.

		as on RFP submission date.		
73	Part II Eligibility Criteria Point 7 Page 18	Bidder should have minimum 50 nos. of MPLS POPs across India.	Do we need to share the POP location details individually?	Yes.
74	Part IV Point 4.10 Page 23	The backhaul link to be terminated at Bank's data centre at Bangalore & Disaster Recovery Center at Kolkata should be of Optical Fibre media 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 centre should be submitted with technical bid. Any cross-connect charges, if required to terminate the link at our Bangalore Data center, will be borne by Bank.	Bidder seeks clarification on What if the Last mile is on Copper in place of fibre? The SLA, uptime will be Bidder's onus only and will be through separate Last mile from separate POP to cater the redundancy as sought for	Clause stands as per RFP.
75	Part IV Point 4.13 Page 23	A separate VPN is to be created only for Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. Bank MPLS Network must be accessible to Bank nodes only. Bank has implemented IPSEC VPN in its existing network. Bank will also run IPSEC VPN on this MPLS link and there should not be any dependency from bidder/ service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if Bank decides to implement other VPN variants like GETVPN, DMVPN or any such	Bidder will like to mention that MPLS network is secure in itself. Bank's MPLS network will be totally isolated from any other customer's network. Bidder will like to understand why IPSEC is required as there is no access to Internet/Public network, as using IPSEC will increase overloads on the MPLS traffic and is not recommended. In case Bank has to implement IPSEC, DMVPN etc, End to End responsibility will be under Bank's scope. Bidder's MPLS backbone will remain transparent to the encryption. No IP-Sec Tunnel should be initiated from CPE to PE router of Bidder. All encryption must be CE to CE.	Clause stands as per RFP.

		technology.		
76	Part IV	Bidder needs to have a co-ordination with the existing system integrator M/s HP for integrating with present system for the branches to function smoothly.	Is bank sticking with HP only or open to other SI too?	Clause stands as per RFP.
77	Part IV Point 4.21 Page 24	Any extra material required for the project execution not mentioned in the commercial bid shall be supplied and deployed by the bidder at no extra cost to the bank.	We seek clarification on : If any extra material needs to be provided in case of any upgradation required for a particular link, that should be considered	Clause stands as per RFP.
78	Part IV	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment, asap. External antennas should have proper lightning conductors, wherever necessary.	Bidder suggests on the cost of replacement of hardware/equipment fault due to electric power surge or earthing will be borne by Bank	Clause Stands as per RFP.
79	Part IV	Latency should not be more than 100 ms (End to End) for a 1500 byte packet size measured for a minimum of 1000 packets.		End to End is between branch router to DC & DR site router.

80	Part IV Point 4.45 Page 29	Bidder's network should support access control list (ACL) Support ,SNMP & v2 support Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 2 (SSHv2) and Internet Protocol version 6 (IPv6) support.	Bank is requested to exclusively mention why they need NTPv4. Does Bank need to synchronize computer clocks in the Internet?	NO.
81	Part IV Point 4.49 Page 28	Network devices should be updated with latest firmware and security patches. Process for performing update should be maintained and approved by Bank.	If CPE routers for MPLS Links will be provided and managed by Bank, firmware update will be Bank's responsibility. For any Bidder provided and managed device Bidder will be responsible, please provide concurrence.	Clause stands as per RFP
82	Part V	If the site is not ready due to reasons attributed to the Bank, no penalty will be levied by the Bank.	Basic Factors such as UPS Power, earthing with, dust free environment, and Air Conditioner to be provided by Bank.	
83	Annexure I	Commercial Template	As per the break up mentioned for 128 Kbps, there are 2420 locations in total, and tender is also for the same number. There are additional locations mentioned against 256 kbps, 512 kbps and 2Mbps. Our query is if these are additional locations or upgrade requirement	Bidder observation is not correct.
84	Part I Point 1.21 Page 15	Indemnity	Please note the clause of 'Indemnity' be made mutual since both parties are performing certain obligation to the other party. So a mutual provision is basically required to safeguard the interest of both parties.	Clause stands as per RFP.



85	Part V Point 5.8 Page 32	Liquidated Damages	Kindly note that the clause empowers the Bank with arbitrary power to levy penalty against the Bidder without providing a chance to rectify such delay. The penalty should be imposed only after a party fails to rectify the delay or default even after receiving a notice period to rectify the same. Also the clause fails to address the concern when the delay is due to Force Majeure event or for the reasons attributable to the Bank. Hence, the Bidder cannot be held liable for any penalty in case the delay is due to Force Majeure event or reasons attributable to the Bank. Further, the order can be cancelled only in case of material breach by a party which a breaching party fails to cure within the stipulated period of time	Clause stands as per RFP.
86	Part V Point 5.12 Page 27	Order Cancellation	Kindly note that the order can only be cancelled by a prior written notice only upon a material breach which a breaching party does not cure within reasonable notice period provided to rectify such breach.	Clause stands as per RFP.
87	Part V Point 5.15 Page 36	Privacy & Security Safeguards	Kindly note this clause is unilateral in nature it does not safeguard the interest of the bidder. Therefore, it is suggested to make this clause mutual between both the parties. Also the exceptions to the confidentiality should also be detailed in this clause.	Clause stands as per RFP.
88	Part V Point 5.18 Page 37	Resolution of Disputes	It is suggested that the parties should resolve disputes either amicably or by courts rather than going for Arbitration which is a costly and time consuming affair, moreover it has a limited recourse.	Clause stands as per RFP.

89	Part V Point 5.19 Page 38	Exit Option and Contract Re-Negotiation	Kindly note the appropriate remedy for any delay in commissioning of links, completion of order within the stipulated time period or breach of SLA, Bidder will be penalised or will be liable to provide service credits to the Bank as agreed by the parties. Hence, the contract cannot be terminated for the reasons for which Bank has already imposed penalty or obtained service credits. Kindly note that the contract can only be cancelled by a prior written notice only upon a material breach which a breaching party does not cure within reasonable notice period provided to rectify such breach.	Clause stands as per RFP.
90	Part V Point 5.21 Page 40	Termination	Contract can be terminated only in case of material breach by a party and the breaching party fails to cure the fault within the stipulated period of time. Please note the termination rights in case of insolvency should be mutual between the parties.	Clause stands as per RFP.
91	Part V Point 5.23 Page 40	Arbitration	It is suggested that the parties should resolve their disputes by courts rather than going for arbitration proceeding, on the reasoning that after pronouncement of arbitration award also there is scope of Appeal to court in the Indian Arbitration Act and it makes the whole process more time consuming since, then the Lis gets resolved finally by Court order.	Clause stands as per RFP.
92	Part V Point 5.24 Page 42	Applicable law & Jurisdiction of court	Please note the contract should be subject to the exclusive jurisdiction of New Delhi, considering the aspect that it's the capital and the courts in Delhi are prompt in giving relief's	Clause stands as per RFP.

93	5.23	Bidder will monitor all the links from their NOC through NMS ...	Bidder will need new NMS for Bank or can Bidder use existing NMS in their own NOC.	Bidder should have own NMS.
94	4.29	The proposed network by the bidder should support: ... Video conferencing	Please confirm how many branches will be VC end point	Yes.
95	4.43	Bidder should use SNMP version 1 & 2 managed devices for end to end communication from branch to data center of Bank for the proposed wireless solution.	Will Bidder need to provide new device other than those provided by HP for end to end communication?	Clause stands as per RFP.
96	5.7	For Backhaul link, Uptime 99.5% to 99.9% penalty is 90% while uptime 99.5% to 99.7% penalty is 80%	Please clarify what is the penalty if uptime is 99.5% to 99.7%, is it 80% or 90%	Clause stands as per RFP.
97	5.7	For Branches, Uptime 98% to 99.49% penalty is 90% while uptime 97% to 98.99% penalty is 80%	Please clarify what is the penalty if uptime is 98% to 99.49%, is it 90% or 80%	Clause stands as per RFP.
98	4.6	Bidder should take necessary landlord permission (if required) for installation of outdoor unit, in case of wireless link.		Clause stands as per RFP.
99	Part VI Point 4.7 Page 22	from the feasibility report will not be accepted. Selected bidder shall be penalized for the deviation	At the time of submission, if SP declares a site feasible on 3 mtr and if during implementation, site becomes feasible on 6 mtr, will bank penalize for this deviation? As per RFP, permissible pole height is 6 mtr	Clause stands as per RFP.
100	Page no-20, Commercial Evaluation (3.1.3.2)	On the basis of TCO, the L1, L2, L3 & L4 bidders will be selected. In case of four bidders are selected after commercial evaluation process and ranked as L1, L2, L3 & L4, the order for the MPLS links will be placed in the	Please clarify further on this . (i) TCO calculation will be based on which qty of links ? (iii) Ratio of order will be based on which qty of links (iii) If a bidder submits feasibility for just	(i) TCO calculated on total qty. of link as mentioned in this RFP i.e. 2420 + backhaul link cost. (ii) Ratio on based of total qty. of link in area wise & for each bandwidth slab. (iii) Please refer RFP point no. 3.1.3.1 in Part III Page No. 20

		ratio of 40:30:20:10 provided L2, L3 and L4 bidders match the L1 cost. In case of three bidders, the ratio will be 50:30:20 to L1:L2:L3 and for two bidders the ratio will be 60:40 to L1:L2 provided L2/L3 bidders match the L1 cost.	minimum qualifying branches in each category (i.e 20%) & his price is lowest . In the contrary , if a bidder quotes 75% in each category as feasible but his cost is little high , does he need to match L1 price for all quoted links ? Since more branches can be made feasible by incurring some costs , should bidder not try to cover maximum possible branches at little extra cost ?	<p><b>Clause modified as::</b></p> <p>On the basis of TCO, the L1, L2, L3 &amp; L4 bidders will be selected. In case of four bidders are selected after commercial evaluation process and ranked as L1, L2, L3 &amp; L4, the order for the MPLS links will be placed in the ratio of 40:30:20:10 provided L2, L3 and L4 bidders match <b><u>the L1 cost/own cost whichever is lower</u></b>. In case of three bidders, the ratio will be 50:30:20 to L1:L2:L3 and for two bidders the ratio will be 60:40 to L1:L2 provided L2/L3 bidders match the L1 cost.</p>
10 1	Part II Eligibility Criteria Point 8 Page 18	Bidder should have minimum feasibility in 20% branches in each category of branches as mentioned in Annexure J.	<p>Please confirm which categories are being referred to here.</p> <p>Bidder suggest customer to provide leeway for 20% of the feasible sites-in case they turn out to be not feasible at time of actual feasibility</p>	<p><b>Clause modified as::</b></p> <p>Bidder should have minimum feasibility in 20% branches in each <b><u>area</u></b> category of branches as mentioned in Annexure J.</p>
10 3	(Part IV Point 4.4 Page 22)	The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE & CDMA and VSAT network technology. Further, any un-licensed band wireless link will not be considered.	<p>Please confirm if unlicensed band is allowed for LM media. In point 4.3 it has been mentioned that LMM can be delivered over Licensed and unlicensed wireless media.</p> <p>Would like to highlight and seek clarity on the contradicting the point 4.2 for the licensed/unlicensed part: 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 / WIMAX) with licensed /unlicensed 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>With reference to the clause no. 4.2 &amp; 4.4, please clarify whether un licensed band would be acceptable to bank</p>	<p><b>Clause modified as::</b></p> <p>The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE &amp; CDMA and VSAT network technology.</p>

## Corrigendum

### Request for Proposal (RFP) For RFP for Supply, Commissioning, Maintenance & Management of MPLS links At branches RFP REF NO: UCO/DIT/NW/587/2016-17 Date: 04/07/2016

SL NO	RFP reference	RFP Clause	Modified RFP Clause
1	Page no-20, Commercial Evaluation Point no- 3.1.3.2	On the basis of TCO, the L1, L2, L3 & L4 bidders will be selected. In case of four bidders are selected after commercial evaluation process and ranked as L1, L2, L3 & L4, the order for the MPLS links will be placed in the ratio of 40:30:20:10 provided L2, L3 and L4 bidders match the L1 cost. In case of three bidders, the ratio will be 50:30:20 to L1:L2:L3 and for two bidders the ratio will be 60:40 to L1:L2 provided L2/L3 bidders match the L1 cost.	On the basis of TCO, the L1, L2, L3 & L4 bidders will be selected. In case of four bidders are selected after commercial evaluation process and ranked as L1, L2, L3 & L4, the order for the MPLS links will be placed in the ratio of 40:30:20:10 provided L2, L3 and L4 bidders match <b><u>the L1 cost/own cost whichever is lower</u></b> . In case of three bidders, the ratio will be 50:30:20 to L1:L2:L3 and for two bidders the ratio will be 60:40 to L1:L2 provided L2/L3 bidders match the L1 cost/own cost whichever is lower.
2	Page 20 Commercial Evaluation Point no- Point 3.1.3.3	In case if no bidder matches the price with L1, the order will be given to L1 as per their feasibility. Similarly if L3 does not match the price of L1, the L4 become L3 and order will give as per ratio of L1:L2:L3. Similarly if L2 does not match the price of L1, the L3 & L4 become L2 & L3 respectively and order will give as per ratio of L1:L2:L3 and so on. If, only one bidder (L2/L3/L4) match the price of L1, the order will be placed as per the ratio of L1:L2.	In case if no bidder matches the price with L1, the order will be given to L1 as per their feasibility. Similarly if L3 does not match the price of L1, the L4 become L3 and order will give as per ratio of L1:L2:L3. Similarly if L2 does not match the price of L1, the L3 & L4 become L2 & L3 respectively and order will give as per ratio of L1:L2:L3 and so on. If, only one bidder (L2/L3/L4) match the price of L1, the order will be placed as per the ratio of L1:L2. <b><u>Hence L2/L3/L4 bidder has to match the link cost of L1 only when bidder own cost for particular bandwidth &amp; area categories is higher than L1 cost of the link</u></b>
3	Page 18, Eligibility Criteria Point no-8	Bidder should have minimum feasibility in 20% branches in each category of branches as mentioned in Annexure J.	Bidder should have minimum feasibility in 20% branches in each <b><u>area</u></b> category of branches as mentioned in Annexure J.
4	Page no-22, Scope of Work Point no-4.4	The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE & CDMA and VSAT network technology. Further, any un-	The wireless links should not be of following technology Mobile network technology i.e. 4G, 3G, GPRS, EDGE & CDMA and VSAT network technology.

		licensed band wireless link will not be considered.																																																						
5	Page no-31, Payment against delivery of SLAs point 5.7	Bank will pay charges on per site basis depending upon the achievement of uptime. However bank issues will be exempted from calculating the uptime.	<table><tr><td>Uptime</td><td>% of payment of link</td><td>Uptime</td><td>% of payment of link</td><td>Uptime</td><td>% of payment of link</td></tr><tr><td colspan="2">Backhaul link</td><td colspan="2">Branches at Metro, Urban, Semi Urban Area</td><td colspan="2">Branches at Rural area</td></tr><tr><td>99.9% or more</td><td>100%</td><td>99.5% or more</td><td>100%</td><td>&gt;98%</td><td>100%</td></tr><tr><td>&gt;99.7% to &lt;=99.9%</td><td>90%</td><td>&gt;98% to &lt;=99.49</td><td>90%</td><td>&gt;96% to &lt;=97.99</td><td>90%</td></tr><tr><td>&gt;99.5% to &lt;=99.7%</td><td>80%</td><td>&gt;97% to &lt;=97.99</td><td>80%</td><td>&gt;94% to &lt;=95.99</td><td>80%</td></tr><tr><td>&gt;99.3% to &lt;=99.5%</td><td>70%</td><td>&gt;96% to &lt;=96.99</td><td>70%</td><td>&gt;92% to &lt;=93.99</td><td>70%</td></tr><tr><td>&gt;99.0% to &lt;=99.3%</td><td>60%</td><td>&gt;95% to &lt;=95.99</td><td>60%</td><td>&gt;90% to &lt;=91.99</td><td>60%</td></tr><tr><td>Less than 99%</td><td>Nil</td><td>Less than 95%</td><td>Nil</td><td>Less than 90%</td><td>Nil</td></tr></table>						Uptime	% of payment of link	Uptime	% of payment of link	Uptime	% of payment of link	Backhaul link		Branches at Metro, Urban, Semi Urban Area		Branches at Rural area		99.9% or more	100%	99.5% or more	100%	>98%	100%	>99.7% to <=99.9%	90%	>98% to <=99.49	90%	>96% to <=97.99	90%	>99.5% to <=99.7%	80%	>97% to <=97.99	80%	>94% to <=95.99	80%	>99.3% to <=99.5%	70%	>96% to <=96.99	70%	>92% to <=93.99	70%	>99.0% to <=99.3%	60%	>95% to <=95.99	60%	>90% to <=91.99	60%	Less than 99%	Nil	Less than 95%	Nil	Less than 90%	Nil
Uptime	% of payment of link	Uptime	% of payment of link	Uptime	% of payment of link																																																			
Backhaul link		Branches at Metro, Urban, Semi Urban Area		Branches at Rural area																																																				
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>99.5% to <=99.7%	80%	>97% to <=97.99	80%	>94% to <=95.99	80%																																																			
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>99.0% to <=99.3%	60%	>95% to <=95.99	60%	>90% to <=91.99	60%																																																			
Less than 99%	Nil	Less than 95%	Nil	Less than 90%	Nil																																																			
6	Page no-31 Point no-5.7	Uptime & SLA	<div>The table below specifies the end-to-end link uptime matrix.</div> <table><tr><td>Sl.</td><td>Link category</td><td>Uptime  (24X7 basis)</td></tr><tr><td>1</td><td>DC DR Link</td><td>99.9%</td></tr><tr><td>2</td><td><u>Metro, Urban,</u></td><td>99.5%</td></tr></table>						Sl.	Link category	Uptime  (24X7 basis)	1	DC DR Link	99.9%	2	<u>Metro, Urban,</u>	99.5%																																							
Sl.	Link category	Uptime  (24X7 basis)																																																						
1	DC DR Link	99.9%																																																						
2	<u>Metro, Urban,</u>	99.5%																																																						

			<table><tr><td></td><td><u><b>Semi Urban Area Links</b></u></td><td></td></tr><tr><td><u><b>3</b></u></td><td><u><b>Rural Link</b></u></td><td><u><b>98%</b></u></td></tr></table> <p>The round trip delay of the network at any time should not be more than 100 msec (average) with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Service provider to rectify the latency either by replacing the local pair or by other similar measures to contain latency within the stipulated limits.</p>		<u><b>Semi Urban Area Links</b></u>		<u><b>3</b></u>	<u><b>Rural Link</b></u>	<u><b>98%</b></u>
	<u><b>Semi Urban Area Links</b></u>								
<u><b>3</b></u>	<u><b>Rural Link</b></u>	<u><b>98%</b></u>							
7	Page no 58-Annexure-I, Commercial Template		Please find the Revised Commercial Template as Annexure-I mentioned below (Bidders are requested to use these modified formats only while submitting the bid)						

**Date:02/08/2016**

**Annexure - I**

**Revised Commercial Template**

<b>Table A</b>		<b>Link Cost for MPLS links bandwidth slab 128kbps</b>				
<b>Category</b>	<b>No. of branches with bandwidth 128 Kbps</b>	<b>Nos. of link feasible (A1)</b>	<b>One time per link commissioning cost (B1)</b>	<b>Unit Recurring cost per year (C1)</b>	<b>Taxes on per link (D1)</b>	<b>Total cost of the link in 128 Kbps bandwidth slab <math>E1=A1 \times (B1+C1+D1)</math></b>
<b>Metro</b>	410					
<b>Urban</b>	487					
<b>Semi Urban</b>	637					
<b>Rural</b>	826					
<b>Total cost of links with bandwidth 128 kbps (A)</b>						

<b>Table B</b>		<b>Link Cost for MPLS links bandwidth slab 256 kbps</b>				
<b>Category</b>	<b>No. of branches with bandwidth 256 Kbps</b>	<b>Nos. of link feasible (A2)</b>	<b>One time per link commissioning cost (B2)</b>	<b>Unit Recurring cost per year (C2)</b>	<b>Taxes on per link (D2)</b>	<b>Total cost of the link in 128 Kbps bandwidth slab <math>E2=A2 \times (B2+C2+D2)</math></b>
<b>Metro</b>	10					
<b>Urban</b>	22					
<b>Semi Urban</b>	1					
<b>Total cost of links with bandwidth 256 kbps (B)</b>						



Table C		Link Cost for MPLS links bandwidth slab 512 kbps				
Category	No. of branches with bandwidth 512 Kbps	Nos. of link feasible (A3)	One time per link commissioning cost (B3)	Unit Recurring cost per year (C3)	Taxes on per link (D3)	Total cost of the link in 128 Kbps bandwidth slab $E3=A3 \times (B3+C3+D3)$
Metro	13					
Urban	5					
Semi Urban	1					
Total cost of links with bandwidth 512 kbps (C)						

Table D		Link Cost for MPLS links bandwidth slab 2 Mbps kbps				
Category	No. of branches with bandwidth 2 Mbps	Nos. of link feasible (A4)	One time per link commissioning cost (B4)	Unit Recurring cost per year (C4)	Taxes on per link (D4)	Total cost of the link in 128 Kbps bandwidth slab $E4=A4 \times (B4+C4+D4)$
Metro	5					
Urban	3					
Total cost of links with bandwidth 2 Mbps (D)						

Table E		Link Cost for MPLS backhaul links bandwidth 100 Mbps kbps				
Category	No. of branches with bandwidth 100 Mbps	Nos. of link feasible (A4)	One time per link commissioning cost (B4)	Unit Recurring cost per year (C4)	Taxes on per link (D4)	Total cost of the link in 128 Kbps bandwidth slab $E4=A4 \times (B4+C4+D4)$
DC	1					

DR	1					
Total cost of links with bandwidth 2 Mbps (D)						
<b>Table F CONSOLIDATION</b>						
Details						Cost (Rs.)
Total cost of links with bandwidth 128 Kbps (A)						
Total cost of links with bandwidth 256 Kbps (B)						
Total cost of links with bandwidth 512 Kbps (C)						
Total cost of links with bandwidth 2 Mbps (D)						
Total cost of links with bandwidth 100 Mbps (E)						
Grand total for all links with taxes (F = A+B+C+D+E)						

**Note:**

1. In case of discrepancy between figures and words, the amount in words shall prevail.
2. Bidders should strictly quote in the format and for periods as mentioned above. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
3. **The bidder with lowest commercial cost in Table F above will be selected as L1 bidder.**
4. In the event the vendor has not quoted or mentioned any component or services required, for evaluation purposes the highest value in the submitted bids for that particular link type would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.