



Department of Information Technology

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

RFP Ref. No: UCO/DIT/2672/2022-23 Date: 03.02.2023

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Published on 28.02.2023

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	Page 16 of 148	3 ELIGIBILITY CRITERIA	9. Bidder should comply with at-least 85% of the site on HTS (High throughput satellite) as per the Annexure-XXI (A)	As bidder is providing VSAT Connectivity services to bank, Bank will be ensured 2 Mbps and 64 Kbps for branches and ATMs. Bank is hiring VSAT services with defined SLA, hence this clause should not be imposed on any bidder. We request bank to remove this clause as providing services on HTS/Non-HTS has no impact on performance/SLA of the network.	Please refer to corrigendum.
2.	Page 39 of 148	3 COMMERCIAL EVALUATION e)	In the event the vendor has not quoted / not mentioned / left blank item(s) in the commercial bid, for evaluation purposes the highest value for that item(s) among other submitted bids would be used to calculate the TCO, based on which the L1 bidder will be selected. However, for the purposes of payment and finalization of the contract,	Both statements contradicts when it comes to "For the purposes of payment and finalization of the contract". Please clarify.	Clarified as: Selection of Bidder and payment towards the services, both are different situation. Bank has clarified the calculation / selection method for both.

			the value of zero cost in the unfilled item(s) would be used.		
3.	Page 40 of 148	5 SHORTLISTING d)	In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service 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.		Clause is self-explanatory.
4.	Page 41 of 148	PART –IV: SCOPE OF THE WORK	The scope of services for the Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches (minimum 2 Mbps) and ATMs (minimum 64 Kbps) on rental basis	What is the ban's understanding on word "Minimum", when they say Minimum 2 Mbps and Minimum 64 kbps? What will be the Maximum limit?	Clause is self-explanatory.
5.	Page 41 of 148	PART –IV: SCOPE OF THE WORK - 1.	The links will be used either as primary or as back up of existing MPLS links with load sharing and Auto-failover option for Branch(es) and as primary link for ATM(s).	Out of all sites how many sites have Primary MPLS Links?	Clarified as: As per Annexure-XX (A) and Annexure-XX (B). Currently for Branches: 10 Currently for ATMs: 07
6.	Page 41 of 148	PART –IV: SCOPE OF THE WORK - 1.		We assume that all sites are already equipped with Router and a free ethernet TCP/IP port will be provided to successful bidder to terminate their VSAT?	Yes.
7.	Page 41 of 148	PART –IV: SCOPE OF THE WORK - 3.	3. Bidder should clearly mention the required equipment/s that will be deployed during commissioning. The charges towards network equipment, accessories, cabling, drilling, mounting and all other activities involved in complete installation should be included in the cost of link.	We understand that all sites will have flat RCC surface/rooftop/platform to install the antenna and no civil works are required at site?	Yes.
8.	Page 41 of 148	PART –IV: SCOPE OF THE WORK - 3.		We also understand that all sites will have 220VAC power supply from Online UPS? Please confirm	UPS is available

9.	Page 41 of 148	PART –IV: SCOPE OF THE WORK - 7.	7. Branches connected through offered VSAT link should communicate each other directly i.e., any to any communication.	Please note that any to any communication can be enabled, however the latency will be double in that case. Please update what applications will run for any to any communication? Please note latency cannot be as per RFP	Clause stands as per RFP. However, this is to clarify that Branch-to-Branch communication rarely happens.
10.	Page 71	TERMINATION FOR CONVENIENCE	The Bank, by a written notice for a period of ninety (90) days (both in words and figures) sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.	Request bank to remove this clause	Clause stands as per RFP.
11.	Page 120 of 148	PART –IV: SCOPE OF THE WORK - 10.	10. The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC- Bangalore, DR- Kolkata). Backhaul link commissioning should be completed within 4 weeks from the date of purchase order. The total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site- Kolkata). The successful bidder shall provide Primary and Secondary backhaul links from different Telecom Service Providers at DC & DR to meet Uptime SLA 99.99% at DC and DR locations respectively without any additional cost to Bank.	Please clarify that bank is looking for redundant backhaul links at DC, and, redundant backhaul links at DR from Different service providers? If yes then can Last miles be from different SPs at DC and different SPs at DR?	Please refer to corrigendum.

12.	Page 120 of 148	PART –IV: SCOPE OF THE WORK - 11.	15. For VSAT links, the connectivity provided by the bidder has to be on dedicated ports (Branches 2 Mbps and ATMs 64 Kbps) 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full duplex mode with sending and receiving available on the same circuit.	1:1 Full Duplex Means For Branches: 2 Mbps Upload and 2 Mbps Download For ATMs: 64 Kbps Upload and 64 Kbps Download Please clarify Bank is looking for 4 Mbps at branches and 128 Kbps at ATMs?	Clarified as: But it should not exceed 2 Mbps at any point of time for Branch and 64 Kbps for ATM.
13.	Page 43 of 148	PART –IV: SCOPE OF THE WORK – 18.	17. Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then Bidder can arrange for another earth pit dedicated for VSAT with no cost to the Bank with permission from Branch Manager and landlord.	Please clarify how many sites needs earthing as on date? Are existing HW infra at sites are running without proper earthing? We need confirmation from bank on this as it gives undue advantage of existing service provider	Clarified as: All Bank sites are having proper earthing, however if during installation such issue occurs, then vendor need to take care for same.
14.	Page 43 of 148	PART –IV: SCOPE OF THE WORK -19	Bidder will monitor the links on a near real-time basis (Proactive Monitoring) and Bidder must have their own Network Operation Centre for monitoring of the Network. Bidder will monitor all the links from their NOC through NMS and submit the reports like Uptime, Bandwidth utilization, Link error, latency, etc. on monthly basis and as per the Bank's requirement. Bank will provide the SNMP access (read only) of the router for monitoring of the link. All the locations are to be monitored on 24x7x365. Bidder should provide site-wise network link usage and uptime.	1. We assume that "Link error" means identification of root cause for any complaint logged? 2. We understand that uptime will be calculated post all calls logged and their resolution time in a month (excluding all calls attributable to bank) 3. There cannot be any report for Latency as its measured on real time basis. 4. Service provider should not monitor the Bank's existing or new Infra/branch routers. SP will only monitor the devices and links provided as per the RFP	Clarified as: 1. Yes. 2. Since, monitoring comes under the scope of vendor, downtime will be calculated on actual basis. Cushion time of 15 minutes will be provided for call lodge from the actual downtime which will be excluded from the SLA. 3. Self-explanatory. 4. Service provider will monitor its own devices only.
15.	Page 43 of 148	PART –IV: SCOPE OF THE	20. The bidder shall build and provide to the Bank and Bank's Network Integrator access	Please note that portal will show "Reason for Down" post completion of	Point is self-explanatory, network graph can be of any

		WORK -20	to an online(real-time) monitoring portal and complaint management portal where link status such as link up or down, down since, reason for down, expected time for resolution (ETR), circuit ID, incident number etc. shall be available in a graphical format with complaint lodging facility. The portal should also provide downloadable SLA reports for each month for the entire duration of the contract. It should also have the capability of generating reports in different formats (including PDF) as required by the Bank. The portal shall also display up-to-date contact details of the helpdesk and single point of	the incident closure. ETR cannot be calculated as Resolution time depends upon what activity has been carried out at site and the time taken for resolution. However, We will follow the SLA defined in the tender. Also every service provider has their own way of representation, graphical format should be removed	type to have overall view of links.
16.	Page 45 of 148	PART -IV: SCOPE OF THE WORK -23	23. Besides monitoring from NOC, bidder should provide sufficient Manpower for monitoring links on working days of Bank between 8 A.M to 8 P.M at Bank NOC Centre. Bidder's resource is required to co-ordinate with Bank's Network System Integrator for link related efforts and issues. The selected bidder has to adhere to the Law of the Land and Labor Law of the Government as applicable for the project. Services may be required on Sundays/holidays also for the Branches/offices, whenever required and Support to be provided for 24X7X365.	In case of engineer visit on Sundays and holidays, if branch people are not available as per our engineer's availability, then we request bank to not treat the time as downtime. Bank needs to ensure that when engineer is visiting for a downtime call, bank's roof/ground or inside premises should be accessible for troubleshooting till its resolved, including night time.	Clarified as: Necessary support will be provided by the Bank, wherever required.
17.	Page 46 of 148	PART -IV: SCOPE OF THE WORK - 27	28. Bidder's network should support Incident management: Prevention mechanism for mis-configuration, Alert mechanism should be in place for any incident occurred etc., every incident reported should be notified to	Please note that our NW operations follow defined standards for Change management. Any change in the network is duly checked and once approved by customer then only that	Clause is self-explanatory.

			Bank and documented, System should have capability to send alerts through email and SMS to respective authorities/stakeholders.	change is implemented. Also, any change in bank's network asked by bank only is also a mis-configuration from the initial configuration, hence the preventive mechanism cannot be applied in automated way for the network. However, be rest assured that all the sites and bank complete network is under control of our experts and engineers with no access to any third person.	
18.	Page 46 of 148	PART –IV: SCOPE OF THE WORK - 28	<p>Reports: Frequent problem analysis report- Monthly</p> <p>Links for which BW utilizations is reaching threshold limit- Daily</p> <p>RCA (Root Cause Analysis) report of each and every incident- Within 3 days.</p> <p>ATR (Action Taken Report) of each and every incident- Within 3 days.</p> <p>Top 10 incidents/ alerts- Daily</p>	<p>1. BW utilization is available on monitoring portal for individual links, bank can fetch this site wise utilization report, and bank can do their own analysis as per their requirements on daily or monthly or yearly basis</p> <p>2. Root cause is available against the incident logged, on complaint management portal. However, for report, bidder can provide monthly dump of all incidents and bank can do their analysis.</p> <p>3. Action taken is also available on complaint management portal. However, for report, bidder can provide monthly dump of all incidents and bank can do their analysis.</p> <p>4. Bidder supplied engineers at Bank's NOC can provide these details on daily basis.</p>	<p>Clarified as:</p> <p>1. Responsibility of the onsite engineer.</p> <p>2. To be done by the onsite engineer and report to be submitted.</p> <p>3. Onsite engineer to handle this.</p> <p>4. Onsite engineer will be responsible to submit the report.</p>

19.	Page 45 of 148	PART –IV: SCOPE OF THE WORK - 28	Network performance: . Uptime/ downtime report with reasons- Daily . Network health check report- Weekly . (Mean Time between Failure) MTBF analysis.	1. Uptime/downtime report is available on Monthly basis. 2. Network health check report- Available in monitoring portal and can be downloaded on weekly or daily or monthly basis 3. MTBF analysis is not available in portal	Clause is self-explanatory and stands as per RFP.
20.	Page 46 of 148	PART –IV: SCOPE OF THE WORK – 28	Online dashboard: Online dashboard that shows the health of the links. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank. 1. Response time report. 2. Downtime/Uptime report on real time. 3. SLA performance report	1. Response time report is not available; resolution time report can be provided on monthly basis. 2. Downtime/Uptime report: We understand that uptime will be calculated post all calls logged and their resolution time in a month (excluding all calls attributable to bank), a report will be provided on monthly basis 3. SLA can be calculated from the Dump provided monthly for uptime	Please refer to corrigendum.
21.	Page 47 of 148	PART –IV: SCOPE OF THE WORK - 29	Supply, installation and configuration of WAN end point equipment such as modems, routers, last mile equipment etc. would be done by the selected bidder and co-ordination with Bank's Network SI, wherever required. IP address used on branch/office end shall remain same as per the existing schema implemented in Bank at all the branches/offices. The same shall be shared to the successful bidder during implementation.	Bidder will provide VSAT equipment's only. In case bank is asking for any other equipment please clarify as it's an open statement by saying last mile equipment's and etc. We request bank to be specific as it's a VSAT tender	Clarified as: Bank will arrange for Branch/ATM router, LAN, ATM machines, switches, however, successful bidder need to provide VSAT and other required equipment for providing the connectivity and should co-ordinate with existing Bank's Network SI for integration support.
22.	Page 47 of 148	PART –IV: SCOPE OF THE WORK - 29.	30. Supply, installation and configuration of end points equipment such as modems, last mile equipment etc. would be done by the selected bidder and co-ordination with	For IP schema we comply, however in case the existing bank's IP schema will not be feasible in existing network then new IP Schema can jointly be	Clause is self-explanatory and stands as per RFP.

			Bank's Network SI, wherever required IP address used on branch/office end shall remain same as per the existing schema implemented in Bank at all the branches/offices. The same shall be shared to the successful bidder during implementation.	decided.	
23.	Page 47 of 148	PART -IV: SCOPE OF THE WORK - 34	33. The bidder shall ensure that there shall not be any restriction on the number of routes that needs to be maintained on devices under the control of the bidder for all practical purposes.	Please note that for dynamic routing there are restrictions from backhaul service providers, need exact details of expected routes from bank. We request bank not to keep it open and provide better details for arriving at better solution	Clause is self-explanatory and stands as per RFP.
24.	Page 47 of 148	PART -IV: SCOPE OF THE WORK - 35	36. Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage within the SLA time limit, during the contract period except force majeure condition. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment at the earliest.	Please consider that links/equipment's faulty due to issues arising, due to reasons not attributable to successful bidder should be borne by bank and the downtime for the same should not be covered under overall uptime calculation.	Clarified as: Point is related to the item provided by bidder. Rest to be read in conjunction with other points.
25	Page 48 of 148	PART -IV: SCOPE OF THE WORK - 46	47. In future, bank may carry out design modification and/or application addition to the bank network, including modification for the security policy implementation. Accordingly, vendor should carry out necessary configuration changes in the VSAT network, as advised by the bank time to time and no additional cost will be borne by the bank in this regard.	VSAT service provider will support the bank for any modifications if required however it depends upon 1. Feasibility in VSAT network 2. If any additional resources are required to implement the changes, then the cost for those additional resources should be borne by bank	Clause is self- explanatory and clause stands as per RFP.
26	Page 51 of 148	PART -IV: SCOPE OF THE WORK - 62	The bidder shall have robust, resilient and redundant network architecture with built-in redundancy at various levels including at network component level, site level etc. The bidder shall provide their Disaster Recovery (DR) and Business Continuity Plan (BCP)	What is the bank's understanding on built in redundancy at "site level"? How can bidder achieve redundancy at site level? Please clarify	Clarified as: Bidder must have minimum 2 no. HUB center so that seamless service can be provide to Bank.

			specific to the Bank detailing as to how the connectivity and other allied services as specified in this document shall be provided to the Bank seamlessly even in event of a disaster in their network and/or their NOC. Additionally, the bidder shall provide extra support and cooperation during the Bank's DR drills/exercises (if required).		
27	Page 51 of 148	PART -IV: SCOPE OF THE WORK - 66	The Bank reserves the right to place Purchase Order (PO) for lesser number of links than the number of links/locations specified in this of RFP document. Also, the Bank may issue multiple POs during the contract period.	how many PO can be expected for total 100 sites and what will be the timelines for issuing these POs?	Clarified as: Apart from sites mentioned in this RFP, Bank shall place separate order as and when during the contract period.
28	Page 52 of 148	PART -IV: SCOPE OF THE WORK - 67	68. Bidder has to carry out Preventive maintenance of each site in every quarter, Preventive maintenance at any location should be done only with prior concurrence of the bank. The preventive maintenance report which should be properly sealed and signed by concerned branch officials along with dates and any remarks. These reports should be submitted during the Invoice submission for claiming the payment for every quarter. In absence of the Preventive maintenance report, the payment may not be released for that particular site.	Can preventive maintenance be done while engineer is visiting the site for rectification for any downtime calls? Please clarify to save costs	Please refer to corrigendum.
29	Page 52 of 140	PART -IV: SCOPE OF THE WORK - 69	70. Latency should not be more than 500ms (End to End i.e., Branch router to DC & DR router) for a 1500-byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.	Latency of 500 or average 500 is not possible on VSAT. The average latency from branch router to DC/DR will be approx. 1000-1200 ms	Please refer to corrigendum.
30	Page 52 of 140	PART -IV: SCOPE OF THE WORK - 70	Average end to end packet loss should not be more than 5 in 1,000 for VSAT connectivity measured for a minimum of	End to end network comprises of PCs, SDWAN/Branch router, DC/DR routers servers and other components,	Clause is self-explanatory

			1000 packets.	packet loss is not only dependent on VSAT link. This clause cannot be hold true only for VSAT network, this clause should be omitted, as packet loss can be due to any issue at component levels but not only due to VSAT link.	
31	Page 52 of 140	PART -IV: SCOPE OF THE WORK - 71	Average Jitter of the connectivity should be less than 45ms measured for a minimum 1000 packets.	End to end network comprises of PCs, SDWAN/Branch router, DC/DR routers servers and other components, jitter is not only dependent on VSAT link. This clause cannot be hold true only for VSAT network, this clause should be omitted, as Jitter can be due to any issue at component levels but not only due to VSAT link.	Clause stands as per RFP
32	Page 53 of 140	PART -IV: SCOPE OF THE WORK - 77	VSAT link must support the Software Defined (SDWAN) technology.	Please clarify that VSAT should be able to support SDWAN in pass through mode?	Clause is self-explanatory
33	Page 65 of 148	25 ORDER CANCELLATION	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 110% of the total cost of ownership (force majeure and delay due to Bank cases are excluded).	Please change it to 0.5% per week to maximum 5% capping per site order value (not on TCO)	Clause stands as per RFP
34	Page 58 of 148	11 PAYMENTS AGAINST DELIVERY OF SLAs:	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof	please clarify that what is the understanding on "any of the services" as bank has already mentioned LD on delivery and SLA	Clause stands as per RFP
35	Page 48 of 148	11 PAYMENTS AGAINST DELIVERY OF SLAs:	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week	Please change the clause to "If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to	Please refer to corrigendum.

			or part thereof.	charge penalty/ liquidated damages @ 0.5% of the monthly bill, per week or part thereof."	
36	Page 56 of 148	6 PAYING AUTHORITY	The payments as per the Payment Schedule covered hereinabove shall be paid by the Head Office of UCO Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered.	Please clarify whether the payment will be made of each invoice separately or collectively all invoices will be paid only after receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered. This clause will decide the payment periodicity.	Please refer to corrigendum.
37	Page 56 of 148	7 SHIFTING OF LINK	Shifting of link to be completed within 2 weeks from date of PO for shifting the link	Please note that shifting within 2 weeks depends on new address distance from old site. If the distance is too high then transportation may only take more time.	Clause stands as per RFP and please check the RFP
38	Page 56 of 148	9 SLA FOR NETWORK	The round-trip delay of the network at any time should not be more than 650-700 msec (average) for VSAT links with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Bidder to rectify the latency either by replacing the devices/accessories or by other similar measures to contain latency within the stipulated limits.	Latency of 650-700 ms is not possible on VSAT. The average latency from branch router to DC/DR will be approx. 1000-1200 ms, due to many other components in between	Clause stands as per RFP
39	Page 56 of 148	11 PAYMENTS AGAINST DELIVERY OF SLAs:	11 PAYMENTS AGAINST DELIVERY OF SLAs:	What if site is down due to heavy rainfall? Those sites are running on ku band and cannot be assured this uptime during rainfall	Clarified as: Bidder to inform such incident, Bank shall handle this situation on case-to-case basis.

40	Page 56 of 148	11 PAYMENTS AGAINST DELIVERY OF SLAs:	11 PAYMENTS AGAINST DELIVERY OF SLAs:	Remote uptime slab is very stringent in case of urban & rural support? It has been capped at 40% for monthly 1% downtime. We request bank to cap it to 5%	Clause stands as per RFP
41	Page 57 of 148	11 PAYMENTS AGAINST DELIVERY OF SLAs:	FAILURE TO PROVIDE ONSITE SUPPORT: In the event that the onsite engineer is absent/on leave on any bank working days, it's the bidder's duty to arrange for an alternate engineer to report for duty until the engineer 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.	Please note that all Engineers are entitled for some leaves like CL, PL/SL etc., that cannot be denied to them. We request bank to remove this clause. Also, bank is imposing LD on SLA so this clause should be removed.	Clause clarified as: Bidder should provide uninterrupted support.
42	Page 63 of 148	22. FORCE MAJEURE	22. FORCE MAJEURE	Delays in services due to Satellite/Transponder failure should be part of Force Majeure	Clause clarified as: Exception will be given only if bidder submits the relevant proof from the Governing authority of satellite.
43	Page 63 of 148	22. FORCE MAJEURE	22. FORCE MAJEURE	as 99 sites out of 100 sites are on ku band, we request to put rainfall into force majeure.	Clause stands as per RFP
44	Page 57 of 148	24. ACCEPTANCE TESTING	The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance	1. Please provide criteria and tests for Acceptance test procedure. 2. Will Acceptance tests be done at all sites or at any 1 site? 3. As its a opex model, is it necessary for bidder to have insurance of all products? as the main criteria for Opex model is continuous operations for 2 years	RFP clause is self-explanatory.

			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.	4. Site should be considered deemed installed after 15 days if the delays in Acceptance tests are due to reasons not attributable to Successful bidder	
45	Page 117 of 148	ANNEXURE XVII TECHNICAL SPECIFICATION 3	2. Availability of Extended C Band / GSAT-8 Ku Band for Kavaratti Location (Lakshadweep).	GSAT 8 is end of life and ISRO has recommended all service providers with alternate satellites. Please see that using GSAT 8 will bring more uptime as satellite failures is not part of force majeure and Lakshadweep will have only single connectivity as VSAT.	Please refer to corrigendum.
46	Page 118 of 148	ANNEXURE XVII TECHNICAL SPECIFICATION 3	For VSAT in green zone- Latency should not be more than 500ms (End to End i.e., Branch router to DC & DR router) · For VSAT in yellow zone- Latency should not be more than 500 to 700 ms (End to End i.e. Branch router to DC & DR router) · For VSAT in red zone- Latency above 700 ms (End to End i.e. Branch router to DC & DR router)	What is the bank's understanding on Green, Yellow and Red Zone? Latency of 700 ms end to end is not possible	Clarified as: On the dashboard of monitoring portal number of sites must be categorized as per the below given colour code: For VSAT in green zone- Latency should not be more than 650ms (End to End i.e. Branch router to DC & DR router) For VSAT in yellow zone- Latency should not be more than 700 ms (End to End i.e. Branch router to DC & DR router) For VSAT in red zone- Latency above 700 ms (End to End i.e. Branch router to DC & DR router)

47	Page 120 of 148	ANNEXURE XVII TECHNICAL SPECIFICATION 14	Backhaul link commissioning should be completed within 4 weeks from the date of purchase order.	Please note that all backhaul service providers take minimum 8-10 weeks to do feasibility and provide the links. We request banto change it to minimum 8 weeks.	Please refer to corrigendum.
48	Page 123 of 148	ANNEXURE XVII TECHNICAL SPECIFICATION 27	Services may be required on Sundays/holidays also for the Branches/offices, whenever required and Support to be provided for 24X7X365.	NOC support will be provided 24X7X365, however Field support cannot be assured on Sundays and Government declared National / bank holidays.	Clarified as: This is required only in case of Bank's exigency during Sundays/Holidays.
49	Page 124 of 148	ANNEXURE XVII TECHNICAL SPECIFICATION 27	The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager onsite. The duties and responsibilities (indicative list) would include the following	Is bank looking for 2 dedicated Project managers to be available at their DC or DR location from 9 to 6, Mon to Friday? Please let us know the address for Onsite? We assure dedicated project manager to bank, however we urge bank not to make it ONSITE, PMs can operate from bidder's office, send daily updates, may also meet as per mutual requirements?	Please refer to corrigendum.
50	General Request	Consortium Bid	General Request	In case of consortium Bid. "Please accept to release Purchase Orders to Lead/Prime bidder and consortium partner for Bandwidth and hardware services separately. However, The Contract / Legal documents will have to be executed by the lead/prime bidder only." <i>This is also beneficial to the Bank in such that in case if two PO is not allowed, then as per the modality and Regulatory binding all bidders need to load additional DOT revenue share in their Hardware rental commercials and which will be an extra cost to the</i>	Clause not admissible

				Bank	
51	Page 28 of 148	31 SUBMISSION OF OFFER- TWO BID SYSTEM	31 SUBMISSION OF OFFER- TWO BID SYSTEM UCO Bank will follow Two Bid System i.e., Separate Eligibility & Technical bid. Eligibility Bid – containing Eligibility Information, Tender Fee, Earnest Money Deposit in the form of Bank Guarantee OR certificate from Ministry of MSME (wherever required) and Integrity Pact, Technical Bid – containing Technical Information, Masked Commercial Bid & Masked Bill of Materials and Commercial Bid – containing Price Information along with the soft copies (preferably in non-optical storage) duly sealed and super-scribed as – Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering) (e-tendering) (Eligibility Bid), – Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering) (e-tendering) (Technical Bid) and – Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering) (e-tendering) (Commercial Bid) as per the format prescribed in Annexure – XIX respectively should be put in a single sealed outer cover duly sealed and super-scribed as – Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering) (e-tendering) as per the bid details given in the RFP	It is understood that, this will follow a e-tendering process, however there are some mentions of soft copies and hard copies submission in the RFP. Please advise on the Bid Submission modality.	Bid will be submitted through e-tendering portal only which is mentioned in the RFP.
52	71	32. TERMINATION FOR	32. TERMINATION FOR CONVENIENCE The Bank, by a written notice for a period of ninety (90) days (both in words and figures)	1. This is valid for CAPEX model RFPs. Since this is OPEX Model RFP, then termination <u>for convenience should</u>	Clause stands as per RFP.

		CONVENIENCE	<p>sent to the selected Bidder/Vendor, may terminate the said Agreement/Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Agreement/Contract is terminated and the date upon which such termination becomes effective.</p>	<p><u>not be part of it. This may not allow bidders to Bid, suggest deletion.</u></p> <p>Reason-for OPEX model RFP the entire project is being financed/Invested by bidder and recovery happens quarterly though services. Termination of convenience is not applicable till minimum lock in period of 3 Years. Since this is an OPEX Model RFP bidder needs to invest for the hardware and hence minimum lock in period for each site is required to recover the investment, termination for convenience would put the bidder's investment at risk, RFP allows termination for Breach, Insolvency, Default- these are accepted however we request termination for convenience to be deleted as this is an OPEX RFP. Bank has asked for Breach of Insolvency and Breach of Default which is accepted but request termination for convenience to be deleted because this is an OPEX RFP where bidder has to invest on hardware without a minimum lockin period bidder would not be able to recover the hardware cost.</p> <p>2. Bank, at its discretion, may surrender any link at any location at any time - We request Bank to provide lock-in period of 3 years for any site before surrendering. Else hardware investment made by bidder would not be recovered.</p> <p>3. We request to bank to provide 30-day cure period before the 90-day notice period.</p>	
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53	65	PART –IV: SCOPE OF THE WORK	Bank, at its discretion, may surrender any link at any location at any time by giving the bidder a notice period of 30 days. Also, if bidder declares any site not feasible after successful VSAT link implementation then 100 % of the annual link cost will be made against that particular link.	<p>1. This is valid for CAPEX model RFPs. Since this is OPEX Model RFP, then termination for convenience should not be part of it. This may not allow bidders to Bid, suggest deletion. Reason-for OPEX model RFP the entire project is being financed/Invested by bidder and recovery happens quarterly through services. Termination of convenience is not applicable till minimum lock in period of 3 Years. Since this is an OPEX Model RFP bidder needs to invest for the hardware and hence minimum lock in period for each site is required to recover the investment, termination for convenience would put the bidders investment at risk, RFP allows termination for Breach, Insolvency, Default- these are accepted however we request termination for convenience to be deleted as this is an OPEX RFP. Bank has asked for Breach of Insolvency and Breach of Default which is accepted but request termination for convenience to be deleted because this is an OPEX RFP where bidder has to invest on hardware without a minimum lockin period bidder would not be able to recover the hardware cost.</p> <p>2. Bank, at its discretion, may surrender any link at any location at any time - We request Bank to provide lock-in period of 3 years for any site before surrendering. Else hardware investment made by bidder would not be recovered.</p>	Clause stands as per RFP.
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				3. We request to bank to provide 30 day cure period before the 90 day notice period.	
54		Split PO. Additional clause -	SPLIT PO Option Not Avilable in RFP	Like in all other tenders that have bandwidth as well as hardware rental component, Bank allows separate PO on the 2 separate companies of the same bidder. The 2 companies have parent company – subsidiary company relationship. We request the same arrangement in this tender too.	Clause stands as per RFP.
55	132	Commercial Template for VSAT	2Mbps per site Plan is asked in RFP, need clarity on upload and download speed. Present template is not providing clarity.	We require bifurcation of Upload and down load to quote - we suggest 2 plans which will be helpful to cater to need of Bank- 2 Mbps (Uplink:1Mbps and Downlink- 2 Mbps) Concentration/Concurrency Ratio (1:2) and 4 Mbps (Uplink:1 Mbps and Downlink- 4 Mbps) Concentration/Concurrency Ratio (1:4) bank may put some site no for price discovery and place PO accordingly.	Clause stands as per RFP.
56	59	14 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.	The hardware opex will be calculated based on a two-year contract. Request Bank to include "Will the new sites have a full contract term of 2 years." as this is Opex RFP and bidder will invest.	Clause stands as per RFP.
57	55	4 PAYMENT TERMS	b) Bidder should raise invoices after deducting the applicable penalties as per the respective clauses.	Bidder would raise the invoices based on contract value and Bank is requested to make the payment after deduction of penalties.	Clarified as: Respective credit note to be raised by the bidder.
58	66	25 ORDER CANCELLATIO	i. Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One	Bank to exclude force majeure and delay due to bank cases.	Clause stands as per RFP

		N	percent) of the undelivered portion of the order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 110% of the total cost of ownership (force majeure and delay due to Bank cases are excluded)		
59	54	3 CONTRACT PERIOD	The performance of the vendor shall be reviewed Quarterly, if not found satisfactory, Bank may terminate the contract at its sole discretion by giving three months' notice without assigning any reasons. However, bank shall pay valid payment for the services rendered till the date of termination.	1. We suggest that termination be restricted on to breach of service level standards. 2. "Unsatisfactorily" is a vague term, we suggest deletion and replace with "in the event the services of the Vendor are in breach of service level standards..."	Please refer to corrigendum.
60	56	5 LIQUIDATED DAMAGE	Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% (half percent) of the undelivered portion of the order value per week will be charged for each week's or part thereof of delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership (force majeure and delay due to Bank cases are excluded). Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.	1. LDs shall be capped at 10% of delayed/deficient services or items. 2. A cure period of at least 30 days shall be provided prior to cancellation/imposition of LDs in case of delay	Please refer to corrigendum.
61	56	8 SCHEDULE OF DELIVERY	8 SCHEDULE OF DELIVERY The selected bidder to ensure to deliver the required links to the no of branches as per the 'Scope of Work' and timeline mentioned	We suggest termination be restricted to breach of SLA/this contract. Alternatively, a cure period of at least 30 days should be given if the Bidder	Clarified as: This would be handled on case-to-case basis

			herein above. If bidder fails to deliver the site within the stipulated time frame, Bank reserves the right to cancel the order and get it executed by other selected bidder.	fails to deliver a site, prior to termination.	
62	64	22. FORCE MAJEURE	Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, · Situations, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes, · Terrorist attacks, public unrest in work are	We suggest addition of "satellite/transponder failure" as a force majeure event.	Clarified as: Exception will be given only if bidder submits the relevant proof from the Governing authority of satellite.
63	65	25. ORDER CANCELLATION	c) Serious discrepancy in the quality of service of selected Bidder/Vendor expected during the implementation, rollout and subsequent maintenance process; f) The progress regarding execution of the order by the selected Bidder/Vendor is found to be unsatisfactory;	1. The phrase "serious discrepancy" is vague, we suggest replacing with "in breach of service level standards" 2. The phrase "unsatisfactory" is vague, we suggest replacing with "breach of service level standards"	Clause stands as per RFP
64	66	25. ORDER CANCELLATION	ii. If the selected Bidder/Vendor does not perform satisfactorily or delays in execution of contract, UCO Bank reserves the right to get the balance order executed by another party of its choice, in this event the selected Bidder/Vendor is bound to make good with <u>the capping of 125% of the original quoted cost for such deliverable</u> , which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.	1. We suggest deletion of phrase "does not perform satisfactorily" and replacing with "in breach of service level standards". 2. There is a risk purchase component with a cap of 125% - we request this cap to be at 110%.	Clause stands as per RFP
65	66	25. ORDER CANCELLATION	The selected Bidder/Vendor shall be liable under this section if the contract/ purchase order has been cancelled in case the sum total of penalties and deliverables exceeds 10% of the TCO. In case of order cancellation/termination, Bank will notify the selected Bidder/Vendor within Ninety (90)	We request to bank to provide 30-day cure period before the 90 days' notice period.	Clause stands as per RFP

			days' notice period inclusive of Thirty (30) days cure period before cancellation/termination of the Order/Agreement. However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of cure period of Thirty (30) days, if the selected Bidder/Vendor fails to cure within Thirty (30) days' time the notice for cancellation will become absolute. For the sake of clarity, the period of 90 (Ninety) days will begin from the date of receipt of termination/cancellation notice in accordance with Clause no. 44 (in Part-V) of this Agreement. Any other mode of communicating the termination/cancellation of the Agreement will be deemed to be invalid.		
66	67	26. INDEMNITY	<p>INDEMNITY</p> <p>actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement</p>	<p>1. We do not indemnify for indirect claims/losses/damages. Suggest deletion</p> <p>2. Suggest addition "any nature and kind whatsoever and by whomsoever made in respect of the said Contract <u>due to reasons directly attributable to the Vendor...</u>"</p>	Clause stands as per RFP
67	69	31. EXIT OPTION AND CONTRACT RE-NEGOTIATION	Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to the Bank or its designate to ensure smooth handover and transitioning of Bank's deliverables, maintenance and	To be done with mutual consent of both parties after the event that all due payments are cleared by the bank.	Clause stands as per RFP.

			facility management..... Though in such case the Bank shall have the sole authority to ascertain whether such Plan has been complied with, but the payment for such reverse transition would be determined on pro rata basis or on mutual consent of the Parties		
68		Additional clause - Online submission and Reverse auction		We request bank to provide option for online submission of RFP and arrange Reverse Auction for finalization of L1	Suggested clause is not admissible.
69	73	39. DISPUTE RESOLUTION MECHANISM		Arbitration proceedings are in Kolkata as per the agreement. We suggest New Delhi.	Suggested clause is not admissible.
70	75	41. APPLICABLE LAW AND JURISDICTION OF COURT	The Contract with the Selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).	We suggest the courts of New Delhi.	Clause stands as per RFP.
71	126	43	Bank, RBI 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 Bank and extend full cooperation in carrying out of such inspection. The bank has reserved the right to call for any material information/report etc	Request you to allow 15 days' notice before audit and audit should be limited to this project only.	Clarified as: If timeline is shared by the auditing authority, then same will be informed otherwise will be as per RBI direction.

72		Additional clause suggested		In the event of non-payment of dues by the bank within 60 days of raising the invoice by the bidder, the bidder shall have the right to terminate the agreement.	Suggested clause is not admissible.
74	41	PART –IV: SCOPE OF THE WORK	2. Bidder will not use any existing old setup of VSAT for providing new connectivity for Branches/ATMs. Photographs of installation must be provided for each new installation.		Clause stands as per RFP.
75	41	PART –IV: SCOPE OF THE WORK	4. The successful bidder shall establish the Private Network and maintain it for a period of at least 3 years. 5. The prospective bidder shall establish the Private Network and should be capable of maintaining it for a period of at least 2 years, based upon performance, Bank may extend the contract for further period of one year on same terms and conditions on mutually agreed prices.	Please clarify if we understood correct that project is minimum for 2 years or maximum for 3 years.	Clause is self-explanatory.
76	15	Part-I, 2. Table	Table provided: KU Band through High Through Put Satellite/FSS and Extended C/ GSAT-8 KU Band for Kavaratti.	Is the SAT services to be provisioned on KU Band or C-Band or Extended C-Band with any satellite coverage (not restricting to only GSAT-8)?	Please refer to corrigendum.
77	15	Part-I, 2. Table	Backhaul Link: DC-DR	Whether backhaul link provided as MPLS or B2B or ILL?	Clarified as: MPLS
78	24	14 (a)	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of	Clause stands as per RFP.

			Memorandum or any other body specified by Ministry of MSME. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.	Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME or PSU . Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.	
79	42	PART IV 17	Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then Bidder can arrange for another earth pit dedicated for VSAT with no cost to the Bank with permission from Branch Manager and landlord.	Bidder have to check earthing before installation of VSAT link and if earthing is not upto mark then Bank can arrange for another earth pit dedicated for VSAT with permission from landlord.	Clarified as: All Bank sites are having proper earthing, however if during installation such issue occurs, then vendor need to take care for same.
80	54	PART V 2	Bidder has to commission the Backhaul links at DC and DR within 4 weeks and all other links within 45 days of placing the purchase order.	Kindly modify as "Bidder has to commission the Backhaul links at DC and DR within 8 weeks and all other links within 60 days of placing the purchase order."	Clause stands as per RFP and please check the RFP
81	41	PART IV 4	The successful bidder shall establish the Private Network and maintain it for a period of at least 3 years .	The successful bidder shall establish the Private Network and maintain it for a period of at least 5 years .	Clause stands as per RFP.
82	41	PART IV, 5	The prospective bidder shall establish the Private Network and should be capable of maintaining it for a period of at least 2 years, based upon performance, Bank may extend the contract for further period of one year on same terms and conditions on mutually agreed prices	The prospective bidder shall establish the Private Network and should be capable of maintaining it for a period of at least 3 years, based upon performance, Bank may extend the contract for further period of one year on same terms and conditions on mutually agreed prices	Clause stands as per RFP.
83	54	PARTV, 3	The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions.	Kindly modify as "The contract period will be for a period of Three Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and	Clause stands as per RFP.

				conditions."	
84	55	PART V 4a	The selected bidder has to claim the link charges quarterly in arrears on per-link for all types of links based on the achievement of SLAs defined in the document. The selected bidder should submit the link wise uptime achieved to enable the Bank to pay quarterly charges.	Kindly modify as "The selected bidder has to claim the link charges quarterly in advance on per-link for all types of links based on the achievement of SLAs defined in the document. The selected bidder should submit the link-wise uptime achieved to enable the Bank to pay quarterly charges."	Clause stands as per RFP.
85	49 50	& PARTV 11	PAYMENT AGAINST DELIVERY OF SLA	It is requested to modify as "BSNL to guarantee minimum calendar monthly uptime of 99%. A liquidated damage for the downtime will be levied 2% of monthly VSAT link charges, for every 0.5% or part thereof decrease in guaranteed monthly uptime for each VSAT link location. However, the total LD deductible under this clause is restricted to a maximum of 10% of the total VSAT link charges payable per quarter under this Contract."	Clause stands as per RFP
86	P56	PART V 7	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 3 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	shifting of network devices in the same premises chargeable.	Clause stands as per RFP

87	P 53	PART III, 80	During technical bid evaluation, if any bidder is providing GSAT-8 Ku Band for Kavaratti Location need to conduct the POC with the Bank. Upon successful POC, bidder will be considered technically qualified and eligible for further stages of bid evaluation.	During technical bid evaluation, if any bidder is providing GSAT-8 Ku Band/Extended C Band for Kavaratti Location need to conduct the POC with the Bank. Upon successful POC, bidder will be considered technically qualified and eligible for further stages of bid evaluation.	Please refer to corrigendum.
88	112	ANNEXURE XV,3	Bidder should have positive Net Worth or Operating Profit in all of the last 3 Financial years(2019-20, 2020-21 & 2021-22).	Not applicable.	Clause stands as per RFP
89	118	ANNEXURE XVII,2	Availability of Extended C Band/ GSAT-8 Ku Band for Kavaratti Location (Lakshadweep). *During technical bid evaluation, if any bidder is providing GSAT-8 Ku Band for Kavaratti Location need to conduct the POC with the Bank. Upon successful POC, bidder will be considered technically qualified and eligible for further stages of bid evaluation.	Availability of Extended C Band/ GSAT-8 Ku Band for Kavaratti Location (Lakshadweep). *During technical bid evaluation, if any bidder is providing GSAT-8 Ku/Extended C Band for Kavaratti Location need to conduct the POC with the Bank. Upon successful POC, bidder will be considered technically qualified and eligible for further stages of bid evaluation.	Please refer to corrigendum.
90	P 53	PART-V, Sl.No 3	CONTRACT PERIOD: The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions	Pl clarify as both are having different period of service. P53 and P 118 of ANNEXURE XVII, Sl. No 10. Are contradictory. It may be clarified the w.r.t. contract period. Similar OPEX model are working for others is of 3-year period and same i.e., 3 years, may be kept for both clauses.	Clause is self-explanatory.
91	P 118	ANNEXURE XVII, Sl. No 10.	The successful bidder shall establish the Private Network and maintain it for a period of at least 3 years.		Clause is self-explanatory.
93	P 118	ANNEXURE	The network of bidder should not be linked with any type of network from BSNL/MTNL at	Please clarify on this clause conditions: Why the network of bidder	Please refer to corrigendum.

		XVII, Sl. No 12.	core / distribution / access at any location	should not be linked with any type of allowed for BSNL/MTNL.	
94	P 125	ANNEXURE XVII, Sl.No.45	Bidder's backhaul network should support dynamic routing protocols like Open Shortest Path First (OSPF), Border Gateway Protocol (BGP) etc.	In this clause: It may be augmented with ISIS along with OSPF whereas ISIS being the latest one.	Clause stands as per RFP
95	P 117	ANNEXURE XVII, Sl.No.117. Sl. No.3/8	On the Dashboard of monitoring tool below mentioned tables must be highlighted and report generation facility must be available for any moment of time. • For VSAT in green zone- Latency should not be more than 500ms (End to End i.e., Branch router to DC & DR router) • For VSAT in yellow zone- Latency should not be more than 500 to 700 ms (End to End i.e., Branch router to DC& DR router)	Changes required as detailed below: For VSAT in green zone- The Latency should be changed to 650-700ms and For VSAT in yellow zone- Latency should be changed to more than 800ms.	Clarified as: On the dashboard of monitoring portal number of sites must be categorized as per the below given colour code: For VSAT in green zone- Latency should not be more than 650ms (End to End i.e. Branch router to DC & DR router) For VSAT in yellow zone- Latency should not be more than 700 ms (End to End i.e. Branch router to DC & DR router) For VSAT in red zone- Latency above 700 ms (End to End i.e. Branch router to DC & DR router)



Department of Information Technology

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

RFP Ref. No: UCO/DIT/2672/2022-23 Date: 03.02.2023

Corrigendum uploaded on 28.02.2023

PART-I

3. ELIGIBILITY CRITERIA

SL No	Existing Clause	Modified Clause
9	Bidder should comply with at-least 85% of the site on HTS (High throughput satellite) as per the Annexure-XXI (A)	Bidder should comply with at-least 60% of the site on HTS (High throughput satellite) as per the Annexure-XX (A) and Annexure-XX (B).

PART-IV

SCOPE OF WORK

SL No	Existing Clause	Modified Clause
10	The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC-Bangalore, DR- Kolkata) with no extra cost to bank. Backhaul	The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC-Bangalore, DR- Kolkata). Backhaul link commissioning should be completed within 8 weeks from the date of purchase order. The

	<p>link commissioning should be completed within 4 weeks from the date of purchase order. There will not be any extra cost for backhaul links. The total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site- Kolkata). The successful bidder shall provide Primary and Secondary backhaul links from different Telecom Service Providers at DC & DR to meet Uptime SLA 99.99% at DC and DR locations respectively without any additional cost to Bank. The above mentioned Backhauls links should be available from the beginning of the project. However, bidder has to ensure the BW utilization of each backhaul link should not cross 70% of total capacity. If BW utilization is peaking above 70%, then bidder has to ensure the backhaul link should be upgraded within three days of such intimation and Bandwidth will be upgraded in tranche of 5 Mbps. Bidders should provide adequate capacity routers at bank DC and DR location for terminating the backhaul links. The Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only. There will not be any extra cost for provisioning, Configuration, management and maintenance of these routers at bank DC and DR sites.</p>	<p>total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site- Kolkata) with Uptime SLA of 99.99%. The above mentioned Backhauls links should be available from the beginning of the project. However, bidder has to ensure the BW utilization of each backhaul link should not cross 70% of total capacity. If BW utilization is peaking above 70%, then bidder has to ensure the backhaul link should be upgraded within three days of such intimation and Bandwidth will be upgraded in tranche of 5 Mbps. Bidders should provide adequate capacity routers at bank DC and DR location for terminating the backhaul links. The Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only. There will not be any extra cost for provisioning, Configuration, management and maintenance of these routers at bank DC and DR sites.</p>
28	<p>Bidder should have adequate field engineer for restoration of links with skilled knowledge and prior experience. Bank Branch or offices, link should not remain isolated due to the requirement of Field engineer at any point of time. There will be no engineer visit charges in any case.</p> <p>Followings to be furnished by the successful bidder:</p> <p>Reports:</p>	<p>Bidder should have adequate field engineer for restoration of links with skilled knowledge and prior experience. Bank Branch or offices, link should not remain isolated due to the requirement of Field engineer at any point of time. There will be no engineer visit charges in any case.</p> <p>Followings to be furnished by the successful bidder:</p> <p>Reports:</p>

	<ul style="list-style-type: none"> ➤ Frequent problem analysis report- Monthly ➤ Links for which BW utilizations is reaching threshold limit- Daily ➤ RCA (Root Cause Analysis) report of each and every incident- Within 3 days. ➤ ATR (Action Taken Report) of each and every incident- Within 3 days. ➤ Top 10 incidents/ alerts- Daily <p>Network performance:</p> <ul style="list-style-type: none"> ➤ Uptime/ downtime report with reasons- Daily ➤ Network health check report- Weekly ➤ (Mean Time between Failure) MTBF analysis. <p>Online dashboard:</p> <p>Online dashboard that shows the health of the links must be accessible in Bank's Network. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank.</p> <ul style="list-style-type: none"> ➤ Resolution time report. ➤ Downtime/Uptime report on real time. ➤ SLA performance report. 	<ul style="list-style-type: none"> ➤ Frequent problem analysis report- Monthly ➤ Links for which BW utilizations is reaching threshold limit- Daily ➤ RCA (Root Cause Analysis) report of each and every incident- Within 3 days. ➤ ATR (Action Taken Report) of each and every incident- Within 3 days. ➤ Top 10 incidents/ alerts- Daily <p>Network performance:</p> <ul style="list-style-type: none"> ➤ Uptime/ downtime report with reasons- Daily ➤ Network health check report- Weekly ➤ (Mean Time between Failure) MTBF analysis. <p>Online dashboard:</p> <p>Online dashboard that shows the health of the links. System must also trigger detailed alert SMS and e-mail to identified officials of the Bank.</p> <ul style="list-style-type: none"> ➤ Downtime/Uptime report on real time. ➤ SLA performance report.
67	<p>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</p>	<p>Bidder has to carry out Preventive maintenance be done while engineer is visiting the site for rectification for any downtime calls. The preventive maintenance report which should be properly sealed and signed by concerned branch officials along with dates and any remarks.</p>

	report, the payment may not be released for that particular site.	
69	Latency should not be more than 500ms (End to End i.e., Branch router to DC & DR router) for a 1500-byte packet size measured for a minimum of 1000 packets. Tool should be provided to bank for monitoring the same on real-time basis at no additional cost to the bank.	Latency should not be more than 650ms-700ms average (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.

PART-V

SL No	Existing Clause	Modified Clause
3	<p>The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions.</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>All sites covered under the contract will be deemed terminated on account of expiry of contract.</p>	<p>The contract period will be for a period of Two Years from the date of Agreement (SLA). Bank reserves the right to extend the contract for a further period of one years on mutually agreed terms and conditions.</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 90 days including 30 days cure period notice. However, bank shall pay valid payment for the services rendered till the date of termination (if cure is not done within the cure period).</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>All sites covered under the contract will be deemed terminated on account of expiry of contract.</p>
5	Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% (half percent) of the undelivered portion of	Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% (half percent) of the undelivered portion of

	the order value per week will be charged for each week or part thereof of delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership (force majeure and delay due to Bank cases are excluded) . Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.	the order value per week will be charged for each week or part thereof of delay in the specified delivery schedule subject to a maximum of 10%, in this case applicable LD will be calculated on total cost ascertained based upon the total number of sites given for implementation in purchase order (force majeure and delay due to Bank cases are excluded) . Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the Vendor or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the vendor regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.
6	The payments as per the Payment Schedule covered hereinabove shall be paid by the Head Office of UCO Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered.	Payment shall be made collectively for the number of links under the monitoring of respective bidder shall be paid by the Head Office of UCO Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/ installation/re-installation, live running and service report from the concerned branches/ offices duly signed by the engineer and Bank official where the link has been successfully delivered.
11	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty/ liquidated damages @ 5% of the monthly bill, per week or part thereof.	If the selected Bidder fails to provide any of the services after starting of operations, as per the terms of this RFP, the Bank shall be entitled to charge penalty @ 5% of the monthly bill, per week or part thereof.

Annexure – XVII

Technical Specification

SL No	Existing Clause	Modified Clause
2	<p>Availability of Extended C Band / GSAT-8 Ku Band for Kavaratti Location (Lakshadweep).</p> <p>*During technical bid evaluation, if any bidder is providing GSAT-8 Ku Band for Kavaratti Location need to conduct the POC with the Bank. Upon successful POC, bidder will be considered technically qualified and eligible for further stages of bid evaluation.</p>	<p>Availability of Extended C Band for Kavaratti Location (Lakshadweep). If bidder is unable to provide the same, they are allowed to provide any other workable bands for running Bank branch with all the parameters in Kavarrati Location.</p>
12	<p>The network of bidder should not be linked with any type of network from BSNL/MTNL at core / distribution / access at any location</p>	<p>The network of bidder should not be linked with other network from different ISPs at core / distribution / access at any location.</p>
14	<p>The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC-Bangalore, DR-Kolkata). Backhaul link commissioning should be completed within 4 weeks from the date of purchase order. The total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site- Kolkata). The successful bidder shall provide Primary and Secondary backhaul links from different Telecom Service Providers at DC & DR to meet Uptime SLA 99.99% at DC and DR locations respectively without any additional cost to Bank. The above mentioned Backhauls links should be available from the beginning of the project. However, bidder has to ensure the BW utilization of each backhaul link should not cross 70% of total capacity. If BW utilization is peaking above 70%, then</p>	<p>The selected vendors should provide separate back-haul connectivity between the Bidder's Hub and DC/DR (DC-Bangalore, DR- Kolkata). Backhaul link commissioning should be completed within 8 weeks from the date of purchase order. The total number of backhaul links to be provided are two numbers (one at Bank DC site- Bangalore and other at Bank DR Site-Kolkata) with Uptime SLA of 99.99%. The above mentioned Backhauls links should be available from the beginning of the project. However, bidder has to ensure the BW utilization of each backhaul link should not cross 70% of total capacity. If BW utilization is peaking above 70%, then bidder has to ensure the backhaul link should be upgraded within three days of such intimation and Bandwidth will be upgraded in tranche of 5 Mbps. Bidders should provide adequate capacity routers at</p>

	<p>bidder has to ensure the backhaul link should be upgraded within three days of such intimation and Bandwidth will be upgraded in tranche of 5 Mbps. Bidders should provide adequate capacity routers at bank DC and DR location for terminating the backhaul links. The Installation, Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only without any extra cost to Bank.</p>	<p>bank DC and DR location for terminating the backhaul links. The Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only. There will not be any extra cost for provisioning, Configuration, management and maintenance of these routers at bank DC and DR sites.</p>
29	<p>The Bidder should also ensure the availability of a dedicated Project Manager and an Alternate Project Manager onsite. The duties and responsibilities (indicative list) would include the following:</p> <ul style="list-style-type: none"> •Responsible for the smooth project roll out. •Single point of contact nationwide, for any project related issues. •Single point of contact for any escalations Pan – India. •Ensuring committed delivery on the project rollout. •Ensuring committed delivery on the network uptime •Required to attend Bank NOC on all working days of the Bank and also on other days during exigencies. 	<p>The Bidder should also ensure the availability of a dedicated Project Manager who may handle it through offsite location. The duties and responsibilities (indicative list) would include the following</p> <ul style="list-style-type: none"> •Responsible for the smooth project roll out. •Single point of contact nationwide, for any project related issues. •Single point of contact for any escalations Pan – India. •Ensuring committed delivery on the project rollout. •Ensuring committed delivery on the network uptime •Required to attend Bank NOC on all working days of the Bank and also on other days during exigencies.

Masked Commercial Template for VSAT

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

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

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

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

Note:

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

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

- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

Company Seal

Date

Name & Designation:

Authorized Signatory

ANNEXURE- XIX**Commercial Template for VSAT**

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

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

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

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

Note:

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

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

Company Seal
Date
Name & Designation:

Authorized Signatory





NOTICE TO THE BIDDERS

28.02.2023

Sub: Extension of Bid Submission date in respect of “Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering) RFP Ref. No: UCO/DIT/2672/2022-23 Date: 03.02.2023”.

The last date for submission of bid documents for “Request for Proposal (RFP) for Supply, Commissioning, Maintenance & Management of dedicated VSAT for Branches and ATMs on OPEX Model (Re-tendering)” which was scheduled on **01.03.2023** is hereby extended **up to 10.03.2023 (4:00 P.M.)**. Technical bids will be opened on **10.03.2023 (4:30 P.M.)**.

All other terms and conditions of the above RFP & subsequent pre-bid responses / addendum / corrigendum will remain unchanged.

**Department of Information Technology
Head Office, Kolkata**