

Clarifications

S.No	RFP Point No/Title	Page no in RFP	Clause as per RFP	Query/ Changes requested	Clarifications from the Bank
1	1. DESCRIPTION	10	The Bid is for providing MPLS connectivity to branches/offices/ATMs or any other locations finalised by the Bank. The successful bidder(s) has to provide the backhaul connectivity (free of cost) to bank's Data Center, Chennai and DR site, Navi Mumbai. Successful Bidder(s) should provide redundant link to the Data Centre and DR Site (free of cost) through connection to 2 different PoPs/link under ring topology through two different routes.	Existing Backhaul Link can be used or New physical and Logical separation to be provided	It is clarified that incase Successful Bidders are already having backhaul link connected at bank's Data centers (Chennai & Mumbai), existing link may be upgraded as per RFP Specifications and used.
2	2. QUALIFICATION CRITERIA FOR BIDDERS	Page 11, 2a	The Bidder should be a Public/ Private Limited Company and should be in existence in India for the last 3 years (as on 31/03/2020).	The Bidder should be a Public/ Private Limited Company and should be in existence in India for the last 5 years (as on 31/03/2020).	No Change
3	2. QUALIFICATION CRITERIA FOR BIDDERS	Page 11, 2b	The Bidder should have positive net worth for last 3 consecutive years (2017-18, 2018-19, 2019-2020) with minimum annual turnover of Rs. 500 crores during last 2	The Bidder should have positive net worth for last 5 consecutive years (2015-16, 2016-17, 2017-18, 2018-19, 2019-2020) with minimum annual turnover of Rs. 500 crores during last 5 financial years (2015-16, 2016-17, 2017-18, 2017-18,2018-19)	No Change



			financial years (2017-18,2018-19)		
4	2.QUALIFICATION CRITERIA FOR BIDDERS	11	k)Should have and provide a web portal to enable the bank to view the status of the circuits, utilization and uptime.	The web portal will not have the option to show the status of circuits, utilization and uptime of the locations connected on MPLS 4G/5G or any other solution based on SIM based medium as lastmile technology and hence we would request the bank to revise this clause by excluding locations connection on 4G/5G.	No Change
5	2. QUALIFICATION CRITERIA FOR BIDDERS	Page 11, 3b	The Bidder should have at least Two years experience in supplying, installing, commissioning and maintenance of MPLS VPN and should have implemented MPLS VPN in two Public Sector banks in India.	The Bidder should have at least Five years experience in supplying, installing, commissioning and maintenance of MPLS VPN and should have implemented MPLS VPN in two Public Sector banks in India.	No Change
6	2. QUALIFICATION CRITERIA FOR BIDDERS	Page11, 4b	In the last 5 calendar years, the Bidder should have connected at least 1000 sites across India, out of which at least 200 sites should be of a single customer.	In the last 5 calendar years, the Bidder should have connected at least 5000 sites across India, out of which at least 1000 sites should be of a single customer.	No Change
7	2. QUALIFICATION CRITERIA FOR BIDDERS	Page 11, 5b	The Bidder should submit a Declaration that the entire network infrastructure provided is owned by them or they should be an authorized	We Need Clairty	It is clarified that bidder has to submit the self declaration stating that entire network infrastructure provided is owned by bidder or the bidder is the authorized vendor to





			vendor to use the same till the entire Project Period.		use the network infrastructure till the end of project contract period.
8	2. Qualification criteria for bidders	11	Letter of Satisfaction on MPLS VPN service from atleast two existing customers who have availed MPLS VPN connectivity for atleast 1 year.	Please consider email received from client as a proof for providing satisfactory services	It is clarified that Letter of Satisfaction/ latest e-mail from authorized signatory of the respective organization on MPLS VPN service from atleast two existing customers who have availed MPLS VPN connectivity for atleast 1 year may be submitted as proof.
9	2. QUALIFICATION CRITERIA FOR BIDDERS	Page 11, Point 2 (i)	Network Service provider should have its own Network Operations Center (NOC) with network Management System (NMS) to check the uptime of links, health of network devices of at least 500 links. The Bidders NOC should have valid ISO 27001 certification.	Network Service provider should have its own Network Operations Center (NOC) with network Management System (NMS) to check the uptime of links, health of network devices of at least 5000 links. The Bidders NOC should have valid ISO 27001 certification.	No Change
10	2. QUALIFICATION CRITERIA FOR BIDDERS	11	The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently.	Bidder request slight modification to this declaration to include "to the best of knoweldge and belief"	No Change





<p>11</p>	<p>3.Scope of work and deliverables 4)</p>	<p>12</p>	<p>If the bidder(s) proposes to offer last mile in wireless, then such media should be licensed and the communication on wireless media should be encrypted</p>	<p>Every Service provider will use UBR equipment which is unlicensed equipment Pls change the clause Please note that wireless (UBR or RF) media is an unlicensed band. However, communication on wireless media will be encrypted</p> <p>Request the customer to allow unlicensed band for the RF Connectivity</p>	<p>No Change.If the wireless frequency used for connectivity is licensed, then the service provider should have necessary licenses.</p>
<p>12</p>	<p>Scope of work and deliverables.</p>	<p>12</p>	<p>1) Supply Layer 3 MPLS-VPN bandwidth for Bank connectivity with last mile through wired (copper or fibre)/Radio Frequency (RF)/MPLS over 4G/5G VPN or any other upcoming technology at the locations and at new locations proposed in future across India. Successful bidder(s) should connect atleast 80% of locations allotted to L1(approximately 1720) , L2 (approximately 1032) & L3 (approximately 688) from the locations mentioned in RFP.</p>	<p>As per section Invitation to Bid 10.5 . L1 - 50%, L2 - 30% and L3 - 20%. But this is section its mentioned as 80%. Please clarify</p>	<p>It is clarified that Successful bidders (L1,L2 & L3) has to complete commissioning of links at minimum 80% of the locations for which order has been placed with them.</p>





13	Scope of work and deliverables.	12	The service provider(s) must provide the MPLS links to the Bank that must be on any to any route topology i.e., All of the Bank's sites/Branches should be reachable to each other through MPLS network of the service provider(s) and without touching Bank's DC/DR Site. The routing between devices should be done using BGP or any other protocol as decided by the Bank (if required).	Request customer to confirm whether router at each locations to be provided by bidder ? And the type of management whether Full, Partial or Un managed.	It is clarified that the CPE Routers at branches for termination of links will be provided by bank. Any device required to provide input to the router on fast Ethernet is in the scope of link service provider.
				All Site would be in Mesh topology and PE-CE protocol could be BGP, At the DC & DR site we would provide Dual Ethernet/Fiber Handoff that would be terminated on the Bank CPE's	Accepted.
14	Scope of work and deliverables.	12, (3)	The last mile handoff should be delivered on Ethernet. If at any location V.35 handoff is proposed and if the router has the facility to receive v.35 handoff, the link may be commissioned with v.35 handoff after taking concurrence from the Bank.	Request to remove the V.35 Interface and have Ethernet as standard Interface Option. Request to include add on cards in router to support Ethernet Interface Acceptance has to be provided within 3 working days of link implementation	No Change. It is clarified that V.35 interface is the additional option provided by the bank to link service providers who has limitation in delivering the link on Ethernet.
15	Scope of work and deliverables.	12	3) Providing of MPLS-VPN bandwidth, establish a separate MPLS Layer 3 network and Integrate with bank's network at all locations. The last mile handoff should be delivered	Pls confirm the handoff is Fast Ethernet.	It is clarified that handoff to be on Gigabit Ethernet/Fast Ethernet as per bank's CPE router compatability.



			on Ethernet.		
16	Scope of work and deliverables.	12	4) If the bidder(s) proposes to offer last mile in wireless, then such media should be licensed and the communication on wireless media should be encrypted.	Request customer to update whether any type of encryption to be followed.	Bank recommends AES 256 bit or higher . However it is upto the service provider to implement the encryption.
17	Scope of work and deliverables.	12	Providing of MPLS-VPN bandwidth, establish a separate MPLS Layer 3 network and Integrate with bank's network at all locations.	We request Bank to please elaborate more on Integration requirement	It is clarified that configuration to be done by successful bidders in such a way that communication between any to any location in banks network is enabled.
18	Scope of work and deliverables.	12	If the bidder(s) proposes to offer last mile in wireless, then such media should be licensed and the communication on wireless media should be encrypted	Request customer to update as per previous RFP Clarifications. Request you to clarify / amend as "If the last mile wireless device is proposed to operate in licenses spectrum then that media should be licensed. " (or) removal o f this clause	It is clarified that if the wireless frequency used for connectivity is licensed, then the service provider should have necessary licenses.
19	Scope of work and deliverables	12	Management Access: Details regarding how the management access to the network infrastructure is controlled for troubleshooting access as well as Operation Support Systems (OSS) system access should be given. The communication between the NOC and bank's network	Our NOC wont have any access to Bank Network, Only till the demarc Point that is an L2 switch we would have monitoring and management access.	Please adhere to the terms and conditions of RFP.





			should be encrypted.		
20	Scope of work and deliverables.	12	<p>Audit of network: Should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or External Agencies/regulatory authorities within 15 days and any cost on this account shall be borne by the bidder(s). The Network infrastructure of the bidder should be made available for inspection by Bank's Audit team or Authorized Representative of the Bank.</p>	<p>If any extra hardware requirement bank will provide the same.</p>	<p>No Change. Please adhere to the terms & conditions of RFP</p>
				<p>Audit of network: Should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or External Agencies/regulatory authorities within 30 days and any cost on this account shall be borne by the bidder(s).</p>	<p>No Change.</p>
				<p>1. We request the Bank to provide more details on the scope on the Impementation of observations/recommendations of Banks IS-Audit, as the Telecom infrastructure of the bidder is shared and the bidder shall not allow running external tools/scripts in our systems. Also any scope of such audit or implemenation of observations by Bank of its agency, number of audits in a year (restricted to one in year) should be clearly defined and mutually agreed between the parties in advance. All cost of such audit by</p>	<p>It is clarified that any observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or External Agencies/regulatory authorities has to be implemented by Successful bidders.</p> <p>Please adhere to the terms & conditions of RFP.</p>





				the Bank or their agencies should be borne by the Bank.	
				Please note that access to books of accounts to not be part of such audit.	It is clarified that the clause is for Audit of network.
21	Scope of work and deliverables.	13	8) The successful Bidder(s) should prepare, implement and ensure Fallback solution to switch over to DR site as and when required by the Bank.	As per the ask in RFP, Bidder is to provide the backhaul at DC &DR with dual POP and dual last mile kind of resiliency. Kindly confirm is this what conveyed in this point?	Yes. Please adhere to the terms & conditions of RFP.
22	Scope of work and deliverables.	13	9) Configure automatic fail over using dynamic routing protocol and without disturbing the existing network between Primary and Secondary links at all locations where Primary link is already available and secondary link is being provided through this RFP process.	Failover will be configured at the CPE where those CPEs management is in bank's scope in this RFP. Need more clarity on the scope of work for the bidder.	It is clarified that routing in PE end has to be done by Successful bidders and banks end CPE routers configuration at branches will be done by bank's team.





23	Scope of work and deliverables.	13	The CPEs used in the Network or Networking Equipments used by the bidder(s) in their backbone should comply with the policies laid down by Government of India, Department of Telecommunications or any other regulatory body and should not have any spyware or malware built into it.	We request customer to confirm whether CPE for each locations should be provided by bidder ? If yes, is there any specific model to be considered ?	It is clarified that the CPE Routers at branches for termination of links will be provided by bank.
				We would use EDS ie an L2 Switch.	It is clarified that Successful bidder is responsible to comply with the policies laid down by Government of India, Department of Telecommunications or any other regulatory body and should not have any spyware or malware built into it. Please adhere to the terms and conditions of RFP.
24	Scope of work	13(7)	Co-ordinate with Bank's Network Equipment vendor and system integrator for terminating and commissioning of the links at all locations.	Acceptance should be given within 3 working days once the links are implemented and handed over	No Change
25	Scope of work	Page 13 (12)	Devise formats in consultation with the Bank for Feasibility request, Feasibility completion, Link commissioning, Request for removal / modification of infrastructure, scheduled downtime etc.	All current formats bank should share	No Change



26	3. Scope of work and deliverables.	13	15) All the CPE devices provided in the Network and their internal components should be new and original.	Does the Bank want the bidder to supply CPEs and Management of it along with the network?	It is clarified that any devices /equipments/cables required for commissioning the link till the CPE router should be new and original
27	Scope of work	13(16)	Create and provide access to dashboard on progress of implementation of orders placed with them, status of links and their services along with suitable, executive summaries.	Project Management team will share the weekly dashboard of the links implemented through email during implementation period.	No Change
28	Scope of work	13(17)	Any Upgradation in the bandwidth requirements at any of the locations has to be made available within 14 days from the date of work order/PO and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours for the existing systems and network. Also the Upgradation in Bandwidth on demand should be provided, wherever feasible, without any change in the media already provided.	Depending on the bandwidth required for upgrade, feasibility study needs to be done. Post confirmation of feasibility and upon receipt of PO and CAF, same will be completed within 4 weeks	It is clarified that PO will be issued post confirmation of feasibility.
				Request the Bank to highlight the locations/sites where they require bandwidth on demand with the base bandwidth and the expected on-demand bandwidth. This will help us to build/plan the network accordingly for those locations.	It is clarified that the exact bandwidth requirements will be provided as and when required by the bank in the form of Purchase order indicating the commercials payable.





29	Scope of work	13 (18)	Whenever bank wishes to shift the location of any site, the links should be shifted to the new site within 1 weeks if last mile proposed is on copper/fiber & within 2 weeks if last mile proposed is on RF. The charges for shifting of links irrespective of the type of the last mile connectivity/Bandwidth should be quoted by the provider in the Commercial Bid.	Depending on the bandwidth required for shifting, feasibility study needs to be done. Post confirmation of feasibility and upon receipt of PO and CAF, same will be completed within 4 weeks	Please refer Amendment - 3
				Request the customer to consider 4-6 week delivery of shifting of links and it is subject to feasibility and permission.	No Change
30	Scope of work	13 (18)	Whenever the bank wishes to relocate the link/infrastructure within the premises of the bank (e.g. shifting of link from the banking hall to ATM room, shifting of infrastructure from first floor to second floor etc.), the same should be arranged without any extra cost.	Standard shifting charges will apply as we may require additional cable / replace existing cable to route the same to new site	No Change
31	Scope of work and deliverables.	13	8) The successful Bidder(s) should prepare, implement and ensure Fallback solution to switch over to DR site as and when required by the Bank.	We request customer to update being it full mesh topology on what situations the DR should be specifically invoked	It is clarified that as part of Business Continuity Policy of bank, bank has to operate from DR Site during DR drills. Hence, Service provider has to ensure Fallback solution to switch over to DR site as and when required





					by the Bank.
32	Scope of work and deliverables.	13	Configure automatic fail over using dynamic routing protocol and without disturbing the existing network between Primary and Secondary links at all locations where Primary link is already available and secondary link is being provided through this RFP process.	As Router is managed by bank SI so the configuration will be in SI scope if any changes require at bidder end router will be done by the bidder ?	It is clarified that the routing at PE end has to be done by the successful bidder and Bank end router configuration will be done by the Bank team
33	Scope of work and deliverables.	13	Up gradation of Bandwidth: Any Up gradation in the bandwidth requirements at any of the locations has to be made available within 14 days from the date of work order/PO and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours	We request Bank to please allow 21 days for the up gradation as bidder need to do feasibility check in their backbone also	It is clarified that PO will be issued post confirmation of feasibility.





34	Scope of work and deliverables.	13	<p>Shifting of Links: Whenever bank wishes to shift the location of any site, the links should be shifted to the new site within 1 weeks if last mile proposed is on copper/fiber & within 2 weeks if last mile proposed is on RF. The charges for shifting of links irrespective of the type of the last mile connectivity/Bandwidth should be quoted by the provider in the Commercial Bid.</p>	<p>Shifting can be done as per the feasibility and also we request bank to please allow at least 21 days to shift the links</p>	<p>Please refer Amendment - 3</p>
35	3.Scope of work and deliverables 17)	13	<p>Upgradation of Bandwidth: Any Upgradation in the bandwidth requirements at any of the locations has to be made available within 14 days from the date of work order/PO and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours for the existing systems and network. Also the Upgradation in Bandwidth on demand should be provided, wherever feasible, without any change</p>	<p>Customer to share the exact bandwidth details as last mile media would have to be changed in case of higher bandwidth provision.</p>	<p>It is clarified that the exact bandwidth requirements will be provided as and when required by the bank in the form of Purchase order indicating the commercials payable after checking the feasibility.</p>





			in the media already provided.		
36	3.Scope of work and deliverables	14	<p>Surrendering of Links: The Bank reserves the right to surrender the links in case of merger of locations or for any other administrative reasons by giving notice period of 30 days.</p> <p>Once the link is surrendered the service provider should de-install all the equipments/accessories provided for the surrendered link within 7 days from the surrender date. Bank would not be responsible for the equipments/accessories of the surrendered link after the said period.</p>	<p>In case of surrender of services for convenience, the Bank shall have to make good the loss of investment made by Vendor for providing the services during the tenure. In such event of surrender 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 surrendered 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 Vendor in respect of the surrendered order (including any local loop charges).</p>	<p>No Change. It is clarified that the surrendering of links are minimal and will be done only when the branches/offices are getting closed.</p>





				<p>This amounts to termination for convenience, and that the Bidder has to undertake substantial investment for the provision of Services, termination for convenience cannot be accepted. If the links are terminated for convenience, "Exit Charges" equivalent to the charges of the unexpired term shall be payable by the Customer.</p>	No Change
37	Scope of work and deliverables.	14	<p>Links for New locations: The bank has plans to expand the Network by opening new branches and offices, ATMs etc. in India. Commissioning of links at new locations for which PO is issued separately should be completed within 4 weeks from the date of PO.</p>	<p>We request bank to please allow 8 weeks for the new links</p>	<p>It is clarified that PO will be issued post confirmation of feasibility from service provider.</p> <p>No Change</p>
38	Scope of work and deliverables.	14	<p>Links for New locations: The bank has plans to expand the Network by opening new branches and offices, ATMs etc. in India. Commissioning of links at new locations for which PO is issued separately should be completed within 4</p>	<p>We request bank to please allow 8 weeks for the new links .</p>	No Change





			weeks from the date of PO.		
39	Scope of work and deliverables.	14	The service providers will have to submit the L1 & L2 feasibility of the locations along with the mode of last mile connectivity (Wired/Wireless) and RF tower/pole within 7 days from the intimation given by the Bank to service providers.	<p>We request Bank to please allow at least 15 days as bidder need to do visit for each location to check the feasibility</p> <p>The service providers will have to submit the L1 & L2 feasibility of the locations along with the mode of last mile connectivity (Wired/Wireless) and RF tower/pole within 3 - 4 weeks from the intimation given by the Bank to service providers.</p> <p>Bidder requests the bank to increase the timeframe for feasibility submission to 30 days from current given 7 days because of the number of sites and the current pandemic situation.</p>	No Change. However bidder will get additional 3 weeks time from the date of reverse auction to the issue of PO.
40	Time frame	14,Point 4 (a) (iii)	In case service provider's delays to provide the L1 and L2 feasibility as per the timeline mentioned above in point (i), the same will be considered under liquidated damages (LD) for the commissioning of link and delay will be considered for charging penalty under LD.	<p>Request to be removed</p> <p>Please consider deleting penalty for not providing feasibility in timelines.</p>	No Change





41	3.Scope of work and deliverables 19)	14	Surrendering of Links: The Bank reserves the right to surrender the links in case of merger of locations or for any other administrative reasons by giving notice period of 30 days	Please note that termination of contract within lock in period will attract exit charges	No Change.
42	Scope of work and deliverables.	15	Link commissioning at all the locations for which Purchase order has been placed by the Bank are to be completed within 3 weeks from the date of issue of Purchase order / commissioning instruction by the Bank.	We request bank to please provide the delivery timelines at least 12 to 14 weeks	Please refer Amendment - 4
				iv) Link commissioning at all the locations for which Purchase order has been placed by the Bank are to be completed within 18 - 20 weeks from the date of issue of Purchase order / commissioning instruction by the Bank.	Please refer Amendment - 4
				Please consider changing delivery timelines to 10 weeks from date of PO as number of sites are large and geographically dispersed	Please refer Amendment - 4
				Standard Timeline for project 8-12 weeks	Please refer Amendment - 4
43	Scope of work and deliverables.	15	Link commissioning at DC / DR Site should be completed within 2 weeks from the date of issue of Purchase Order/ commissioning instruction by the Bank.	Please suggest can Bidder use the old links with upgrade bandwidth to provide the connectivity at DC and DR	It is clarified that incase Successful Bidders are already having backhaul link connected at bank's Data centers(Chennai & Mumbai), existing link may be upgraded as per RFP Specifications and used.



44	Specification of service	15, 5a	1 Gbps MPLS VPN(DC/DRS) for L1 /L2/L3 bidder - Ethernet-FiberMultimode-LC	Ethernet-FiberSinglemode-LC	It is clarified that termination can be single mode(GLC-LH-SMD)
45	Specification of service	15, 5a	Bandwidth Required with 100% bandwidth availability (highest class with data and voice)	CoS - 3 for Best effort Data, CoS - 2 For Mission Critical Data and CoS - 1 for Voice Traffic	COS 100% voice
46	Specification of service	15, 5b	Branches - 2 Mbps (1:1) - MTTR 3 Hours	MTTR 4 Hours - Tier 1 City , MTTR 8 Hours - Tier 2 City, MTTR - Next Business Day (NBD) - Tier 3 City	No Change
47	5. Specifications of services c) The SLA for maintenance of links are :	15	c) The SLA for maintenance of links are:-	Request customer to add the following events as exclusion from downtime calculations: i. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of Bidder ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Bidder iii. The failure of Customer's applications, equipment, or facilities including any third party equipment iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Bidder	No Change. It is clarified that Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. Service Providers has to record such incidents and communicate to the bank's team then and there. Copy of Communication to be provided for claiming exemption of penalty.





				<p>personnel, v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPE vi. Events or occurrences that result in “No problem Found” Trouble Tickets vii. Trouble Tickets associated with new installations or upgrades viii. Customer initiated change request in the service while the change request is under progress. ix. Planned repairs, modifications or maintenance notified to Customer in advance, x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Bidder xi. Suspension of Service by the Bidder xii. Force Majeure Events, xiii. Customer scheduled maintenance,</p>	
48	Specification of service	15, 5b	DC / DR Sites - 1 Gbps/500 Mbps/300 Mbps - Monthly Uptime Requed 99.99% and MTTR 1 Hour	<p>Quarterly Uptime Required 99.90% and MTTR 4 Hour</p> <p>We request the Bank to consider the MTTR : 2 hrs for the DC/DR locations and 4hrs for the Tier-1 cities, 8 hrs for Tier-2, NBD for Tier-3/4 cities for the branch locations.</p>	No Change
49	Specification of service	15, C	The SLA for maintenance of links are:- Uptime (%) = Sum of TH during the month – Sum of DH during the month -----	Consider Quarterly	No Change



			----- x 100 Sum of TH during the month		
50	Scope of work and deliverables.	15	Uptime requirements Branches 99.00%	We request bank to please ask the uptime as per the last mile Copper/Fiber 99 % and for wireless 98.5%	No Change
51	5.SPECIFICATIONS OF SERVICES	15	Uptime requirements	Please review for different SLA uptime parameters Fiber - 99.5% and RF/UBR last mile media - 98.5% in line with industry standards	No Change.
52	Scope of work and deliverables.	16	Penalty: Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.01% downtime. The penalty for downtime for any link during any month shall not exceed the monthly charges payable for that particular link.	we request bank to please amend the clause as below For DC/DR Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.1% downtime For Branches Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.5% downtime Request the bank to cap the penalty to max 30% MRC charges for the affected site.	No Change





53	Scope of work and deliverables.	16	SLA clauses are applicable for the Link Uptime excluding CPE (Routers) downtimes	<p>We request Bank to please exclude the below mention downtime from uptime calculation</p> <ul style="list-style-type: none"> o SLA Exemption: NO SLA penalty will be applicable on bidder incase the location is down due to; § Power issue at customer end. § Improper earthing at site. § Equipment damaged due to water seepage or stolen from the location. § Access not available at site for the bidder engineer to check the issue. § LC not available at site. § Any condition that is beyond the control of Airtel. 	<p>No Change. It is clarified that Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. Service Providers has to record such incidents and communicate to the bank's team then and there. Copy of Communication to be provided for claiming exemption of penalty.</p>
54	Scope of work and deliverables.	16	The availability of Data centre/DR site should be 99.99% uptime per month, which includes down time due to the preventive maintenance. Preventive maintenance should be done only with prior concurrence of the Bank.	<p>We request bank to exclude the Preventive maintenance down time from the uptime calculation</p>	<p>No Change.</p>
				<p>c) SLA - The availability of Data centre/DR site should be 99.90% uptime per month, which Excludes down time due to the preventive maintenance. Preventive maintenance should be done only with prior concurrence of the Bank.</p>	<p>No Change</p>
				<p>Request the bank to remove penalty for the downtime due to preventive Maintenance if it is done with prior concurrence of the Bank.</p>	<p>No Change</p>





55	5.SPECIFICATIONS OF SERVICES	16	Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.01% downtime.	Please review the penalty clause as deduction of 1% of total monthly charges per location for every 0.5% drop in SLA uptime	No Change.
56	Penalty	16	If the utilization of the backhaul bandwidth provided by the service providers exceeds 70% of the total bandwidth provided, the service provider should increase the backhaul bandwidth accordingly to keep the utilization below 70% at any given point of time. Such instances with the duration less than 30 minutes may occur for 3 times in a month. Penalty will be deducted @ 10% of the total monthly rental charges payable for all the locations for every instance exceeding above mentioned timelines.	The DC and DR bandwidth is sized by Bank for L1, L2 and L3 bidders. If the utilisation increases at DC or DR, suitable time has to be given to bidder to upgrade the bandwidth. We will require 3 - 4 weeks to upgrade. No penalty should be levied for this purpose.	No Change
				Request the Bank to reconsider the penalty as 2% of MRC of DC/DR sites and every 12 hrs to be considered for the additional instances.	No Change
57	Specification of service	16	Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. The provider(s) has to record the above reasons and	Request to remove this point	No Change





			communicate to ZO and Corporate Office then and there.		
58	Specification of service	16	Please also note that if the network response is not as per SLA, the same will be treated as link down and penalty will be applied as mentioned above.	Request the bank to remove this clause, as the network response/performance shall have various factors including customer applications other than the service provider's side issues.	No Change. It is clarified that Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. Service Providers has to record such incidents and communicate to the bank's team then and there. Copy of Communication to be provided for claiming exemption of penalty.
59	Other service requirements	17	Based on the requirements of the bank the Service provider(s) should migrate the network to IPV6 without any additional charges to the Bank.	As this involves complete configuration change, this will be treated as a change request, one time configuration charges will be applicable.	No Change
60	Other service requirements	17	Criteria for completion and acceptance tests: Acceptance tests will be carried out after the completion of the implementation and delivery of link at each location. Bank will carry out acceptance tests at each location and certify completion based on the results of the tests.	Request the bank to consider 2 days for the acceptance test completion and report to the bidder of their stand of acceptance or challenges if any.	No Change





61	Other service requirements	18	Ping from any location to any location including Data Center and DR site for 1000 packets without disruptions. The size of ping echo packet will be 100 bytes, with less than 50 ms response time, under no load conditions. Any response greater than 100ms for 1 hour or more will be considered as down time.	Intra India (Intra Tier 1 PoP locations) 65 msec Intra India(Tier 1 POP locations to Tier 2 POP locations) 96 msec Intra India (Tier 1 POP locations to Tier 3 POP locations) 105 msec Intra India (Intra Tier 2 PoP locations) 120 msec Intra India (Tier 2 POP locations to Tier 3 POP locations) 115 msec Intra India (Intra Tier 3 PoP locations) 200 msec	No Change
62	7) Earnest Money Deposit/Bid Security	22	Rs. 10,00,000/- (Rupees Ten lakhs only) valid for 135 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank located in India other than Indian Bank. (Mode of Submission: Offline) .	EMD payment should have option of online payment	No Change
63	13. Splitting order	25	The initial quantity of links will be split in the ratio of 50:30:20 between L1, L2 & L3 bidders, If the order is split between three bidders, subsequent locations will be ordered in sequence by giving equal number to identified bidders as per the feasibility	Bidder requests the bank to explain further how the orders will be distributed among L1,L2 and L3 vendors.	It is clarified that locations order will be placed among L1, L2 & L3 depending on last mile proposed.





			submitted by the bidders for the link.		
64	20. Performance Security	26	Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder(s) shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the Bidding Documents (format -7 in Section VI) for 10 % of the contract amount valid for a period of sixty six months (with further one month claim period), in the form of a Bank Guarantee .	PBG can be issued with 1 year validity and should be 10% of AOV	No Change
65	2. Obligations of bidder	29	2.1. Confidentiality	Request customer to make the confidentiality obligation mutual, wherein each party's confidentiality is protected.	No Change.
66	Other Service Requirements:	29	<ul style="list-style-type: none"> Internet Traffic: The WAN traffic of Bank should be totally separated from internet traffic and the links should not connect to Internet at any point. The bidder(s) should ensure the separation of traffic. The architecture 	There is no diagram per se to showcase segregate the two traffic types .We, Reliance Jio Infocomm Limited (hereinafter called as RJIL), do hereby declare that the delivered MPLS VPN network of the bank will be fully isolated from Internet traffic in the core network. In addition, we wish to state following:	Accepted. Bidder can provide a confirmation stating that WAN traffic of Bank will be fully isolated from Internet traffic at any point.





			<p>diagram showing the network topology of banks network and the service provider's internet network should be provided.</p>	<p>1. MPLS VPN does not allow internet traffic insertion by RFC 2547 security perspective even though using single router carrying/anchoring internet traffic and VPN traffic. 2. VLAN separation is managed at Data link layer of the Open Systems Interconnection (OSI) model developed by International Standards Organization (ISO) developed. This is being used by all ISPs for years and no evidence or incident for any security breach has been witnessed till date. 3. Jio has Internet and MPLS VPN traffic separation in the core network along-with device level. 4. in the last mile access network, same POP physical devices carry Internet and MPLS VPN traffic, however, logical separation between the two traffic type is done to ensure security of MPLS VPN traffic from Internet traffic.</p>	
67	Payment terms	29	Payment terms	<p>Bidder request that there should not be any deduction from payment rather there should be a governance mechanism for settlements.</p> <p>Bidder request that there should not be any deduction from payment rather there should be a governance mechanism for settlements. Also the link commissioning time for branches should be increased from 3 weeks to 8 weeks considering the current pandemic situation.</p>	<p>No Change. Please adhere to the terms & conditions of RFP</p> <p>No Change in penalty terms. Please refer Amendment – 4 for revised timelines for completion of project</p>





68	Payment terms	30, d	d) For the links for which the payment is claimed for the first time the link commissioning report from the Branch. Initial payment will be released only after successful commissioning of 80% of the locations ordered by the service provider.	We request bank to release payment in slabs on completion of 10% each up to 80%. The payment to be made within 30 days from the date of receipt of invoice.	No Change
				Bidder should be allowed to start billing immediately after getting the LOC from the date of link acceptance (Site Wise Payment).	Accepted. Initial Payment will be done only after the completion of 80% locations ordered.
69	Contract period.	30	Contract period: Initially, the contract period shall be minimum five years from the date of acceptance of purchase order and will be reviewed annually, if necessary. Either party may terminate the contract by giving notice of 180 days.	1. Invoice will be raised statewide depending on the location of the link. 2. Invoice will be generated statewide but consolidated invoice summary will be delivered at one central location. 3. Payment will be released centrally for all the invoices raised across the country. 4. Rajasthan & North East locations will be invoiced by Bharti Hexacomm limited.	Point no:1,2,3, are accepted.
				In case of termination of contract/services for convenience, the Bank shall have to make good the loss of investment made by Vendor for providing the services during the tenure. 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	No Change. Please adhere to the terms & conditions of RFP





				<p>unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by Vendor in respect of the terminated order (including any local loop charges).</p>	
				<p>Request deletion of the last sentence. The Bidder has to undertake substantial the investment for the provision of Services, termination for convenience cannot be accepted. If the links are terminated for convenience, "Exit Charges" equivalent to the charges of the unexpired term shall be payable by the Customer.</p>	<p>No Change. Please adhere to the terms & conditions of RFP</p>
70	Termination for default	30	<p>7.1 The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder(s), may terminate this Contract in whole or in part :</p> <p>a. If the Successful bidder(s) fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or</p> <p>b. If the Successful bidder(s) fails to perform any other obligation(s) under the</p>	<p>Bidder request before issuance of termination notice, a cure period of 30-days be given to Bidder for curing the breach and in case Bidder is not able to cure the breach within the cure period notice, Bank may terminate the order after giving written notice to Bidder.</p>	<p>No Change</p>
				<p>For any delay or failure or breach, request customer to provide the Bidder a cure period of 90 days for rectifying the same. If the Bidder fails to rectify within the cure period, Customer can terminate the effected links.</p>	<p>No Change</p>
				<p>On failure of Bidder to supply the services, Bank has right to charge liquidated damages/penalties in the RFP, in presence</p>	<p>No Change</p>





			Contract	of such deductions in the RFP, liability on Bidder to bear the cost for replacement services on account of termination is not acceptable and should not be made applicable on Bidder. Bank's sole remedy for any service failure shall remain limited to penalties/liquidated damages.	
71	Termination for default 7.2	31	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder(s) shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful bidder(s) shall continue performance of the Contract to the extent not terminated.	Request Customer to clarify if tendering process will be followed for risk purchase	No Change
72	LIQUIDATED DAMAGES	30	LIQUIDATED DAMAGES the Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the total 5 years lease rentals (TCO) per week for the portion for which there is delay, subject to a maximum of 10% of the total 5 years	We request bank to please amend the clause as below the Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the total 1 years lease rentals per week for the portion for which there is delay, subject to a maximum of 5% of the total 1 years lease rentals of the undelivered link. Part of week will be treated as a week for	No Change





			lease rentals of the undelivered link. Part of week will be treated as a week for this purpose.	<p>this purpose.</p> <p>For any delay in installation and commissioning or upgradation of bandwidth beyond the stipulated period for the link from the date of issuing of commissioning/link bandwidth upgradation instruction/purchase order by the Bank, the Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the annual recurring charges (ARC) per week for the portion for which there is delay, subject to a maximum of 10% of the ARC of the undelivered link. Part of week will be treated as a week for this purpose.</p>	No Change
				Bidder shall not be liable to pay LD is delay is attributable to Customer, or delay arises out of reasons outside the reasonable control of the Bidder.	No Change. It is clarified that LD will not be levied for the delay attributable to bank.
				Bidder asks to change the LD from % of Total Contract Value to that of Annual rental for the links.	No Change.
73	9. TERMINATION FOR CONVENIENCE	31	Either Parties, by 180 days written notice, sent to other party may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to	If customer terminates then customer has to pay ARC of remaining term as penalty to bidder	No Change
				Request to please amend this clause: Termination for convenience is not accepted. In case of termination for convenience customer has to pay the balance as "Exit fees"	No Change.





			<p>which performance of the. Successful bidder(s) under the Contract is terminated, and the date upon which such termination becomes effective.</p>	<p>In case of termination of contract/services for convenience, the Bank shall have to make good the loss of investment made by Vendor for providing the services during the tenure. 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 Vendor in respect of the terminated order (including any local loop charges).</p>	<p>No Change</p>
				<p>Request the Bank to remove termination for convenience. 100% Early Termination Charges will be applicable if the customer terminate the services as a part of whole before completion of the contract term.</p>	<p>No Change</p>
				<p>Request deletion. The Bidder has to undertake substantial the investment for the provision of Services, termination for convenience cannot be accepted. If the links are terminated for convenience, "Exit Charges" equivalent to the charges of the unexpired term shall be payable by the</p>	<p>No Change</p>





				Customer.	
74	Limitation of Liability	33	<p>Limitation of Liability. Successful Bidder(s) aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Successful Bidder that gave rise to claim, under this tender.</p> <p>This limit shall not apply to third party claims for a) IP Infringement. b) Bodily injury (including Death) and damage to real property and tangible property caused by bidder/s' gross negligence. If a third party asserts a claim against bank that a bidder product acquired under the agreement infringes a patent or copy right, bidder should defend bank against that claim and pay amounts finally awarded by a court against bank or</p>	<p>Bidder's request that the overall liability shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen. Further Bank's sole remedy and the Bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by Customer under this RFP.</p> <p>Further Bidder's liability should remain restricted to direct losses/damages and subject to proof of actual loss and shall exclude liability arising from indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc.</p>	No Change
				Request the Bank to cap the liability to the TCV of the contract	No Change
				<p>Given that this is a connectivity service agreement, IP infringement is not relevant. The following shall be excluded from the limit:</p> <p>i) death, or bodily injury by negligent act or omission of the Bidder ii) damage to tangible property by negligent act of the Bidder.</p>	No Change



			included in a settlement approved by bidder.	Request to please cap the bidders liability to last 12 months invoice value.	No Change
75	Technical Specifications for MPLS leased lines:	40	MPLS VPN links with highest class of service of the service provider- 100% bandwidth should be available.	Please Specify the Class of Service Bandwidth %	COS 100% voice
76	Other service requirements	41, 25 e	Technical Bid - NMS shall have out of the box tools as per the NMS parameters requested in RFP.	Request to remove this point	No Change
77		41	The Successful bidder shall be responsible for the configuration of the hardware, installation and commissioning of the link with appropriate wiring	Since Router Provided by Bank, we will not configure router and Switch at bank locations ,Our Configuration scope upto PE and our lastmile Mux,Pls Clarify	It is clarified that the successful bidder has to coordinate with System Integrator of Bank and provide necessary support as and when required, Bank end router configuration will be done by Bank Team.
78	25.MIS Reports	42	Interface Traffic statistics: It shall show Graphs & reports of interface traffic and utilization statistics to analyze network usage for bank to plan for additional capacity. Alerts have to be sent through mail or ported in NMS portal.	Interface utilization graph on the Selfcare online customer portal provided to customer	No Change.





79	25.MIS Reports	42	Interface errors: Service Provider shall provide PE interface errors to quickly identify faulty interface and take corrective action when the issue is reported on mail or a trouble ticket raised in case of any issues	Customer to log a Trouble Ticket (TT) for complaint with regard to service disruption and upon due diligence we will generate Trouble Ticket for that complaint. Customer notifications shall be sent via SMS/e-mail at time of Service Request (SR) creation and closure	No Change.
80	25.MIS Reports	42	NMS shall have out of the box tools as per the NMS parameters requested in RFP. Data Collection should be possible on MIB Expressions using specific formulas like Utilization of Links in Kilo Bits Per Second, Mega Bits Per Second	Utilization report will be available in bits, Bytes & percentage value. If bank need MIB building application request further clarity	It is clarified that utilization can be provided with scale indicating bits and bytes in numbers.
81	25.MIS Reports	42	Interface Availability: It shall show Availability report having interface daily, weekly, monthly or custom period basis to measure network level availability. These details should be shared whenever Trouble Ticket is generated by Bank/Service Provider.	The interface availability and SLA for that cannot be met by the ISP. Since the hardware is not in the scope of ISP. Hence only link uptime SLA can be met not the interface SLA. Interface is having dependencies with the router hardware.	No Change. It is clarified that the Interface details are required only for trouble shooting.



82	Shifting Charges Bid format	51	Shifting outside premises within the same city	Please note that charges will be dependent on the last mile distance, location and permissions etc. Request that shifting charges not form a part of L1 bidder selection.	No Change.
83	5. Specifications of services c) The SLA for maintenance of links are :	65	Branches should have uptime of 99.00 % per month, excluding the scheduled preventive maintenance and the down time due to bank's decision, the down time should be restricted to 3 hours in a single event during the working hours of the bank's locations	Please clarify that 99% uptime per month will be excluding non-working hours and bank holidays. We understand that bank working hours are 8 hours per day with Sundays, 2nd and 4th Saturdays being holidays	It is clarified that uptime of 99.00 % per month, excluding the scheduled preventive maintenance to be maintained.
84	9.2	32	The Goods that are complete and ready for shipment within thirty (30) days after the Successful bidder's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect : a. to have any portion completed and delivered at the Contract terms and prices; and / or b. to cancel the remainder and pay to the Successful bidder(s) an agreed amount	Not Applicable	No Change.





			for partially completed Goods and Services and for materials and parts previously procured by the Successful bidder(s).		
85	10.4 (a) (b) Settlement of disputes	32	(a) In case of dispute or difference arising between the Bank and the Successful bidder(s) relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Successful bidder(s); the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India	Request deletion of the last sentence of point (a) and point (b) in its entirety. Arbitrators to be mutually appointed by the parties	No Change.





			<p>which appointment shall be final and binding on the parties.</p> <p>(b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.</p>		
86	Commercial Bid	52	Spare parts	<p>Bidder requests to remove the following term, "The lowest rates quoted among the L1 or L2 or L3 bidders will be considered and Bank reserves the right to negotiate the unit price of the spare parts. The total cost of the spare should not exceed 2 times the cost of ARC for the 2 Mbps bandwidth (for branch /office locations in Table - I)". The cost of spare is independent of the BW charges and is dependent on third party vendors for supply. Hence relation between BW charges and spare parts cost cannot be determined.</p>	No Change





87	Integrity Pact - Section 8 - independent external monitor/monitors	59	The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.	Request clarification on the extent of the access of Project documentation. For the avoidance of doubt, Bidder does not agree to audit of its books and accounts.	Please adhere to the terms and conditions of RFP.
88	Integrity Pact - Section 10 - Examination of Books of accounts	60	Section 10 - Examination of Books of Accounts In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide	Request deletion. RJIL is subject to regular statutory and regulatory audits including audits by CAG. Also audit of books of accounts under a contract with a Buyer would violate / compromise confidentiality obligations under our license, directions issued by regulatory authorities and breach of confidentiality obligations under separate agreements with our partners/vendors.	No Change.





			necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.	Audit of books of accounts is not acceptable.	No Change.
89	NDA - Section 2 - Use of confidential information	61	The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived therefrom, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above.	Given the organizational structuring of the Bidder, request that the receiving party have the right to disclose information to its affiliates.	No Change.
90	NDA - Section 4 - Term	62	Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts,	Receiving party should have the right to retain copies for regulatory purpose.	No Change.





			samples, note or modules thereof.		
91	14	65	Service Agreement:Penalty Level	Bidder request the bank to reduce the penalty to 0.1% of the monthly charges of the link for every 0.01% downtime.	No Change
92	-	-	Additional	Please share detailed list of 4300 addresses with pin code,lat long for L1 feasibility	List of locations are published in website
93	General	-	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work	Accepted
94	General	-	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Accepted
95	General	-	Network equipment safety	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Accepted
96	General	-	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance	It is clarified that Spoke details will be shared to successful bidders





				-> weekly/monthly project review -> Invoice submission and clearance.	
97	General	-	Delivery and signed off report	Scanned copy of the delivery, installation document will be shared with the customer on mail. Customer will provide the signoff for delivered locations billing (Site wise Billing) within 48 hours.	Please adhere to the terms & conditions of RFP
98	General	-	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	No Change. It is clarified that LD will not be levied for the delay attributable to bank.
99	General	-	Acceptance criteria	Acceptance should be provided Site wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations.	Acceptance to the link delivered will be given within 5 working days.
100	General	-	COS criteria & LAN details	Please confirm the COS, Routing Protocol, LAN IP Schema.	COS 100% voice. Routing protocol & LAN IP details will be given to successful bidders.
101	General	-	Bidder scope of work	Bidder scope of work will be limited to provide and maintained the last mile connectivity. Bidder will not be liable to provide any service beyond LAN interface termination on customer network device.	Accepted



102	General	-	ROW Permissions	Customer support is requested for the ROW permission, no penalty/LD will be applicable incase there is any delay in getting ROW approval from the concerned authority.	Accepted
103	General	-	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Please adhere to the terms & conditions of RFP
104	General	-	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	Please adhere to the terms & conditions of RFP
105	General	-	Payment	Bidder should be allowed to start billing immediately after getting the LOC from the date of link acceptance (Site Wise Payment).	Accepted
106	General	-	Port and patch cord	Bidder will provide the Ethernet (RJ-45) handover to customer for LAN connectivity.	It is clarified that last mile handoff of links should be delivered on Ethernet. Incase if successful bidder wants to deliver link on v.35,necessary convertor also to be provided by successful bidders. Please adhere to the terms & conditions of RFP.





107	General	-	Service Level Agreement	SLA for OFC links will be 99% and for RF will be 98.5%	Please adhere to the terms & conditions of RFP.
108	General	-	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	No Change. It is clarified that Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. Service Providers has to record such incidents and communicate to the bank's team then and there. Copy of Communication to be provided for claiming exemption of penalty.
109	General	-	Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	Please adhere to the terms & conditions of RFP
110	Additional Point	-	Equipment failure due to earthing power, UPS, msihandling	Any damage to equipment due to these conditions, there will be additional commercials to replace the same.	It is clarified that any equipment malfunctioning due to the reasons attributable to bank, PO for replacing the same will be given by the bank.
111	General	-	-	CPE routers for link termination will be provided by the bank or has to be arrached by the service provider	It is clarified that the CPE Routers at branches for termination of links will be provided by bank.





112	General	-	-	Cross connect at the data center and DR site will be under the scope of Indian bank or the service provider	It is clarified that Cross Connects at bank's data centers are under the scope of Service Provider. In case Successful Bidders are already having backhaul link connected at bank's Data centers (Chennai & Mumbai), existing link may be upgraded as per RFP Specifications and used.
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