

**Supply of Cisco Routers Project – Pre-Bid Meeting held on 03.02.2012 Queries raised and clarifications.
Ref: HO: TMD: PG: 341:2011-12 dt. 27.01.2012**

S. No.	RFP Point	Query raised	Banks Clarification
1.	Page 8; clause 3 To shift the existing routers from locations (about-135) where ISDN BRI circuit is not feasible to locations where the routers need to be replaced and installing them.	Request Indian Bank to include separate line item to quote the charges specific to above task. As of now there is no line item in the price bid to quote & IB is expecting the bidder to include with 555 router cost.	Bid Clause remains unchanged
2.	Page 8: clause 4, - The project should be completed within 12 Weeks from the date of acceptance of Purchase Order for supply of equipment	Request Indian Bank to provide 14 Weeks from the date of acceptance of purchase order	Bid Clause remains unchanged
3.	Annexure 3 Page 29 : Point No. 3	Contract amount to be removed Contract Amount: We request that the bank waive this point. Many of the clients cover their contract under the NDA (Non-Disclosure Agreement), which prevents us from sharing commercials of projects. Hence, we sharing the commercials would mean a breach of the NDA terms.	Mentioning of contract amount is not mandatory.
4.	Page No.21 In case of termination for convenience, Need clarity on the payment of work that has already been executed and the	Please include the following Limitation of Liability clause. Under no Circumstances shall either party be liable to the other for any special indirect or consequential	Bid Clause remains unchanged

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	payment of material which has already been supplied. Also please clarify the notice period in case of termination.	damages, including, but not limited to, loss of profit, loss of use, loss of revenues or damages to business or reputation arising from the performance or non-performance of any aspect of this agreement even if the party has been advised of the possibility of such damages. Our total cumulative liability arising from or relating to this agreement, whether in contract, in tort, under a theory of strict liability or otherwise, should be limited to certain percentage of contract value.	
5.	Page No.13 Commercial Bid No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons. However, any decrease in Government levies, customs, and taxes till the date of invoice have to be passed on to the Bank.	Bidders Suggestion: The offer is kept open for 90 days and by the time the order is finalized and equipments supplied there is a chance of change happening in the duty structure. Hence, we would like to suggest that any upward or downward revision on account of customs duty, excise, sales tax, service tax, etc. shall be on Bank's account.	Bid Clause remains unchanged
6.	Page 7, Clause 4 References	PO Copies shall be submitted with the commercials being masked. Requesting the bank to oblige for the same as the commercials are confidential & are governed under the NDA	Copy of PO shall be submitted by masking the price component

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7.	Page 7, Clause 5	Sometimes the customer does not allow the Installation Report to be shared. Hence, request you to kindly allow us to submit the Installation Report. Further, we shall make available all arrangements for Indian Bank to contact & interact with our customers.	Bank needs only the letter of satisfaction and not installation report.
8.	Page 8, Clause 4	Will the bank pay for all/any statutory charges to be paid to the tax authorities during the process of obtaining the Road Permits? We shall own the obtention of road permits. However, any statutory tax to be paid shall have to be reimbursed by the bank on production of the requisite receipts for the same.	Bid Clause remains unchanged
9.	Page 8, Clause 4	We request that the Bank provides more time for shifting of routers. The clause may be revised as, "The routers which are to be shifted, should be shifted within 3 Weeks from the date of installation of routers being supplied under this project, & the shifted routers should be installed at the new location within 4 Weeks from date of shifting.	Bid Clause remains unchanged
10.	Page 8, Clause 4	We request that the bank will provide DC (Delivery Challan) for movement of routers to branches (this is only for shifting)	Bank will provide a letter for shifting of its goods, if necessary.

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		<p>To shift the existing routers from locations (about - 135) where ISDN BRI circuit is not feasible to locations where the routers need to be replaced and installing them.</p> <p>Bank needs to provide us with the relevant documents for moving these routers between the branches.</p> <p>Taking back the old routers offered under buy back.</p> <p>Bank needs to provide us with the relevant documents for moving these routers</p>	
11.	Page 8, Clause 5	We request that the PDI be completed for 10% of the total quantity, as the total qty of ~600 routers will take a long time. Due to the stringent timelines for delivery, with the complete qty of routers undergoing PDI, there will be a delay in starting the dispatch of the routers.	There will not be delay on the part of the Bank for conducting pre - dispatch inspection, if inspection is carried out.
12.	Page 12, Clause 4.4	We request that the bidders be given option of submitting the Soft Copy of the bid in CD Or Pen Drive.	Bid Clause remains unchanged
13.	Page 13, Clause 4 - (vi)	We Request that the bank remove this clause, as the control of taxation structure is beyond any bidder's control & with the ensuing budget in March, there is an increased level of ambiguity for the same. In case	Bid Clause remains unchanged

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		of a steep change in the tax structure, the bidder will be at loss, for something which is beyond any bidder's control.	
14.	Page 15, Clause 13, point 4	We request that the bank give at least 2 Weeks notice for arrangement of the visit by the bank to our customers.	Adequate notice period will be given.
15.	Page 15, Clause 16.1	We request that the validity of the PBG be revised to a period of 3 months.	Bid Clause remains unchanged
16.	Page 21, Clause 8	We request that the clause may be revised as follows The Bank, by written notice sent to the successful bidder, 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 bank's convenience, the extent to which performance of the successful bidder under the contract is terminated, & the date upon which such termination becomes effective. In such case, the bank shall pay for all of the charges under the contract which have been undelivered till the time of calling for termination.	Bid Clause remains unchanged
17.	Page 39, Annexure 9	Are we required to liaison for commissioning of the Leased Line also? Or the scope only involves connecting of the Leased Line to the Modem.	On change of router it is the responsibility of the successful bidder to get the link status as that

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			was before the change of router.
18.	Page 39, Annexure 9	During mounting of the new routers in the rack at the branch, we request that all scope related to cleaning of the racks (in case there is any dirt accumulation) & replacement of LAN cables required for connecting the router, be borne by the bank.	Vendor can take the help of the branch/office
19.	Page 24, Annexure 1	We request that the bank re-confirms the compatibility of the 3G card on the routers for the same service provider that has been planned. Every Service Provider needs a different 3G Card Firmware & hence, procuring the 3G card for a particular service provider & later changing that service provider during installation phase will not work.	The 3G cards are tested for the required service providers and working fine.
20.	Annexure – List of Locations	We request that Indian Bank provides the complete address details of all branches before the bid submission, as it will help us plan for the logistics better & factor in any additional charges to be incurred.	The complete address will be provided to the successful bidder. If the bidder need any address now, please refer bank's Website http://www.indianbank.in
21.	Annexure – List of Locations	We request that the bank provide details of all the NAP locations of the bank, so as to plan for the	The Bank's network is a 2 tier network. No NAP

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		logistics better. We request the NAP location list to be provided before the bid submission. We request that the POD sign-off be provided at every NAP location. The ownership of delivering the material at site shall be of the bidder.	locations.
22.	Annexure – List of Location	We request that the bank provides at least 1 location in every state for storage of routers for a very short period of 3-4 days, as these branches may be used as aggregation locations during logistics.	Bank will not provide any facility for storage.
23.	Page 3, Clause 6	We request that the quantities be revised to 5%.	Bid Clause remains unchanged
24.	Page 6, Clause 1.3	The Bank's Network integrator will provide the warranty and AMC support and configuration requirements on completion of installation of the routers. Are We supposed to configure these devices initially and the warranty and AMC support is to be done by the banks network integrator or Will the Network Integrator provide us with the configuration during the installation	The successful bidder should install and configure the routers in consultation with existing network integrator.
25.	Page 8, Clause 3	The list of locations where router to be replaced with new model is given as an attachment to the Bid	We are planning to complete the project in

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	Page 8, Clause 4	<p>Document. Contact details shall be informed to the selected bidder while placing the order. However, the Bank reserves the right of placing the order on phased manner.</p> <p>How many phases the bank is currently planning for this implementation and what is the expected date by which the bank is expecting finish this project.</p> <p>The project should be completed within 12 Weeks from the date of acceptance of Purchase Order for supply of equipment. In case of sites requiring Road Permits, bidder has to complete the project within 14 Weeks from the date of acceptance of Purchase order for supply of equipment.</p> <p>It is assumed that this duration is for implementation in a single phase. The duration mentioned here will be void if the implementation is to be done phases. Then the duration of completing the implementation will depend upon the duration of each phase</p>	single phase.
26.	Page 8, Clause 4	<p>The successful bidder should arrange for obtention of road permits after getting the necessary document /s signed by the Bank officials at delivery locations.</p> <p>Can't the Bank give all documents that are required</p>	Bid Clause remains unchanged.

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		for road permits centrally from one location? If we have to get the documents from the delivery locations, the duration of delivery for road permit locations will need to be extended.	
27.	Page 39 Scope of Work	<p>9.2. Replacement of existing Router with the newly ordered devices and ensure the Branches function smoothly for accessing Bank's Network resources with respect to devices and links. The end-to-end activity to be taken care by the selected bidder and all the charges related to the activity to be included as per the BOM format only, whether it is explicitly mentioned in the RFP or not. On replacement of branch routers the branches will have MPLS leased line connectivity with GPRS/3G backup. The details of activity to be carried out at branches which are supplied with Cisco 1921 router are as follows:-</p> <p>9.2.1 Configure the new router to connect MPLS cloud of BSNL on serial interface.</p> <p>9.2.2. Configure BGP routing</p> <p>9.2.3 Install the SIM and configure the GPRS link</p> <p>9.2.4 Complete necessary security related configuration which includes ACL and IPSEC VPN related configurations.</p>	

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		<p>9.2.5 Replace the router and mount the router in the rack.</p> <p>9.2.6 Connect the Leased line modem using the existing V.35 cable.</p> <p>9.2.7 Connect the GPRS/3G Antenna and LAN cable.</p> <p>9.2.8 Power on the router and test the primary and backup connectivity.</p> <p>9.2.9 Call the DC on 044-25382422/66845147/66845148 and confirm that the router is working fine.</p> <p>9.2.10 Take over the existing router back either for shifting or as buy back.</p> <p>"Are the 3G Cards part code mentioned in the BOM to the respective service provider?</p> <p>Does the 3G card interface part no include the antenna and antenna extention cable?</p> <p>Who is responsible if the 3G connectivity does not come up due to no signal?</p> <p>Will We get the signoff, in case the implementation</p>	<p>Please adhere to scope of work.</p> <p>The part number mentioned in the RFP includes antenna and antenna extention cable.</p> <p>Signoff for exceptional cases will be considered on merit.</p>

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		<p>cannot be completed due to 3G service non-availability?</p> <p>Does the service provider support BGP in 3G as well as in MPLS?</p> <p>Will the service provider share the MIN/MDN numbers for 3G card activation with their network?</p> <p>Does the 3G service provider network support the OTASP?</p> <p>Do We need to do the cable dressing on replacement of the routers?</p> <p>Will the Bank provide the required Patch chords (if any)</p> <p>What is the power plugs available at each location? It is advisable to have a 5/15 amp sockets at all the locations.</p> <p>What amount of downtime will be provided and when?"</p>	<p>Please adhere to scope of work.</p> <p>Please adhere to scope of work.</p> <p>Please adhere to scope of work.</p> <p>Cable dressing to be done, if required.</p> <p>Yes.</p> <p>5 Amp socket will be available in majority of the locations. If 5 Amp socket is not available, branch will arrange for the same.</p> <p>The representative of successful bidder may visit the branch/ office after fixing up appointment. Maximum</p>

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			1 hour downtime will be given.
		Staging Can we do the staging of the devices centrally before dispatching them to the respective branches? Will the Bank share the existing branch configurations with us?	Staging is left to the successful bidder.
28.	Page 40, Clause 9.7	Providing training to the Bank's officials. "What kind of training is required? Need info on the duration& total no of people?"	The bank officials at branch/office should be trained to identify the equipments, cables and able to read the LEDs
29.	Page 40, Clause 9.10	The Bidder shall arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank. Why do the bank require vehicle for transport?	If vehicle is required for executing the requirement of the tender, the successful bidder has to arrange for the same.
30.	Page 9, Clause 6 - specification	Are the Serial cables required to connect the Modem/Converter to the HWIC-1T card available in all	Working serial cables are to be shifted from

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		the 555 locations? Are smart serial cables available in all the 35 locations?	existing router to new router.
31.	Page 9, Clause 6 - specification	Is console cable available in these locations for configuring?	The visiting engineer should carry the console cable.
32.	Page No. 4 Para No. 4 Timeframe for completion of project	Road Permit will be given by bank to access these locations or it will be the Bidders Responsibility? In The above case Time frame for supplying router at where Road permit is required will bank give additional time? Site Readiness	Road permit are to be arranged by the Successful bidder. – Already mentioned in the bid. Additional 2 Weeks are allowed for road permit locations – already mentioned in the bid. All sites are ready.
33.	Pg 39, Clause 9.2.3 Scope of Work	Supply of SIM will rest with the bank?	Yes. Bank will supply the required SIM cards.