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Corrigendum – 2  
For  
Request for Proposal  
For  
Network Service Provider



**ALLAHABAD UP GRAMIN BANK**

Head Office

DM Colony, Civil Lines

BANDA - 210001 (UP)



## Corrigendum – 2 for Request For Proposal (RFP) For Network Service Provider

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In reference to the Request for Proposal (RFP) for Selection of System Integrator for CBS Refreshment, reference no. AUPGB/HO/IT/CBS/2017-18/RFP-1 dated 01.06.2017, all are advised to note following:

Section 1 Modifications in RFP Clauses

S. No.	RFP Reference	Original Version	Modified Version
1	RFP Section 3: Eligibility Criteria Point no. 7	Bidder must have a Network Operation Centre that is operational for the last 2 years and it should be ISO 9001 and ISO 20000 Certified.	Bidder must have a Network Operation Centre that is operational for the last 2 years and the bidder should be ISO 9001 and ISO 20000/ ISO 270001 Certified.
2	RFP Section 3: Eligibility Criteria Point no. 8	Bidder must have ITIL certified manpower on its Pay roll and their service should be made available to the Bank  <b>Supporting Documents:</b> Experience certificate as per in the relevant bank's letter head.	Bidder must have ITIL certified manpower on its Pay roll and their service should be made available to the Bank  <b>Supporting Documents:</b> Bidder to provide self-declaration signed by its Human Resources Department on company letter head.
3	RFP Section 3: Eligibility Criteria Point no. 10	Bidder must be Monitoring and Managing at least 5000 customer MPLS links from its Network Operation Centre(NOC).  <b>Supporting Documents:</b> Credentials from clients in form of Purchase Orders/ Contract Agreement/ Credential Letters etc. has to be provided.	Bidder must be Monitoring and Managing at least 5000 customer MPLS links from its Network Operation Centre(NOC).  <b>Supporting Documents:</b> Bidder to provide self-declaration on company letter head and same should include the following- 1. Company name 2. No. of managed MPLS Links being maintained from bidder's NOC. 3. Contact Person name & designation 4. Contact person phone no & email id
4	RFP Section 4: Scope of Work Point no. iv	The wireless links on following mobile network technology i.e. 4G, 3G & CDMA should be provided only as last option and should be in not more than 20% of the total branches/offices.	The wireless links on following mobile network technology i.e. 4G, 3G & CDMA should be provided only as last option and should be in not more than 10% of the total branches/offices.
5	RFP Section 4: Scope of Work Point no. v	For the pole to be installed in the branch roof top for Wireless link, the height of pole should not be more than 9 meters.	The max height of pole at branch rooftop should not be more than 9 metre. However Bidder are free to install GBT of preferred height if space is available but bank will not



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			pay any cost of tower. Permission from landlord will be Bank's responsibility but other permission such as municipality, SACFA etc. to be arranged by bidder.
6	RFP Section 4: Scope of Work Point no. vi	Bidder should take necessary landlord permission (if required) for installation of outdoor unit, in case of wireless link. Bank will do the required handholding for the same.	The permission for installation of pole/tower will be arranged by Bank but bidder's representative have to be present during discussion with landowner if required.
7	RFP Section 4: Scope of Work Point no. x	The connectivity provided by the bidder has to be Layer 3 MPLS solution on dedicated ports with 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full duplex mode with sending and receiving available on the same circuit. (For eg. - On a 128 Kbps circuit, 128 Kbps sending and 128 Kbps receiving should be possible simultaneously).	The connectivity provided by the bidder has to be Layer 3 MPLS solution on dedicated ports with 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full duplex mode with sending and receiving available on the same circuit. (For eg. - On a 128 Kbps circuit, 128 Kbps sending and 128 Kbps receiving should be possible simultaneously). For 3G, 4G & CDMA technologies last mile, the committed bandwidth will be on best effort basis but the link uptime should be 99%.
8	RFP Section 4: Scope of Work Point no. xxxiii	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment within 4 hours in urban areas and 6 hours in rural areas. External antennas should have proper lightning conductors, wherever necessary.	Bidder has to replace/repair faulty/damaged equipment at the bidder's own cost, irrespective of the reason of fault/damage, during the contract period. However, the "force majeure" clauses will apply. In any case, if the bidder will have to arrange for replacement of the faulty/defective equipment and call is logged after 4 pm, the bidder's representative has to attend the call within 9am next business day. Any downtime will not be calculated for the day of call login and downtime will start from 9am next business day.
9	RFP Section 6.29: Installation & Commissioning	Implementation timeline: DC & DR links - 4 weeks Between 100 to 200 links- 8 weeks Between 200 to 400 links- 12 weeks	Implementation timeline: DC & DR links - 8 weeks First 150 branch links- 12 weeks 151 to 300 branch links- 16 weeks



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		<p>All links- 16 weeks</p> <p>Bank will impose a late delivery penalty of Rs. 2000/- per week for each individual undelivered link beyond the project delivery period of 16 weeks from the date of purchase order/Letter of Intent. The total penalty will be limited to 10% of the total value of the project.</p>	<p>All links- 20 weeks</p> <p>Bank will impose a late delivery penalty of Rs. 1000/- per week for each individual undelivered link beyond the project delivery period of 20 weeks from the date of purchase order/Letter of Intent. The total penalty will be limited to 10% of the total value of the project.</p>
<b>10</b>	RFP Section 7.11: Service Agreement	<p>The round trip delay of the network at any time should not be more than 100 msec (average) with 50% link utilization and packet drop should be less than 0.1%. In case of high latency, it will be responsibility of the Service provider to rectify the latency by appropriate measures to contain latency within the stipulated limits.</p>	<p>The round trip delay of the network at any time should not be more than 100 msec (average) with 50% link utilization and packet drop should be less than 1%. In case of high latency, it will be responsibility of the Service provider to rectify the latency by appropriate measures to contain latency within the stipulated limits.</p>



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Section 2: Annexures

Annexure 7.1 : Technical Specifications

SL. No.	Technical requirement	Yes/No
1	Bidder should provide MPLS feasibility report for 452 branches/offices as per list mentioned in Annexure 7.14. The links will be used as primary link	
2	Bank prefers wired connectivity (fiber/copper) as last mile at branches. In case of non-feasibility of wired media, the Bank shall consider the stable wireless technology (RF / WIMAX) with licensed /unlicensed band that has been successfully implemented in private/public sector bank/Financial Institution/ Govt. of India. Bidder has to ensure that no other Radio equipment causes interference to wireless signals or trap the wireless signals used for Bank's connectivity	
3	If the last mile is on wireless, bidder has to ensure that no other Radio equipment causes interference to wireless signals used for Bank's connectivity. And the Radio equipment should not be able to trap the signals used for bank's network.	
4	The wireless links on following technology Mobile network technology i.e. 4G, 3G & CDMA should be provided only as last option and should be in not more than 10% of the total branches/offices.	
5	The max height of pole at branch rooftop should not be more than 9 mtr. However Bidder are free to install GBT of preferred height if space is available but bank will not pay any cost of tower. Permission from landlord will be Bank's responsibility but other permission such as municipality, SACFA etc. to be arranged by bidder.	
6	The permission for installation of pole/tower will be arranged by Bank but bidder's representative have to be present during discussion with landowner if required.	
7	If selected, the bidder shall have to provide the MPLS link in respective branches as per the feasibility report to be submitted along with RFP. Any deviation increase in pole height, declared as non-feasible, etc. from the feasibility report will not be accepted. Selected bidder shall be penalized for the deviation.	
8	In order to deliver more links on wire/wireless media, the bidder can't avail M/s BSNL as last mile network. However the ownership, SLA maintenance, data security & confidentiality of the network links have to be ensured by the bidder. The total responsibility of Liaising, commissioning, maintaining the link including all the commercials involved should be taken care by the bidder.	



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SL. No.	Technical requirement	Yes/No
9	<p>The backhaul link to be terminated at Bank's data center at Lucknow &amp; Disaster Recovery Center at Bangalore should be of Optical Fibre media with self-healing ring based architecture. The last mile should be coming via two different physical paths. A diagram showing path redundancy at our data center should be submitted with technical bid. Any cross connect charges, if required to terminate the link at our Bangalore Data center, will be borne by Bank.</p>	
10	<p>The connectivity provided by the bidder has to be Layer 3 MPLS solution on dedicated ports with 1:1 full duplex committed information rate with end point as Ethernet. The circuit should be available in full duplex mode with sending and receiving available on the same circuit. (For eg. - On a 128 Kbps circuit, 128 Kbps sending and 128 Kbps receiving should be possible simultaneously).</p> <p>For 3G, 4G &amp; CDMA technologies last mile, the committed bandwidth will be on best effort basis but the link uptime should be 99%.</p>	
11	<p>Selected bidder shall provide committed bandwidth at each location and make it available continuously. Bidder should ensure that committed bandwidth subscribed by Bank is always available for use. Bank may test the load on the links on time to time. In case of bandwidth subscribed by the branch is not available at any time, the duration of non-availability of committed bandwidth will be treated as downtime of the link. Penalty on downtime will be enforced accordingly.</p>	
12	<p>A separate VPN is to be created only for Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. Bank MPLS Network must be accessible to Bank nodes only. Bank has implemented IPSEC VPN in its existing network. Bank will also run IPSEC VPN on this MPLS link and there should not be any dependency from bidder/ service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if Bank decides to implement other VPN variants like GETVPN, DMVPN or any such technology.</p>	
13	<p>The initial bandwidth of each MPLS link at branch end should be according to the bandwidth mentioned in Annexure 7.14. The bandwidth must be capable of upgrading at a later stage as and when required by the bank.</p>	
14	<p>Bidder to prepare electrical earthing pit at each location. Bidder to perform half yearly preventive maintenance during the contract period and rectify any earthing issue free of cost. Bidder to prepare chemical earthing and also complete the required cabling till the network equipments rack. Bidder will be required to replace its supplied equipment free of cost in case of equipment fault due to electrical earthing.</p>	



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SL. No.	Technical requirement	Yes/No
15	The MPLS VPN network of bidder should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer MPLS VPN traffic and Internet traffic. The MPLS-VPN network offered to the Bank should not carry any internet routes. Service provider has to provide network topology showing how internet is provided on MPLS cloud.	
16	Branches/offices connected through bidder MPLS should communicate each other directly without coming to Data Centre i.e. any to any communication.	
17	Bidder needs to have a co-ordination with the existing system integrator M/s HP or whoever shortlisted by Bank as System integrator in future for integrating with present system for the branches/offices to function smoothly.	
18	Bank desires to subscribe MPLS connectivity for the branches / offices across the country; hence the selected bidder should work seamlessly throughout the state of Uttar Pradesh.	
19	The bidders are expected to do a site survey for feasibility and for positioning of the terminating equipment. They should clearly state the equipment that will be deployed with its physical, electrical and any other related equipment. The charges towards cabling & other activities should be included in the cost at link.	
20	Any extra material required for the project execution not mentioned in the commercial bid, shall be supplied and deployed by the bidder at no extra cost to Bank.	
21	Bidder must ensure that it will use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should use earthing for all its masts.	
22	Bidder will monitor the links and Bidder must have own Network Operation Centre for monitoring of the Network. Bidder will monitor all the links from their NOC through NMS and submit the reports like Uptime, Bandwidth utilization, Link error, latency, etc. on monthly basis and as per the requirement. Bank will provide the SNMP access (read only) of the router for monitoring of the link.	
23	Bidder should log a call automatically in case of any issue without waiting for customer complain and should take the necessary action for restoration of the same. Bidder should also inform to Bank through mail or SMS.	
24	Supply, installation and configuration of WAN end equipment like antenna, last mile equipment etc. would be done by bidder to provide the solution. IP address used on bank end shall remain same as per the current schema	





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SL. No.	Technical requirement	Yes/No
	implemented in AUPGB at all the locations (which shall be shared to the successful bidder).	
25	The prospective service provider shall establish the MPLS-VPN Network and should be capable of maintaining it for a period of 5 year. However the performance of the service provider will be evaluated on yearly basis and the link may be disconnected in case of below satisfactory performance.	
26	The bidder shall keep the price valid for the entire period of contract. Bank may procure additional links during the period to meet its business requirement.	
27	<p>The proposed network by the bidder should support:</p> <ul style="list-style-type: none"> <li>a) All web and client –server based application used in Banking</li> <li>b) Video Conferencing</li> <li>c) Voice over IP (VOIP)</li> <li>d) End to end QOS</li> <li>e) Multicasting Technologies</li> <li>f) IPsec</li> <li>g) Ipv4 and ipv6 simultaneously</li> </ul>	
28	The MPLS VPN should support any to any connectivity and should be a closed user group for Bank and should not have any physical and logical interference with other customers of the Internet route/traffic	
29	The architecture used for the complete solution should be end to end enabled with layer-3 routing domain (end to end transparent layer-3 routing using static and dynamic routing).	
30	The solution should provide end to end transparent data reachability of data, voice, video etc. (no filter of traffic from SP).	
31	The bidder should provide Ethernet connectivity over RJ45 interface to connect Bank’s branch router to the MPLS network as well as at data centers also. Cables with required interfaces have to be arranged by the bidder.	
32	Bidder should provision all equipment required to provide the wireless connectivity at branch/office for getting usable wireless signal strength i.e. internal/external cabling and antenna etc.	
33	Bidder has to replace/repair faulty/damaged equipment at the bidder’s own cost, irrespective of the reason of fault/damage, during the contract period. However, the “force majeure” clauses will apply. In any case, if the bidder will have to arrange for replacement of the faulty/defective equipment and call is logged after 4 pm, the bidder’s representative has to attend the call within 9am	



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SL. No.	Technical requirement	Yes/No
	next business day. Any downtime will not be calculated for the day of call login and downtime will start from 9am next business day.	
34	Bidder shall meet all the Govt. or other Regulatory directions/ requirements and ensure its compliance.	
35	Latency should not be more than 100 ms (End to End) for a 100 byte packet size measured for a minimum of 1000 packets.	
36	Average end to end packet loss should not be more than 10 in 1,000 for wireless connectivity with IMIX packets measured for a minimum of 1000 packets.	
37	Average Jitter of the connectivity should be less than 45ms measured for a minimum 1000 packets.	
38	Minimum MTU (maximum transmission unit) size should be 1500 bytes.	
39	The connectivity should be capable of provide end to end Quality of Service (QoS).	
40	The connectivity should be capable of provide End to end differentiated services code point (DSCP) and class of service (CoS) continuation.	
41	Bidder should use Simple Network Management Protocol version 1 & 2 (SNMP & v2) managed devices for end to end communication from the branch to data center of Bank for the proposed wireless solution	
42	Bidder's network should support dynamic routing protocols like Open Shortest Path First (OSPF), Border Gateway Protocol (BGP) etc.	
43	Bidder's network should support access control list (ACL) Support ,SNMP & v2 support Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 2 (SSHv2) and Internet Protocol version 6 (IPv6) support.	
44	Bank and/or third party consultants hired by Bank should have rights to audit/review the whole setup of the bidder catering to Bank's application	
45	The proposed solution should be IPv4 and IPv6 compliant.	
46	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 Bank and documented, System should have capability to send alerts through email and SMS to respective authorities/stakeholders.	



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<b>SL. No.</b>	<b>Technical requirement</b>	<b>Yes/No</b>
47	Network devices should be updated with latest firmware and security patches. Process for performing update should be maintained and approved by Bank.	
48	In case of radio frequency (RF) connectivity, bidder may provide point to point or point to multi point connectivity on WiMAX, provided it adheres to the terms and conditions mentioned in the RFP, like committed bandwidth, security parameters etc.	
49	In future, if the bidder gets involved in Regulatory issues / Licensing issue with any Govt/Law enforcing agency/ Regulatory authorities , it is the responsibility of Bidder to replace / substitute the wire/wireless Technology at no additional cost to the Bank without compromising SLA and security.	
50	The service provider shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Payment will not be released in absence of above signed agreement.	
51	Security being prime concern, Solution should not breach the security of any other installations of Bank in any way.	
52	During the currency of the contract, the vendor should upgrade the system / offered Link, if better technology available at no additional cost.	



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Annexure 7.15 : Confirmation to Eligibility Criteria

S No.	Eligibility Criteria	Supporting Documents
<b>General</b>		
1	Must be a Government Organization / PSU/PSE or a Public /Private Limited Company incorporated in India under Companies Act 1956	Certificate of Incorporation and other Documentary evidences to be attached
2	Must have been in existence in business for a minimum period of 5 years (As on RFP date).	Certificate of Incorporation and other Documentary evidences to be attached
3	Bidder or its parent/promoter companies (if any) should not be blacklisted by any Govt. organizations/PSU/PSB/PSE in India for breach of any law or violation of any regulatory prescriptions or breach of agreement for the last 5 years.	Self-Declaration (by authorized signatory of the bidder)
4	Bidder should have minimum annual turnover of Rs.250 crore or above each from Indian business functions for the last three financial years (FY 2014-15, FY 2015-16 and FY 2016-17). In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	Audited Balance Sheet and Profit and Loss Account Statement for last three years
5	Bidder should have positive net worth for the last three financial years (FY 2014-15, FY 2015-16 and FY 2016-17)). In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	Audited Balance Sheet and Profit and Loss Account Statement for last three years and CA Certificate
6	Bidder should be a Telecom Service Provider and should have a valid DoT, Indian Government License to provide National Long Distance services in India. The validity of the license should be more than five years from the date of this RFP.	Copies of the licenses to be provided along with self-attestation by the authorized signatory with company seal. In case the bidder has license where validity is less than 5 years, a declaration should be submitted by the bidder regarding obtaining renewal/fresh license.
7	Bidder must have a Network Operation Centre that is operational for the last 2 years and the bidder should be ISO 9001 and ISO 270001 Certified.	Copy of the Certifications
8	Bidder must have ITIL certified manpower on its Pay roll and their service should be made available to the Bank	Bidder to provide self-declaration signed by its Human Resources Department on company letter head.



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<b>S No.</b>	<b>Eligibility Criteria</b>	<b>Supporting Documents</b>
9	Bidder must have implemented at least 500 managed MPLS links for 1 BFSI client In India	Credentials from clients in form of Purchase Orders/ Contract Agreement/ Credential Letters etc. has to be provided.
10	Bidder must be Monitoring and Managing at least 5000 customer MPLS links from its Network Operation Centre(NOC).	Bidder to provide self-declaration on company letter head and same should include the following- 1. Company name 2. No. of managed MPLS Links being maintained from bidder's NOC. 3. Contact Person name & designation 4. Contact person phone no & email id
11	Bidder should have an experience of minimum 2 years in providing MPLS VPN connectivity in India.	Credentials from clients in form of Purchase Orders/ Contract Agreement/ Credential Letters etc. has to be provided.

**Place:**

**Date:**

**SEAL**

**(Authorized Signatory)**