

Sl no	Page No	Section	Point No	Tender Clause	Queries	Bank's Response
1	12	4	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	Reason for only 20% site on 4G/3G connectivity. Why don't we connect every remote site of 128/256 Kbps bandwidth with this last mile also.	Revised clause: 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.
2	12	4	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.	Need clarity on mast/pole height as 40% remote sites are coming on GBT. What will Bank take decision if any site will not come feasible on any SP.	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.
3	12	4	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.	Site permission is to be arrange by Bank with contact person details.	Accepted. 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.
4	12	4	vii	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.	min 10% deviations comes in every large projects during the implementation. What will Bank take decision if any site will not come feasible on any SP.	Clarification: 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.
5	13	4	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 e.g.. - On a 128 Kbps circuit, 128 Kbps sending and 128 Kbps receiving should be possible simultaneously).	Same expectation will not be matched on 3G/4G last mile. Need more clarity on expectation	Clarification:: For 3G, 4G & CDMA technologies last mile, the committed bandwidth will be on best effort basis but the link uptime should be 99%.
6	13	4	xi	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.	SLA should be define location wise as per the last mile media at that location	Clarification:: For 3G, 4G & CDMA technologies last mile, the committed bandwidth will be on best effort basis but the link uptime should be 99%.
7	13	4	xiv	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.	Electrical earthing is customer responsibility SP will share the specification or SP will provide the earthing through vendor with extra cost.	RFP requirement stands.

8	14	4	xix	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.	As per the RFP SP don't need to provide CPE, please specify the terminating equipment.	Please refer Sow point 31 which confirms that branch require Ethernet electrical drop on RJ45 at all sites.
9	14	4	xx	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.	Need clarity on extra material required.	Extra material means any material related to making the site live. Ex- pole, brickwork, earthing cables etc.
10	15	4	xxvii	The proposed network by the bidder should support atleast but not limited to: a) All web and client –server based application used in Banks b) Video Conferencing c) Voice over IP (VOIP) d) End to end QOS e) Multicasting Technologies f) IPsec g) Ipv4 and ipv6 simultaneously	Please specify the Class of Services	Same will be finalized with selected bidder during configuration.
11	30	6.21		The vendor shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.	Clarity required	The statement mentions that prior written consent to be taken from Bank.
12	32	6.29		Installation & Commissioning	Clarity is required for LD	Revised clause: 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.  Revised Implementation timeline: DC & DR links - 8 weeks First 150 branch links- 12 weeks 151 to 300 branch links- 16 weeks All links- 20 weeks
13	33	6.3		Acceptance Testing	Need Clarity on acceptance testing and site billing	Please refer RFP section 6.32 point no. 4
14	11	3. Eligibility Criteria	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.	Bharti Airtel has Certification for ISO 9001 & ISO 27001 . NOC certification should not be required separately when bidder is certified. Request to please allow for ISO 9001 & ISO 27001 ( More Comprehensive Certification ) for the bidder as well	Revised Clause: 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.
15	11	3. Eligibility Criteria	8	Bidder must have ITIL certified manpower on its Pay roll and their service should be made available to the Bank  Experience certificate as per in the relevant bank's letter head	Request you to accept the third party manpower as well for this clause. Also, experience certificate is difficult to be obtained for bidding purpose. Request you to remove this requirement.  Experience certificate in bank's letterhead looks like a typing error. Please confirm	Revised Clause: 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.

16	11	3. Eligibility Criteria	9	Bidder must be Monitoring and Managing at least 5000 customer MPLS links from its Network Operation Centre(NOC).	5000 links will sum up to hundreds of pages on PO and LOC and multiple PO, which is difficult to be fetched within the given timeframe. Request you to accept the self certificate regarding this clause	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
17	12	4	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.	Bank shall provide necessary landlord permission (if required) for installation of outdoor unit, in case of wireless link as per their arrangement with the landlord	Accepted. 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.
18	32	6.28		The Bank shall be entitled to terminate the agreement with the selected bidder at any time by giving ninety (90) days prior written notice to the selected bidder.	Termination shall happen only for cause and not on the basis of convenience.	RFP requirement stands.
19	32	6.29		Bidder has to commission the links at DC and DR within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented within 16 weeks from the date of acceptance of Purchase Order. Order will be deemed accepted from 7th day of PO date, in case vendor do not convey formal acceptance to Bank.	Bidder shall be given time to commission the links at DC and DR within 12 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented within 30 weeks from the date of acceptance of Purchase Order. Order will be deemed accepted from 7th day of PO date, in case vendor do not convey formal acceptance to Bank.	RFP requirement stands.
20	32	6.29		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.	Bank shall impose a late delivery penalty of .5% per week for each individual undelivered link beyond the project delivery period of 30 weeks from the date of purchase order/Letter of Intent. The total penalty will be limited to 5% of the total value of the project.	Revised clause: 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.  Revised Implementation timeline: DC & DR links - 8 weeks First 150 branch links- 12 weeks 151 to 300 branch links- 16 weeks All links- 20 weeks
21	56	7.11		Payment against delivery of SLAs	On backhaul links the SLA shall be 99.5% and on branches it shall be 98%. The maximum penalty that shall be deducted is 30% of the total quarterly charges only for affected links.	RFP requirement stands: DC & DR backhaul Link- 99.99% All Other links - 99.0%
22				Road permits /E way Bill	In cases where road permit /E way bill is necessary Bank shall provide the same to Bidder.	Road permits /E way Bill will be bidder's responsibility since all deliveries are only in U.P.
23	12	Detailed Scope of Work		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 penalty should not be applicable if the site is feasible on 9 meter but not able to deliver due to any other reason.	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.

24	12	Detailed Scope of Work		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.	All necessary permissions (in building/campus/premises) for the installation of pole/tower/mast will be arranged by bank. Ladder, electrician for cable routing from false ceiling or POP wall will be made available by bank. Bidder will start the activities only after receiving confirmation from bank. Delay caused due to this will not be counted in defined delivery time lines.	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.
25	12	Detailed Scope of Work		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.	Bidder may need to increase the pole height to improve the signal level ,there should not be any penalty applied on bidder due to this. Either bidder will declared site technical not feasible /provide connectivity on alternate media as per RFP or bank has to extend support to deliver the connectivity.	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.
26	12	Detailed Scope of Work		The backhaul link to be terminated at Bank's data center at Lucknow & Disaster Recovery Center at Bangalore should be of Optical Fiber 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.	Bidder demarcation point will remain upto mux beyond that customer has to arrange the resources to terminate the link on customer device at both DC & DR devices.	Bidder to provide Ethernet drop at Banks DC, DR & branches.
27	13	Detailed Scope of Work		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.	It is requested to provide earthing and UPS power supply at each location and maintenance would remain out of the bidder scope . It is requested to arrange the required earthing & UPS for network devices form Bank side , as this will involve activities that will require electrical system to be checked at branches .	RFP requirement stands.
28	14	Detailed Scope of Work		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.	Bank spoke should show the space/location where bidder is allowed to put the pole or any other equipment to deliver the connectivity so that team can check and confirm the feasibility accordingly.	Bidder's representative should show the exact location of tower/pole to the Bank's Manager for seeking permission from landlord.
29	14	Detailed Scope of Work		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.	Complaint will be logged with in 5 to 10 minutes of link down and local person at site will be contacted for the basic troubleshooting. In case the local person from bank is not available a mail will be send to bank to respond. The downtime caused due to unavailability of local bank spoc will not be allocated to bidder.	RFP requirement stands.

30	15	Detailed Scope of Work		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	Cable from IDU to customer end device will be provided by bidder for one time only. If it get damaged than same will be arranged by bank.	In case the cable gets damaged due to Bank's ignorance bank will pay for the replacement of the cable.
31	15	Detailed Scope of Work		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.	Stolen from site or physically damaged equipments will not be covered under warranty/support	Accepted
32	15	Detailed Scope of Work		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.	It will applicable from 8 am to 7pm because in night hours it is not safe to work on RF tower.	Revised Clause: 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.
33	32	Installation & Commissioning		Bidder has to commission the links at DC and DR within 4 weeks and all other links as per table given below from the date of acceptance of purchase order. In short, the entire project shall be implemented within 16 weeks from the date of acceptance of Purchase Order.	Delivery time lines are dependent on Ground surveys . For DC & DR it would be 8 to 10 weeks and for rest of the locations it must be as per below. A) 60 to 80 site within 8 weeks. B) 80 to 180 site within 16 weeks. C) 180 to 260 site within 24 weeks. D) 260 to 370 site within 32 weeks.	Revised clause: 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.  Revised Implementation timeline: DC & DR links - 8 weeks First 150 branch links- 12 weeks 151 to 300 branch links- 16 weeks All links- 20 weeks
34	33	Acceptance Testing		The Bank will carry out the acceptance tests within 15 days of link handover for testing of successfully integration of this MPLS link with Bank network as per scope of work.	For the links delivered on RF last mile, bidder will complete all the testing immediately after the link delivery, requested bank to complete the testing and provide the acceptance within 4 days. The link will be considered deemed accepted if the acceptance is not received within 7 days.	RFP requirement stands.
35	33	Effect of Termination:		The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by the Bank, continue to provide maintenance services to the Bank at no less favorable terms than those contained in this RFP.	In case of termination bidder will be liable to extend the maintenance services upto 15 days to bank.	RFP requirement stands.

36	34	Payment Terms:		The charges per location will begin from the date of acceptance of the link. The service provider should submit the installation and commissioning certificate signed by the Bank's official certifying successful completion of installation and commissioning for the payment.	Screenshot or Scanned copy of the installation and testing report will be shared on mail with the bank. It is requested that each link commissioned should be submitted in a lot to the Head office with the Ping reports for acceptance .	Bidder to demonstrate CBS application is running through the commissioned link and ping response with acceptable limit of packet drop as mentioned in RFP in presence of Branch manager & Zonal IT officer. The service provider should submit the installation and commissioning certificate signed by the branch official certifying successful completion of installation and commissioning for the payment. Please refer RFP section 6.30 Acceptance Testing
37	56	Service Level Agreement		packet drop should be less than 0.1%.	Packet loss upto 1% is normal network behavior. So any packet loss upto 1% should be acceptable to bank.	Revised clause: packet drop should be less than 1%.
38	30	Clause 6.20 and 6.21		Assignment and Sub-contracting: no assignment or sub-contract without prior written consent	These clauses may be deleted or if not agreeable by Bank, bank should add a rider that "such consent shall not be unreasonably withheld")	RFP requirement stands.
39	30	Clause 6.22		Limitation of liability	liability should be limited to the actual value paid to the bidder.	RFP requirement stands.
40	30	Clause 6.23		Indemnity- bidder to indemnify Bank against third party claim and violation of applicable national and international trade laws.	This is one sided indemnity – (The clause should be mutual. Bank must indemnify for breach of any applicable laws by the Bank because of which the Bidder is imposed on by any third party / statutory claims. The clause must survive termination	RFP requirement stands.
41	32 and 33	Clause 6.28 and 6.31		Termination – 90 days. In case of breach not cured within 30 days, immediate termination. However, bidder shall be responsible for all obligations under the agreement during reverse transition period which would be for period of 3 months. The maintenance services too shall have to be provided on same or better rates if the Bank so desires even post termination. Bank also has the unilateral right to return / discontinue the deliverables / services at any time in whole or part	with such a unilateral right, it would follow that the Bank would not make payment for such returned deliverables. Please have a clause stating that such return of service / deliverables shall be at Bank's cost and that Bank must indemnify Bidder for such direct losses.	RFP requirement stands.
42		Other query		Bandwidth Sizing for DC - DR replication , & bandwidth at DR needs to be confirmed in the BoQ	Bandwidth Sizing for DC - DR replication , & bandwidth at DR needs to be confirmed in the BoQ	DC-DR links are not part of present scope
43		Other query		No details of requirement of Internet bandwidth.	No details of requirement of Internet bandwidth. Further, Does it required at branch offices too?	Internet links are not part of present scope
44		Other query		No details on Point to point links between DC-DR	How many links \ bandwidth required for DC-DR P2P link is not clearly defined.	DC-DR links are not part of present scope

45		Other query		3G\4G connectivity at sites	In case of non feasibility on wired\RF media, ISP have 3G\4G connectivity options available. There is no criteria defined on last mile handshake -Ethernet drop or directly connecting on existing router via USB or Do last mile routers have USB ports available?	Please refer Sow point 31 which confirms that branch require Ethernet electrical drop at all sites.
46		Suggestion		Branch side router's end of life	We suggest you to replace the routers at branch side which are already reached at their end of life.ISPs provide managed links along with routers for the entire contract period and completely managed by ISPs. We suggest to take the managed links along with the hardware to avoid any conflicts on links performance due to WAN issues etc.	Bidder will be provided SNMP read access to the router as managed MPLS links has been asked.
47	38	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	Request Bank to change the end to end latency from 100 ms to 150 ms.	RFP requirement stands
48		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.	Request Bank to modify the packet loss to 0.1%	RFP requirement stands
49				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.	As the locations are very remote request Bank to consider 12M to 15M pole / mast on roof top.	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.
50				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.	As Bank have long term lease with the landlord, request Bank to take care building permission to put up necessary mast / pole for the link.	Accepted. 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.
51				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	Request Bank to remove this clause as Chemical Earthing is not a core product of any Service Provider.	RFP requirement stands
52				Bid Submission date	Request Bank to extend the Bid Submission date by 45 days as we have to do feasibility for all the sites to get the actual pole height.	The bid submission date has been extended till 13-Nov-17 03:00 PM
53				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.	Since locations are very remote request Bank to increase the MTRR for remote sites to 10 hrs .	Revised Clause: 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.

54	35	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	Bank intends to have a terrestrial MPLS link for its branches. Hence request bank to remove this clause from this scope . 3G , 4G Last Mile will only give advantage to Mobile Telecom Companies - Airtel , Vodafone and Reliance. Moreover in 3G, 4G LM bank will not get dedicated bandwidth and moreover the SLA is on best effort basis. Request Bank to remove 3G,4G as one of the LM solutions and float a separate RFP .	RFP requirement stands
55				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	Request Bank to remove this clause.	RFP requirement stands
56		7.11		DC & DR backhaul Link - 99.99%	Request Bank to reduce the SLA to 99.5% as we will be connecting the DC and DR on OFC in ring architecture.	RFP requirement stands
57	56	7.11		All other links - 99%	Since the locations are remote request Bank to reduce the SLA to 98.5%	RFP requirement stands
58	56			Payment against delivery of SLAs:	Request Bank to reduce the penalty as the current structure is very stiff.	RFP requirement stands
59	12	4.1, 4.2 Detailed scope of work		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.	VSAT provides maximum uptime as compared to other media. VSAT is robust and SLA Based service. VSAT is most feasible solution for critical branch operations. Request bank to also consider VSAT as an option.	RFP requirement stands as bank already has VSAT connectivity at all branches
60	11	3, 4		Eligibility criteria and scope of work	Request Bank to revise both the clauses as per VSAT service provider	RFP Requirement stands as bank already has VSAT connectivity at all branches