

RFP REF: CO/ITD/CNW/408/R1/2018-19 dated 09.08.2018 for "Providing WAN Connectivity for DR Site"

Clarifications

S. No	Page	Clause	Clause as per RFP.	Requested by bidder	Clarification from Bank
1	4	Section –I	The Data Center & DR Site are currently connected on two rings of fibre from two different service providers.	Though the banks DC and DR are connected. This request is for new links only and bank should not entertain upgrade of existing links. This will put other bidders with disadvantage. Hence upgrade should not be allowed.	It is clarified that, successful service providers will be identified through reverse auction and please refer Section –II, Clause 3.6.
2	6	Section – II (2)	The Bidder should have valid license to provide National Long Distance (NLD) wired links and has their own cables.	We have NLD license and Pan India Presence. To ensure high availability and uptime, we have multiple cables running between Tier 1 cities. Hence own cables to be changed to own/ leased cables.	Please adhere to the terms and conditions of RFP.
3	6	Section – II (3.1.b)	The link uptime requirement in a month is 99.50% - Excluding 3 hours MTTR per month.	Request Bank to change clause as 4 hours MTTR	Please adhere to the terms and conditions of RFP.
4	6	Section – II (3.1.c)	The latency at all times between DC and DR site should not exceed 20 ms even when there is load on the link. If at any time latency is observed to be more than 20 ms, same may be treated as link outage till the same is restored to less than 20 ms. Mechanism to monitor link latency has to be provided from day one.	Request bank to consider the latency not to exceed 40 ms	Please adhere to the terms and conditions of RFP.
				Request Bank to remove this clause, as NLD would be a clear channel point to point link and SP would not be establishing connectivity from NOC with this link. Also CPE is scope of Bank and would not be accessible for SP NOC.	It is clarified that link has to be monitored till the DWDM equipment provided by the Service Provider. Please adhere to the terms and conditions of RFP.



				The Standard Latency is 80ms from POP to POP and kindly request to change the latency and the same cannot be treated as link outage. Monitoring mechanism cannot be provided in point to point link , since service provider will not have visibility on the Point to Point links	It is clarified that link has to be monitored till the DWDM equipment provided by the Service Provider. Please adhere to the terms and conditions of RFP.
5	8	Section – II (3.6)	Ensure that all the CPE devices provided in the Network and their internal components should be new and original.	Request Bank to remove this clause, as existing service	Please adhere to the terms and conditions of RFP.
6	8	Section – II (3.11)	Non-functioning of Links: Uptime upto 99.50% - No penalty Uptime from 99.00 to 99.49 - Rs. 20,000/- (monthly) Uptime from 98.50 to 98.99 - Rs. 40,000/- (monthly) Uptime from 98.00 to 98.49 - Rs. 60,000/- (monthly) Uptime from 97.50 to 97.99 - Rs. 80,000/- (monthly) Uptime from 97.00 to 97.49 - Rs. 1,00,000/- (monthly) Uptime is calculated on monthly basis.	Request Bank to change clause as : SLA: 99.5% per month with 4hrs MTTR 99.0 to 99.49 – Rs 10K monthly 98.5 to 98.99 – Rs 20K monthly 98.0 to 98.49 – Rs 30K monthly 97.5 to 97.99 – Rs 40K monthly 97.0 to 97.49 – Rs 50K monthly Also, in case the SLA goes below 97.49% then what shall be the penalty or the contract shall be terminated?	It is clarified that if it is observed that the link is not meeting SLA requirements of RFP frequently then bank may terminate the contract. Please adhere to the terms and conditions of RFP.
7	8	Section – II (4)	The links are to be commissioned within 8 weeks from the date of purchase order.	Request bank to change this to within 12 weeks Request for 12 weeks delivery timeline. Request Bank to remove Monitoring clause, as NLD would be a clear channel point to point link and SP would not	Please adhere to the terms and conditions of RFP. It is clarified that link has to be monitored till the DWDM equipment provided by the Service Provider.



				be establishing connectivity from NOC with this link. Also CPE is scope of Bank and would not be accessible for SP NOC.	Please adhere to the terms and conditions of RFP.
8	19	Section – IV (5)	If the commissioning is delayed beyond the timelines, the penalty of Rs.50,000/- per week or part thereof will be charged and recovered from subsequent payments. If the link is not commissioned within 10 weeks, it may lead to termination of entire contract under Termination of default.	This clause needs to be relooked. Request bank to amend this as Rs.20000 per week of delay with a maximum of cap of 50000 for 4 weeks beyond delivery time lines of 12 weeks requested.	Please adhere to the terms and conditions of RFP.
9	21	Section- IV (9)	Termination for Convenience	Request bank to remove this clause. In case, this clause is to be added in RFP, there should be appropriate exit charges provided by bank in order to compensate for the investment done by the service provider and also, pay for the rest of the timeline of the contract or part thereof.	It is clarified that "Either party may terminate the contract by giving notice of 6 months after completion of one year from the date of contract". Please adhere to the terms and conditions of RFP.
10	26	Section -V (1.12)	Whenever bank wishes to shift the location of any site, the links should be shifted to the new site as per the requirement of bank	The Same is subjected as per feasibility in the new site.	It is clarified that depending on feasibility, Whenever bank wishes to shift the location of any site, the links should be shifted to the new site as per the requirement of bank. Please adhere to the terms and conditions of RFP.
11	26	Section – V(1.10)	Shall monitor and manage all links for strict compliance with SLA. The reports and real time	Since service providers does not have visibility on Point to Point Links, Monitoring and B/w utilization will not be made available over Web portal.	Please refer Amendment - 1



			monitoring of bandwidth utilization will be made available in the web portal.		
12	36	Section-V (9)	Copies of the purchase order issued by the Bank/ Financial Institutions/ Government Organisations and a certificate/ letter from the Bank/ Financial Institutions/ Government Organisations for having completed the project successfully and providing satisfactory performance currently should be provided for the same project.	Request bank to consider the following changes in this clause: Copies of purchase order issued by Bank/Financial institutions/Govt organizations can be provided as a reference. As it is difficult to get reference letter from the end customer considering multiple internal approvals to be taken by the customer from their end	Please adhere to the terms and conditions of RFP.
13	-	-	Additional Point on Qualification Criteria for Bidders	Request to include point in Eligibility: Bidder should not be filed for any insolvency proceedings If Any corporate or company filled insolvency against any vendor or Service provider. Indian Bank should disqualify the participation from the tender	Please adhere to the terms and conditions of RFP. Please adhere to the terms and conditions of RFP.
14	-	-	Additional Point	The bidder will provide circuit with Proactive Monitoring for Up / down status alone (up to the MUX). SLA is applicable only up to this demarcation point	It is clarified that link has to be monitored till the DWDM equipment provided by the Service Provider. Please adhere to the terms and conditions of RFP.

