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1	3	1) Scope of the Project	The name of the assignment is "Providing 8 Gbps WAN connectivity between Data center @ Chennai and Near DR Site @ Head office, Chennai".	Request bank to clarify whether you are looking for 8 Gbps (1:1) BW or 8G FC. Both the technologies are different. 8G FC is a Fiber channel circuit to provide high speed, less latency point to point data replication link, with Jumbo frames. 8 Gbps is an Ethernet terminology link. In 8 G FC the BW throughput will be 6.8 Gbps because of FC Header load	It is clarified that, Bank requirement is 8G Fiber Channel (FC). Please adhere RFP terms and conditions.
2	3	2) Deliverables from the Bidder.	a. Bandwidth:- 8 Gbps (1:1)	Request bank to clarify whether you are looking for 8 Gbps (1:1) BW or 8G FC. Both the technologies are different. 8G FC is a Fiber channel circuit to provide high speed, less latency point to point data replication link, with Jumbo frames. 8 Gbps is an Ethernet terminology link. In 8 G FC the BW throughput will be 6.8 Gbps because of FC Header load	It is clarified that, Bank requirement is 8G Fiber Channel (FC). Please adhere RFP terms and conditions.
3	14	2) Deliverables from the Bidder.	b. Uptime: - The link uptime requirement in a month is 99.99% Excluding 1 hour MTTR per month.	Request bank to reduce the uptime to 99.5%. Fiber on ring topology will be able to provide 99.5%. Since Bank is going for two service provider network and both the service provider will be giving the circuits in dual path. Hence both the service provider networks put together, bank will be able to achieve 99.99%	Please adhere RFP terms and Conditions
4	14	2) Deliverables from the Bidder.	f. Cross Connects: - The service provider has to deliver the link up to the Racks of the Bank. Service provider has to arrange for cross connects, required, if any.	Request bank to clarify what is the distance between MMR till the Indian Bank Rack., Request permission to do a site feasibility	It is clarified that, Bank will arrange access to bidders for site feasibility (if required) based on request.
5	14	2) Deliverables from the Bidder.	g) Based on the requirements of the bank migrate the network to IPv6.	Request to remove this point., as FC circuit is not related to IPV4 / IPV6 implementation in the network	It is clarified that, Link performance should not be affected in case bank migrate the network to IPv6 and bidder should ensure services should not be hampered.



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6	14	5) Timeframe for completion of activities	The links are to be commissioned within 6 weeks from the date of purchase order. The monitoring and maintenance of links should start from the next day.	Request to edit this to 24 to 26 weeks since there is a heavy shortage of chipset in the OEM market	No Change, Please adhere RFP terms and Conditions
7	14	7) Liquidated Damages	If the link is not commissioned within 10 weeks, it may lead to termination of entire contract under Termination of default.	Request to relax this point., since chipset issue is a global problem	No Change, Please adhere RFP terms and Conditions
8	15	8) SLA	For non-maintenance of uptime, downtime from 2nd hour for each incident excluding MTTR, Rs. 10,000/- will be charged as penalty per hour or part thereof. The penalty will be deducted from subsequent payments. Maximum penalty is capped at 25% of yearly rentals. If the penalty is more than 25% then bank has right to terminate the link.	Request the bank to consider a penalty of Rs.2000 per hour beyond MTTR and maximum cap of 5% of ARC, as we have to make lot of investment both on fibre and hardware to meet the SLA.	No Change, Please adhere RFP terms and Conditions
9	15	Deliverables from the Bidders	Single Mode optical fibre with LC Connector – 1 nos. at each end. The successful bidders are encouraged to have a standby local cable laid and kept without connections between the terminal equipment and SAN switch for redundancy at both DC and NDR	Please clarify the point , Dark fibre need to arrange as part of the tender please clarify how many core of Fiber needed?	It is clarified that, Bank requirement is 8G Fiber Channel (FC) DWDM. Please adhere mentioned clause, RFP terms and Conditions.

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10	15	Security Considerations	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 should ensure the separation of traffic	ISP providing plain L1 Circuit between two location , Bank should not route the internet traffic ,Bank needs to take care of separation of traffic.	It is clarified that, Bidder should ensure the separation of traffic (WAN traffic and Internet Traffic) falls under bidder side.
11	15	Other Service Requirements	Prepare, implement and ensure Fallback solution to switch over to standby link automatically during the failure of primary link.	Bank will place order for secondary link to the L1 Bidder or Secondary Link will be placed to the other vendor, in case of secondary link from different ISP Bank needs to take care of fallback configuration in Bank network device.	It is clarified that, there must be fallback arrangement for the provided 8G FC link at ISP end. Please adhere RFP terms and conditions.
12	15	Other Service Requirements	Based on the requirements of the bank migrate the network to IPv6.	RFP released for Fiber channel, Mentioned point Irrelevant ,Please Remove	It is clarified that, in case of ipv6 migration, Bidder should ensure that provided FC link should work properly in Bank's environment.
13	15	Timeframe for completion of activities	The links are to be commissioned within 6 weeks from the date of purchase order. The monitoring and maintenance of links should start from the next day.	L1 FC cannot be monitor remotely ,Please clarify it is mandatory to monitored the Link from ISP Noc.	It is clarified that, monitoring and maintenance of links are required and report should be shared to bank. Please adhere RFP terms and conditions.
14	15	SECTION-III CONDITIONS OF CONTRACT 2) Deliverables from the Bidders SPECIFICATIONS OF SERVICES	g. Scalability: - Should support link upgrade to 12 Gbps bandwidth on demand within two weeks from the date of demand. The upgrade should not cause any disruption of more than 3 hours.	FC Card replacement required, hence request increase on the timelines to 4 weeks	No Change, Please adhere RFP terms and conditions
15	15	SECTION-III CONDITIONS OF CONTRACT	h. The proposed connectivity can be used as Primary Link or for load balancing/sharing of Bank's	Please clarify; Is Bank planning for dual service provider link and looking for fallback? If yes, the control of configuring Primary / Secondary / load sharing / load balancing is under customer	It is clarified that, It is bank discretion to use provided link as primary link or used as fallback. Please maintain required uptime and adhere RFP terms and conditions.



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		2) Deliverables from the Bidders SPECIFICATIONS OF SERVICES	traffic depending upon the convenience of Bank.	control on the SAN device. (or) if refers to single bidder active and passive fibre, the switchover will happen automatically at the MUX level.																					
16	15	SECTION-III CONDITIONS OF CONTRACT Acceptance tests	Acceptance tests will be carried out after the completion of the implementation and delivery of links. Bank will carry out acceptance tests and certify completion based on the results of the tests.	Request bank to please specify the testing and acceptance criteria. And acceptance should be released with 48 hours post testing the link	It is clarified that, testing and acceptance will be carried out based on RFP terms and conditions. Please adhere RFP terms and conditions																				
17	15	SECTION-III CONDITIONS OF CONTRACT Other Service Requirements	b) Prepare, implement and ensure Fallback solution to switch over to standby link automatically during the failure of primary link.	Kindly clarify, Is Bank planning for dual service provider link and looking for fallback. If yes, the fallback is under the control of Bank SAN device. If the auto fallback fallback is between the active and passive fibre of a single bidder. Then it is doable.	It is clarified that, it is bank discretion to use provided link as primary link or used as fallback. Please maintain required uptime and adhere RFP terms and conditions.																				
18	16	Media and Hands-off:-	Media and Hands-off:- Single Mode optical fiber with LC Connector – 1 nos. at each end. The successful bidders are encouraged to have a standby local cable laid and kept without connections between the terminal equipment and SAN switch for redundancy at both DC and NDR.	Please share SAN Switch Model details	<table border="1"> <thead> <tr> <th>Make</th> <th>Type</th> <th>Model</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>IBM</td> <td>8961</td> <td>F74</td> <td>IBM_SAN256B7_Direct or_Switch</td> </tr> <tr> <td>IBM</td> <td>8961</td> <td>F74</td> <td>IBM_SAN256B7_Direct or_Switch</td> </tr> <tr> <td>IBM</td> <td>2498</td> <td>F48</td> <td>SAN_48-Port_Switch</td> </tr> <tr> <td>IBM</td> <td>2498</td> <td>F48</td> <td>SAN_48-Port_Switch</td> </tr> </tbody> </table>	Make	Type	Model	Description	IBM	8961	F74	IBM_SAN256B7_Direct or_Switch	IBM	8961	F74	IBM_SAN256B7_Direct or_Switch	IBM	2498	F48	SAN_48-Port_Switch	IBM	2498	F48	SAN_48-Port_Switch
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19	16	Security Considerations	b) Audit of network: Bidder should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security	Network Audit and security is implemented by TSPs as per DoT guidelines, recommendation from TRAI and in line with its internal risk assessment. Implementation of Bank specific audit requirements may not be possible. Please	It is clarified that, Audit observation pertaining to ISP end, Bidder should implement the observations/recommendations of the audit. Please adhere RFP terms and condition.																				

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			Audit Team or any other audit conducted by the Bank or External Agencies and any escalation in cost on this account shall be borne by the successful bidder. The Network infrastructure of the bidder should be made available for inspection by Bank's Audit team or Authorized Representative of the Bank.	clarify the exact requirement and specific compliances which are expected from Bidder under the clauses	
20	16	8) SLA		Requesting Customer to please add exclusions to Service Levels as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of RJIL through the process defined by RJIL of a Service Disruption ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company. 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	No Change, Please adhere RFP terms and conditions



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				<p>Premises to the Company personnel,</p> <p>v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPE</p> <p>vi. Events or occurrences that result in "No problem Found" Trouble Tickets</p> <p>vii. Trouble Tickets associated with new installations or upgrades</p> <p>viii. Customer initiated change request in the service while the change request is under progress.</p> <p>ix. Planned repairs, modifications or maintenance notified to Customer in advance,</p> <p>x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Company,</p> <p>xi. Suspension of Service by the Company</p> <p>xii. Force Majeure Events,</p> <p>xiii. Customer scheduled maintenance,</p>	
21	16	13) Limitation of Liability		<p>Requesting to add - Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities</p> <p>Further exclusions related to a. IP Infringement indemnity shall be restricted to equipment's billed to customer under this Agreement. Since there is no IPR /ownership under Internet services</p>	No Change, Please adhere RFP terms and conditions
22	16	SECTION-III CONDITIONS OF CONTRACT	h) Ensure the availability of hardware, software, manpower and other facilities required to manage and monitor the	This is a L1 P2P link so bidder shall not be able to monitor the link and shall not be able to share the Link utilization, Packet loss, and latency reports for P2P link.	It is clarified that, monitoring and maintenance of links are required and report should be shared to bank. Please adhere RFP terms and conditions.



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		Other Service Requirements	network to meet the agreed SLA terms. i) Provide 24x7 supports for all users for maintaining and integrating the network. Publish uptime reports to prove SLA compliance. The uptime reports for every month should be submitted to the Bank on or before 7th of subsequent month. The quarterly payment of the links will be processed only on receipt of uptime reports.		
23	16	SECTION-III CONDITIONS OF CONTRACT 5) Timeframe for completion of activities	The links are to be commissioned within 6 weeks from the date of purchase order. The monitoring and maintenance of links should start from the next day.	Request bank to please revise the delivery timelines to 16 weeks from the date of purchase order	No Change, Please adhere RFP terms and conditions
24	16	Timeframe for completion of activities	The links are to be commissioned within 6 weeks from the date of purchase order.	Please amend the clause as below: The links are to be commissioned within 24 weeks from the date of purchase order.	No Change, Please adhere RFP terms and conditions
25	17	14) Indemnity Clause		Requesting it to be restricted to equipment's billed to customer under this Agreement. Since there is no IPR /ownership under Internet service. Indemnity shall be limited to any Act which constitutes a knowing breach of IP and which is directly attributable to Bidder.	No Change, Please adhere RFP terms and conditions
26	17	21) Coverage of All Banks Under The EPF & MP Act 1952		Not applicable under scope of services, please clarify	No Change, Please adhere RFP terms and conditions



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27	17	25) Termination for Convenience		Requesting customer to delete Termination of convenience owing huge capex investment provided by Bidder for providing services.	No Change, Please adhere RFP terms and conditions
28	17	26) Termination for Default	b. If the Supplier fails to perform any other obligation(s) under the Contract. c. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract	Under sub clause b - Requesting customer to qualify such failure to perform as per SLA. Non-performance of services under this clause shall mean performance of services below threshold levels as agreed in the SLA for 3 (consecutive) SLA measurement periods due to acts directly attributable to Bidder. In such case Customer shall render 30 days' cure period to rectify the breach and if such breach is not cured by Bidder then Customer may terminate particular link under the contract which is not performing. If breach is cured then customer shall not terminate such links Under sub clause c- This needs to be qualified and ascertained conclusively by competent court	No Change, Please adhere RFP terms and conditions
29	17	29) Fall Clause		The price quoted for services depends on various parameters viz, (i) specification, bandwidth, (ii) scope of services, (iii) location where the services are required to be provided (iv) quantity / number of links (v) payment terms (v) terms and conditions of contract (vi) service levels agreed (vii)last mile if any, to be taken from any third party service providers. Hence the price quoted may vary depending on the above parameters which are relevant to the provision of services and as such our compliance of this clause will be subject to the parameters specified herein above	No Change, Please adhere RFP terms and conditions



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30	17	SECTION-III CONDITIONS OF CONTRACT 7) Liquidated Damages	· 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.	Request bank to please revise the LD clause as below: · If the commissioning is delayed beyond the timelines, the penalty of Rs.5000/- per week or part thereof will be charged and recovered from subsequent payments. If the link is not commissioned within 20 weeks, it may lead to termination of entire contract under Termination of default.	No Change, Please adhere RFP terms and conditions
31	17	SECTION-III CONDITIONS OF CONTRACT 8) SLA	For non-maintenance of uptime, downtime from 2nd hour for each incident excluding MTTR, Rs.10,000/- will be charged as penalty per hour or part thereof. The penalty will be deducted from subsequent payments. Maximum penalty is capped at 25% of yearly rentals. If the penalty is more than 25% then bank has right to terminate the link.	Request bank to please relax the SLA penalties to Rs. 1000/- per hour and max penalty capping at 10%	No Change, Please adhere RFP terms and conditions
32	18	Annexure-VI SERVICE LEVEL AGREEMENT		Requesting Customer to please add exclusions to Service Levels as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of RJIL through	No Change, Please adhere RFP terms and conditions



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				the process defined by RJIL of a Service Disruption ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company. 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 Company 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 Company, xi. Suspension of Service by the Company xii. Force Majeure Events, xiii. Customer scheduled maintenance,	
33	19	Annexure-VII NON DISCLOSURE AGREEMENT	4. Term 6. Return of confidential information	For Clause 4 - Requesting Survival shall be limited for 2 years post termination For clause 6 - One copy of all information shall	No Change, Please adhere RFP terms and conditions



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			12. Indemnity clause	be retained for its archival, compliance and legal purpose by Receiving party. For Clause 12- Can be agreed provided always that the Disclosing Party shall forthwith give written notice to the Receiving Party of the above loss and damage and satisfactory documentary evidence of such actual loss and damage	
34	19	Additional	Additional	The Provision of services by the bidder and use of the same by the bank will be as per T&C of the unified license , in compliance with applicable laws. Bank shall execute documents as may be required for subscribing to the services in compliance with regulatory requirement and shall comply with instructions with Regulatory authorities while subscribing and surrendering the services as per terms of the contract	No Change, Please adhere RFP terms and conditions
35	23	2- Acceptance Tests Deliverables from the Bidders	Acceptance tests will be carried out after the completion of the implementation and delivery of links. Bank will carry out acceptance tests and certify completion based on the results of the test.	We request INDIAN BANK to kindly consider the time frame for and inspection testing of equipments is as 14 days from date of commissioning.	No Change, Please adhere RFP terms and conditions
36	23	7- Liquidated Damages	· The Bidder is expected to complete the responsibilities that have been assigned on time. · As a deterrent for delays during implementation, Bank would levy penalties for delays attributable to the Bidder.	We request INDIAN BANK provide a cure period to rectify the delay in installing before levying liquidated damages. Additionally request INDIAN BANK to Kindly consider that any liquidated damages or penalty mentioned in the RFP shall be settled by way of Credit Note	No Change, Please adhere RFP terms and conditions

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			<p>· 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.</p> <p>· If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office in writing. If acceptable to the Bank, the Bank may condone the damages for delay for reasons that can be attributed to Bank.</p>		
37	23	8- SLA	<p>For non-maintenance of uptime, downtime from 2nd hour for each incident excluding MTTR, Rs.10,000/- will be charged as penalty per hour or part thereof. The penalty will be deducted from subsequent payments. Maximum penalty is capped at 25% of yearly rentals. If the penalty is more than 25% then bank has right to terminate the link. After commissioning of</p>	<p>Penalty for non-maintenance of Uptime is not standard and is on higher side. we request to kindly modify the penalty clause as Rs 500- 1000 per hour or part thereof. Also as requested the penalty shall be settled in the form of Credit note and shall be adjusted in the next invoice. Additionally request INDIAN BANK to cap the penalty to a maximum of 10% of the yearly rentals. Request INDIAN BANK to revise the penalty clause accordingly.</p>	<p>No Change, Please adhere RFP terms and conditions</p>



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			links, when the link has become non-functional due to infrastructure related issues at service provider end, the service provider has to make all the necessary arrangements immediately to restore the link		
38	23	10- Terms of Payment	The payments will be made quarterly in arrears after deducting applicable penalties, if any & TDS.	we request customer to kindly confirm on below points. 1. RJIL would to know the payment terms i.e. the exact days by which Jio can expect payment after the completion of quarter? 2. In absence of payment as per agreed timelines by INDIAN BANK, JIO shall have right to suspend the services along with levy of penal charges.	It is clarified that, Bidder can raise invoice quarterly and payment will be done as per payment terms. Please adhere RFP terms and conditions
39	24	25- Termination for Convenience	The Bank, by 90 days written notice sent to the Supplier, 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 which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective	we request customer to kindly confirm on below points. 1. In case of termination of contract by INDIAN BANK without cause or for convenience, INDIAN BANK shall be required to pay exit charges (termination convenience fee) to cover for all losses to Service Provider for terminating the contract for reasons other than mentioned in the RFP. 2. Under what conditions will the Contractor be able to terminate the contract from their end?	No Change, Please adhere RFP terms and conditions
40	26	Additional	Additional	What will be the mean time to respond to queries or complaints?	It is clarified that, Bank will inform bidders in case of link issue. And bidder should ensure maintain Uptime and SLA as per RFP terms and conditions
41	33		RFP cost : Non-refundable Rs.10,000/- in the form of DD favouring "Indian Bank".	We are a central government PSU and providing telecom services to different PSU banks/companies. We request you to kindly waive RFP cost/cost of bid document.	No Change, Please adhere RFP terms and conditions



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42	45		Earnest Money Deposit/Bid Security: Rs.3,00,000/- (Rupees Three lakhs only) Valid for 135 days from the last date for submission of Bid in the form of a Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank.	We are a central government PSU and providing telecom services to different PSU banks/companies. We request you to kindly waive EMD	No Change, Please adhere RFP terms and conditions
43	47		The Bid is for providing connectivity between Data center @ Chennai and Near DR Site @ Head office, Chennai for ensuring Zero Data Loss	Please share addresses for both Data center & Near DR Site to check feasibility	INDIAN BANK, DC Site TATA COMMUNICATIONS BUILDING #4 SWAMI SIVANANDA SALAI, CHENNAI-600002 Indian Bank, NDR Site 66, Rajaji Salai, Opposite to Beach Railway Station City & District: Chennai, State : Tamil Nadu, Chennai – 600001
44	52		Scalability: - Should support link upgrade to 12 Gbps bandwidth on demand within two weeks from the date of demand	Please confirm if the rates for 12G will be calculated as prorata.	Yes, charges for 12 Gbps link will be paid by the bank on prorata basis from the date of upgradation of link.
45	Additio nal		Termination for Convenience	Clause to be removed	No Change, Please adhere RFP terms and conditions
46	Additio nal		The Bidder should be a profit making company and should have earned Net profit in at least one out of three	Clause to be changed as at least 2 years profit in last 3 years	No Change, Please adhere RFP terms and conditions



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			preceding Financial Years (FY 2018-19, 2019-2020 & 2020-2021) and Operating profit in the other Financial Years as per the audited Financial Statements. Bidder should provide audited Profit & Loss Statement along with auditor/chartered accountant certificate.		
47	General	General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work	Yes, Access to site access/ permission will be arranged by Bank and in building, only internal cable routing in false ceiling and under POP wall falls under bank's scope. Please adhere RFP terms and conditions
48	General	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Yes
49	General	General	Network equipment safety	All the network equipment's 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.	It is clarified that, issues associated with maintenance of device which are attributable to bank will be taken care by Bank. Please adhere RFP terms and conditions.
50	General	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.	It is clarified that, scanned copy and hard copy of the delivery, installation document will be shared with the customer. Customer will provide the signoff at the earliest for delivered locations billing (Site wise Billing) after due verification. Please adhere RFP terms and conditions.
51	General	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	It is clarified that, delay due to reason attributable to the bank may be exempted for penalty or LD based on proper submission of supporting documents.



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				be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Please adhere RFP terms and conditions.
52	General	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 in case the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	It is clarified that, proposed link is L1 FC link and FLT is not required in case of link down. However, local person would be available 24*7*365. Please adhere RFP terms and conditions.
53	General	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.	It is clarified that, based on monthly uptime report submitted by bidder and customer down time report, SLA will be calculated. SLA confirmation from bidder will be obtained before releasing the payment. Please adhere RFP terms and conditions.
54	General	General	SLA Exemption	NO SLA penalty will be applicable on bidder in case 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.	It is clarified that, services affected due to reason attributable to the bank may exempt SLA based on proper submission of supporting documents. Please refer RFP terms and conditions.
55	NA		General Query- Existing Service Provider	In case of existing operator, 1. Will it be only price revision along with BG submission or 2.Do we need to submit the complete set of documents	It is clarified that, a) Commercial will be finalized through commercial evaluation b) Complete set of documents (as per RFP) to be submitted in bid submission Please adhere RFP terms and condition