Date: 28/05/2018

REF: CO/ITD/CNW/1914/R1/2017-18 dated 02.05.2018 for "Providing MPLS Connectivity for Wide Area Network".

Clarifications

S. No	Page	Clause	Clause as per RFP.	Requested by bidder	Clarification from Bank
1	7	section II - 2 (b)	The Bidder should be a profit making company for at least 2 years out of last 3 consecutive years (2014-15, 2015-16, 2016-17) with a minimum annual turnover of Rs. 50 Crores.	Request to change the same for 1 year	Please refer Amendment -1
2	7	section II - 2 (g)	The Bidder should have at least 1,00,000 KM of their own fibre connectivity network across India.	Request you to remove this point as normally all the fiber networks are shared by the ISP's	Please adhere to the terms of RFP.
3	8	section II - 3 (4)	If the bidder proposes to offer last mile in wireless, then such media should be licensed and the communication on wireless media should be encrypted. If the last mile is on wireless, Service provider 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.	Request customer to change the clause as "For last mile in wireless, then such media should not necessarily be licensed."	It is clarified that if the last mile wireless device is proposed to operate in licensed spectrum then such media should be licensed. Please adhere to the terms and conditions of RFP.

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				Request bank to please change media to unlicensed.	It is clarified that if the last mile wireless device is proposed to operate in licensed spectrum then such media should be licensed. Please adhere to the terms and conditions of RFP.
4	8	section II - 3 (1)	Supply Layer 3 MPLS-VPN bandwidth for Bank connectivity with last mile through wired/Radio Frequency (RF) at the locations and at new locations proposed in future across India. Successful bidder should connect atleast 80% of locations listed in annexure-I.	Request to change it to 60%	Please adhere to the terms and conditions of RFP.

4	8	section II - 3 (1)	Supply Layer 3 MPLS-VPN bandwidth for Bank connectivity with last mile through wired/Radio Frequency (RF) at the locations and at new locations proposed in future across India. Successful bidder should connect atleast 80% of locations listed in annexure-I.	Request to change it to 60%	Please adhere to the terms and conditions of RFP.
5	8	section II - 3 (6-b)	b) Audit of network: Should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or External Agencies within 15 days and any cost on this account shall be borne by the bidder. The Network infrastructure of the bidder should be made available for inspection by Bank's Audit team or Authorized Representative of the Bank.	In case of implementation of additional security services, charges will be borne by customer. Please clarify.	It is clarified that if any security/ information breach identified in the audit outcome then Successful bidder has to rectify the same as per audit suggestions without incurring any additional cost to the bank. Please adhere to the terms and conditions of RFP.

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6	9	section II - 3 (7)	Co-ordinate with Bank's Network Equipment vendor and system integrator for terminating and commissioning of the links at all locations.	Link will be tested by the bidder on laptop and logs for the same will be shared with the customer network integrator, bidder will terminate the cable on bank's network equipment in case the free port and customer spoc is available at the time of testing otherwise bidder engineer will tag the cable and leave the site.	It is clarified that free ports are available in router to terminate the link at all the locations listed in annexure. Please adhere to the terms and conditions of RFP.
7	9	section II - 3 (9)	Configure automatic fail over using dynamic routing protocol and without disturbing the existing network between Primary and Secondary links at all locations where Primary link is already available and secondary link is being provided through this RFP process.	CPE router configuration is in scope of customer so bidder has no ownership on this. Bidder will extend all possible support remotely for failover testing.	It is clarified that necessary routing at PE end has to be done by Successful bidder and bank end router configuration will be done by bank team.

8	9	section II - 3 (10)	The proposed connectivity will also be used as Primary Link or for load balancing/sharing/Unified Communications of Bank's traffic depending upon the convenience of Bank.	CPE router configuration is in scope of customer so bidder has no ownership on this. Bidder will extend all possible support remotly for this.	It is clarified that necessary routing at PE end has to be done by Successful bidder and bank end router configuration will be done by bank team.
9	9	section II - 3 (11)	To enable the bank's System Integrator to design and architect IP addressing scheme for the bank.	Kindly consider this: WAN IP & loopback IP will be provided by the bidder to enable the proactive monitoring. Bidder can use the LAN IP purposed by the bank.	It is clarified that WAN IP, LAN IP & loopback IP will be provided by bank. The IP addresses will be finalized on mutually agreeable range. Please adhere to the terms and conditions of RFP.
10	9	section II - 3 (12)	Devise formats in consultation with the Bank for Feasibility request, Feasibility completion, Link commissioning, Request for removal / modification of infrastructure, scheduled downtime etc.	Bidder will share the standard format used for the feasibility and delivery reports. Kindly consider this.	Please adhere to the terms and conditions of RFP.

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11	9	section II - 3 (14)	Liaise with authorities for any approvals, network diagram etc.	Please clarify, with which authority bidder has to coordinate.	It is clarified that successful bidder has to liase with bank officials for any approvals, network diagram etc. Please adhere to the terms and conditions of RFP.

12	9	section II - 3 (17)	Any Upgradation in the bandwidth requirements at any of the locations has to be made available within 21 days from the date of work order and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours for the existing systems and network. Also the Upgradation in Bandwidth on demand should be provided, wherever feasible, without any change in the media already provided.	Kindly confirm on this: Upgradation time lines will be subject to feasibility, in case the location is not feasible then site will be surrended by the bank and no penalty will be applicable on the bidder.	It is clarified that post feasibility confirmation regarding the possibility to upgrade the bandwidth at that location, Purchase Order will be issued and upgradation activity has to be completed within 21 days from the date of PO. Please adhere to the terms and conditions of RFP.
				Request to change as 21 Working days	Please adhere to the terms and conditions of RFP.
13	9	section II - 3 (18)	Whenever the bank wishes to relocate the link/infrastructure within the premises of the bank (e.g. shifting of link from the banking hall to ATM room, shifting of infrastructure from first floor to second floor etc.), the same should	Kindly consider below recommendation: If the shifting cost is on higher side then bank has to bear the applicable cost. Also bank has to ensure that cable length from ODU to IDU should not exceed 80 meter before deciding the new location. In such scenario if additional HW is required then it will be provided by bank.	Please adhere to the terms and conditions of RFP.

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			be arranged without any extra cost	Request to add that there will be one time shifting cost will be paid by the Bank	Please adhere to the terms and conditions of RFP.
14	10	section II - 3 (20)	After commissioning of links, when the link has become non-functional due to LOS issues, infrastructure issues etc., the provider has to make all the necessary arrangements immediately to restore the link.	Kindly consider this: In case the link not feasible on any of the media then it will declared not feasible and no penalty will be applicable on bidder.	It is clarified that if the restoration of link is not possible even after the necessary efforts/ arrangements made by successful bidder then link may be declared as TNF and no penalty will be levied form same. Please adhere to the terms and conditions of RFP.
15	10	section II - 4 (a)	Link commissioning at DC / DR Site / HO/ CO, Zonal Offices and Service Branches should be completed within 8 weeks from the date of issue of	Request to change the commissioning timeline to 12 weeks	Please adhere to the terms and conditions of RFP.

			commissioning instruction by the Bank	Request to change as Delivery of DC /DR in 12 weeks and branches in 20 weeks	Please adhere to the terms and conditions of RFP.
16	10	section II - 4 (b)	Link commissioning at all Branches / Offices of the Bank are to be completed within 12 weeks from the date of issue of commissioning instruction by the Bank.	Request to change the commissioning timeline to 16 weeks	Please adhere to the terms and conditions of RFP.
				Request customer to change the link commissioning time from 12 weeks to 20 weeks. Since for remote installations dedicated backhaul infra to be deployed for Indian bank.	It is clarified that approximately 70% locations listed are semi-urban/ urban/ metro locations. Please adhere to the terms and conditions of RFP.
17	10	section II - 4 (c)	The monitoring and maintenance of links should start from the next day of commissioning.	Customer has to configure the loopback ip, SNMP and other configuration in CPE router to enable the proactive monitoring, the customer has to ensure that link should not be disturbed for 48 to 72 hours. Basis the link stability the link will be included in proactive monitoring.	Please adhere to the terms and conditions of RFP.

18	10,11	section II - 5 (b)	Entire class of uptime requirements	Last Mile RF – 98.5% Last mile Fiber – 99.5 % Dual Last mile Fiber – 99.9% MTTR 4 CATEGORY A City MTTR 6 CATEGORY B City MTTR 12 CATEGORY C City	Please adhere to the terms and conditions of RFP.
19	10	section II - 5 (b)	Link bandwidth with 100% bandwidth availability (highest class with data and voice)	As per the requirement, 100% bandwidth will be provided in single CoS. If customer requires priorotization for data and video seperately. We can provide Standard (data) and Premium Real Time(Video) Class of Service can be allocated. Bank to specify the bandwidth allocation for data and video traffic for each branch locations and DC/DR locations.	It is clarified that 100 % bandwidth availability with highest class for data and voice should be provided. Please adhere to the terms and conditions of RFP.
20	11	section II - 5 (c)	HO/CO/DC/DR/NDR – 99.99% Network Uptime	We request bank to consider Option 1: The downtime for DC/DR connectivity is calculated when all links connecting DC/DR are down and branches are unavailable to communicate to DC/DR. Option 2: Request customer consider SLA as 99.9% for DC & DR seperately. Downtime will be considered only when both primary & secondary of DC & DR are down.	Please adhere to the terms and conditions of RFP.

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				We request bank to consider as 99.5% SLA, since these are single fiber ring last mile MPLS connectivity	Please adhere to the terms and conditions of RFP.
				Request to change it to 99.9%	Please adhere to the terms and conditions of RFP.
21	11	section II - 5 (c)	Zonal Offices/ Service Branches – 99.5% Network Uptime	We request bank to consider as 99% SLA, since these are 10Mbps links which can be connected on Copper / RF as well	Please adhere to the terms and conditions of RFP.
22	11	section II - 5 (b)	ATM's & Branches – 3 hrs MTTR, Zonal Offices/ Service Branches – 2 hrs, HO/CO/DC/DR/NDR – 1 hr.	Request Bank to consider ATM / Branches on City limits - 4 Hours & Non-city limits- 8hours; Zonal / Branch offices on City limits - 4 Hours & Non-city limits- 8hours; CO/HO/NDR - 4 hours; DC & DR - 2 hours	Please adhere to the terms and conditions of RFP.
				Request to change it for branches / atms..... Tier 1 City 6 -8 Hrs, Tier 2 and Tier 3 - NBD, Zonal Office - 6 to 8 hours, DC/ DR - 4 hrs	Please adhere to the terms and conditions of RFP.

23	11	section II - 5 (c)	Entire class of SLA	Penalty at the given rate shall not be acceptable since there has to be preventive mechanism to determine the loss of time between the parties towards delivery and any such loss should be documented with a prior notice to be given by Bank to the successful bidder and a reasonable opportunity be granted to rectify such delay and catch up with the lost time. Any such attributable delay in delivery on account of successful bidder shall also be met with service credits to Bank post any non-fulfilment of rectification of delay. It is suggested that upon such default, the SP should be given reasonable time to remedy such failure/ delay post prior notice for such delay/failure by the Bank to the vendor. The penalty should be imposed only after vendor fails to rectify the default after to failing to remedy such default. Also the clause fails to address the concern when the default is due to force majeure event or for the reasons attributable to The Bank. The Bidder cannot be held liable for penalty in case the default is due to force majeure event or reasons attributable to Bank.	Please adhere to the terms and conditions of RFP.
				Kindly consider SLA as per last mile: 1) Connectivity on dual fiber LM :: 99.9% 2) Connectivity on Copper LM :: 98.5% 3) Connectivity on RF LM :: 98.0%	Please adhere to the terms and conditions of RFP.

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				Request modification: 1% penalty of MRC for every 1% downtime capped at maximum 10% of MRC	Please adhere to the terms and conditions of RFP.
				1% of total monthly rental charges for every 0.1% downtime and maximum cap of 5% of that particular link	Please adhere to the terms and conditions of RFP.
24	12	section II - 5 (c)	Excluding the scheduled preventive maintenance and the down time due to bank's decision, the down time should be restricted to 3 hours in a single event during the working hours of the bank's locations.	Kindly consider this: MTTR would remain 4 hours.	Please adhere to the terms and conditions of RFP.
25	12	section II - 5 (c)	Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. The provider has to record the above reasons and communicate to ZO and Corporate Office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty	Bidder will share the details in mail with the respective spoc from customer end. Kindly consider this.	Please adhere to the terms and conditions of RFP.

26	12	section II - 5 (c)	When there is downtime in any of the data centres, all the locations which are connected to the respective data centre will be reckoned as down.	This should be applicable only in case both DC and DR are down or traffic not switched to DR in case DC is down. Kindly confirm.	It is clarified that this clause is applicable when both DC and DR are down/ traffic not switched to DR in case DC is down or Vice-versa. Please adhere to the terms and conditions of RFP.
27	13	section II - 5 (c)	Entire class of Demonstration of the Acceptance Test i) Ping from any location to any location including Data Center and DR site for 1000 packets without disruptions. The size of ping echo packet will be 100 bytes, with less than 50 ms response time, under no load conditions. Any response greater than 100ms for 1 hour or more will be considered as down time.	i)We request to change as Domestic latency for MPLS from PoP to PoP is 80ms ii) Cos% to be defined: Cos1 : voice Cos2: video Cos3: Data Cos 4: Best Effort basis Kindly mention b/w % for each cos vi) Kindly remove error statistics Kindly remove Interface errors detailed descript	Please adhere to the terms and conditions of RFP.
				Request customer to remove the no load condition clause. Any response greater than 150ms (request 100ms to be changed to 150ms) for a prolonged time will be considered as down time	Please adhere to the terms and conditions of RFP.

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				Request bank to please revise the latency from 50 ms to 100ms.	Please adhere to the terms and conditions of RFP.
28	13	section II - 5 (c)	ii) Demonstration of jitter sensitive and delay intolerant transport for voice, and video whenever the bank uses them.	Request bank to modify as below: Jitter cannot be demonstrate immediately after the delivery, please exclude this from the testing and acceptance criteria. Request bank to modify as below: Jitter cannot be demonstrate immediately after the delivery, please exclude this from the testing and acceptance criteria.	It is clarified that Demonstration of jitter sensitive and delay intolerant transport for voice, and video has to be done whenever bank used them. Please adhere to the terms and conditions of RFP.
29	13	section II - 5 (c)	Liaison and co-ordinate with System integrator of the Bank to demonstrate end-to-end IPSec tunnel (business data/mail). iv)Liaison with System integrator of the Bank to demonstrate link redundancy/fail over and fall back.	However this activity will be done by bank's NI. Bidder will extend the support in case of any concern. Kindly confirm.	Yes, it is clarified that Successful bidder has to co-ordinate with bank's Network Integrator.

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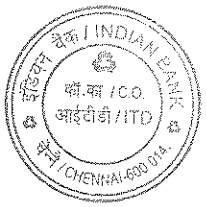
30	13	section II - 5 (c)	vi)The acceptance means Core banking and ATM applications are running successfully at a particular location through Successful Service Provider link	Bank's NI should complete all the testing parameters within 2 to 3 days of delivery and inform the bidder incase any support required. Otherwise customer should release the acceptance immediately.	It is clarified that acceptance of link will be given by bank officials within 7 working days from the date of submission of "Proforma of Certificate" at Indian Bank Head Office issued by branch managers duly with sign & seal after successful commissioning of link. Please adhere to the terms and conditions of RFP.



31	13	section II - 5 (c)	Monitor and manage all links for strict compliance with SLA, QoS and security requirements. The monitoring should be done from the service providers own NOC using SNMP V3.	Additional points: For monitoring, bidder can provide WAN and loopback and Bank will will configure the WAN, loopback and SNMP RO access provided by the bidder in the CE Router	It is clarified that WAN IP, LAN IP, & Loopback IP mutually agreed upon by bank & Service provider will be configured in bank router. The IP's should not be public IP's. Please adhere to the terms and conditions of RFP.
32	13	section II - 5 (c)	Provide 24x7 support for all users for maintaining and integrating the network. Publish NMS reports to prove SLA compliance. The NMS 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 NMS reports.	To Calculate the uptime bidder will submit the monthly uptime report.NMS report will not be considered to check the link availability.	Please adhere to the terms and conditions of RFP.

33	24	section IV - 2	Bidder request to add additional class under Confidentiality	We suggest a bilateral/ reciprocal scope of the provision of confidentiality. It is suggested to the Bank by the Bidder that the provisions of Confidentiality be subjected to certain exceptions such as-: 1. If the information becomes public knowledge other than by material breach. 2. If the disclosed information is in the possession of the receiving party without restriction in relation to disclosure before the date of receipt from the disclosing Party. 3. If the information is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure. 4. If the information is independently developed without access to any confidential information disclosed by the disclosing party. 5. If such disclosure is required to be made by any authority of competent jurisdiction or by any Applicable Law, provided that the Receiving Party.	Please adhere to the terms and conditions of RFP.
34	24	section IV - 4	Enire class for payment terms	Kindly consider this: Bidder will share the soft/scanned copies of all the required documents in mail, bidder will not share and maintain the hard copies of any document.	Please adhere to the terms and conditions of RFP.

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				Need clarification: Acceptance and payment shall be provided site wise	Yes. It is clarified that Acceptance of link and payment will be made site wise. Please adhere to the terms and conditions of RFP.
35	25	section IV - 5	Entire class for LIQUIDATED DAMAGES	Request bank to please reduce the penalty and should be applicable on the annual rental of the undelivered portion.	It is clarified that LD is applicable for the links which are not delivered as per RFP time lines. Please adhere to the terms and conditions of RFP.
				Request bank to conider as 0.5% of the annual lease rental per week for the portion for which there is delay, subject to a maximum of 10% of the annual lease rentals of the undelivered link and Sites declared technically not feasible by the bidder should be exempted from LD applicability	Please adhere to the terms and conditions of RFP.
				Request you to please change as 0.5% of the ARC of that particular link to a cap of maximum 10% of the that particular link ARC .	Please adhere to the terms and conditions of RFP.

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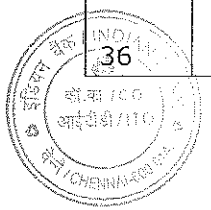
	25	section IV - 5	Entire class for LIQUIDATED DAMAGES	Risk- Imposition of Penalties and/or termination right with Bank at its discretion. Cumulative penalties shall increase cost burden and 10% threshold of Project Cost shall be huge. Proposition- Vodafone User team to confirm on the meeting of SLAs to avoid Liquidated Damages at repeated levels avoiding the default levels of threshold 10% of Project Cost. Vodafone User Team to confirm in that case if Vodafone shall be looking for easy way out of the contract. Vodafone User team to examine the Liquidated Damages at the given rate. Please confirm if Vodafone can suggest a preventive mechanism to determine the default and any such default should be documented with a prior notice to be given by Bank to the Bidder and a reasonable opportunity be granted to rectify such delay and catch up with the lost time. Any such attributable delay in delivery on account of Bidder shall also be met with service credits to Bank post any non-fulfilment of remedy for delay. Upon meeting the threshold value of 10%, the right to cancellation of contract shall not be exercised arbitrarily by Bank and a prior notice be given to Bidder intimating any such cancellation and be subjected to mutual reconciliation among the senior members of both parties. Any matter post failure of such reconciliation process shall be subject to the dispute resolution process as agreed between both parties. We suggest that such right to termination shall only be post lock-In period as agreed between the parties and; this shall be the sole remedy available to the Bank against Bidder. Bank to note that these Liquidated Damages cannot be in form of Penalties but a pre-estimation of loss in case of default to be mutually agreed between both Bidder and Bank.	Please adhere to the terms and conditions of RFP.



37	26	section IV - 8	Entire class of FORCE MAJEURE	It is suggested that the additional services provided by the Service Provider post termination and during the transition period shall come with a cost borne by the Bank and any penalty or liquidated damages sought shall not be in addition to termination rights and shall be negotiated with Service Credits proposed by the Service Provider. Also, the penalty induced from the breach of the obligations by the Service Provider shall not be set off or adjusted against the Performance Bank Guarantee or payment of invoices rather such dispute claim be referred to the dispute resolution process and the award of the same shall be final and binding upon the both the parties. Termination of the Contract for any reason (i) does not limit any rights or remedies to which a Party may be entitled to under the Contract or by law or at equity (including Vodafone's right to claim all sums due prior to termination and for Services rendered between the issuance of a termination notice until the cessation of the applicable Services); and (ii) shall not affect any accrued rights or liabilities of either Party, nor the coming into force or the continuance in force of any provision of this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination. On termination of this Contract the Bank shall promptly return any Vodafone property including Equipment to Vodafone in the same condition (except for any normal wear and tear) as was received by the Bank. It is suggested that the additional services provided by the Service Provider post termination and during the transition period shall come with a cost borne by the Bank and any penalty or liquidated damages sought shall not be in addition to termination rights and shall be negotiated with Service Credits proposed by the Service Provider.	Please adhere to the terms and conditions of RFP

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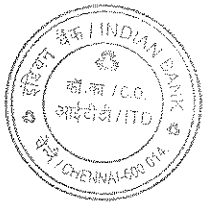
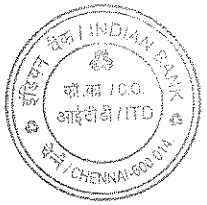
38	26	section IV - 8	Bidders request to add additional class under force majeure	Proposition- It is suggested that the Force Majeure event should also comprise of any action/regulation taken by the regulatory bodies or governmental bodies as result of their sovereign functions which renders the supplier incapacitated to perform under the contract without any attribution to cause such regulation/action due to its breach or negligence shall be considered to be a force majeure event.	Please adhere to the terms and conditions of RFP
39	26	section IV - 9	Enire class for TERMINATION FOR CONVENIENCE	Request customer for removal this clause	Please adhere to the terms and conditions of RFP
				It is suggested that the provision of termination for convenience be allowed only with a provision of a lock-in period and exit charges. Termination for convenience within the lock-in period shall levy exit charges payable by the Bank to Service Provider in order to compensate for the loss made by the Service Provider on account of investment under the Contract.	Please adhere to the terms and conditions of RFP



40	27	section IV - 10	Bidders request to add additional class under SETTLEMENT OF DISPUTES	It is suggested that the event of a dispute arising out of or in connection with this Agreement, either party may call a meeting for the purpose of resolving such dispute or difference by service of not less than five (5) Business Days' formal written notice and each Party agrees to resolve the dispute first through the designated representatives and then through designated senior officers who shall co-operate in good faith to resolve the dispute as amicably as possible within fifteen (15) Business Days' of service of such formal written notice. If such senior officers fail to resolve the dispute in the allotted time, then this dispute resolution procedure shall be deemed exhausted. Damages alone may not be an adequate remedy for breach and accordingly the affected party shall be entitled to seek the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach. The agreement shall be governed by and construed in accordance with the laws of India, without regard to any choice of law or conflict of law provisions that would require the application of the laws of any other jurisdiction. Each Party irrevocably shall submit to the exclusive jurisdiction of the courts of Mumbai, India over any dispute, controversy or claim (including any question regarding its existence, validity or termination) arising under or in connection with the agreement.	Please adhere to the terms and conditions of RFP

41	28	section IV - 11	Successful Bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Successful Bidder that gave rise to claim, under this tender.	It is suggested to have the maximum Limit of Liability of the Service Provider limited to a sum equal to 100% of the aggregate value of all charges payable under the Contract during a period of preceding 12 months of the Contract. The Service Provider shall not be liable for any indirect or consequential damage or loss.	Please adhere to the terms and conditions of RFP
42	28	section IV - 12	The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai	The agreement shall be governed by and construed in accordance with the laws of India, without regard to any choice of law or conflict of law provisions that would require the application of the laws of any other jurisdiction. Each Party irrevocably shall submit to the exclusive jurisdiction of the courts of Mumbai, India over any dispute, controversy or claim (including any question regarding its existence, validity or termination) arising under or in connection with the agreement.	Please adhere to the terms and conditions of RFP



43	31	section V - 10	If the last mile is in wireless, then such media should be licensed and the communication on wireless media should be encrypted	Request customer to change the clause as "For last mile in wireless, then such media should not necessarily be licenced." (or) removal of this clause	It is clarified that if the last mile wireless device is proposed to operate in licensed spectrum then such media should be licensed. Please adhere to the terms and conditions of RFP.
				Need to remove the license	It is clarified that if the last mile wireless device is proposed to operate in licensed spectrum then such media should be licensed. Please adhere to the terms and conditions of RFP.

44	31	sectuion V - 13	Implement and ensure Fallback solution to switch over to DR site as and when required by the bank	Customer Scope	It is clarified that necessary routing at PE end has to be done by Successful bidder. Please adhere to the terms and conditions of RFP
				The bidder will configure BGP for both DC & DR. The DC & DR failover configuration control is at customer CE router. Hence it comes under Bank's scope.	It is clarified that necessary routing at PE end has to be done by Successful bidder. Please adhere to the terms and conditions of RFP
45	32	section V - 24 (ii)	Demonstration of jitter sensitive and delay intolerant transport for voice, and video whenever the bank uses them.	We request to change as Domestic latency for MPLS from PoP to PoP is 80ms	Please adhere to the terms and conditions of RFP
46	32	section V - 25	Entire class of MIS Reports	(a) Kindly remove error statistics (d) Kindly remove Interface errors detailed description since NMS will not support the same (e) & (f) Points needs to be removed as NMS not support the same	Please adhere to the terms and conditions of RFP

47			Bidders request to add additional clause	Link wise acceptance must be released by the customer within 2 to 3 days of link delivey otherwise link will considered deemed accepted and billing will activate from the 3rd day.	It is clarified that acceptance of link will be given by bank officials within 7 working days from the date of submission of "Proforma of Certificate" at Indian Bank Head Office issued by branch managers duly with sign & seal after successful commissioning of link . Please adhere to the terms and conditions of RFP.

48			Bidders request to add additional clause	Customer will appoint a central spoke to address and resolve all customer end concerns.	Yes, bank will have central spoke to address and resolve all customer end concerns. Please adhere to the terms and conditions of RFP.
49			Bidders request to add additional clause	All invoicee will be subitted at central location and payment must be cleared from the central location.	Yes. Payment for all the working links will be done at Head Office on submitting required documents as per RFP terms. Please adhere to the terms and conditions of RFP.

50			Bidders request to add additional clause	FLT will be done by the customer spoc at site and incase the access for the engineer is not available or LC is not available then downtime will not attribute to bidder and no penalty will be applicable on bidder.	It is clarified that penalty will not be levied if the link is down due to reasons attributable to bank. supporting documents/E-Mail communication has to be submitted during billing. Please adhere to the terms and conditions of RFP.
51			Bidders request to add additional clause	Hardware will not be covered under warranty if found physically damaged, burnt due to improper earthing, lost/misplaced. Bank has to place a PO for the effected NW equipment before replacement.	Please adhere to the terms and conditions of RFP.