

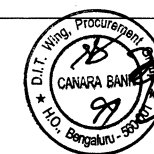
Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration & Acceptance</u>	1.2. Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after 15 days of successful working of the connectivity at each location and during this period the link will be considered as testing period. Payment shall be paid against acceptance of commissioned link at all the ordered links duly certified by Bank's officials in the Acceptance Test report, along with quarterly payment claim letter. However Acceptance test report format shall be prepared by the Bank and shared with the successful bidder. The Bidder should strictly follow as per acceptance test report format only. Other formats shall not be considered.	Bidder requests modification of this clause allow payment of links which are delivered and duly accepted and should not be tagged to delivery and acceptance of all links	Bidder has to comply with the RFP terms.
2	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration & Acceptance</u>	1.5. Bank reserves the right to shift the network link to new location/s and support for the same will continue to be in force at the new location.	Any such link shifting shall be subject to revised feasibility and commercials	Bidder has to comply with the RFP terms.
3	13	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration & Acceptance</u>	1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 7 weeks from the date of acceptance of Purchase Order or 8 weeks from the date of Purchase Order whichever is earlier.	Can you Change Delivery timelines to 14 Weeks	Bidder has to comply with the RFP terms.
4	14	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>3. Shifting/Relocation of Links</u>	In case, at any point of time Bank shifts its Branches/Offices (Under the scope of this RFP) from the existing location/premises to new location/premises, the bidder has to co-ordinate with the Bank and shift their MPLS Links to the new location. If the existing Last Mile technology is not feasible at the new location, the bidder should provide equivalent or better reliable wired MPLS VPN connectivity without compromising the SLA and Security. The bidder shall give feasibility of link shifting and commissioning within 15 days and Shifting/relocation has to be completed within 30 days from the date of receiving the shifting request. Whenever the Bank wishes to relocate the link/infrastructure within the premises of the Bank (e.g. shifting of link from first floor to second floor etc.), the same should be arranged by the bidder at no extra cost to the Bank.	Any such link shifting shall be subject to revised feasibility and commercials	Bidder has to comply with the RFP terms.



5	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>7. Termination of the Agreement / Link</u>	<p>7.1. The Bank shall terminate this contract at any time by giving in writing 30 day's prior notice to BIDDER stating its intention to terminate the contract.</p> <p>7.2. Bank shall provide 30 days' notice in advance by writing for its intention to terminate the connectivity at any or all the locations.</p> <p>7.3. Termination of this agreement shall be without prejudice to the accrued rights and liabilities of the parties at the date of termination unless waived in writing by the Parties.</p>	Any termination during contract period shall be subject to early termination charges as prescribed by Bidder	Bidder has to comply with the RFP terms.
6	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>10. Subcontracting</u>	The bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank.	Bidder may be required to sub-contract some part of the engagement to third parties/agent. So this should be allowed	Bidder has to comply with the RFP terms.
7	26	<u>G. GENERAL CONDITIONS</u>	<u>6. Inspection of Records</u>	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	Bidder requests deletion of Inspection of Records clause and also modification of Indemnity and liability clause as below	Bidder has to comply with the RFP terms.
8	26	<u>G. GENERAL CONDITIONS</u>	<u>14. Indemnity</u>	Whole Clause	<p>Bidder proposes to include the following indemnification clause:</p> <p>Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. Customer shall also indemnify, defend and hold Supplier harmless from any and all claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions) relating to Customer's or its End Users' use of the Services</p>	Bidder has to comply with the RFP terms.



9	26	<u>G. GENERAL CONDITIONS</u>	<u>14. Indemnity</u>	14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	<p>Bidder proposes to include the following limitation of liability clause:</p> <p>The aggregate liability of the Bidder for all claims shall be limited to immediately preceding 12 months of charges collected by the Bidder under the order in which the liability has arisen and will be restricted to only direct losses/damages and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc.</p> <p>Further Bank sole remedy and the bidder sole liability for any service related matters shall remain limited to applicable liquidated damages/penalties imposed by Bank under this RFP.</p>	Bidder has to comply with the RFP terms.
10	33	<u>ANNEXURE-7</u>	<u>Technical & Functional Requirements</u>	<p>1. Connectivity</p> <p>The bidder shall provide Managed MPLS VPN connectivity across Bank's DC, DRC, and Foreign Branch/Office Locations as specified in Appendix (Dubai, New York, Hong Kong, London, Sharjah) of this RFP and any other New locations (as and when identified by the bank during the contract period) as per the Bank's bandwidth requirement during the contract period.</p> <p>Bidder shall provide any to any connectivity on 24X 7X 365 basis.</p>	<p>How many Links you require n DC and DR We Assume 1 Link in DC and 1 Link in DR of 6 Mbps Each</p>	Yes
11	33	<u>ANNEXURE-7</u>	<u>Technical & Functional Requirements</u>	<p>6. Latency</p> <p>Latency/Response Time (RTD) should be less than 200ms.</p>	<p>Latency between HK to New York will be 265 And Between Mumbai and New York will be 210 <please modify this clause</p>	Bidder has to comply with the RFP terms.
12	34	<u>ANNEXURE-7</u>	<u>Technical & Functional Requirements</u>	<p>15.Security</p> <p>c) GETVPN/IPSec for data confidentiality: Service provider should support GETVPN/IPSec traffic on their MPLS Network. Also, if Bank decides to have other VPN variants such as DMVPN or any such Technology, the Service Provider's Network should support the same. End to end GETVPN/IPSec must be supported by the Bidder's Network with similar encryption standard at PoP Equipment as that at CPE at Bank's premises and Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint</p>	<p>Who will Configure IPSEC/GETVPN .Since IN DC and DR Routers are provided by Bank and In Branch Location It is provided by ISP. Are you expecting you will give access to DC and DR router for one time and We do it. Or ISP will only procure routers at Branch and Entire Config will be Done by Bank</p>	Bidder will configure router at branch location. Bidder to give Read Access of Branch router to Bank. At DC and DR Bank will configure.



13	34	<u>ANNEXURE-7</u>	<u>Technical & Functional Requirements</u>	<p>12. QoS/CoS</p> <p>The network should be capable of providing end to end Quality of Service (QoS) features which includes:</p> <ul style="list-style-type: none"> • End to end differentiated services code point(DSCP) and class of service (CoS) continuation • End to end traffic categorization, bandwidth provisioning and prioritization for specific traffic as required by Bank. 	Please share COS% for this Opportunity. How much % will be Voice Traffic and how much % Data Traffic	Around 25% will be Voice traffic, remaining will be Data Traffic.
14	36	<u>ANNEXURE-7</u>	<u>Technical & Functional Requirements</u>	<p>19. Backhaul Redundancy</p> <p>Last mile at DC and DR should terminate on Bank's router by the bidder.</p> <p>The bidder should have Network Hardware level redundancy in their Network setup. At a given point of time DC, Bengaluru and DR, Mumbai Backhaul links should be in active - active mode.</p> <p>In case of DC's backhaul link failure, DR's backhaul link should automatically takeover the traffic, without any manual intervention until the DC link is up and working. The Branches/Offices at any point of time will be communicating to DC (Bengaluru) and also to DR (Mumbai) to access applications. Bank shall be using Bidder's MPLS Link as active-active.</p> <p>Service Provider should provide MPLS Backhaul link at both DC and DR with self-healing ring protection.</p>	Make and Model of CPEs in DC and DR. Also we will require SNMP access to Bank Router in Dc and DR to enable Proactive Monitoring	DC DR Make and model will be shared with successful bidder. SNMP read access will be given.
15	40	<u>ANNEXURE-8</u>	<u>SCOPE OF WORK</u>	16. The bidder should inform the cabling path and details to the Bank's officials of the respective locations. The bidder shall do the cabling routing after approved by the Bank before actual installation at the respective locations.	Inbuilding cabling to be Done by Bank	Bidder has to comply with the RFP terms.
16	43	<u>Annexure 14</u>	<u>Bill of Material</u>	Bill of Material	How should we quote for Router Prices. There is no column to add Router Prices	Bidder has to accomodate respective charges in and ARC.

Place: Bengaluru
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