

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	14	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.21. The following deliverables are in the scope of work of the successful bidder: 8.21.3. Monthly report (on daily traffic analysis) for the link.	Since the ask is for Layer1, we request to remove this point	Bidder's to comply with RFP Terms.
2	14	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.22. If the Bank decides to shift the premises of any of the business unit, for which Point to Point Connectivity is ordered and provisioned, the same will be communicated to the bidder through email or letter. Bidder should shift the link to the new location within 4 weeks after receiving the communication in this regard, at no additional cost to the Bank.	This will incur additional cost depening on location , canara Bank to provide PO	Bidder's to comply with RFP Terms.
3	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Up Time:</u>	4.1. The bidder shall guarantee an uptime of 99.9% per Link per Month for Canara Bank DR Mumbai and E-Syndicate DRS Bangalore link during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link. Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during contract period. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said link. "Restoration" is the condition when the selected bidder demonstrates that the said links are in working order and the Bank acknowledges the same.	Our uptime SLA @ 99.5 % , pls consider and change the same	Bidder's to comply with RFP Terms.



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4	27	<u>Annexure-2</u>	<u>Eligibility Criteria Declaration</u>	<u>Eligibility Criteria</u> The Bidder should have Positive Net Worth as on 31/03/2020. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria</u> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	Are you looking for profit details	Bidder's to comply with RFP Terms.
5	30	<u>Annexure-7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following: 2.4. Bidder should do necessary switching & Routing configuration at their NOC / POP end, required for establishment of link.	Please let us know why routing comes into picture as the RFP talks about Layer1 circuit?	Bidder's to comply Necessary Switches & Routing to done at bidders NOC/POP end fgor establishing connectivity between two end points..
6	31	<u>Annexure-7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following: 2.16. Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.	Request to make it 25 ms	Bidder's to comply with RFP Terms.
7	31	<u>Annexure-7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following: 2.21. The bandwidth to be provided by the Bidder should meet the network security requirement as defined by Bank from time to time e.g. would be able to support IPsec, 3 DES, AES256 encryption etc.	Since the cross connects are in bank scope, how can service provider extend the link till the bank router. Please change it to till MMR in DC & DR	Not related to mentioned Clause

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8	31	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following: 2.22.2. Minimum Time to Restore (MTTR): Maximum 2hrs.	Request you to Please revise the MTTR to 4 hours	Bidder's to comply with RFP Terms.
9	31	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.27. Bidder should provide proactive 24x7 supports and should have facilities for 24x7 Centralized call center and NOC. Also, the Bidder should have adequate resources to provide immediate support in case of link break downs or any such issues/problems.	We can offer - level1 customer care and level 2 technical team	Bidder's to comply with RFP Terms.
10	31	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.21. The bandwidth to be provided by the Bidder should meet the network security requirement as defined by Bank from time to time e.g. would be able to support IPsec, 3 DES, AES256 encryption etc.	As security is to be configured on bank end devices, What is the expectation of bank from service provider on this.	Bidder's to comply with RFP Terms. Bidder's Network should support the flow of Encrypted Data.
11	2	<u>A. BID SCHEDULE & ABBREVIATIONS</u>	<u>1. BID SCHEDULE</u>	Last Date and Time for Submission of Bids 04/01/2021, Monday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annexe), Naveen Complex, 14 M G Road, Bengaluru 560001.	pls extend last date by 10 days to 14th Jan 2021 as lot of holidays are there we need time to provide a very good pricing	Kindly Refer Amendment-1 of RFP

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12	16	<u>DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Up Time:</u>	4.1. The bidder shall guarantee an uptime of 99.9% per Link per Month for Canara Bank DR Mumbai and E-Syndicate DRS Bangalore link during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link. Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during contract period. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said link. "Restoration" is the condition when the selected bidder demonstrates that the said links are in working order and the Bank acknowledges the same.	Request bank to change this clause to - Bidder has to guarantee uptime of 99.5% monthly per link	Bidder's to comply with RFP Terms.
13	16	<u>DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Up Time:</u>	4.3. If the monthly uptime is below 99.9% for Canara Bank DR Mumbai and E-Syndicate DRS Bangalore link, the Bank shall deduct a penalty from the bandwidth recurring payment, if contracted, @ 2% of cost of monthly bandwidth recurring charges for each link for every 0.1 percent or part thereof reduction in the uptime.	Request bank to change this clause to - If the monthly uptime is below 99.5% for DC-DRC Link, the Bank shall deduct a penalty from the bandwidth recurring payment, if contracted, @ 1.5% of cost of monthly bandwidth recurring charges for each link for every 0.1 percent or part thereof reduction in the uptime.	Bidder's to comply with RFP Terms.
14	17	<u>DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Up Time:</u>	4.4. The total LD deductible per quarter as per above is restricted to a maximum of 10% of quarterly bandwidth charges of the contracted links. However, if the link's uptime is less than 94%, the link's bandwidth charges for that month will be deducted in addition to the above LD from the amount payable at the end of the quarter. If the uptime is less than 94%, the Bank shall levy the penalty as above and shall have full right to terminate the part or whole of the contract & services under this RFP or SLA, if contracted. The right of termination shall be in addition to the above penalty.	Request bank to change this clause to - The total LD deductible per quarter as per above is restricted to a maximum of 5% of quarterly bandwidth charges of the contracted links.	Bidder's to comply with RFP Terms.



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15	32	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.20. The bidder must have the capacity to increase and decrease the bandwidth on demand.	Request bank to delete this clause or modify same to - The bidder must have the capacity to increase and decrease the bandwidth on a confirmed PO and timeliness for same should not exceed 6 weeks.	Bidder's to comply with RFP Terms for any upgrade or downgrade PO will be issued
16	32	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.22.2. Minimum Time to Restore (MTTR): Maximum 2hrs.	Request bank to change same to-Minimum Time to Restore (MTTR): Maximum 4 hrs.	Bidder's to comply with RFP Terms.
17	32	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.17. Jitter - 10 milliseconds maximum.	Request bank to change as Jitter - 20milliseconds maximum	Bidder's to comply with RFP Terms.
18	32	<u>Annexure-7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.21. The bandwidth to be provided by the Bidder should meet the network security requirement as defined by Bank from time to time e.g. would be able to support IPsec, 3 DES, AES256 encryption etc.	Request bank to drop this clause as this is doable in MPLS link and not P2P link.	Bidder's to comply with RFP Terms. Bidder's Network should support the flow of Encrypted Data.
19	33	<u>Annexure-8</u>	<u>Scope of Work</u>	Specification Latency <u>Description</u> < 20 msec on 24x7x365 basis between Service Provider's Demark at both ends.	Request bank to change <35 msec	Bidder's to comply with RFP Terms.
20	14	<u>Annexure-8</u>	<u>Scope of Work</u>	8.21.3. Monthly report (on daily traffic analysis) for the link.	Request bank to remove these clauses since this is p2p link	Bidder's to comply with RFP Terms.
21	28	<u>Annexure-2</u>	<u>Eligibility Criteria</u> <u>Declaration</u>	<u>Eligibility Criteria</u> Bidder should have provisioned 1 Gbps or higher bandwidth over bidder's own National Long-Distance covering Bangalore and Mumbai in a single link. <u>Documents to be submitted with Part A-Conformity to Eligibility Criteria</u> Purchase Order Copies & Satisfactory Services letter from the Customers to be produced specifying the Technology.	Request bank to add Satisfactory letter/ Project Sign-off/ Installation Report	Bidder's to comply with RFP Terms.



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22	26	<u>Appendix-G</u>	<u>Proforma of Bank Guarantee for Contract performance</u>	Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.	Canara bank clause amounts to Auto Renewal without consent of Sify and hence RISK TO SIFY.	Bidder's to comply with RFP Terms.
23	26	<u>Appendix-G</u>	<u>Proforma of Bank Guarantee for Contract performance</u>	Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.	Unless the demand reaches Issuing branch of the Bank, Sify will never get to know such incident.	Bidder's to comply with RFP Terms.
24	26	<u>Appendix-G</u>	<u>Proforma of Bank Guarantee for Contract performance</u>	We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii, above plus claim period).	Again similar to above, claim needs to be served to BG issuing branch at Chennai. Otherwise, there is no control and high risk for Sify. clause will be modified as The beneficiary's right as well the bank's liability under this guarantee shall stand extinguished unless a written claim or demand is made under this guarantee on or before (expiry of claim period)	Bidder's to comply with RFP Terms.
25	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	Responsibilities of Selected Bidder	Propose to remove the clause Since bidder is a listed entity and any change in management of the company which needs to be disclosed by Bidder, will be communicated as per the listing requirements to stock exchange which thus becomes publically available. Hence this requirement needs to be deleted.	Bidder's to comply with RFP Terms.
26	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	Inspection of Records	Propose to Modify the clause Bidder can only provide access to publically available records of bidder. Any such audit shall be at Banks cost and shall be during normal working hours. Bank has to give prior notice of 30-days to Bidder before it intends to conduct any such audit. Auditor shall be bound by confidentiality agreement. No such audit shall exceed for a more than 4-hours duration and such audit to be restricted only to once during contract period.	Bidder's to comply with RFP Terms.



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27	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	Negligence	Propose to Remove the clause Bidder requests removal risk purchase clause. Bidder cannot accept third party cost.	Bidder's to comply with RFP Terms.
28	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	Guarantee	Product team to review	Bidder's to comply with RFP Terms.
29	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	IPR	<p>Propose to Modify the clause Bidder requests removal risk purchase clause. Bidder cannot accept third party cost.</p> <p>The bidder will not be liable nor responsible if such infringement is caused due to use of the product not intended by bidder, modifications not made by bidder, use of bidder deliverable in conjunction with products not provided by bidder, etc.</p> <p>Further the aggregate liability of the Bidder for all such IPR claims shall be restricted to 12-months of the charges collected by Bidder under the applicable order giving rise to such liability. Bidder shall not be liable for any indirect, consequential, special, exemplary costs, losses, charges, damages etc. or for cost of any replacement.</p>	Bidder's to comply with RFP Terms.
30	7	<u>LIST OF CONTENTS</u>	<u>SECTION G - GENERAL CONDITIONS</u>	Indemnity	<p>Propose to Modify the clause Bidder request removal of indemnities mentioned in clause 14.1.1. Further the indemnities shall not survive post termination of contract.</p> <p>Further the aggregate liability of the Bidder for all such IPR claims shall be restricted to 12-months of the charges collected by Bidder under the applicable order giving rise to such liability. Bidder shall not be liable for any indirect, consequential, special, exemplary costs, losses, charges, damages etc. or for cost of any replacement.</p>	Bidder's to comply with RFP Terms.

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31	8	<u>Appendix - I</u>	<u>Integrity Pact</u>	7-Sacntions for Violations	<p>Bidders request modification of this clause as under:</p> <p>xi. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER who are involved in this project, to gain undue advantage in breach of this Agreement, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER</p>	Bidder's to comply with RFP Terms.
32	8	<u>Appendix - I</u>	<u>Integrity Pact</u>	8-Fall Clause	<p>Propose to modify the clause as below</p> <p>This clause can only be complied only in respect of goods & services of similar discreption/quantity/quality & specifications.</p>	Bidder's to comply with RFP Terms.
33	8	<u>Appendix - I</u>	<u>Integrity Pact</u>	10-Facilitation of Investigation	<p>Bidder proposes modification of this para as under:</p> <p>"In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all publically available Books of Accounts of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,"</p>	Bidder's to comply with RFP Terms.



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34	16	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Up Time:</u>	4.4. The total LD deductible per quarter as per above is restricted to a maximum of 10% of quarterly bandwidth charges of the contracted links. However, if the link's uptime is less than 94%, the link's bandwidth charges for that month will be deducted in addition to the above LD from the amount payable at the end of the quarter. If the uptime is less than 94%, the Bank shall levy the penalty as above and shall have full right to terminate the part or whole of the contract & services under this RFP or SLA, if contracted. The right of termination shall be in addition to the above penalty.	Request modification of the clause as below Bidder request to make the Penalty as 1 % of bandwidth recurring payment for every 0.1% of reduction in uptime with capping of 10 % of monthly recurring charges.	Bidder's to comply with RFP Terms.
35	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Payment Terms:</u>	6.3. Payment towards recurring bandwidth charges for all the Point to Point links will be payable to the selected bidder Quarterly in arrears. The selected bidder has to raise the bill to the bank and submit the same at DIT, Naveen complex, Canara Bank after completion of every quarter along with downtime reports duly signed by designated Bank's officials and authorized bidder's officials. The claim has to be made on quarterly basis before the end of the subsequent quarter. The Bank, after deducting any LD charges, based on downtime calculation completed per month per Link for the link downtime, would release the payment to the bidder. However, the bidders may please note that as the project is a turnkey project, the start date for the bandwidth recurring charges for all the Point to Point Links would be only after the completion of acceptance of all the Point to Point Links, order wise.	Bidder requests Payment terms in quarterly advance	Bidder's to comply with RFP Terms.



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36		<u>E. SELECTION OF BIDDER</u>	<u>8. Commercial Evaluation & selection of Bidder :</u>	8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-14 of RFP.	Bidder requests clarity in evaluation process. Understanding it is a L1 bid & the Pricing needs to be submitted via commercial format on the Bidder's Letterhead, there is also a mention of Reverse auction process. Advise which process needs to be followed.	The RFP clause is modified as under: 8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid. (Kind refer Amendment-1)
37	12	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.8. The bidder shall arrange required Right of way permission from local Corporations/ Municipals/authorized agency for road cutting, digging, laying Ethernet RJ45 /Copper etc., Bidder shall produce such permission copy from these agencies, if bank requires.	Request modification of the clause as below Within the bank premise Way of permission will be Banks Responsibility. Please amend the clause	Bidder's to comply with RFP Terms.
38	13	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.16. The Bidder shall be fully responsible for installation and commissioning of the equipment related to commissioning of links, any cabling required and other related activities such as unpacking, uncrating, inspection etc., for which the bank shall provide the required space. All the cabling done for provisioning of connectivity shall be neat and structured. The bidder shall do the cabling through PVC conduit/casing/flexi-pipe. The bidder shall document the cabling path along with equipment/rack layout and get it approved by the Bank before actual installation.	Propose to remove the clause TCL will do cabling till MMR room. Since Crossconnect and Cabling Beyond MMR room is Banks responsibility we request removal of this clause	Bidder's to comply with RFP Terms.
39	14	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.22. If the Bank decides to shift the premises of any of the business unit, for which Point to Point Connectivity is ordered and provisioned, the same will be communicated to the bidder through email or letter. Bidder should shift the link to the new location within 4 weeks after receiving the communication in this regard, at no additional cost to the Bank.	Propose to remove the clause There will be minimal charges as per Feasibility for shifting of the links	Bidder's to comply with RFP Terms.

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40	17	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>7. Completion Period:</u>	7.1. Installation, Commissioning, Integration, Testing and related Acceptance of all the Point to Point Links on turnkey basis between all the referred locations as per the Appendix-M, within 7 (Seven) weeks from the date of Purchase order. However, the bidders would expedite for early acceptance of all Point to Point Links.	Please Ammend this clause to 10 Weeks	Bidder's to comply with RFP Terms.
41	21	<u>E. SELECTION OF BIDDER</u>	<u>4. Bidders Presentation /Site Visits / Product Demonstration/POC:</u>	4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part A - Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days(if required). Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.	Propose to remove the clause Since this is a standard Product and Bank is Already using our P2P Links we request removal of this clause	Bidder's to comply with RFP Terms.
42	32	<u>Annexure 7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2.8. The Bidder shall be fully responsible for installation and commissioning of the equipment related to commissioning of links, any cabling required and other related activities such as unpacking, uncrating, inspection etc., for which the bank shall provide the required space. All the cabling done for WAN shall be neat and structured. The bidder shall do the cabling through PVC conduit/casing/flexi-pipe. The bidder shall document the cabling path along with equipment/rack layout and get it approved by the Bank before actual installation.	Propose to remove the clause TCL will do cabling till MMR room .Since Crossconnect and Cabling Beyond MMR room is Banks responsibility we request removal of this clause	Bidder's to comply with RFP Terms.
43	32	<u>Annexure 7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2.20. The bidder must have the capacity to increase and decrease the bandwidth on demand.	Request modification of the clause as below This can be done as BAU request as per feasibility	Bidder's to comply with RFP Terms.
44	32	<u>Annexure 7 Technical Requirements.</u>	<u>Technical Requirements (PART-A)</u>	2.22.1. Packet loss: less than 1%.	Propose to remove the clause Since this is a P2P connectivity and Packet loss cannot be mesured on P2p we request to remove this clause	Bidder's to comply with RFP Terms.



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45	32	<u>Annexure 7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.23. Service Provider should have a centralized trouble ticketing tool for call logging, Proactive monitoring and troubleshooting purpose. Service provider shall provide Toll free number for docket booking, NOC contact and the escalation matrix acceptable to the Bank	Propose to modify the following clause We have a central Portal where you can raise trouble ticketing .Since This is an L2 circuit Proactive Monitoring is not possible.We request you to remove Proactive monitoring from this clause	Bidder's to comply with RFP Terms.
46	32	<u>Annexure 7</u> <u>Technical Requirements.</u>	<u>Technical Requirements</u> <u>(PART-A)</u>	2.17. Jitter - 10 milliseconds maximum.	Propose to remove the clause Since this is a P2P connectivity and Jitetr cannot be mesured on P2p we request to remove this clause	Bidder's to comply with RFP Terms.
47	14	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.21.3. Monthly report (on daily traffic analysis) for the link.	Request removal of the clause Since the RFP is P2P we don't have any monitoring mechanism for P2P solution	Bidder's to comply with RFP Terms.
48	14	<u>B. INTRODUCTION</u>	<u>8. Scope of Work:</u>	8.21.6. ROOT CAUSE ANALYSIS for all performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including: 8.21.7. Explanation of the root cause 8.21.8. Action plan to prevent re-occurrence, with project plan / tasks required and timing for each major milestone of the correction effort, and identification of the Bank responsibilities in the correction process.	Request modification of the clause as below Standard RFO will be provided to customer post the issue resolution but RCA will be shared to customer within 5 business days on the customer request only (Service improvement for the services will be conducted proactively if we see repeated outages within the same month for the same circuit).	Bidder's to comply with RFP Terms.
<p>Date: 01/01/2021 Place: Bangalore</p>						<p align="right"><i>R.E. Salgaonkar</i> Deputy General Manager</p>

