

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	A. BID SCHEDULE and ABBREVIATION	1. BID SCHEDULE	<u>Description:</u> 7. Earnest Money Deposit (Refundable) <u>Details:</u> Rs.10,00,000/- (exclusive of taxes)	The EMD is too high for the total contract value. Request to reduce the same.	Bidders to comply the RFP Terms.
2	12	B. INTRODUCTION	8. Scope of Work:	8.5. The required links must be terminated on fiber for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder.	Request clarification on the interface handoff required. 1) Is it optical or electrical? 2) What is type of SFP available in Bank's router. Is it single mode or multimode. 3) who would be responsible for getting the cross connect ordering from DC provider? Will bank do it or service provider need to do the same?	The RFP Clause is modified as under: 8.5. The required links must be terminated on Ethernet RJ45 for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder.
3	12	B. INTRODUCTION	8. Scope of Work:	8.2 Provisioning, commissioning, integration, testing, acceptance and Maintenance of 512 Mbps Point to Point Links over the service provider's own OFC (Optical Fiber Cable) infrastructure with Fiber as last mile for DC-DRC link as per Appendix-M from service providers other than M/S BSNL and M/S TCL. The location detail along with bandwidth requirements are detailed in Appendix-M.	Kindly confirm if BW or fiber can be leased from other telcos, cable operators for last mile, other than BSNL & TCL	Yes, Bank Confirms that BW can be leased from other telcos other than BSNL & TCL.
4	12	B. INTRODUCTION	8. Scope of Work:	8.2 System Integration & Commissioning The bidder will install, commission and integrate required Point to Point Links over the service provider's own OFC (Optical Fiber Cable) infrastructure with Fiber as last mile for DC-DRC link as per Appendix-M and shall provide all the necessary equipments (if any) for the commissioning of the links DC-DRC locations specified as per Appendix-M on turnkey basis with the existing set up of the Bank.	Kindly confirm if BW or fiber can be leased from other telcos, cable operators for last mile, other than BSNL & TCL	Yes, Bank Confirms that BW can be leased from other telcos other than BSNL & TCL.
5	12	B. INTRODUCTION	8. Scope of Work:	8.4. The bidders are requested to visit our Bank's DC, DRC locations as detailed in Appendix-M for feasibility and to analyze the available infrastructure. It will be the responsibility of the bidder to integrate and supply all the components required to make the links available.	Kindly share contact details for site visit	Bank will provide the details separately.
6	12	B. INTRODUCTION	8. Scope of Work:	8.5. The required links must be terminated on fiber for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder.	Kindly confirm if crossconnect and colocation will be handled by Canara bank.	Cross connect will be done by Bank, Colocation will be under Bidders scope.
7	12	B. INTRODUCTION	8. Scope of Work:	8.6. The selected bidder shall sign a Service level agreement (SLA) as per RFP terms and conditions stipulated with the Bank to provide uninterrupted service and maintenance support for all the links for which firm order has been placed.	Kindly share format of SLA	SLA format will be shared to the successful Bidder.
8	13	B. INTRODUCTION	8. Scope of Work:	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.	Kindly confirm if crossconnect and colocation will be handled by Canara bank.	Cross connect will be done by Bank, Colocation will be under Bidders scope.

9	14	B. INTRODUCTION	8. Scope of Work:	8.23. 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.	Kindly confirm cost for shifting will be paid extra by bank and timeline for shifting to be as per feasibility	Bidders to comply the RFP Terms.
10	14	B. INTRODUCTION	8. Scope of Work:	8.25. The bidder should make provision for up gradation of the bandwidth for any of the ordered location within 4 weeks after receiving communication from the Bank in this regard. However if the Bank requires down gradation of the bandwidth for any of the links the same has to be effected within 24 hours of the date of intimation from the Bank. During the period of up gradation the existing link up time should be ensured as per the contract. Downtime for the up-gradation of the bandwidth for link if required may be taken in non-business hours only after the written approval for the downtime from the Bank's officials and Network team of the Bank comprising of Bank's officials. In case of down-gradation of bandwidth of link as per requirement by the Bank no downtime shall be permitted and also same should not hamper business continuity of the Bank. During the period of down-gradation the existing link up time should be ensured as per the contract. Billing for upgraded bandwidth of link shall start from the date of acceptance of upgraded Bandwidth of the link by the Bank's Officials.	Kindly confirm pricing for upgraded BW is prorated. Kindly confirm pricing for downgraded capacity.	The RFP clause stands deleted.
11	14	<u>B. INTRODUCTION</u>	8. Scope of Work	<u>8.21. The following deliverables are in the scope of work of the successful bidder:</u> 8.21.3. Monthly report (on daily traffic analysis) for each link separately.	Would the ISP be required to submit daily traffic analysis , also there us a single point to point link-clarity required on why it is mentioned as each link separately	<u>The RFP Clause is modified as under:</u> <u>8.21. The following deliverables are in the scope of work of the successful bidder:</u> 8.21.3. Monthly report (on daily traffic analysis) for the link.
12	15	B. INTRODUCTION	8. Scope of Work:	8.26. The contract for availing the Point to Point connectivity services is initially for a period of five years and the services are renewable for a further period with mutual agreement, by the Bank, and the same will be communicated to the provider as and when the services are due for renewal. However, the Bank reserves the right to issue one-month notice in advance to the service provider and may terminate the links / services at any point of time during the period of the contract.	Kindly confirm that termination can be done only after contract period of 5 years.	Bidder's to comply the RFP Terms.
13	16	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	1.Commissioning & Integration	Duration of completion period: Within 7 weeks from the date of Purchase Order.	Kindly consider completion period of 8 to 10 weeks, instead of 7 weeks.	Bidders to comply the RFP Terms.
14	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Up Time:	4.1. The bidder shall guarantee an uptime of 99.9% per Link per Month for DC-DRC 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 revise the SLA to 99.50% as 99.90% cant be achieved with single link	Bidders to comply the RFP Terms.
15	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Up Time:	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 removal of additional penalty and cap overall penalty to 10% of Quarterly Charges	Bidders to comply the RFP Terms.

16	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Up Time:	4.1. The bidder shall guarantee an uptime of 99.9% per Link per Month for DC-DRC 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.	Kindly consider for uptime of 99.5% quarterly	Bidders to comply the RFP Terms.
17	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages:	5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration within 6 Weeks, the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.	Duration of completion period is 7 weeks as per Section C Clause 1.2 while LD is applicable after 6 weeks. Kindly clarify.	The RFP Clause is modified as under: 5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration within 7 Weeks, the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.
18	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	4. Up Time:	4.3. If the monthly uptime is below 99.9% for DC-DRC 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.	Bidders to comply the RFP Terms.
19	17	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	5. Penalties/Liquidated Damages:	5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration within 6 Weeks, the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.	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.	Bidders to comply the RFP Terms.
20	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Payment Terms:	6.4. The payment towards the installation, commissioning and integration of all the Point to Point Links would be made once only. Even if the bank upgrades/downgrades the link capacity, no further charges towards the installation/commissioning of the new capacity link would be provided. However, the bidders may please note that as the project is a turnkey project the above charges for all the Point to Point Links would be payable only after the completion of acceptance of all the Point to Point Links.	Kindly confirm pricing for upgraded BW is prorata. Kindly confirm pricing for downgraded capacity.	Bidders to comply the RFP Terms.
21	19	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)	6. Payment Terms:	6.5. However, in case during the execution of the project, any of the business unit is shifted to any new location /building, then the charges as defined in clause 4.2, for that particular location would become payable to the selected bidder at the new location also.	Clause 4.2 is not related to shifting charges. Kindly share relevant clause.	The RFP clause stands deleted.



22	30	Annexure-2	Eligibility Criteria Declaration	<p>C. <u>The Bidder should have a minimum annual turnover of Rs. 100 Crores for the last three financial years.</u></p> <p>1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect stating that the company has an annual turnover of Rs. 100 Crores for the last three financial years (i.e. FY 2017-18, FY 2018-19 and FY 2019-20).</p> <p>2. Audited balance Sheet and Financial Statements for last 3 Financial Years.</p> <p>3. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	Due to Covid 19 Padamic, Audited results of most of the companies for FY 2019-20 could not finalized yet. Request you to kindly allow us to provide Unaudited results for FY 2019-20 duly certified by Chartered Accountant.	<p>The RFP Clause is modified as under:</p> <p>1. Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>2. Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>3. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>
23	31	Annexure-2	Eligibility Criteria Declaration	<p>D. <u>The Bidder should have Positive Net Worth as on 31/03/2020.</u></p> <p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	Due to Covid 19 Padamic, Audited results of most of the companies for FY 2019-20 could not finalized yet. Request you to kindly allow us to provide Unaudited Network for FY 2019-20 duly certified by Chartered Accountant.	Bidders to comply the RFP Terms.
24	33	Annexure 7	Technical Requirements	<p>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:</p> <p>2.5 Bidder should configure IPsec 3DES encryption, tunnel establishment based on the location of use, if required by the Bank.</p>	Kindly remove this, it is not applicable for NLD links	The RFP clause stands deleted.
25	33	Annexure 7	Technical Requirements.	<p>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</p> <p>2.3. Selected Bidder should share the information about the firewall and IP addressing policy with the Bank for the purpose of configuring network at Bank's end and technical support and guidance to be provided by the Bidder.</p>	Please elaborate on this requirement.	The RFP clause stands deleted.
26	33	Annexure 7	Technical Requirements.	<p>2. <u>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.</u></p> <p>2.5. Bidder should configure IPsec 3DES encryption, tunnel establishment based on the location of use, if required by the Bank.</p>	IPSec is configured CE to CE and Bank is providing the CEs. Please clarify the bidder scope here.	The RFP clause stands deleted.
27	34	Annexure 7	Technical Requirements	<p>2. <u>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:</u></p> <p>2.21 The link must be delivered upto Bank router on Ethernet Multimode Fiber optic link.</p>		<p>The RFP Clause is modified as under:</p> <p>2. <u>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:</u></p> <p>2.21 The link to be delivered upto Bank router on Ethernet RJ45</p>
28	34	Annexure 7	Technical Requirements	<p>2. <u>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:</u></p> <p>2.17 The bidder will be responsible to maintain and monitor the end-to-end connectivity on 24x7 basis so as to meet the committed SLA.</p> <p>2.18 Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.</p> <p>2.19 Jitter - 10 milliseconds maximum.</p> <p>2.20 The bidder must ensure Guaranteed Packet Delivery >99.5%</p>	Point to point links cannot be monitored, hence we wont be in a position to the provide reports on the same. However the SLA parameters proposed can bet met.	<p>The RFP Clause is modified as under:</p> <p>2. <u>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:</u></p> <p>2.17 The bidder will be responsible to maintain the end-to-end connectivity on 24x7 basis so as to meet the committed SLA.</p> <p>2.18 Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.</p> <p>2.19 Jitter - 10 milliseconds maximum.</p> <p>2.20 The bidder must ensure Guaranteed Packet Delivery >99.5%</p>
29	34	Annexure 7	Technical Requirements	<p>2. <u>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:</u></p> <p>2.23 The bidder must have the capacity to increase and decrease the bandwidth on demand</p>	Bandwidth upgrades/downgrades shall done basis purchase order as per availability of bandwidth	Bidders to comply the RFP Terms.



30	34	Annexure 7	Technical Requirements	<p>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:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: 99.9% or above on monthly basis.</p> <p>2.25.2. Throughput: 100% of bandwidth</p> <p>2.25.3. Dedicated with 1:1 compression ratio</p> <p>2.25.4. Packet loss: less than 0.5%.</p> <p>2.25.5. Minimum Time to Restore (MTTR): Maximum 2hrs.</p>	<p>Request changes</p> <p>1) availability should be 99.5%</p> <p>2) Throughput shall be less than bandwidth due to overhead & encapsulation of payload at multiple layers of OSI model from application down to the link layer</p> <p>3) MTTR should be 4 Hours</p> <p>4) Compression is not a parameter offered as part of point to point links</p>	<p>The RFP Clause is modified as under:</p> <p>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:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: 99.5% or above on monthly basis.</p> <p>2.25.3. The RFP clause stands deleted.</p> <p>2.25.3. Dedicated with 1:1 compression ratio</p> <p>2.25.4. Packet loss: less than 1%.</p> <p>2.25.5. Minimum Time to Restore (MTTR): Maximum 2hrs.</p>
31	34	Annexure 7	Technical Requirements	<p>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:</p> <p>2.26. Confirmation of availability of on-line fault detection mechanism of circuits/CPE at the service provider's NOC should be given along with the proposal/solution by the service provider.</p>	<p>Proactive monitoring is not available with point to point links. Hence request amendment of this clause.</p>	<p>The RFP clause stands deleted.</p>
32	34	Annexure 7	Technical Requirements	<p>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:</p> <p>2.32. NMS-MIS reports on bandwidth and link utilization, uptime, downtime reports and configuration updates if any, should be submitted on monthly basis or whenever required by the Bank without any errors.</p>	<p>link utilization reports cannot be provided for point to point links</p>	<p>The RFP clause stands deleted.</p>
33	34	Annexure-7	Technical Requirements.	<p>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:</p> <p>2.20. The bidder must ensure Guaranteed Packet Delivery >99.5%</p>	<p>Kindly change packet loss to 1%</p>	<p>Bidders to comply the RFP Terms.</p>
34	34	Annexure-7	Technical Requirements.	<p>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:</p> <p>2.21. The link must be delivered upto Bank router on Ethernet Multimode Fiber optic link.</p>	<p>Kindly allow single mode.</p>	<p>The RFP Clause is modified as under:</p> <p>2.21. The link must be delivered upto Bank router on Ethernet RJ45</p>
35	34	Annexure-7	Technical Requirements.	<p>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:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.4. Packet loss: less than 0.5%.</p>	<p>Kindly change packet loss to 1%</p>	<p>The RFP Clause is modified as under:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.4. Packet loss: less than 1%.</p>
36	34	Annexure-7	Technical Requirements.	<p>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:</p> <p>2.23. The bidder must have the capacity to increase and decrease the bandwidth on demand.</p>	<p>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 timelines for same should not exceed 6 weeks.</p>	<p>Bidders to comply the RFP Terms.</p>
37	34	Annexure 7	Technical Requirements.	<p>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:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: 99.9% or above on monthly basis</p>	<p>Request bank to change same to- Availability: 99.5% or above on monthly basis.</p>	<p>The RFP Clause is modified as under:</p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: 99.5% or above on monthly basis</p>



38	34	Annexure 7	Technical Requirements.	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: 2.25. The following Network parameters need to be ensured: 2.25.5. Minimum Time to Restore (MTTR): Maximum 2hrs.	Request bank to change same to-Minimum Time to Restore (MTTR): Maximum 4 hrs.	Bidders to comply the RFP Terms.
39	34	Annexure 7	Technical Requirements.	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 link must be delivered upto Bank router on Ethernet Multimode Fiber optic link.	Request bank to confirm whether the hand-off can be on optical multimode fibre.	The RFP Clause is modified as under: 2.21. The link must be delivered upto Bank router on Ethernet RJ45.
40	36	Annexure 8	Scope of Work Criteria 14	Specification: NMS Description: Online real time monitoring tool with the following features for all the links: 1. Link wise bandwidth utilization 2. Link wise SLA parameter monitoring 3. Link wise call logging and tracking 4. Link wise and project wise daily / periodic up time /down time report 5. Link wise SLA parameter deviation reporting by the Bank	Bandwidth utilization, latency , packet loss and jitter monitoring is not available for point to point link. Hence request amendment of this clause.	The RFP clause stands deleted.
41	36	Annexure-8	Scope of Work Criteria 14	Specification: NMS Description: Online real time monitoring tool with the following features for all the links: 1. Link wise bandwidth utilization 2. Link wise SLA parameter monitoring 3. Link wise call logging and tracking 4. Link wise and project wise daily / periodic up time /down time report 5. Link wise SLA parameter deviation reporting by the Bank	Kindly allow deviation as we don't have online monitoring tool. Quarterly downtime reports can be shared.	The RFP clause stands deleted.
42	36	Annexure 8	Scope of Work Sl. No. 8	Latency < 35 msec on 24x7x365 basis between Service Provider's Demark at both ends. Packet Loss <1%	There is a discrepancy in the Latency and Packet loss values mentioned in Page # 34 and Annexure 8. Request Bank to clarify the same	The RFP Clause is modified as under: Latency < 20 msec on 24x7x365 basis between Service Provider's Demark at both ends. Packet Loss <1%
43	40	Appendix -A	Conformity to Eligibility Criteria	15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper	Kindly share format	Bidders can download from the Bank's Website.
44	41	Appendix -A	Conformity to Eligibility Criteria	14) Non-Disclosure Agreement as per Annexure-6.	Kindly share format	Bidders can download from the Bank's Website.
45	41	Appendix-B	Technical Proposal	5. Compliance Statement as per Annexure-10.	Kindly share format	Bidders can download from the Bank's Website.
46	41	Appendix-B	Technical Proposal	6. Undertaking Letter as per Annexure-11.	Kindly share format	Bidders can download from the Bank's Website.
47	41	Appendix-B	Technical Proposal	7. Escalation Matrix as per Annexure-12.	Kindly share format	Bidders can download from the Bank's Website.
48	41	Appendix-B	Technical Proposal	8. Manufacturer Authorization form as per Annexure-13.	Kindly share format	Bidders can download from the Bank's Website.
49		General	Additional Query	P2P link	Can the P2P link be delivered using L3 MPLS technology? The reports and COS asked in the RFP can be made available on L3 MPLS circuits.	Only Plain P2P is accepted
50		General	Additional Query	Terminating CE device	Request Bank to give details on the p2p link termination devices at both ends (router, firewall etc)	Will be provided to the successful bidder

Date: 18/09/2020
Place: Bengaluru

B. S. Salunke
Deputy General Manager

