

Page	Clause no	RFP Clauses	TCL Query	Central Bank of India response	Clarification/ Corrigendum
14	1.5	<p>The bidders are required to provide the Network links at 1200 identified Branch locations including HO/ROs, Branches &amp; other offices and the links between MPLS cloud to DC &amp; DRC and DC to DRC</p> <p>2. Primary Links - 400 identified locations where in MPLS VPN links shall be provided by BSNL Links; for such location, Bidders are required to provide the Secondary links on Wired Leased Line links to the extent possible and the remaining links on RF network and 4G Network. Refer to Annexure 20 for list of locations on BSNL MPLS VPN Network</p> <p>3. Primary links - Bank's remaining 800 Locations, for primary network link, bidders are required to provide Wired Leased Line links to the extent possible and the remaining links on RF network.</p> <p>4. Secondary links - Bank's 1200 Locations, for secondary network link, bidders are required to provide Wired Leased Line links to the extent possible and the remaining links on RF network and 4G Networks together.</p>	<p>So for the 400 locations where BSNL is having Primary link , for those location TCL need to provide secondary links , And for rest 800 locations TCL need to provide Primary &amp; Secondary links in active Active setup,</p> <p>So total TCL need to provide 2000 links (800 Primary + 800 Secondary + 400 Secondary for existing BSNL links)</p> <p>Request Bank to kindly confirm if this is correct undestanding,</p>	<p>Yes, its correct TCL needs to provide links at 800 Primary locations and 1200 Secondary location (at Branches ). The Primary links (at Branches ) should be on Wired/RF and Secondary link on RF or 4G Networks</p>	Clarification
14	1.5	Bidder's Scope of Work	Need clarity on requirement of link /clear scope of RF/4G. Also confirm any caping for 4G link and what will be SLA for 4G link	4G shall be used as an Backup Link with monthly SLA/uptime of 95%	Clarification
14	1.5	<p>Bidders is required to supply, install, commission, and integrate and maintain MPLS VPN Layer 3 WAN links (including Modems/Bridges/other device) for the locations identified by Bank for a period of 5 years from the date of successful commissioning of 1st network Link at Bank's location.</p>	what is integration mean to customer and which modems / bridges are mentioned here ?	Modems and bridges refer to end devices at Branches on which network links are being terminated; and from modems and bridges in turn are connected to Routers and Switches at Branches	Clarification
17	2.12	The bidder should have Support center at Mumbai and Hyderabad, Muzaffarpur (Bihar) and Cooch Behar (WB)	We have presene in Hyderabad and Mumbai. Request you to allow us to bid for opportunity	There is no change oin the requirement, the requirement stand as it is	Clarification
19	3.6	The Bidders has to provide the secondary links for the Bank's locations connected on the BSNL network (Primary Links) however, required configuration for active-active links; will be done by CBS SI; that is in case if one of the links fails, the traffic should traverse through the other active link automatically and manage the same for the period of contract.	As Router is provided and managed by Bank so managing failover of links will be under bank scope of work & TCL will provide Active links, request bank to kindly confirm If this is correct understanding	There is no change oin the requirement, the requirement stand as it is	Clarification
20	3.19	The Bank at its discretion may seek a pilot run for the proposed type of connectivity offered by the selected vendor(s) in live environment. This pilot run will include UAT (User Acceptance Test) to test the workability of the entire solution/CBS Applications	Request Bank to kindly confirm criteria for UAT (User Acceptance Test)	There is no change oin the requirement, the requirement stand as it is The requirement is very clearly spelt out in this clause/RFP	Clarification
23	3.33	There will be no change in existing IP schema for bank branches/offices/DC/DR locations during the implementation of MPLS network. All the WAN IP, loopback IP, BGP AS no, BGP password for the branches/ offices will be provided by Bank and it will be binding on the bidder to use the same without any restriction.	Request Bank to kindly confirm existing network details based on that TCL can confirm on this point	Will be shared with the successful bidder	Clarification
24	3.41	Bidder should ensure the round trip delay should not be more than 70 milli seconds (ms) during 50% bandwidth utilization on wired link.	Request bank to confirm if any latency expected for 4G link , TCL rquest to consider latency for 4G as Range : 100 ms –250 ms Average under	Repeat / To be Deleted	Clarification

24	3.42	The bidder has to monitor the required MPLS network and bank will provide the restricted SNMP access to any of the bank's router subjected to compliance with the Bank's Security requirement. However, bidder has to find out the solution for providing pro-active monitoring of links without using SNMP trap from branch/offices router.	Request Bank to elaborate on SNMP trap more and confirm CPE make & model, Also if bank can change this clause as below- <ul style="list-style-type: none"> <li>•Configure Tata Communications provided IP as the loopback IP of the router.</li> <li>•Provide Tata Communications with SNMP read access of the router.</li> <li>•CPE should be of Cisco make and Customer should ensure the same</li> </ul>	Most of the branch routers are of Cisco 1900 Series make /Model and partially on HP Routers	Clarification
25	3.49	In future, bank may carry out design modification and/or application addition to the bank network, including modification for the security policy implementation. Accordingly, vendor should carry out necessary configuration changes in the MPLS network, as advised by the bank time to time and no additional cost will be borne by the bank in this regard.	Based on the requirement details TCL will check and confirm this	There is no change in the requirement, the requirement stand as it is	Clarification
25	3.51	Since Bank need to build MPLS network for the locations under this RFP. Bidders should ensure the feasibility of wired/Wire-less link should be considered only on wired or stable wireless as Radio Frequency link (RF connectivity solution/RF/4G or other new proven technology meeting RFP criteria. However, 4G network connectivity at Branches will be used for secondary Link.	Request bank to elaborate on this point, does TCL need to provide 4G link for secondary only and primary need to on wired /wireless media, Kindly confirm	4G shall be used as an Backup Link and Primary Links should on Wired/RF media	Clarification
25	3.56	The selected Bidder should comply with the Bank's IT and Information Security policy.	Request bank to provide details on Bank's IT and Information Security policy. Based on that TCL can confirm on this	Will be shared with the successful bidder	Clarification
26	3.59	At present bank is using IP Phone Communication and Video conference facilities at its offices Bidder should ensure all IP phone installed in bank branches or offices and video conference facilities should work in any to any configuration without any issue.	Request Bank to kindly confirm on the percentage traffic to be used for voice & video traffic, TCL will provide MPLS links with full mesh topology & management of IP phones as under bank scope of work	Will be shared with the successful bidder	Clarification
29	3.85	L2 feasibility has been completed by successful bidder within 6 weeks from the date of issue of letter of intent. If feasible then commissioning of link to be done as per timeline mentioned in this RFP. If feasibility is not done within 6 weeks bank will cancel the order and said location will be allotted to other SP for commissioning of link as per bank discretion.	Extension of timeline for L2 feasibility. What if there is permission issue at site? If we don't get an extension of timelines then will we get to accept or reject the sites from allotted sites in LOI/PO?	There is no change in the requirement, the requirement stand as it is	Clarification

30	3.94	<p>For Metro Branches/offices: Restoration of links should be done within 2 hour from the call logging including travelling time. Response time is Fifteen minutes from the call logging</p> <p>For Urban or District Headquarter branches/Offices: Restoration of links should be done within 4 hours from the call logging including travelling time. Response time is Thirty minutes from the call logging.</p> <p>For Semi Urban and Rural Branches/Offices: Restoration of links should be done within 6 hours from the call logging including travelling time. Response time is Thirty minutes from the call logging.</p>	<p>For wired links request bank to kindly change it as below:</p> <p style="text-align: center;">Tier 1 : 2 hours Tier 2 : 4 hours Tier 3 : 8 hours</p> <p>For 4G links Request Bank to kindly change as below Mean Time to Resolve (MTTR) : Different commitment compared to 4G.</p> <ul style="list-style-type: none"> <li>•Metros: 8 hours for 3G/4G CPE related issues</li> <li>•State Capitals: 14 hours for 3G/4G CPE related issues</li> <li>•Cities: 28 hours for 3G/4G CPE related issues</li> <li>•North East &amp; JK : 54 hours for 3G/4G CPE related issues</li> </ul>	Repeat, should be as per the SLA	Clarification
32	3.92.1.1	<p>Bidder has to specify the complete requirement to the concerned branch for commissioning of the required link in writing. All required links at branches or offices should be commissioned and tested within 8 weeks from the date of award of contract to the successful bidder</p> <p style="text-align: center;">LINK Upgradation:</p> <p>After receiving the intimation from bank by way of letter or e-mail, bidder has to upgrade the requested location bandwidth as requested Link up gradation activity should be competed with in three weeks from the intimation given by bank. Bidder has to ensure required hardware should be available at branch end for bandwidth upgradation in mentioned timeline only.</p> <p style="text-align: center;">Bidder</p> <p>not to charge any extra cost towards link upgradation, bank will only pay applicable bandwidth charges from the date of enhanced bandwidth of such locations as per the commercials submitted by the successful bidders. Successful bidders should ensure all new links or up gradation of links commercials as below of this RFP. These commercials will be applicable till the tenure of the project.</p> <p>Under this RFP locations on Wired/RF require 2Mbps bandwidth. Hence commercial quotation shall be asked for 2Mbps bandwidth only. However, Bank may require to upgrade the bandwidth in future. The multiplication factors for the particular bandwidth, on the basis of which price of other bandwidths will be computed, are given below:</p> <p style="text-align: center;">Bandwidth Category Multiplication factor 2 Mbps Y (discovered price) 4 Mbps 1.1 Y 6 Mbps 1.2 Y 8 Mbps 1.3 Y 10 Mbps 1.4 Y 12 Mbps 1.5 Y</p> <p>Price is to be quoted in Indian Rupees only. The bidders shall necessarily agree to the multiplication factor provided for other bandwidths. E.g., the bidder will have to accept the multiplication factor for 4, 8, 100 and so on. However, in any case the charges will not</p>	<p>We assume that 8 weeks is the required delivery timeline, request you to extend it since the delivery timeline is very low</p>	Repeat / To be Deleted	Clarification
33	3.94.7	<p>Project Timelines/Supply, installation, Commissioning &amp; integration of 50% of the feasible links to Bank WAN network including links at DC and DRC</p>	<p>Request bank to kindly confirm if this is applicable for wired links only or</p>	It is applicable to LL (Wired/RF Links)	Clarification
34	4	<p>Project Timelines/Supply, installation, Commissioning &amp; integration of 50% of the feasible links to Bank WAN network including links at DC and DRC</p>	<p>Extension of timeline for link Installation. What if there is permission issue for installation at site.</p>	There is no change oin the requirement, the requirement stand as it is	Clarification
38	5.18	<p style="text-align: center;">Confidentiality</p>	<p>The confidentiality clause is very arbitrary, we request it to make it bilateral</p>	There is no change oin the requirement, the requirement stand as it is	Clarification

40	5.18-B	Patent Right	The bidder proposes to cap the limit of liability to 12 months of charges collected by supplier	There is no change oin the requirement, the requirement stand as it is	Clarification
45	5.31	Indemnity	The bidder proposes to cap the limit of liability to 12 months of charges collected by supplier	There is no change oin the requirement, the requirement stand as it is	Clarification
49	5.37	Limitation of Liability	We request you to make the limiation of liability to annual contract value	There is no change oin the requirement, the requirement stand as it is	Clarification
50	5.38	Force Majuere	Request you to make this clause mutual	There is no change oin the requirement, the requirement stand as it is	Clarification
81	9.3.2	<p>Branches/offices links (Wired/RF/4G): The monthly UP Time for branches /offices links should be 99.50% per site. The percentage uptime is calculated on monthly basis as follows: (Total contracted hours in a month – downtime hours within contracted hours) -----* 100</p> <p>Total contracted hours in a month SLA Calculation: Uptime@ in a calendar Penalty (% of the monthly Month rent for the location)# &gt; 99.50 % or above Nil &gt; 98.00 % to &lt;= 99.50 % 10 &gt; 96.50 % to &lt;= 98.00 % 25 &gt; 95.00 % to &lt;= 96.50 % 50 &gt; 90.00 % to &lt;= 95.00 % 75 &lt; 90.00 % 100 and Bank reserves the right to surrender the link</p>	<p>For 4G ,Request bank to kindly change SLA as below , SERVICE LEVEL AGREEMENT (SLA) for 3G/4G connectivity solution : Site wise -Tier 1 : 99.5%, Tier 2 : 99.0%, Tier 3 : 98.5%. SLT Basic routine will be applied.</p>	There is no change oin the requirement, the requirement stand as it is	Clarification
82	10.2	Appendix 2: Minimum Technical Specifications	We could not find the Bill of Materials format in the portal. Please help us with the same	Bank to share the same with TCL. Please check on acution tiger site	Clarification
25/122	3.52/11.18	MONOPOLE/TOWER INSTALLATION COMPLIANCE/In case of RF, the bidder will try and achieve feasibility through a pole, preferably up to height of 6 meters on rooftop and 9 meters from ground, which will be at the bidder's cost. External antennas/ pole should have proper lightening conductors	Need clarity on Pole/Mast/height upto 6m or higher ?	It is very clearly spelt out in this clause	Clarification