

Consolidated pre-bid queries for RFP no. PDCC/IT-Tender/2018-19/002 dated 03-09-2018

Sl. No.	Page No.	Section details from the RFP	Clarification point as stated in the RFP document	Comment/ Suggestion/ Deviation	Bank's response
1	6	5. SCOPE OF WORK	In addition to the lease line approx. 120 branches have 128Kbps Reliance MPLS connectivity.	Request Bank to elaborate existing architecture, Protocol details & Failover mechanism configured	Presently OSPF is being used as routing protocol at branch routers for traffic routing & fallback. The Idea dongles(with Private APN) are directly used in branch PCs for accessing CBS servers incase of link failure at branch level.
2	6		200 branches have IDEA MPLS connectivity through 3G/4G lastmile using Dongles which are connected to the connection server (PC) directly to access CBS & other apps in case of failure of primary link.	Request Bank to elaborate existing architecture, Protocol details & Failover mechanism configured	Presently OSPF is being used as routing protocol at branch routers for traffic routing & fallback. The Idea dongles(with Private APN) are directly used in branch PCs for accessing CBS servers incase of link failure at branch level.
3	7		The links are monitored & maintained by Euronet.	Request Bank to confirm under this RFP these links will be under Bidders Scope to manage.	Links of Euronet should be monitored and calls logged with service provider.
4	8		Network security; (Including all potential threats, future arrangements);	Request Bank to elaborate the same	Network security at branch level related to Access-list, Encrypted Tunnels etc.
5	9	5.2.1 Managing the WAN architecture & Connectivity	The selected bidder will monitor all the WAN network devices and communication links from the NOC situated at Bank's Head Office at Pune.	Request Bank to confirm if NMS tools will be provided by Bank or Bidder's NMS tool will be utilized	Bidder may install monitoring tool on its own at DC to monitor the in-scope links & equipment till bank's procures new NMS.
6	9		The bidder will be provided read-only access of the aggregation routers situated at the DC & DR of the bank for trouble shooting of the link related issues.	Request Bank to elaborate the same	The selected bidder will only have read-only access to the DataCenter routers in order to troubleshoot any link related problem. The bidder will not have write access at any of the Data Center routers.
7	9		The bidder should leverage EMS solution of the bank to monitor the in-scope network devices & links	Request Bank to elaborate the same	Presently bank does not have any EMS solution. Bidder may leverage Bank's EMS once it purchase the same.
8	9		The bidder will be responsible for ensuring the quality of service required by each of the applications running on the network.	Request Bank to elaborate the same as same shall be under Service Providers Scope	Bidder has to configure the required QoS in its inscope network equipment in coordination with bandwidth provider if required.
9	10		Further the bidder shall manage the offered equipment for a period of 5 years i.e.3 years during warranty and 2 years thereafter during Annual Maintenance Contract period (AMC).	Request Bank to consider for 5 Years OEM support for Hardware & Software upgrades instead of 3 years	RFP clause remains unchanged.
10	11		The bidder is required to provide AMC of the existing 15 no. of 1905 routers for the contract period post expiry of the present warranty on 2019.		RFP clause remains unchanged.
11	48	Service Levels	SLAs	Request Bank to share existing Service providers SLA	The same will be shared with the shortlisted bidder.
12	46	ELEGIBILITY CRITERIA	The bidder should be authorized channel partner/system integrator of BSNL.	As our company is VENDOR of BSNL and our Channel partners also a SI of BSNL, who also in processes of implementation of our projects so give relaxation on this clause or allow us to Produce our Channel partners	RFP clause remains unchanged.
13	46	ELEGIBILITY CRITERIA	The Bidder should have an average minimum annual turnover of at least ₹ 5 Crores (Rupees Five Crore Only) during last three financial years i.e. 2015-16, 2016-2017 and 2017-2018	Suggested to increase the minimum annual turnover creterion to 50 Cr	RFP clause remains unchanged.
14	31	EXECUTION OF SLA	EXECUTION OF SLA The bidder and bank should execute (a) Service Level Agreement, which would include all the service and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank. The bidder should execute the SLA within one month from the date of acceptance of the purchase order.	Need details on the SLA type of services	Please refer Annexure 3 & 13 of RFP.

15	10	5.2.3	The product rates under this RFP bidder shall be valid for period of two year (Rate Contract period) from Date of acceptance, of the first Purchase Order. The same will act as rate contract for each single unit of equipment for follow-up orders raised by Bank to the selected bidder during the mentioned period of two years.	The rate is derived from dollar rate and can fluctuate. Request bank to remove this point.	Revised Clause: The successful bidder is also required to manage and maintain the proposed WAN equipment for the period of contract. The Order for the equipment shall be placed as per business requirement of the Bank. The product rates under this RFP bidder shall be valid for period of one year (Rate Contract period) from Date of acceptance, of the first Purchase Order. The same will act as rate contract for each single unit of equipment for follow-up orders raised by Bank to the selected bidder during the mentioned period of one year.
16	18	9	The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the cost of the contract for the tenure of 5 years of the contract period. The Performance Guarantee may renew year wise based on the reducing balance and should be valid for a period of 60 months and 3 Months additional as claim Period. Performance Guarantee shall be kept valid till completion of the project and warranty/AMC period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions	Vendor would raise the invoices as per delivery, out of which bank would hold 10% of the invoice amount as Performance Bank Guarantee. Vendor would provide the 10% Performance bank Guarantee after which bank would released the 10% amount hold against invoice can be released. Bank needs to pay 100% GST of the invoices raised.	RFP clause remains unchanged.
17	53	Annexure 14: Minimum Technical Specifications of Branch Switch	The switch should support a minimum of 24 nos. 10/100 Ethernet Ports	Please change to 10/100/1000 as 10/100 is very old standard and 1gig is coming as default on all new switches	RFP clause remains unchanged. However bidder is free to propose Switches with 1G port and the port should be backward compatible with 10/100 Fast ethernet ports.
18	54	Annexure 14: Minimum Technical Specifications of Branch Switch	The switch should support Local Proxy Address Resolution Protocol (ARP) working in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth.	Private VLAN is a feature which is not present in a basic layer 2 10/100mbps switch, please remove this clause. For users blocking can be done with ACL's	RFP clause remains unchanged.
19	54	Annexure 14: Minimum Technical Specifications of Branch Switch	The switch should support Weighted tail drop (WTD) to provide congestion avoidance	Please change this to Weighted round robin as WTD is specific to few OEM	RFP clause remains unchanged.
20	54	Annexure 14: Minimum Technical Specifications of Branch Switch	The switch should support MAC address notification to allow administrators to be notified of users added to or removed from the network.	MAC address notification is received when a users fails mac authentication so pls remove this clause or modify it to The switch should support MAC address notification for failed authentication	RFP clause remains unchanged.
21	55	Annexure 14: Minimum Technical Specifications of Branch Switch	The switch should support Private VLAN	Private VLAN is a feature which is not present in a basic layer 2 10/100mbps switch, please remove this clause. For users blocking can be done with ACL's	Please consider the clause as deleted.
22	55	Annexure 14: Minimum Technical Specifications of Branch Switch	The proposed OEM should be in the leaders or challengers quadrant of latest Gartner report for wired & wireless LAN Access Infrastructure	For better OEM Participation Please change this to OEM should be present in Gartner report for wired and wireless	RFP clause remains unchanged.