
**REQUEST FOR PROPOSAL (RFP) FOR
PROVIDING SECONDARY CONNECTIVITY
ALONG WITH NETWORK EQUIPMENT
REFRESH AND OTHER MANAGED SERVICES**

UIIC:HO:ITD:RFP:122:2018-19
CORRIGENDUM-5



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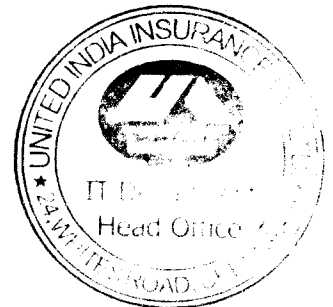




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REPLIES TO PREBID QUERIES

REQUEST FOR PROPOSAL (RFP) FOR PROVIDING SECONDARY CONNECTIVITY ALONG WITH NETWORK EQUIPMENT REFRESH AND OTHER MANAGED SERVICES

UIIC:HO:ITD:RFP:122:2018-19

Request for Proposal (RFP) for Providing Secondary Connectivity along with Network Equipment Refresh and Other Managed Services		UIIC:HO:ITD:RFP:122:2018-19	
Sno.	Query #	Page #	Clause #
		Existing Clause in Tender	Clarifications & Queries
		UIIC Response	
1	1	13	SCOPE OF WORK (13)
		The bidder's NOC team has to configure and manage various network equipment at DC & DR to accommodate new WAN Links and respective architecture.	<p>1) Please change the same as The bidder's NOC team has to configure, manage and monitor the Core Network router at DC & DR.</p> <p>Also request UIIC to share the router make and model.</p> <p>2) Pls elaborate the scope of the Bidder while providing Access with Wan edge devices at DC & DR.</p> <p>3) Only VIL provided equipment will be configured and managed, any third party equipment manageability needs to be defined with clear SOW on managed services including DC and DR.</p>
2			
		Integrate the MPLS VPN networks with the LAN segment of the branch locations. IP Schema standardization to be implemented across all branches, DC, DR, NDR and at Company's Corporate Training Center. (referred to as LC - Learning Center) as per the standards specified by UIIC. At present UIIC is using private IP address schema and UIIC should be able to use the same / modified IP address schema for the proposed circuit. The IP address of all UIIC owned routers will be decided and provided by UIIC to the vendor and the same should be routed in the ISP's network.	<p>1) WAN IP & loop back IP for the secondary connectivity will be provided by bidder to enable the proactive monitoring. Existing LAN IP pool can be used. The UIIC has to share the LAN IP & COS details along with the PO.</p> <p>2) Loopback IP for management will be assigned by VIL</p>
3			
		Co-ordinate with UIIC's existing primary MPLS Vendor for terminating and commissioning of the primary links at all locations, if required.	<p>1) UIIC has to share the details of the central spoc from the primary links service provider. Bidder will coordinate with the primary link service provider but UIIC has to intervene in case no proper response received from the primary link service provider.</p> <p>2) Co-ordinate with UIIC's existing primary MPLS Vendor for terminating and configuring of the primary links's IP at proposed Router at all locations, if required.</p> <p>3) This would be under SOW of onsite support engineer and any breach of SJA on resolution will be on BSNL not on managed service provider.</p>
4			
		Vendor needs to coordinate with branch Officials and deliver the link upon site readiness and UIIC shall not pay any abortive visit charges if not adhered to.	<p>1) Site readiness has to be ensured by the UIIC. Bidder must be informed once the site is ready to deliver. Any delay caused due to site readiness will not be attributed to bidder and no penalty will be applicable in bidder. Abortive charges will be applicable after the two visits.</p> <p>2) Vendor needs to coordinate with branch Officials and deliver the link upon site readiness and UIIC shall not pay two abortive visit charges if not adhered to. Beyond 2 visits it will be on chargeable basis.</p>
5			
		Bidder should configure both primary and secondary link for proactive monitoring and management until resolution.	<p>1) Please confirm whether bidders existing NMS can be leveraged for this requirement. UIIC has to provide the infra, monitoring screens and laptop/desktops for the RE's deployed at UIIC central location.</p> <p>2) Resolution is on best effort under managed services scope for BSNL links</p>
			<p>NOC Service is a part of scope of work of the bidder. The same NOC Team shall be responsible for configuring, monitoring and managing various network equipment at DC & DR till the Core Network refresh. The details of such Core Network components (not supplied by the bidder) shall be shared with L1 Vendor and the support & services for these routers would be under the scope of UIIC.</p>
			<p>Loopback IP and WAN IP for the WAN interface can be assigned by the ISP.</p>
			<p>No change</p>
			<p>No change</p>
			<p>Bidders should use their NMS for this requirement. UIIC shall provision the monitoring screens and desktops for the RE's deployed at UIIC's location.</p>

Sno	Quer Y#	Page #	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
6		14	SCOPE OF WORK (23)	<p>UIIC's requirement is a Secondary MPLS connectivity for all the branches/offices locations mentioned in Annexure 15 of this RFP. Bidder should ensure during the submission of the bid, total link (Wired + RF) feasibility should be minimum of 80% of the list of branches as per Annexure 15 of this RFP. Further the number of feasible sites on 3G/4G / VSAT (excluding Wired+ RF feasible location) cannot be more than 10% of the total feasible MPLS sites.</p>	<p>1) Please clarify whether the links to be connected on 3G/4G/VSAT cannot be more than 10% or 20% (excluding Wired & RF)</p> <p>2) 80% of the sites to be delivered on Wired + RF. Wired / RF last mile. Additional 10% of the sites to be connected on 3G / 4G / VSAT options. Clarity is required on balance 10% of sites. UIIC Must give office address along with office code, City / Town, District, State, Pincode and STD code with phone number. For feasibility and Hardware Delivery.</p> <p>3) Practically 70% of locations will be feasible on Wired & Wireless for any ISP. Requesting to revise the limit as 70%.</p>	<p>UIIC requires atleast 80% of the locations as per Annexure 15 of this RFP to be on Wired/RF as last mile and balance 20% may be on the ISP's own 3G/4G/VSAT, or from any other ISP(s) other than the primary link provider. However where the links are from ISP(s) other than the primary link provider, the responsibility of maintaining SLA is in the scope of bidder. UIIC shall be making payment only to the bidder even for the links provided by another ISP.</p>
7		15	SCOPE OF WORK	<p>The bidder should manage and monitor the secondary link/equipment to ensure compliance with SLA parameters under this Contract. The bidder should also monitor the Primary link to ensure compliance with SLA parameters under the Contract with the Primary link provider and liaison/co-ordinate with the existing primary link provider for resolving any link issues. In case of deviation, the bidder should escalate to UIIC's Officials.</p>	<p>Bidder will be liable to maintain the compliance and SLA parameter only for the secondary connectivity. However bidder will coordinate with the primary link service provider for the existing primary links for resolving the connectivity issue.</p> <p>No penalty will be applicable on bidder for any point related to primary link connectivity.</p> <p>2) Resolution and SLA is on best effort under managed services scope for BSNL links</p>	<p>SLA under this contract will be in respect of Secondary Link failure/Hardware failure and shall not be applicable for Primary link failure, since we have a separate SLA with our primary link service provider.</p>
8		15	SCOPE OF WORK	<p>Back haul capacity of 200Mbps has to be provisioned at DC and DR. Back haul at DC and DR has to be commissioned to accommodate bandwidth on demand so that UIIC can increase/decrease the bandwidth on need basis.</p>	<p>1) Bandwidth on demand is not possible in MPLS, the UIIC has to release the PO for the additional BW. Bidder will upgrade the BW within 15 working days; if no media/infra upgrade is required otherwise BW upgrade will be done subject to the feasibility.</p> <p>2) Back haul capacity of 200Mbps has to be provisioned at DC and DR. Back haul at DC and DR has to be commissioned to accommodate bandwidth on demand so that UIIC can increase/decrease the bandwidth on need basis with Prior intimation and agreed commercials with Purchase order for the upgrade</p>	<p>No Change. UIIC shall release purchase order for on demand bandwidth requirements based on agreed commercials</p>
9		15	SCOPE OF WORK	<p>Successful Bidder should do all internal cabling until branch end network rack for successful commissioning of the required MPLS link without any additional cost to UIIC. Proper cabling at all locations including DC/DR/LC/Head Office should be done neat and clean with proper tagging and ducting by the bidder without any additional cost to UIIC</p>	<p>1) Request to consider, Cable routing from false ceiling, POP wall will be done by the electrician armagged by the UIIC. Drilling, digging if required will be done by the UIIC electrician.</p> <p>2) Successful Bidder should do all internal cabling until branch end network rack (Subject to maximum of 80 meters) for successful commissioning of the required MPLS link without any additional cost to UIIC.</p> <p>3) Please share cabling guideline/standard if defined! Else it should be carried out as per current industry standard.</p> <p>4) Bidder will do the cabling upto CE router except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts. UIIC to provide necessary electrician support for cable routing inside branch on case to case basis (false ceiling, choked ducts, etc).</p>	<p>No change. UIIC shall provide necessary electrician support.</p>
10		15	SCOPE OF WORK	<p>UIIC will only provide space and UPS Power supply and proper earthing for installing the requisite devices. All other required infrastructure should be arranged by the bidder at no extra cost to UIIC. UIIC will not take any responsibility for installation of MUX/MAST/RF antenna/Modems etc.</p>	<p>1) Rack space will be provided by UIIC for the router & switch to be installed at each location. Installation of modem, MUX, RF antenna/mast/ tower/pole & modem will be done by the bidder but the roof top permission and inbuilding permissions at each location for the installation of all infra and equipment to deliver the connectivity at each location will be arranged by the UIIC. Any delay caused due to this will be attributed to UIIC and no penalty will be applicable on bidder.</p> <p>2) All clearances, wherever required, in respect of the mast/pole/tripod/antenna at branch, from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the customer. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the UIIC. Bidder will proceed with installation only after clear permission confirmation from UIIC.</p>	<p>No change</p>
11		15	SCOPE OF WORK	<p>Whenever UIIC wishes to upgrade any link to higher bandwidth, bidder should upgrade link as per the agreed prices. Such bandwidth upgrades shall be commissioned within four weeks from the date of purchase orders / written confirmation from UIIC. In order to achieve such faster bandwidth upgrades, the last mile should be provisioned with double the bandwidth capacity of the subscribed bandwidth.</p>	<p>1) Bandwidth upgrade time lines will be subject to the feasibility. However bidder will upgrade the BW within 15 working days if no media/infra upgrade is required otherwise BW upgrade will be done subject to the feasibility or minimum 6-8 weeks.</p> <p>2) Any Upgradation & Shifting will be subject to feasibility and the last mile will be capable to deliver the maximum bandwidth depending upon the medium (Wired, RF, 3G/4G, VSAT)</p>	<p>1) No Change 2) Link shifting feasibility should be completed within 1 week of PO. Link should be commissioned to the new location within 4 weeks of PO. Charges shall be paid as per Sec.29 Clause 21. Refer Section E of Commercial Bid.</p>

Sno	Query #	Page #	Clause#	Existing Clause in Tender	Clarifications & Queries	UIC Response
12		15	SCOPE OF WORK (24)	The bidder has to take responsibility for roof rights and permission for installation of RF Equipment / Pole / Tripod / Mast, etc.	1) Request to keep the roof rights permission under the scope of UIC. 24X7 roof rights & in building permission to install the RF Equipment / Pole / Tripod / Mast etc. at each location will be arranged by UIC. 2) Roof Rights should be UIC Scope. The bidder should not be penalised if in case Roof Rights / permission is denied to carry out the work. 3) All clearances, wherever required, in respect of the mast/pole/tripod/antenna at branch, from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the customer. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the UIC. Bidder will proceed with installation only after clear permission confirmation from UIC.	As per Sec 29 Clause 24, " The bidder has to take responsibility for roof rights and permission for installation of RF Equipment / Pole / Tripod / Mast, etc.". In view of this, the bidder has to ensure that permissible height is adhered and bidder has to manage all matters related to the installation. UIC will provide all assistance to the selected bidder to achieve this.
13		16	SCOPE OF WORK	Proactive Monitoring and management of installed network using network management software through a central location from NOC. Remote Monitoring shall be enabled from the bidder's central NOC site with 24x7x365 accessibility over toll free lines and email. Further bidder needs to provide web portal access to UIC so that Monitoring can be done from UIC's NOC. The bidder should monitor and manage all links for strict compliance with SLA. UIC should also be able to obtain standard reports on the MPLS links bandwidth usage, availability of links etc. However, it is the responsibility of the bidder to deploy a network monitoring tool (NMS) to get the standard reports via a webpage dashboard or mobile app (approx. 40 concurrent mobile app user licenses).	1) To get the standard reports for the secondary connectivity extended access of the bidder NMS will be shared with the customer. Report will be shared subject to the features available in NMS. Additional requirement from NMS scope will be addressed if there is no commercial impact on bidder. Web portal will be shared only to log the complaint with the bidder. Also please remove the requirement of mobile app as web portal will be provided. 2) This points contradict with the general terms scope of work, need clarification whether Onsite/Cloud based deployment of dedicated NMS is required or needs to be monitored through service provider management platform.	No change
14		16	SCOPE OF WORK	Bidder has to deploy a system where call logging of down link should be done automatically i.e without manual intervention and alerts of such down calls should be reported to UIC by way of email. Bidder should provide a portal and Dashboard to UIC where real time monitoring can be observed and ticket logging and ticket status can be viewed and done.	Autocall logging feature is not possible but auto alert will appear in NMS and NOC engineer will log the call immediately and SMS, e-mail alert will be sent to all the stake holders. Proactive call will be logged only for the link down cases only. Web portal access will be shared with the customer only to log the complaint with the bidder.	Bidder has to deploy a system where call logging of down link should be done automatically i.e without manual intervention and alerts of such down calls should be reported to UIC by way of email. Bidder should provide a portal and Dashboard to UIC where real time monitoring can be observed and ticket logging and ticket status can be viewed and done.
15		16	SCOPE OF WORK	The bidder should provide all security measures for the network, which should prevent against all kind of attacks like IP spoofing etc.	Please confirm incase firewall is also required to provide by the bidder.	If the WAN Edge Device/Router which the bidder intends to supply has a Firewall feature, it can be enabled, without any additional cost to UIC.
16		16	Number of Resources required:	Minimum 4 Level-1 Engineers and One Team Leader of Level 2/3 onsite Role during 9AM to 7PM. One L-1 Engineer to be stationed from 7PM to 9AM.	1) Request to change the working slot from 7:30am to 3:30 pm, 3:30pm to 11:30 pm and 11:30 pm to 7:30am. 4 RE in 1st & 2nd slot, 1 RE in 3rd slot. TL will remain available from 8:30am to 6:30pm in weekdays. 2) The rostering of resources is going more than 14 hrs each shift which is not a usual practice, resources needs to be considered and scheduled with 9hrs standard shift timings.	No change
17		17	SCOPE OF WORK (35)	Successful bidder should extend the back-haul connectivity between the ISP's POP to UIC's DC and DR which includes supply of network equipment such as MUX, modems etc. The Router required for terminating the circuits at DC and DR will be provided by UIC. The backhaul link should be on fiber end to end and should be terminated on the Ethernet port of the Router at DC/DR, Near DC, Learning Center and Head Office.	The backhaul link should be on fiber end to end and should be connected on ring architecture from ISP's own last mile fiber	No change
18		14	SCOPE OF WORK(13)	The bidder's NOC team has to configure and manage various network equipment at DC & DR to accommodate new WAN Links and respective architecture.	We understand the requirement as services / equipment relevant to the RFP	Query not clear
19		14	SCOPE OF WORK(12)	12. For the termination of the link at Data Centre and DR-site, cross-connect changes will be born by UIC.	Please provide the list of Data Centres and DR sites to ascertain the feasibility and effort estimation	DR is at Hyderabad DC Location shall be informed shortly.
20		16	SCOPE OF WORK(25)	25. Bidder should provide declaration that the delivered MPLS VPN Network of UIC is fully isolated from Internet traffic in their network and separated at device level as well.	Please clarify the point as most service providers have VPN network within to isolate the Internet and MPLS traffic	No Change. Bidder has to submit a declaration.
21		13	SCOPE OF WORK(2)	The bidder should provide all the ISP's operations and services under the scope of this RFP from a minimum tier 3 Data Centre with in Indian metro cities (Mumbai, Delhi/NCR, Kolkata, Chennai, Bangalore, Pune, and Hyderabad).	1) Please clarify the point. Jio is available across all cities and can provide connectivity and services. However the clause seeking information on Data Centres in specific cities. 2) We request clarification on this, unable to interpret the essence of this point.	ISP needs to ensure that the hardware/software/network tools for providing services to UIC should be hosted from a Tier 3 certified Data Center within Indian Metro cities (Mumbai, Delhi/NCR, Kolkata, Chennai, Bangalore, Pune, and Hyderabad)

Slno	Quer No	Page No	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
22	14	SCOPE OF WORK(6)		The service provider should deliver and integrate their last mile into the communication equipment (network router) to be provided at these sites. Last mile hand-off should	We understand the requirement as Single Serial interface in the branches. Please clarify	The router shall be equipped with a serial interface for primary (BSNL/MTNL) link termination and ethernet interface for the secondary link termination. Detailed requirement of interfaces and ports are mentioned in Annexure 11 - Minimum Technical Specifications for Network Router / WAN Edge Device.
23	15	SCOPE OF WORK		The bandwidth required will be 1 mbps for Branch Offices, 2 mbps for Divisional Offices and 4 mbps for Regional Offices. Back haul capacity of 200Mbps has to be provisioned at DC and DR. Back haul at DC and DR has been commissioned to accommodate bandwidth on demand so that UIIC can increase/decrease the bandwidth on need basis. UIIC's Head Office (HO) and Corporate Training Center (LC) are to be provisioned with a bandwidth of 100Mbps and 50Mbps respectively. The DC, DR, HO and LC should be connected on dual last	Pls provide the how much bandwidth would be increased on demand roughly to size the last mile port.	Refer Scope of Work point No.22
24	14	SCOPE OF WORK(10)		10. All the equipment including Modems / Mux /Router/Switch etc. that is required to provide the link will have to be provided by the respective service provider. The router shall be equipped with a serial interface for primary (BSNL/MTNL) link termination and ethernet interface for the secondary link termination. The switch should be a Layer 2 Managed Switch with 24 ports.	We understand the requirement as Router + Switch - 24 Port in each Branch. Please confirm	Yes.
25	13	SCOPE OF WORK(5)		UIIC may run Data, Voice, and Video on the network simultaneously. Hence, the proposed solution should enable implementation QoS/CoS in the network from Day 1 without additional cost to UIIC.	Request UIIC to suggest what is the BW Split required percentage wise between Voice/Video and Data	The said bandwidth shall be primarily dedicated for data traffic, followed by video and voice. UIIC has requested for this functionality to implement QoS/CoS in the network.
26	13	SCOPE OF WORK(8)		The bidder's NOC team has to configure and manage various network equipment at DC & DR to accommodate new WAN Links and respective architecture.	1) Request UIIC to suggest what are the equipments at DC and DR to be managed by Service Provider. 2) Only vendor provided equipment will be configured and managed, any third party equipment manageability needs to be defined with clear SOW on managed services including DC and DR.	NOC Service is a part of scope of work of the bidder. The same NOC Team shall be responsible for configuring, monitoring and managing various network equipment at DC & DR. The details of such Core Network components (not supplied by the bidder) shall be shared with L1 Vendor and the hardware support & services for these routers would be under the scope of UIIC.
27	13	SCOPE OF WORK(4)		The proposed connectivity will also be used for load balancing/sharing of UIIC's traffic depending upon the convenience of UIIC.	1) The proposed connectivity will also be used for load balancing/sharing of UIIC's traffic depending upon the convenience of UIIC. This is possible only when it is in Active - Active mode and Destination based routing. Else SDWAN Solution. 2) Configuration recommendation should come from UIIC and approved, and non-functionality of this configuration should be out of scope from defined SLA. As there will be dependency of other service provider (BSNL) link performance as well.	The proposed connectivity should be in Active-Active mode. Configuration recommendation shall be approved by UIIC. Non-functionality of such configuration cannot be taken out of scope from defined SLA.
28	13	SCOPE OF WORK(4)		The Successful bidder should configure automatic fail over using BGP protocol for existing network links in coordination with UIIC and BSNL / MTNL.	1) Do UIIC need primary backup secondary OR Active - Active mode for both network 2) This points require detailed discussion on low level architecture, because only BGP configuration will not be sufficient for end-end synchronous traffic flow.	a. The proposed connectivity should be in Active-Active mode. B. Configuring BGP is the primary requirement to establish auto fail over/load balancing. Any other granular discussions would be held with the L1 Vendor.
29		SCOPE OF WORK(6)		Serial interface for primary link termination (BSNL / MTNL)	Can we use converter to give ethernet output instead of serial	No change
30		SCOPE OF WORK(20)		Autofail back solution to switch over to DR site when DC is down	DC and DR will be always UP that is active - active and UIIC can have application based redundancy	Secondary link at all the locations will be always in active - active mode, however in case of failure of one link, auto switch over of the traffic from the failed link to the active link should happen.
31	8	14		The Bidder is responsible for acquiring necessary insurance for all components during the contract period.	We request this clause to be removed for insurance of all components	No change

Sno.	Quer y#	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
32			In the case of wireless 4G/LTE, the last mile should not have any data usage capping and it shall be only on unlimited plan similar to other wireline / RF links. UIIC shall pay only the annual recurring charges and not any other additional charges if any. The bidder has to take responsibility for roof rights and permission for installation of RF Equipment / Pole / Tripod / Mast, etc	All clearances, wherever required, in respect of the mast/pole/tripod/antenna at branch, from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the customer. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the UIIC. Bidder will proceed with installation only after clear permission confirmation from UIIC.	As per Sec 29, Clause 24, " The bidder has to take responsibility for roof rights and permission for installation of RF Equipment / Pole / Tripod / Mast, etc." In view of this, the bidder has to ensure that permissible height is adhered and bidder has to manage all matters related to the installation. UIIC will provide all assistance to the selected bidder to achieve this.
33	a iv.		All the above staff posted at UIIC's premises by the bidder shall be on bidder's own payroll.	Request clarification on this point with SI Managed NOC as an option	All the above staff posted at UIIC's premises/DC/DR/NDR by the bidder shall be on bidder's/SI payroll.
34		Eligibility Criteria (g)	The bidder must possess certification such as TL 9001 and ISO 27001	1) We propose the following change: "The bidder must possess certifications such as TL 9001 or ISO 27001 . 2) Please clarify if the expectation is ISO 9001 and TL 27001 and correct the certificate required.	The bidder must possess both certifications namely TL 9001 and ISO 27001
35		Eligibility Criteria (i)	The bidder should have an installed capacity of minimum 200+ POPs and should have at least 5 years of experience in providing WAN/MPLS in India	1) We propose the following change: "The bidder should have an installed capacity of minimum 100+ POPs and should have at least 5 years of experience in providing WAN/MPLS in India. Please change the clause to : The bidder should have an installed capacity of minimum 200+ POPs and submission of tender in itself is self certification on the capacity availability	No change, however it is clarified that the requirement of 200+ POPs are across the network, and not restricted to WAN/MPLS POPs.
36		Annexure 10	Eligibility Criteria Form - for OEMs - Network Equipment	Jio launched the services in 2016 and 5 year clause will inhibit new entrants to participate. Hope this is applicable for OEM only and bidder can furnish the checklist and proof obtained from OEM	Yes- this eligibility criteria is applicable to OEMs.
37		Eligibility Criteria	Bidder should have executed atleast one project for BFSI sector for deployment & management of MPLS network with minimum of 1000 offices during the last 5 years ending with 31st March 2018.	1) Please clarify whether this can be from anywhere across PAN India 2) Kindly consider changes as: Bidder should have executed atleast 1 project of minimum 100 office / nodes of MPLS. Also, one reference of BFSI client apart from the executed project which may be under execution.	1) Clarified as- This can be from anywhere across PAN India 2) No change
38		Annexure 11	Minimum Technical Specifications for Network Router / WAN Edge Device	As the scope bidder can manage and monitor network devices using their existing NMS with any of the traditional method. Any other specific requirement is not mentioned. But looks like technical specifications mentions SDWAN featured devices, kindly clarify any specific reason for the same.	Minimum Technical Specifications for Network Router / WAN Edge Device are as per UIIC business requirements.
39		Annexure 13	For links under DC/DR/HO & LC provisioning shall be on dual last mile.	Hope the second last mile from different service provider for better uptime	The dual last mile should be from the same ISP.
40		Annexure 10 - Eligibility Criteria Form - for OEMs - Network Equipment Point C	The Proposed Router Series (not necessarily the model) should have been deployed (not necessarily by the Bidder) in atleast 500 locations (not necessarily by the Bidder) in 2 Scheduled Commercial Bank/PSU/ Govt. Organization/BFSI/Enterprise in India/Globally as on bid submission date.	Please consider Submission as a declaration of number of nodes or atleast allow self certification	No change
41		Annexure 9 - Eligibility criteria form - For Bidders (Eligibility criteria - Compliance Form) b.	The bidder should have annual turnover of Rs. 500 Crores or above during the last three financial years 2015-16, 2016-17 and 2017-18.	Request change in clause : The Bidder should have average annual turnover of Rs. 500 crore and above during the last three financial years 2015-16, 2016-17 and 2017-18.	No change
42		Eligibility Criteria – Compliance Form	E - The bidder should be a Class A Internet Service Provider with PAN India presence and should have a valid Indian Government License to provide National Long Distance services in India. F - The Bidder should have a valid Unified License	Prospective bidder has UASL license which enables them to provide internet, leased line and all other services	No change
43		Annexure 13	Commercial Bid Format	UIIC Must put Qty..... which is kept blank in commercial bid to keep all the bidder on the same page	Refer the revised commercial Bid as per the corrigendum

Sno.	Quer. Y#	Page #	Clause#	Existing Clause in Tender	Clarifications & Queries	UIC Response
44			Annexure - 3	No deviation statement	Bidder proposes following revised language: "Save and except herein mentioned, there are no deviations (null deviations) from the terms and conditions of the tender. All other the terms and conditions of the tender are acceptable to us."	No change
45			Annexure - 4	Bank Guarantee format for EMD	Bidder proposes deletion of following statement: "If a Bidder who has signed the agreement and furnished Security Deposit backs out of his tender bid"	No change
46			Annexure - 6	Non-disclosure Agreement Format - Covenant not to disclose	Bidder proposes deletion of following line in clause 2 (2nd para): "In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter"	No change
47			Annexure - 6	Non-disclosure Agreement Format - Remedies for breach of confidentiality	Bidder proposes deletion of following portion in clause 5 (1st para): "and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party"	No change
48			Annexure - 2	No Blacklisting Declaration	Bidder proposes following revised language: "We do hereby declare and affirm that to the best of our knowledge and belief, we have not been blacklisted by Central / any State Government / PSU's or any regulatory bodies as on the date of bid submission"	No change
49			Annexure 11-7	Technical Specifications for Network Router / WAN Edge Device	Devices should be provided with minimum 4 Gb RAM or higher from day-1. Devices should have minimum 4 GB flash memory to store multiple images. Devices should be provided with minimum 4 GB RAM or higher from day-1. Device should have minimum 4 GB flash memory to store multiple images.	No change
50		49	General	Network equipment safety.	All the network equipments delivered by bidder at customer site for the connectivity should be kept under safe custody by the customer, NW equipments should not be misplaced or damaged. In case any device found lost or damaged than customer has to bear the cost for lost/damaged as well as new device.	No change. Refer- Sec.14 of RFP
51		8	GENERAL TERMS	UIC reserves its right to carry out factory inspection of the equipment to be supplied to UIC at bidder's factory/site/centre. There shall not be any additional charges for such inspection.	Time taken by the UIC to carry out the factory inspection will be additional to the total delivery time lines.	UIC will ensure carrying out of inspection, if necessary, within the stipulated timelines
52		51	General	Delivery and signed off report	Scanned copy of the delivery, installation document will be shared with the customer on mail. No hardcopy will be shared or maintained by the bidder.	Scanned copy can be mailed in advance, however, hard copies are mandatory for effecting payments.
53		52	General	Acceptance criteria	Acceptance should be provided link wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR/CCC to remote locations.	Ping Test & Applications access shall be the criteria of acceptance and 24 hours link availability to be monitored before acceptance & signoff.
54		53	General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer SPOC available at site. No downtime will be attributed to bidder increase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Customer's SPOC shall be available during all working days (business hours). For the rest of the period the vendor has to coordinate with the Customer's SPOC, if required.
55		54	General	Shifting /change in location	1) Charges will be applicable incase the shifting request is received from customer after the link delivery. Customer has to release the LOC for the delivered link and than shifting PO will be place to bidder. Shifting time lines will be confirm as per the feasibility 2) Link Shifting should be allowed within 8 weeks	Link shifting feasibility should be completed within 1 week of PO. Link should be commissioned to the new location within 4 weeks of PO. Charges shall be paid as per Sec.29 Clause 21.Refer Section E of Commercial Bid.
56		55	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	SLA/downtime calculation will be done on basis of the trouble ticket raised by automated ticketing tool.
57		56	General	Pole / tower height	Pole/Mast height restriction should not be a restriction	Uptime reports shall be available near real-time on Dashboard as per the RFP Terms. As per Sec 29, Clause 24, " The bidder has to take responsibility for roof rights and permission for installation of RF Equipment / Pole / Tripod / Mast, etc." In view of this, the bidder has to ensure that permissible height is adhered and bidder has to manage all matters related to the installation. UIC will provide all assistance to the selected bidder to achieve this.
58		8	11. GENERAL TERMS	Power of Attorney by both Bidder as well as OEM shall be submitted in similar appropriate generic format and it should authorize the concerned person to sign the respective documents (MAF, Self Declarations etc.) on behalf of the company, clearly mentioning the Tender reference number, tender date, name of the tender and the name of the Purchaser (United India Insurance Co. Ltd)	Request change as follows - Power of Attorney of Bidder and MAF from OEM shall be submitted in similar appropriate generic format and it should authorize the concerned person to sign the respective documents (MAF, Self Declarations etc.) on behalf of the company.	No change

Sno	Quer No	Page No	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
59			General	General	Bidder to terminate the primary and secondary links on Single CPE @ BO, DO and Ros. Pls confirm. Also pls provide the clarity in Redundancy of the CPEs to be factored @ DC, DR, HO and LC.	(1) At BO,DO,HUBS & LCBS the primary and secondary links shall be terminated on a single CPE. (2) At RO, the Bidder has to provision two CPEs/Routers/Switches & for redundancy. (3) Redundancy of CPEs at DC, DR, HO shall be taken care by UIIC.
60	7		General Terms, point 'g	The agreement shall be in force for a period of three years from the date of Purchase Order.	The Contract should start from the date of completion of the project and project sign off. Capex for 3 years for hardware will be very high. Even though the hardware supplied will be having a life of minimum 5 years. Hence, it is requested to have total contract period as 29 Weeks (Implementation timeline as per RFP) + 3 Years.	No change
61	10		LIQUIDATED DAMAGES	If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for the respective location for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price for the respective location.	1) Please revise the penalty to 0.5% of the quarterly price for the pending locations for every week upto maximum 5% of the annual price for the delayed locations. 2) "If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for the respective location for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price for the respective location. Once the maximum is reached, UIIC may consider termination of the contract of the respective location only.	No Change
62	11		LIQUIDATED DAMAGES	The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.	Bidder will share the mail communication to central spec from UIIC end on case to case basis which will be considered as authenticated document.	No Change
63	10	20.d		Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.	Liquidated damages are not applicable for reasons attributable to UIIC, unavailability of Roof Rights, denial of Permission to carry out the work at the respective location and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.	No Change
64	17		DELIVERY TIMELINE	Penalty for delayed delivery: UIIC expects the successful bidder to deliver the required solution at minimum 80% of the sites within the above timeline. For sites, which are commissioned beyond the said delivery timelines, <u>100% of the total Annual Recurring Charges (ARC) against the respective location will be levied as penalty.</u>	1) Request to remove the underlined clause as, Already LD says penalty due to delivery delay will be calculated on 0.5 - 10% of the respective location price 2) No late delivery Penalty - or to be discussed with internal teams	Penalty for delayed delivery: UIIC expects the successful bidder to deliver the required solution at minimum 80% of the sites within the above timeline. For sites, which are commissioned beyond the said delivery timelines, following table of penalty shall be applied delay upto 2 weeks --25% of ARC delay above 2 weeks -50% of ARC delay above 4 weeks -100% of ARC of the particular location. Part of the week shall be treated as full week for the purpose of this calculation.
65	17		DELIVERY TIMELINE	Bandwidth upgrades shall be commissioned within four weeks from the date of purchase orders / written confirmation from UIIC, failing which a penalty of 100% of the incremental cost between the old and new bandwidth charges shall be levied against the respective location/link.	Request to keep the penalty as week wise marginal % of incremental cost	No change
66	17		DELIVERY TIMELINE	UIIC expects the successful bidder to deliver the required solution at minimum 80% of the sites within the above timeline. For sites, which are commissioned beyond the said delivery timelines, 100% of the total Annual Recurring Charges (ARC) against the respective location will be levied as penalty.	Request to consider that, any location which will be declared not feasible on bidder as well as any third party media will be excluded from the bidder scope and no penalty will be applicable on bidder. Bidder will be liable to deliver such location on best effort basis.	Bidder's request is not acceptable.
67	17		DELIVERY TIMELINE	Bandwidth upgrades shall be commissioned within four weeks from the date of purchase orders / written confirmation from UIIC, failing which a penalty of 100% of the incremental cost between the old and new bandwidth charges shall be levied against the respective location/link.	1) Request to changes as: Bandwidth upgrade time lines will be subject to the feasibility. However bidder will upgrade the BW within 15 working days if no media/infra upgrade is required otherwise BW upgrade will be done subject to the feasibility or minimum 6-8 weeks. 2) Any Upgradation & Shifting will be subject to feasibility. The time line & penalty shall be applicable only to the Feasible locations. Moreover, 100% penalty for the difference amount to be reconsidered to 20% or with a weekly slab bases penalty subject to maximum 20% penalty. 3) Require site wise upgrade ask	No change

Sno.	Quer y#	Page#	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
68	17	Billing		Billing shall be on quarterly basis (viz, Jan-Feb-Mar, Apr-May-Jun, Jul-Aug-Sep, Oct-Nov-Dec). Billing shall be done for number of days from the date of commissioning until the end of the respective quarter within which the commissioning takes place. However, for the first payment, minimum of 80% of the locations shall be commissioned. This is to have uniform billing and smooth processing of invoices and payment.	1) Billing shall be done for number of days from the date of commissioning until the delivery timeline of 20-4-4 weeks. Contract period of 3 years will commence from the first day of 29th week. This is to have uniform billing and smooth process of invoices and payment. Payments against all location shall be processed by the Head Office and hence the billing has to be done accordingly. 2) Non receipt of payment upto 80% implementation will be operationally difficult to execute. Kindly reconsider the No. to 25%-50%. Also the billing start date for each circuit will be from the date of actual date of implementation & testing.	Billing shall be on quarterly basis (viz, Jan-Feb-Mar, Apr-May-Jun, Jul-Aug-Sep, Oct-Nov-Dec). Billing shall be done for number of days from the date of commissioning until the end of the respective quarter within which the commissioning takes place. However, for the first payment, minimum of 60% of the locations shall be commissioned. This is to have uniform billing and smooth processing of invoices and payment.
69	17	Signoff		Commissioning sign off shall be arranged for every 10% completion of the total sites as per PO. From 10% until 80% the sign off shall be provided in batches. Beyond 80% the sign off shall be provided as and when the links are commissioned	1) Sign off to be bit complicated. It shall be on weekly basis 2) Sign off is necessary for billing purpose. Project sign off should be given once 90% of the links implemented. (On RF / Leased Line - 80% and 3G / 4G / VSAT - 10%) 3) Commissioning sign off to be site wise post DC / DR readiness. Link stability test shall be shared, remaining test (customer application test) to be in scope of customer, which needs to be completed in 48 hrs from the time of link handover email, if no reply received from client during the said time then it shall be marked as deemed accepted. If any error reported during the 48 hrs, bidder shall support in rectifying the same.	Commissioning sign off shall be given location wise post DC/DR commissioning. However the submission of commissioning documents to UIIC HO shall be in batches of atleast 50 locations till the completion of 80% of the locations. Beyond 80% the submission of commissioned documents can be provided as and when the links are commissioned. Ping Test & Applications access shall be the criteria of acceptance and 24 hours link availability to be monitored before acceptance & signoff.
70	19	Training		UIIC also expects the bidder to conduct a full-fledged training with hand on experience and demo to atleast 40 IT Officials of UIIC during the implementation phases. The said training could be conducted in single phase or multiple phase as per convenience of both the Bidder and UIIC at UIIC's Learning Center, Chennai.	Bidder will depute Service Delivery Manager to all the Regional Offices and will train the staff there. UIIC may depute resources to respective Regional Offices to get their officials trained	No Change
71	17	29. DELIVERY TIMELINE		80% sites on wired / RF ---- Within 20 weeks from the date of Purchase Order	1) Can we maintain a combination of 90% RF & 10% 3G / 4G in this 80% sites 2) Considering the huge volume of 1200 sites, suggest delivery timeline to be 28 - 32 week after PO release. Also any delivery timeline calculation will be after receiving installation permission. If the permission and site readiness is received post expiry of feasibility then the feasibility needs to be revalidated, timeline will be informed by project manager and hence penalty should not be applicable.	1) UIIC requires atleast 80% of the locations as per Annexure 15 of this RFP to be on Wired/RF as last mile and balance 20% may be on the ISP's own 3G/4G/VSAT, or from any other ISP(s) other than the primary link provider. 2) No change
72	17			For sites, which are commissioned beyond the said delivery timelines, 100% of the total Annual Recurring Charges (ARC) against the respective location will be levied as penalty.	100% Penalty is too High. Maximum it shall be 10 to 20%	Penalty for delayed delivery: UIIC expects the successful bidder to deliver the required solution at minimum 80% of the sites within the above timeline. For sites, which are commissioned beyond the said delivery timelines, following table of penalty shall be applied delay upto 2 weeks --25% of ARC delay upto 4 weeks- 50% of ARC Delay above 4 weeks -100% of ARC of the particular location. Part of the week shall be treated as full week for the purpose of this calculation.
73	18	MAINTENANCE TIMELINE		SLA for uptime and penalty calculation	SLA calculation or a site considered down only if both links are down since it is a composite SLA for a site	SLA penalty under this contract will be in respect of Secondary Link failure/Hardware failure and shall not be applicable for Primary link failure, since we have a separate SLA with our primary link service provider.
74	18	MTTR		MTTR 1 and MTTR 2	Response and Resolution Time has to be based on the City / Town Tier wise classification. Accordingly the uptime and SLA to be calculated	No Change
75	18	Penalty		The maximum penalty will be up to 25% of quarterly charges of respective services. In case maximum penalty is imposed for more than two times in a year for the same location, UIIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.	Penalty for Connectivity at RO/DO/BO should be 1 % for every 0.5% below 99.5% till maximum penalty of 10% of the quarterly charges of respective site. In case maximum penalty is imposed for more than two times in a year for the same location, UIIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.	No Change

Sno.	Quer y#	Page#	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
76		30		1. Connectivity at DC/DR/HO/LC (MPLS/P2P/Internet) >=99.9% NIL <99.9% to >= 99.5% 10% <99.5% to >= 99% 25% 2. Connectivity at RO/DO/BO >=99.5% NIL <99.5% to >=99.0% 10% <99.0% to >=98.5% 25%	Service Penalty shall be 0%, 5% & 10% respectively.	No Change
77			30. MAINTENANCE TIMELINE	Absence of NOC Resources at HO : Absence of Team Leader - Rs. 1000/- per day (Penalty)	1) Standard Leave Policy should be applicable for the Engineers & TIs 2) Please consider removal of the clause as 1 resource cannot be available 24x7x365. Please note that in case of unavailability of Team lead, we will provide an escalation framework enabling you to reach out to appropriate personnel in such a situation.	No change
78			Absence of NOC Resources at HO	Absence of Team Leader Rs. 1000/- per day	Please reduce the penalty to Rs. 300/- per day	No change
79			Absence of NOC Resources at HO	Absence of one Level-1 Engineer Rs. 500/- per day	Please reduce the penalty to Rs. 150/- per day	No change
80			Absence of NOC Resources at HO	In case maximum penalty is imposed for more than two times in a year for the same location, UIIC will impose an additional penalty of 5% of the quarterly charges and may consider termination of services.	Kindly delete this clause	No change
81	13		BACKGROUND	UIIC also expects the bidders to replace the existing network equipment at the operating offices (network router and network switch). UIIC prefers to implement Next Generation WAN Technologies/Architecture as a part of the tech refresh. The new devices/solution shall be delivered to the specified locations, installed, managed and maintained for a period of three years. These devices shall be supplied to UIIC on a rental model. The minimum specifications required for these devices are mentioned in Annexures 11 & 12.	Bidder will install the new router and switch in the rack and will do the migration for primary link as per the downtime confirmed by the UIIC. Bidder will not be liable to uninstall the existing hardware. UIIC has to ensure the rack space for new hardware and have to share the configuration for primary link. In case the primary link is down then UIIC has to coordinate with the primary link service provider to restore the connectivity. Bidder will not be liable for the delay in delivery caused due to the primary link service provider.	The bidders has to replace the existing network equipment at the operating offices (network router and network switch) which means that bidder shall physically uninstall the existing hardware. In case the primary link is down then UIIC or its present System Integrator shall coordinate with the primary link service provider to restore the connectivity. (till the respective location sign off)
82			Technical Specifications for Network Router / WAN Edge Device. Spec 7	Devices should be provided with minimum 4 Gb RAM or higher from day-1. Device should have minimum 4 GB flash memory to store multiple images.	Devices should be provided with minimum-4- 8 GB RAM or higher from day-1. Device should have minimum-4 GB flash memory to store multiple images. For extracting OS and for normal Routing functions like Routing Table entries, QoS etc. a Branch Router with given specs. may require around 512 MB of DRAM & Flash.	No Change
83			Minimum Technical Specifications for Router	Device should be able to support up to 50 Mbps of traffic with encryption and other services like QoS, NAT, IPSec, Stateful Firewall etc.	50 Mbps of Traffic if for which type of locations? Pls provide clarity.	For all BO/DO/HUB/LCB/RO Locations
84			Minimum Technical Specifications for Router	Solution should be able to support Next Generation wide area network which allows to use WAN based on centralize controller architecture that can:	Is Bidder required to deploy Centralised controller in DC of UIIC? Or it can be on Bidder's cloud? Pls confirm. If its at UIIC then its responsibility of providing all the required infra other than controller infra. Ex: Network Switch ports, Colo Space, etc.	The Bidder is required to deploy Centralised controller in DC of UIIC. UIIC shall provide the required network switch ports and colo space for the hosting at our DC.
85			Minimum Technical Specifications for Router	c. Active-active Link Load Balancing for minimum 3 Links at Branch. d. Bandwidth of 10 Mbps should be provisioned from Day 1 and should be upgradable to 50 Mbps in future.	3 links is for Future projection? We asked it since right now only two links inclusive of the new secondary. Bandwidth of 10 Mbps should be provisioned from Day 1 and should be upgradable to 50 Mbps in future.-- Pls clarify this is related to Only the CPE?	a.) 3 links is for future projection. Hence in future, if UIIC decides to commission a 3rd link, the WAN Edge device should be readily supporting the necessary configurations for the same. B.) The BW capability of 50Mbps is for CPE only
86			Minimum Technical Specifications for Router	Two-factor Device Authentication of Branch Router to participate in the WAN Network. One Factor defines the Edge Device is from the same OEM and Second Factor will define it is for UIIC.	Need more clarity on this point.	This is to ensure that any device cannot be integrated into UIIC's network. The device should have such authentication mechanism wherein it is identified as a unique device deployed for UIIC from the OEM.

Sno.	Quer Y#	Pag e#	Clause#	Existing Clause in Tender	Clarifications & Queries	UIIC Response
87			Insurance	The Bidder is responsible for acquiring necessary insurance for all components during the Contract Period. The goods/equipment supplied under the Contract shall be fully insured in Indian Rupees. UIIC shall not be responsible for any loss or damage for the equipment supplied under this Contract during the Contract Period and hence the bidder should ensure that necessary insurance protection is available.	The Bidder is responsible for acquiring necessary insurance for all components till implementation.	No change
88		13	28. BACKGROUND - Point C		1) UIIC also expects the bidders to replace the existing network equipment at the operating offices (network router and network switch). UIIC prefers to implement Next Generation WAN Technologies/Architecture as a part of the tech refresh. The new devices/solution shall be delivered to the specified locations, installed, managed and maintained for a period of three years. These devices shall be supplied to UIIC on a rental model. 2) Please clarify rental model: Do we have to transfer assets post closure of 3 years of contract or post closure of the contract, the devices will be retrieved by operator	No transfer of assets to UIIC is envisaged.
89			ADDITIONAL QUERY		For locations like HO, DC & DR, do we need to consider Routers & Switch? If so, the current specification of Router will not be sufficient and separate higher performance boxes needs to be considered.	For HO, DC & DR, the bidder need not consider supplying routers.
90		8	Performance Security	The successful tenderer will have to furnish a security deposit to the tune of 10% of the total cost of ownership in the form of a Bank Guarantee for a period of 4 years (forty eight months) obtained from a nationalised/scheduled bank for proper fulfillment of the contract.	The successful tenderer will have to furnish a security deposit to the tune of 10% of the total cost of ownership in the form of a Bank Guarantee for the contract period and 3 months obtained from a nationalised/scheduled bank for proper fulfillment of the contract. This is the standard practice in most of the RFP. Contract Period plus 3 months	No change
91			Additional Clause	The hardware delivery (Switch and Router)	The switch and router should be supplied to 100% of the locations and corresponding payment should be released without linking with second network deployment	UIIC shall make payment from the date of link commissioning location wise. It is up to the bidder to plan the inventory management accordingly.
92			Additional Clause	Existing Router Details	Need router configuration without IP details to understand whether router is capable of handling both network and configuration required for smooth operation	query not clear
93		12	27. a	The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document.	Contract Period in years to be clearly mentioned.	No change
94		12	29. 2	The bidder should provide all the ISP's operations and services under the scope of this RFP from a minimum tier 3 Data Centre with in Indian metro cities (Mumbai, Delhi/NCR, Kolkata, Chennai, Bangalore, Pune, and Hyderabad).	We request clarification on this, unable to interpret the essence of this point.	ISP needs to ensure that the hardware/software/network tools for providing services to UIIC should be hosted from a Tier 3 certified Data Center within Indian Metro cities (Mumbai, Delhi/NCR, Kolkata, Chennai, Bangalore, Pune, and Hyderabad)
95		12	28 C.	UIIC prefers to implement Next Generation WAN Technologies/Architecture as a part of the tech refresh	Need clarity on what exactly UIIC expects through Next Generation WAN Technologies/Architecture	This refers to the network refresh at Operating Offices (Router/Switch)
96		8	13.a	The bidders should quote only the base price. All applicable taxes will be paid as shown in the invoices	The bidders should quote only the base price without Tax. All applicable taxes will be paid as shown in the invoices. Insurance for Routers, Switches & passive components are not available.	No Change
97		8	14	The Bidder is responsible for acquiring necessary insurance for all components during the Contract Period.	We request this clause to be removed for insurance of all components	No Change
98		8	11 (e)	If the Bidder/ISP does not provide NOC / Managed services as a service to their customer, they may provide the said services through another Service Providers or System Integrator. Such Service Providers or System Integrator will abide by the terms and conditions of the master agreement entered into by the Bidder/ISP. The Bidder/ISP in such case should declare the name of the Service Providers or System Integrator upfront at the time of bidding and also make a request for direct payment to the Service Providers or System Integrator for NOC / Managed Services (if so)	For the scope of work pertaining to SI or SP that the bidder will propose, Bidder requests UIIC to place PO directly to the SP or SI for the services offered by them. This will help SP or SI to invoice UIIC directly for those services and UIIC can directly pay to SI or SP.	No change
99		8	12	The successful tenderer will have to furnish a security deposit to the tune of 10% of the total cost of ownership in the form of a Bank Guarantee for a period of 4 years (forty eight months) obtained from a nationalised/scheduled bank for proper fulfillment of the contract.	Bidder request that duration of performance bank guarantee should be at max 1-month beyond the contract period	No change

Sno	Quer Yr	Page No	Clause	Existing Clause in Tender	Clarifications & Queries	UIC Response
100	9	17		<p>Any publicity by the vendor in which the name of the Company is to be mentioned should be carried out only with the prior and specific written approval from the Company. In case the vendor desires to show any of the equipment to his other customers, prior approval of the Company will have to be obtained by him in writing</p>	<p>Bidder be permitted to provide to any of its other customers or potential customers who are bound by a nondisclosure agreement access to a list of Bidder's customers and a generic description of the services purchased by such customers, which list may use Customer's trade name (but not trademark) and the services purchased by Customer (provided that financial terms relating to the purchase shall not be disclosed)</p>	No change
101	9	19 r/w 21		<p>Indemnification: (i) for gross negligence or willful default in performance of the services; (ii) for breach of any terms of the tender or any representation or warranty; (iii) use of services; (iv) IPR & other statutory infringement (v) proven loss or damage to tangible property or premise etc. due to gross negligence or willful default (vi) proven loss or damage arising out of loss of data, claims of infringement of IPR, malfunctioning of equipment LIMITATION OF LIABILITY Bidder's cumulative liability for its obligations under the contract shall not exceed 100% of Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving</p>	<p>There should not be any indemnity obligation for service related matters. Applicable service credit allowance should be sufficient remedy for service related issues. Further the indemnity obligation should only be restricted to losses or damages to tangible personal property bodily injury caused by Bidders gross negligence or willful misconduct. Further, the overall liability of the Bidder for indemnification obligation under this clause should be restricted to direct damages and be capped at charges collected by the Bidder during the previous 12-months under the applicable order giving rise to such liability.</p>	No change
102	12	26		<p>UIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 90 days prior written notice to the Bidder</p>	<p>Termination for convenience will attract early termination charges as communicated by Bidder</p>	No change





Annexure 13 - Commercial Bid Format (Revised)

(A)				
S#	Bandwidth	Annual recurring charge	Qty	Total Cost For 3 years
1	1 Mbps		662 BOs	
2	2 Mbps		494 (DOs & Hubs)	
3	4 Mbps		37 (ROs & LCBs)	
4	50 Mbps (LC)*		1	
5	100 Mbps (HO)*		1	
6	200 Mbps (DC)*		1	
7	200 Mbps (DR)*		1	
Total (A)				
*For links under S# 4 to 7 provisioning shall be on dual last mile.				
* Actual no. of Links for our Office locations and their Bandwidth are subjected to variations and needs of UIC				

(B)					
S#	Item	Make & Model	Annual recurring charge	Qty	Total Cost For 3 years
1	Network Router / WAN Termination Device			1230	
2	Network Switch			1230	
Total (B)					

(C)				
S#	Bandwidth	Annual recurring charge	Offices	Total Cost For 3 years
1	NOC - Services for Primary Link		1230	
2	NOC - Services for Secondary Link		1230	
3	NOC Services for DC/DR Network Infrastructure		2	
Total (C)				

(D)			
S#	Item	Annual recurring charge	Total Cost For 3 years
1	NOC Resources at UIC's Head Office		
Total (D)			

(E)		
	Qty	Cost
Shifting charges for BO/DO/RO (E)*	1	
*ref: section 29: clause 21		

TCO (A + B + C + D + E)	
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Rate Card			
S#	Bandwidth (MPLS)	Qty	Annual recurring charge
1	8 Mbps	1	
2	16 Mbps	1	
3	32 Mbps	1	
4	200 Mbps	1	
5	500 Mbps	1	
6	1 Gbps	1	
7	2 Gbps	1	
Bandwidth (Internet Leased Line)			
8	10 Mbps	1	
9	20 Mbps	1	
10	50 Mbps	1	
11	100 Mbps	1	
12	200 Mbps	1	
13	500 Mbps	1	
14	1 Gbps	1	
15	2 Gbps	1	

Signature :
 Name :
 Designation :
 Date :

Company Seal





REVISED TERMS & CONDITIONS (Forming part of Original RFP)

11. GENERAL TERMS

Existing Clause:

g. The agreement shall be in force for a period of three years from the date of Purchase Order.

Revised Clause:

g. The agreement shall be in force for a period of 3 years from the date of issue of Purchase Order and may be extended on mutually agreed terms.

29. SCOPE OF WORK

Existing Clause:

9. At all locations, all equipment for providing the MPLS connectivity including router and switch will have to be supplied, installed, managed and maintained (throughout the entire period of contract) by the Vendor and shall remain their property.

Revised Clause:

9. At all locations, all equipment for providing the MPLS connectivity including router and switch will have to be supplied, installed, managed and maintained (throughout the entire period of contract) by the Vendor and shall remain their property. For UIC Regional offices (RO), LC, DC, DR the connectivity should be on dual last mile. However, for UIC Regional Offices, 2 (two) nos. of routers and switches are to be factored in.

Existing Clause:

13. The bidder's NOC team has to configure and manage various network equipment at DC & DR to accommodate new WAN Links and respective architecture

Revised Clause:

13. The bidder's NOC team has to configure and manage various network equipment at DC & DR to accommodate new WAN Links and respective architecture. The same NOC team shall also be responsible for configuration, management and maintenance of the existing network equipment at DC and DR. The existing list of DC & DR network equipment is enclosed as Annexure - 17 in this corrigendum.

Existing Clause:

21. Whenever UIC wishes to shift the location of any site, the links should be shifted to the new site. The successful bidder should co-ordinate with UIC's System Integrator / Network equipment vendor to shift to the new locations. Shifting charges as mentioned in the commercial bid format will be paid on production of necessary invoices. Although the quantity mentioned in the commercial bid format is 1, the actual number may vary according to the requirements.

Revised Clause:

21. Whenever UIC wishes to shift the location of any site, the links should be shifted to the new site. The successful bidder should co-ordinate with UIC's System Integrator/ Network equipment vendor to shift to the new locations. Shifting charges as mentioned in the commercial bid format will be paid on production of necessary invoices. Although the quantity mentioned in the commercial bid format is 1, the actual number may vary according to the requirements. The shifting charges will remain constant as per the agreed price during the entire contract period.



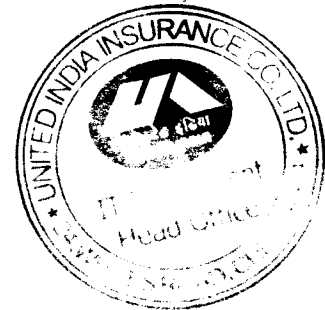
Annexure 11 - Minimum Technical Specifications for Network Router / WAN Edge Device

Existing

8	Device should support routing protocols like Static, RIP, OSPF, BGP, ISIS, MPLS, GRE, IPSec, ECMP, PIM, BFD, IPSLA. It should support policy based routing, link performance based routing. It should possible to send application traffic based on link performance.		
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Revised

8	Device should support routing protocols like Static, RIP, OSPF, BGP, ISIS, MPLS, GRE, IPSec, ECMP, PIM, BFD, <u>IP SLA or equivalent protocol</u> . It should support policy based routing, link performance based routing. It should possible to send application traffic based on link performance.		
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Annexure 17 - Existing DC & DR Network Equipment

DC Network Equipment

S#	Equipment @ DC	Model	Qty
1	Core Routers	Cisco 7600	2
2	Internet Routers	Cisco 3800	2
3	VPN Routers	Cisco 7200 VXR	2
4	Perimeter Switches	Cisco 4500	2
5	Web DMZ Switches	Cisco 4500	2
6	Core Switches	Cisco 6500	2
7	Firewall	Checkpoint 4800	2
8	Firewall Management Server	Checkpoint	1
9	AAA Server	Cisco	2

DR Network Equipment

S#	Equipment @ DR	Model	Qty
1	Core Routers	Cisco 7600	2
2	Internet Routers	Cisco 3800	2
3	VPN Routers	Cisco 7200 VXR	2
4	Perimeter Switches	Cisco 4500	2
5	Web DMZ Switches	Cisco 4500	2
6	Core Switches	Cisco 6500	2
7	Firewall	Checkpoint 4800	1

Please Note: The above mentioned 'Network Equipment' may be replaced/upgraded/modified to meet the requirements of UIC, anytime during the contract period.

