

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	11	B. INTRODUCTION	<u>5. Requirement Details</u>	5.7. Bank reserves the right to modify the locations and upgrade/downgrade/ shift/surrender the links as per Bank's requirement.	Bidder request Customer to share the modified location and upgrade /downgrade shift/ surrender well prior to bidder. Further bidder request not to penalise bidder if there is delay from customer end	Bidder has to comply with the RFP terms.
2	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 7 weeks from the date of acceptance of Purchase Order or 8 weeks from the date of Purchase Order whichever is earlier.	Bidder request customer to amend this clause and increase the delivery timeline to 12 weeks post acceptance of PO.	<u>The RFP Clause is amended as under:</u> "1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 10 weeks from the date of Purchase Order."
3	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.2. Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after 15 days of successful working of the connectivity at each location and during this period the link will be considered as testing period. Payment shall be paid against acceptance of commissioned link at all the ordered links duly certified by Bank's officials in the Acceptance Test report, along with quarterly payment claim letter. However Acceptance test report format shall be prepared by the Bank and shared with the successful bidder. The Bidder should strictly follow as per acceptance test report format only. Other formats shall not be considered.	bidder would request customer to define the acceptance test criteria and further request to reduce the acceptance test timeline from 15 days to 5 days. Bidder request to release the payment sitewise.	Bidder has to comply with the RFP terms.
4	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.4. The Installation will be deemed as incomplete if any MPLS link or any related item is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the installation & commissioning of the MPLS link will be termed as incomplete. The installation will be accepted only after complete commissioning of all the links. Partial delivery / commissioning of links are not acceptable and payment would be released as per terms only after full delivery / commissioning. Payment shall be paid against acceptance of commissioned link at all the ordered links without any damage and Installation and acceptance report signed by Bank's Officials, along with quarterly payment claim letter.	Bidder request for sitewise acceptance and payment of each link	Bidder has to comply with the RFP terms.
5	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.5. Bank reserves the right to shift the network link to new location/s and support for the same will continue to be in force at the new location.	Shifting can be done as per feasibility and bidder request to provide one time shifting cost	Kindly refer clause 5.5 under Section-B (Introduction) and Clause 3 in Section-C (DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)) which is self explanatory.
6	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.6. Please note that no extra charge will be paid for any location/s (under the scope of this RFP) where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of link/hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank.	back to back confirmation from international service provider/BSG	Bidder has to comply with the RFP terms.



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7	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.6. Please note that no extra charge will be paid for any location/s (under the scope of this RFP) where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of link/hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank.	Bidder request customer to support in the same for smooth delivery of the links	Bidder has to comply with the RFP terms.
8	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.7. If undue delay happens for installation and /or commissioning of the ordered links by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.	Bidder request customer to elaborate "undue delay" and further bidder request customer to define a timeline for invoke the Bank Guarantee/Forfeit the Security Deposit	Bidder has to comply with the RFP terms.
9	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>1. Delivery, Installation, Commissioning, Integration &amp; Acceptance</u>	1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 7 weeks from the date of acceptance of Purchase Order or 8 weeks from the date of Purchase Order whichever is earlier.	Request bank to extend same to 10 -12 weeks from the date of the PO.	<u>The RFP Clause is amended as under:</u> "1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 10 weeks from the date of Purchase Order."
10	13	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>3. Shifting/Relocation of Links</u>	In case, at any point of time Bank shifts its Branches/Offices (Under the scope of this RFP) from the existing location/premises to new location/premises, the bidder has to co-ordinate with the Bank and shift their MPLS Links to the new location. If the existing Last Mile technology is not feasible at the new location, the bidder should provide equivalent or better reliable wired MPLS VPN connectivity without compromising the SLA and Security. The bidder shall give feasibility of link shifting and commissioning within 15 days and Shifting/relocation has to be completed within 30 days from the date of receiving the shifting request. Whenever the Bank wishes to relocate the link/infrastructure within the premises of the Bank (e.g. shifting of link from first floor to second floor etc.), the same should be arranged by the bidder at no extra cost to the Bank.	Request bank to modify this clause to minimum 8 weeks post receipt of shifting request and additional shifting commercials would be applicable.	Bidder has to comply with the RFP terms.
11	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>2. Uptime</u>	2.1. The bidder shall guarantee an uptime as below per Link per Month for all links during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link: Sl. No. Location Required Uptime 1. DC & DRC Backhaul Link 99.90% 2. All other Links at all Branches/ Offices 99.50%	Bidder request customer to amend this clause and the uptime would be 1) DC & DRC Backhaul Link 99.5% since it is single Last mile 2) All other Links at all Branches/ Offices 99%	Bidder has to comply with the RFP terms.



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12	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>2. Uptime</u>	2.2. Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during contract period. The "Uptime" is, for calculation purposes, equals to the Total contracted hours (i.e. 24 x 7 basis) in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said link. "Restoration" is the condition when the selected bidder demonstrates that the said links are in working order and the Bank acknowledges the same.	Bidder would start the downtime post ticket logged at bidder helpdesk	Bidder has to comply with the RFP terms.
13	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>2. Uptime</u>	2.5. The bidder should provide the NMS dashboard to the Bank for verifying/calculating the uptime. Downtime, etc.	Bidder request customer to define as what all is required in NMS	Link Up/Down Status, Link Utilization report.
14	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>2. Uptime</u>	2.6. The Downtime calculated shall not include any failure due to Bank and Force Majeure.	Bidder request customer not to penalise bidder on downtime due to failure from bank end or force majeure condition	Bidder has to comply with the RFP terms.
15	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>3. Shifting/Relocation of Links</u>	In case, at any point of time Bank shifts its Branches/Offices (Under the scope of this RFP) from the existing location/premises to new location/premises, the bidder has to co-ordinate with the Bank and shift their MPLS Links to the new location. If the existing Last Mile technology is not feasible at the new location, the bidder should provide equivalent or better reliable wired MPLS VPN connectivity without compromising the SLA and Security. The bidder shall give feasibility of link shifting and commissioning within 15 days and Shifting/relocation has to be completed within 30 days from the date of receiving the shifting request. Whenever the Bank wishes to relocate the link/infrastructure within the premises of the Bank (e.g. shifting of link from first floor to second floor etc.), the same should be arranged by the bidder at no extra cost to the Bank.	Bidder request customer to incur the cost for the shifting of link in same premises or at different location. Further bidder request customer to increase the timeline from 30 days to 60 days for shifting	Bidder has to comply with the RFP terms.
16	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>4. Upgradation/Down gradation of Links</u>	The bidder should support and arrange for software/bandwidth upgrade of link as and when required by the Bank for any of the ordered location as per SLA timeline (for Hardware upgrade of link Bandwidth, within mutually agreed timeline). However if the Bank requires downgradation of the bandwidth for any of the links the same has to be effected within 10 days from the date of acceptance of PO, through email or letter in this regard. Billing for upgraded/downgraded bandwidth of link shall start from the date of acceptance of upgraded/downgraded Bandwidth of the link by the Bank's officials. Downtime for Upgradation /Downgradation of the Bandwidth for link, if required, may be permitted in non-Business hours only after obtaining the written approval from Bank's officials and the same shall not be considered for downtime calculation. The price discovery for Modified upgraded/downgraded Bandwidth will be through negotiations and as per mutually agreed price.	Request bank to modify this clause to minimum 5 weeks post upgrade/downgrade request is shared - request can be fulfilled.	Bidder has to comply with the RFP terms.



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17	14	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	2. Uptime	2.1. The bidder shall guarantee an uptime as below per Link per Month for all links during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link: Location And Required Uptime: 1. DC & DRC Backhaul Link 99.90% 2. All other Links at all Branches/ Offices 99.50%	Request bank to change same to 99.5%.	Bidder has to comply with the RFP terms.
18	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	4. Upgradation/Down gradation of Links	The bidder should support and arrange for software/bandwidth upgrade of link as and when required by the Bank for any of the ordered location as per SLA timeline (for Hardware upgrade of link Bandwidth, within mutually agreed timeline). However if the Bank requires downgradation of the bandwidth for any of the links the same has to be effected within 10 days from the date of acceptance of PO, through email or letter in this regard. Billing for upgraded/downgraded bandwidth of link shall start from the date of acceptance of upgraded/downgraded Bandwidth of the link by the Bank's officials. Downtime for Upgradation /Downgradation of the Bandwidth for link, if required, may be permitted in non-Business hours only after obtaining the written approval from Bank's officials and the same shall not be considered for downtime calculation. The price discovery for Modified upgraded/downgraded Bandwidth will be through negotiations and as per mutually agreed price.	Bidder request to stat the billing of upgraded/downgraded bandwidth of link from the date when upgrade/ downgrade is done. Further bisser assume such downtime willnot be calculated in SLA breach.	Bidder has to comply with the RFP terms.
19	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Equipment related to Links	5.1. The bidder should ensure the support for devices supplied/deployed for establishing the connectivity which will include repair/replacement and maintenance of all Network equipments such as Routers, STM, Modems, Media Converters etc. related to establishing of required MPLS VPN links and supply of spare parts as and when required for smooth functioning of the equipment and maintaining the committed uptime.	Compliance confirmation from partner	Bidder has to comply with the RFP terms.
20	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages	6.1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of links at DC/DRC/individual Foreign Branch/Office: Sl. No. Condition Penalty a. Delay in every week (or part thereof) of delay till next 2 weeks per link. 1.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = A	Bidder request to amend this clause and customer shall put penalty on delay or pending work. Ie. For delay in every week of delay till 2 weeks per link 1% of delayed work/ pending work of the link of the respective site per week of delay	Bidder has to comply with the RFP terms.
21	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Penalties/Liquidated Damages	6.1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of links at DC/DRC/individual Foreign Branch/Office: Sl. No. Condition Penalty b. Delay in every week (or part thereof) of delay till next 4 weeks per link (beyond the initial 2 weeks). A+1.50 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = B	Bidder request to amend this clause and customer shall put penalty on delay or pending work. Ie.Delay in every week (or part thereof) of delay till next 4 weeks per link (beyond the initial 2 weeks).>>>1.50% of delayed work/ pending work of the link of the respective site per week of delay	Bidder has to comply with the RFP terms.



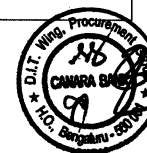
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22	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of links at DC/DRC/individual Foreign Branch/Office:</u> Sl. No. Condition Penalty c. Delay in every week (or part thereof) of delay beyond initial 6 weeks. B+3.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay.	Bidder request to amend this clause and customer shall put penalty on delay or pending work. Ie.Delay in every week (or part thereof) of delay beyond initial 6 weeks.>>>3% of delayed work/ pending work of the link of the respective site per week of delay	Bidder has to comply with the RFP terms.
23	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.1.2.</u> However, the total LD to be recovered under this clause shall be restricted to 20% of Annual Order Value of the link of the respective site and thereafter, Bank has the right to cancel the contract in addition to the above penalty or deduct the whole year's bandwidth charges of the affected sites.	Bidder request customer to amend LD clause and reduce the same from 20% to 10% of annual order value of link of the respective site.	Bidder has to comply with the RFP terms.
24	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of MPLS link(s):</u> <u>6.1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of links at DC/DRC/individual Foreign Branch/Office:</u> Conditions: Delay in every week (or part thereof) of delay till next 2 weeks per link. Penalty: 1.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = A Conditions: Delay in every week (or part thereof) of delay till next 4 weeks per link (beyond the initial 2 weeks). Penalty: A+1.50 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = B Conditions: Delay in every week (or part thereof) of delay beyond initial 6 weeks. Penalty: B+3.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay.	Request bank to change the LD clauses to 0.5% for first category,0.75% for second category and 1% for third category.	Bidder has to comply with the RFP terms.
25	15	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.1.2.</u> However, the total LD to be recovered under this clause shall be restricted to 20% of Annual Order Value of the link of the respective site and thereafter, Bank has the right to cancel the contract in addition to the above penalty or deduct the whole year's bandwidth charges of the affected sites.	Request Bank to change same this LD clause clause to - the total LD to be recovered under this clause shall be restricted to 5% of Annual Order Value of the link of the respective site and thereafter, Bank has the right to cancel the contract in addition to the above penalty or deduct the whole year's bandwidth charges of the affected sites.	Bidder has to comply with the RFP terms.
26	16	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.2.1. Penalties/Liquidated for not maintaining the guaranteed uptime at DC/DRC/individual Foreign Branch/Office:</u> Sl. No. Location Monthly uptime of individual sites Penalty 1. DC & DR Backhaul Link 99.90 % 2% of monthly recurring Bandwidth Charges of the respective link for every 0.1% or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link.	Bidder request customer to reduce the monthly uptime for DC & DR backhaul from 99.9% to 99.5%. Further bidder request to amend the penalty for the same to "1% of monthly recurring Bandwidth Charges of the respective link for every 0.5 % or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link."	Bidder has to comply with the RFP terms.



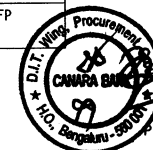
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27	16	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.2.1. Penalties/Liquidated for not maintaining the guaranteed uptime at DC/DRC/individual Foreign Branch/Office:</u> Sl. No. Location Monthly uptime of individual sites Penalty 2. For Branches 99.50 % 2% of monthly recurring Bandwidth Charges of the respective link for every 0.1% or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link.	Bidder request customer to reduce the monthly uptime for Branches from 99.5% to 99%. Further bidder request to amend the penalty for the same to "1% of monthly recurring Bandwidth Charges of the respective link for every 0.5 % or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link."	Bidder has to comply with the RFP terms.
28	16	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>6. Penalties/Liquidated Damages</u>	<u>6.2.1. Penalties/Liquidated for not maintaining the guaranteed uptime at DC/DRC/individual Foreign Branch/Office:</u> Sl. No. Location Monthly uptime of individual sites Penalty 1. DC & DR Backhaul Link 99.90 % 2% of monthly recurring Bandwidth Charges of the respective link for every 0.1% or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link.	Request bank to change same to 1% of MRC for both options.	Bidder has to comply with the RFP terms.
29	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>9. Payment Terms</u>	9.2. Even if the bank upgrades/downgrades the link capacity, no additional charges towards the installation & commissioning of the new capacity link would be provided. Further, the bidders may please note that, the effective date of billing will be taken from the date of the acceptance of the respective link and the payment will be made accordingly.	Bidder request customer to share the acceptance criteria and testing phase for upgrade/downgrade of link	The details shall be shared with the selected bidder.
30	17	<u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u>	<u>7. Termination of the Agreement / Link</u>	7.1. The Bank shall terminate this contract at any time by giving in writing 30 day's prior notice to BIDDER stating its intention to terminate the contract. 7.2. Bank shall provide 30 days' notice in advance by writing for its intention to terminate the connectivity at any or all the locations. 7.3. Termination of this agreement shall be without prejudice to the accrued rights and liabilities of the parties at the date of termination unless waived in writing by the Parties.	There will be an early termination charge involved equaling to the remaining contract value, if the link is terminated before the 2 year contract period. Post the contract period we can accept the 30 day notice timeline clause.	Bidder has to comply with the RFP terms.
31	29	Annexure-2	<u>Eligibility Criteria Declaration</u>  <u>Criteria no. i</u>	<u>Eligibility Criteria:</u> The Bidder should have at least 50 Nos. MPLS POPs of their own (or their parent company's or Parent subsidiaries') across the Globe other than India. <u>Documents to be submitted:</u> i. Necessary address & contact details to be submitted. ii. Bidder has to provide necessary documentary proof of approval from their parent company or parent subsidiaries for providing the Services to Canara Bank.	Request to amend this clause as " Bidder should have their own MPLS POP at the countries mentioned in the RFP Scope"	The Eligibility Criteria is amended as below: "i. The Bidder should have at least <u>5 Nos. MPLS POPs</u> of their own (or their parent company's or Parent subsidiaries') across the Globe other than India. <u>Documents to be submitted:</u> i. Necessary address & contact details to be submitted. ii. Bidder has to provide necessary documentary proof of approval from their parent company or parent subsidiaries for providing the Services to Canara Bank.



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33	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	6. Latency  Latency/Response Time (RTD) should be less than 200ms.	latency would vary per location. Also, it would not be possible to meet the latency ask for London and New York branches. Request latency to be <250ms for NYC from Bangalore, and < 220 for Bangalore to London	<u>The Technical Specification is amended as under:</u> *6. Latency: Latency/Response Time (RTD) should be less than <u>250ms</u> .
34	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	8. Jitter: <5 ms	request jitter allowance to be <40ms	<u>The Technical Specification is amended as under:</u> *8. Jitter: <u>&lt;15 ms</u> .
35	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	9. MTTR (Mean Time To Restore)  MTTR should be less than 2 hours.	MTTR for DC/DR links should be 4 Hours	Bidder has to comply with the RFP terms.
36	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	6. Latency  Latency/Response Time (RTD) should be less than 200ms.	Request bank to change the latency value to less than 250ms of New York location and 200ms for other locations.	<u>The Technical Specification is amended as under:</u> *6. Latency: Latency/Response Time (RTD) should be less than <u>250ms</u> .
37	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	8. Jitter: <5 ms	Request bank to change the Jitter value to ≤ 15ms	<u>The Technical Specification is amended as under:</u> *8. Jitter: <u>≤15 ms</u> .
38	33	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	9. MTTR (Mean Time To Restore)  MTTR should be less than 2 hours.	Request bank to amend the MTTR to less than 4 hrs.	Bidder has to comply with the RFP terms.
39	34	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	15. Security  c) GETVPN/IPSec for data confidentiality: Service provider should support GETVPN/IPSec traffic on their MPLS Network. Also, if Bank decides to have other VPN variants such as DMVPN or any such Technology, the Service Provider's Network should support the same. End to end GETVPN/IPSec must be supported by the Bidder's Network with similar encryption standard at PoP Equipment as that at CPE at Bank's premises and Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint	Service Providers PoP does not take part in any encryption or decryption. All encryption and decryption are configured between CPE routers. Request amendment of this clause	Service providers network should support such traffic. Bidder has to comply with the RFP terms.
40	34	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	14. Protocol Non -Dependency  There should not be any dependency on running open standard routing protocols like BGP, Static Routes etc. between the Bank's Branches/Offices and PE Routers of the Service provider. The service provider MPLS network should support multicast like sparse mode etc.	Pls clarify the Routing protocol to be used between PE and CE router	BGP



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41	35	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	<u>16. Network Monitoring Software</u>  b) Online real/near time monitoring tool with the following features for all the links should be provided: i. Link wise bandwidth utilization ii. Link wise SLA parameter monitoring iii. Link wise call logging and tracking iv. Link wise daily / periodic up time /down time report v. Site roll-out status or link status.	call logging and tracking is not available on NMS. Site roll out status is not available on NMS. Call logging status is available on different portal.	<u>The Technical Specification is amended as under:</u>  <u>6. Network Monitoring Software</u>  b) Online real/near time monitoring tool with the following features for all the links should be provided: i. Link wise bandwidth utilization ii. Link wise daily / periodic up time /down time report
42	35	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	<u>16. Network Monitoring Software</u>  b) Online real/near time monitoring tool with the following features for all the links should be provided: i. Link wise bandwidth utilization ii. Link wise SLA parameter monitoring iii. Link wise call logging and tracking iv. Link wise daily / periodic up time /down time report v. Site roll-out status or link status.	Please provide Information in terms of Total links and branches to be monitored for Availability and Utilization.	5 Branches + DC & DR Links. Kindly refer Amendment-1 to this RFP.
43	36	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	<u>17. Call logging and troubleshooting</u> The bidder should provide a centralized Network Operation Center (NOC) and Centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.	Please provide information whether IVRS Ticket Logging System is required as an integration with ITSM (Ticketing System)	Bidder has to comply with the RFP terms.
44	37	ANNEXURE-7	<u>Technical &amp; Functional Requirements</u>	<u>24. IT best practices to be followed by bidder:</u> B. Incident management • Prevention mechanism for any mis-configuration • Alert mechanism should be in place for any malicious event occurred etc. • Every incident reported should be notified to Bank and documented.	Please provide information whether an integration is required with SIEM to automate the Incident creation when malicious activities occurred.	Integration is not required with SIEM.
45	39	ANNEXURE-8	<u>SCOPE OF WORK</u>	1. The bidder should establish the International MPLS VPN connectivity [Any-to-Any] with managed services between Bank's the Foreign Branches.	pls clarify who would be responsible configuration management of routers. Will it be bank or will it be bidder.? If it is by bidder, then level 15 access( read and write) to the router shall be with bidder. Also, for any specific configuration required by bank, template should be shared by bank with the bidder at the time of such configuration.	Bidder will be responsible. Bidder has to comply with the RFP terms.
46	40	ANNEXURE-8	<u>SCOPE OF WORK</u>	14. The bidder should provide racks and do cabling required for establishment of MPLS VPN links at the ordered locations at their cost. Bidder should ensure the link condition before connecting to WAN network equipment. The equipment's required for establishment of MPLS VPN Link should be installed by the bidder at Network-Ante rooms at their cost.	Bidder request customer to share the specification of RACK which needs to be supplied at all branches and cables which would be required for the connectivity	As network equipment is supplied from Bidder, Rack specification has to be inline with the network equipment supplied.
47	42	ANNEXURE-8	<u>SCOPE OF WORK</u>	27. 5. The bidder should arrange required Right of Way (RoW) permission from local Corporations/ Municipals/authorized agency/Govt. of India and Govt. of bank's representative offices/Foreign exchanges/any agency, TRAI-DOT, etc. for road cutting, digging, laying fiber/copper etc., the bidder should produce such permission copy from these agencies, if bank requires.	Bidder request customer to support for ROW premission for smooth timely delivery of the link. Further bidder request customer not to penalise bidder if therer is any delay in RoW premission from govt side	Bidder has to comply with the RFP terms.
48	NA	Additional	<u>CPE Router Model</u>	NA	Request bank to suggest the CPE router make and model so that there is same model offered by all bidders	Bidder has to comply with the RFP terms.



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49	NA	Additional	<u>Site access and permission</u>	NA	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work	Bidder has to comply with the RFP terms.
50	NA	Additional	<u>Network equipment safety</u>	NA	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Bidder has to comply with the RFP terms.
51	NA	Additional	<u>Site readiness</u>	NA	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	OK. Bidder has to comply with the RFP terms.
52	NA	Additional	<u>Bidder scope of work</u>	NA	Bidder scope of work will be limited to provide and maintained the last mile connectivity. Bidder will not be liable to provide any service beyond LAN interface termination on customer network device.	OK. Bidder has to comply with the RFP terms.
53	NA	Additional	<u>Shifting /change in location</u>	NA	Charges will be applicable incase the shifting request is receive from customer after the link delivery. Customer has to release the LOC (Letter of Commissioning) for the delivered link and than shifting PO will be place to bidder.	Bidder has to comply with the RFP terms.
54	NA	Additional	<u>SLA calculation</u>	NA	SLA/downtime calculation will be done basis the trouble ticket rasied 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.	OK. Bidder has to comply with the RFP terms.
55	NA	Additional	<u>Re-instatement of work</u>	NA	RI (reinstatement) will be under the scope of local authorities, bidder will only refill the track after laying the fiber as much as possible.	OK. Bidder has to comply with the RFP terms.
56	NA	Additional	<u>SLA Exemption</u>	NA	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not avaiable at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Bidder has to comply with the RFP terms.
57	NA	Additional	<u>Not Feasible</u>	NA	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	Bidder has to comply with the RFP terms.

Place: Bengaluru  
Date: 29/09/2020

*S. S. Sathya*  
Deputy General Manager

