

Bank Response and Corrigendum dated 02.12.2021 to RFP No. SBI/GITC/NW&C/2021-22/806 DATED 18.11.2021 for procurement of dedicated Point to Point (P2P) Fiber Links.

Sr. No	RFP Page No.	RFP Clause No.	Existing Clause	Query/Suggestions	Type of Response	Bank Response
1	62	Scope Of Work	The Bank desires to procure point to point Fiber links with dual last mile from two different POPs for various locations with bandwidth ranging from 1 Gbps to 100 Gbps for the locations mentioned below. The requirement will be for both Inter-City and Intra-City.	Bank looking for L1 P2P Link Or L2VPN P2P Link , Please confirm	Clarification	L2VPN P2P link
2	62	Scope Of Work	Point to Point (P2P) - A dedicated bandwidth connectivity on point-to-point fiber link up to the Bank managed devices in the Data Centers and specified locations with dual last mile from 2 different paths / POPs from the same service provider. All devices, if provided by the bidder such as Mux / router / switch, etc. should have dual power and redundancy."	The requirement is dual last mile, do we need to deliver all BW dual that means it will be double the BW at each location that is mentioned. Pls confirm	Clarification	The requirement is dual last mile connectivity. Two links of same BW from different POPs (only last mile) shall be terminated at the DC. When the primary link goes down, then the secondary link should be readily available for failover without any gap.
3	71	Scope Of Work	For the 10 Gbps bandwidths the link should be terminated on the 10 Gbps interface of the device at the Data Centre. For the bandwidth above 10 Gbps, the 10 Gbps interface or 100 Gbps interface or multiple of 10 Gbps bundled links as per the Bank's requirement at the time of upgradation of the bandwidth.	Single Mode or Multi Mode ,Please Confirm	Clarification	Currently, single mode is mostly being used.
4	101	Penalty for breach in Helpdesk requirements	Ticket raised and response time in the ticketing tool	Bank has to monitor from their NMS and raise ticket with bidder if any issue with the link	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
5	82	MIS AUTOMATED REPORT GENERATION REQUIREMENT	The incident handling portal should have facility to integrate with the incident management portal managed by Bank at the Bank's NOC	We would request bank to remove the integration from the scope or share the API integration method to check with our development team.	No change	No change in RFP terms
6	95	Other terms and Penalties	The selected bidder should proactively monitor the downtime status and advise the Bank. Bank may provide SNMP V3 based read only access, however the selected bidder should be able to achieve the proactive monitoring through other mechanisms also.	P2P links can't be monitored, We will monitor the Link from our Mux Demarc point , Please confirm it is Mandatory to monitor the Link from Bank Router	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.

7	58	Technical Scoring Matrix For Scoring Based Evaluation	As per RFP	Requesting you to please delete this clause	No change	No change in RFP terms
8	33	37. LIQUIDATED DAMAGES:	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Purchase Order Value, as liquidated damages as defined in Appendix -I of RFP. Once the maximum deduction is reached, the Bank may consider termination of the respective PO and/or Agreement. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Need to notify the client that Liquidated Damages or Penalty will be settled by way of Credit note.	Clarification	Credit note is acceptable
9	40	43- Termination for Convenience	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	1. Can service provide claim damages or exit charges from the customer for early withdrawal or termination without cause? 2. Can the Service Provider terminate the contract from their end	Clarification	1. No, the Service provider cannot claim damages or exit charges from the Bank. 2. No, the SP cannot terminate the contract from their end.
10	71	2(21,22)- Deliverables	21. All the hardware like Mux/router/switches supplied by the bidder should have dual power source support for ensuring High Availability. 22. The mux/router/switches hardware must be supplied and connected with redundant hardware (separate mux for each link) for ensuring High Availability.	Incase if we are providing CPE we shall be charging CPE rental from an Entity other than RJIL hence customer will receive Multiple Invoices. This to be noted.	No change	No change in RFP terms

11	79	Payment	<p>Payment will be made strictly in accordance with the following schedule by the Network & Communications Department, GITC of SBI:</p> <ol style="list-style-type: none"> 1. Payment for DC and DR connectivity in India will be in INR. 2. Payment will be made by the Bank quarterly in arrears subject to deduction of SLA penalties, TDS, Withholding Tax etc. The quarter will mean calendar quarter(s). However, for the first quarter, the payment shall be from the date of commissioning of links to the end of that calendar quarter subject to successful testing of the link and subsequent payments shall be after the end of calendar quarter. 3. The Bank shall only pay the quarterly charges and no additional cost shall be paid to the selected bidder including the cost incurred by the selected bidder for the maintenance of their equipment/devices; configuration, repairs to the equipment/replacements (even when the factors are beyond the control of the vendor), Out of Pocket expenses, onsite resident engineer, delivery manager or any. 4. The payment shall be made by Networking & Communication department, GITC, CBD Belapur, Navi Mumbai. 5. No request will be entertained by the Bank for the 	<ol style="list-style-type: none"> 1. Need to know the payment terms i.e the exact days by which Jio can expect payment after submission of invoice 2. Bills to be raised monthly or quarterly? 3. In absence of payment as per agreed timelines JIO shall have right to suspend the services along with levy of penal charges. 	Clarification	<ol style="list-style-type: none"> 1. One month after submission of Invoices if otherwise in order. 2. Quarterly 3. Not acceptable
12	104		<p>Penalty for not maintaining link uptime: Per Link Uptime per month Penalty Charges 99.9% and above- Nil 99.8% and above but below 99.9%- 10% of Monthly Bandwidth Charges 99.7% and above but below 99.8%- 20% of Monthly Bandwidth Charges 99.00% and above but below 99.7%- 30% of Monthly Bandwidth Charges 98.50% and above but below 99.00%- 40% of Monthly Bandwidth Charges Below 98.50%- 50% of Monthly Bandwidth Charges/. Maximum Penalty 20% of the quarterly billing of the purchase order issued for various links under this RFP</p>	<p>The penalty clause for not maintaining link uptimeand cannot be accepted. Acceptable Penalty for not maintaining link uptime: Penalty Charges 99.9% and above- Nil 99.8% and above but below 99.9%- 1% of Monthly Bandwidth Charges 99.7% and above but below 99.8%- 2% of Monthly Bandwidth Charges 99.00% and above but below 99.7%- 3% of Monthly Bandwidth Charges 98.50% and above but below 99.00%- 5% of Monthly Bandwidth Charges Below 98.50%- 10% of Monthly Bandwidth Additionally request SBI to cap the penalty to a maximum of 10% of the monthly charges. Request SBI to revise the penalty clause accordingly.ble.</p>	No change	No change in RFP terms

13				We request SBI to note that RJILs standard time frame for and inspection testing of equipments is 14 days from date of commissioning	Clarification	All the deliverables and technical specifications will be evaluated during the 1-month testing period post successful link commissioning. The evaluation criteria may subject to physical visit at bidder's NOC and POP locations.
14				What will be the exit management plan and exit charges in case of early withdrawal?	Clarification	As per the RFP terms regarding termination
15				Need to inform customer that in case of DDOS,customer may get 2 separate invoices for same period from two separate entities i.e JPL and RJIL. Need to seek flexibility in RFP that associated entities of RJIL may bill DDOS	Clarification	No such flexibility allowed
16				What will be the Mean Time to respond and resolve any queries or complaints?	Clarification	As per the RFP terms
17	24	25	Services	Since the scope of services does not involve any provision / invoicing of hardware / software , as we understand the provisions / compliances related to the same may not be applicable . Request to issue a clarification accordingly. Further, in the event there are requirements of hardware and software being provided, kindly confirm if the bank will agree to the EULA. Kindly specify if Bank is looking at any particular terms and conditions to be complied with through AMC.	Clarification	This clause shall be applicable for any devices provided by the service provider, if any.
18	26	28	Right to audit	Request to share the risk parameters on the basis of which the inspection that will be accried out and the detailed scope of audit/ inspection relevant and applicable. Request customer to clarify the scope such inspection. The bidder requests that any information which are confidential may be outside the purview such inspection / audit.	No change	No change in RFP terms
19	27	29	As per scope of the RFP, subcontracting is prohibited for providing links, port/bandwidth. However, if the Bidder subsequently wishes to sub-contract services for attending to faults in the last mile media/connectivity, they have to obtain specific written permission from the Bank before contracting any work to subcontractors. The Bank, at its discretion, may permit, deny, or select among the available options.	While we understand that core telecom facilities cannot be subcontracted, request to clarify in case the bidder offers any services through its affiliate company which is under the same management and control, will it be considered as subcontracting?	Clarification	The same shall be considered as subcontracting

20	28	31(iii)	<p>The limitations set forth herein shall not apply with respect to:</p> <p>(a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;</p> <p>(b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,</p> <p>(c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,</p> <p>(d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</p>	<p>With regard to the exclusion to the limitation of liability we request to (i) incorporate a knowledge qualifier on indemnification pursuant to third party IPR infringement (ii) the applicability of any liability related to damages while at Bank's Premised and (iii) liability towards the breach of confidentiality to be restricted to court awarded damages . We also request the clause related to statutory fines imposed by Govt / regulatory authority as it is within the control of the Bank . Request you to kindly revise the clause as proposed below:</p> <p>The limitations set forth herein shall not apply with respect to:</p> <p>(a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right <u>knowingly done by the Service Provider;</u></p> <p>(b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider <u>while at the Bank's Premises,</u></p> <p>(c) <u>to the extent of court awarded</u> damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,</p> <p>(d) Regulatory or statutory fines imposed by a</p>	No change	No change in RFP terms
21	29	34(iii)	<p>Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.</p>	<p>Request the bank to consider incorporatig the following as exception to this clause where the Bank to indemnify in the event of accidents or loss of life, the cause of which is the Bank's or Bank's subcontractors' negligence</p>	No change	No change in RFP terms

22	32	36	Intellectual Property Rights and Ownership	<p>Considering the scope of services which are being procured under the RFP , we understand that there are no licensing / transfer of intellectual property rights involved. Hence, we propose the following to be incorporated as part of RFP/ Contract.</p> <p>Each party owns and shall continue to own their intellectual property (IP) and and agree that nothing in this RFP shall confer or be deemed to confer on either Party, any right, title or interest in the other Party's IP and or each Party hereby acknowledges that it shall not acquire any right, title or interest, in respect thereof.</p>	No change	No change in RFP terms
23	37	39(v)(b)	Debarment from participation including removal from empanelled list-Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions.	The provisions related to Debarment appears to be too wide . Hence request to restrict the applicability of debarment to a material / substantial breach of the terms and conditions by Service Provider, due to reasons solely attributable to it , which are not cured / remedied despite a 90 days notice to remedy the breach , provided such breaches are capable of being remedied .	No change	No change in RFP terms
24	38	39(v)(c)	For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.	While we understand that in the event of proven transgression of the code of integrity, the bank suggests debarment, same should be limited to the entity which was involved in the Bid and shall not be extended to related entities, which are not related to the Bid or not under any default . Kindly confirm.	No change	No change in RFP terms

25	38	40(i)	<p>The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:</p> <p>(a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank.</p> <p>(b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement.</p> <p>c) Violations of any terms and conditions stipulated in the RFP.</p> <p>(d) On happening of any termination event mentioned in the RFP/Agreement.</p> <p>Prior to providing a written notice of termination to Service Provider under clause 40 (i) (a) to 40 (i) (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.</p>	<p>Considering the large scope of services involved , we request to limit the right to terminate the agreement only in the event of (i) service provider's failure to maintain minimum threshold service levels agreed for a three consecutive SLA measurement periods , due to reasons solely attributable to Service Provider. (ii) any substantial breach of the RFP terms and conditions . A mere breach should not attract the provisions related to terminations . Request to modify the clause and issue a clarification . May kindly consider the below modifications:</p> <p>The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:</p> <p>(a) If Service Provider fails to deliver perform any or all the obligations within the 3 consecutive Service Level measurement period time period specified in the RFP/Agreement, or any extension thereof granted by as agreed to with the Bank.</p> <p>(b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement.</p> <p>c) Violations of any terms and conditions stipulated in the RFP.</p>	No change	No change in RFP terms
26	38	40(ii)	<p>In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.</p>	<p>Request you to consider the below modifications:</p> <p>In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.</p>	No change	No change in RFP terms

27	39	40(vi)	of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Request Bank, not to terminate the contract for reasons which are not solely attributable to the Service Provider	No change	No change in RFP terms
28	40	43	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Requesting customer to not terminate the agreement for convenience as bidder would making huge capex investment for providing services. In such termination for convenience, applicable exit charges may be applicable if agreed between the parties.	No change	No change in RFP terms
29	48	Appendix A (xvi)	We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.	Since the scope of work involves provision of services and there is no invoicing of hardware/software by the Bidder, we suggest that the compliance requirements regarding the public procurement orders on entities which are sharing land border with India, shall be restricted to the Bidder only . We request to remove any compliance requirement by OEMs in view of the scope of services specified in the RFP .	No change	No change in RFP terms

30	94	Appendix I	Other terms and Penalties	<p>Requesting Customer to please add exclusions to Service Levels as follows:</p> <p>Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes:</p> <p>I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of the Bidder in case of a Service Disruption</p> <p>ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Bidder</p> <p>iii. The failure of Customer's applications, equipment, or facilities including any third party equipment</p> <p>iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Bidder's personnel,</p> <p>v. Customer not providing stable power and the other infrastructure required for Service</p>	No change	No change in RFP terms
31	108	Appendix J-1.1.3	Data Dictionary or Metadata Repository" shall mean a repository of information about data such as meaning, relationships to other data, origin/lineage, usage, business context and format including but not limited to data type, data length, data structure etc., further, it as a collection of columns and tables with metadata. <Strike off if not applicable as per scope of services>	Not applicable to the current scope of services. Hence to be deleted. Kindly confirm.	Clarification	Changes in SLA will be done subsequently as per the scope of the RFP with the selected bidder
32	108	Appendix J-1.1.4	"Deficiencies" shall mean defects arising from non-conformity with the mutually agreed specifications and/or failure or non-conformity in the Scope of the Services.	Not applicable to the current scope of services. Hence to be deleted. Kindly confirm.	No change	No change in RFP terms

33	108	Appendix J-1.1.5	<p>“Documentation” will describe in detail and in a completely self-contained manner how the User may access and use the (name of the Software/ Hardware/ Maintenance Services) <Strike off whichever is inapplicable>,8 such that any reader of the Documentation can access, use and maintain all of the functionalities of the (Service)9, without the need for any further instructions. ‘Documentation’ includes, user manuals, installation manuals, operation manuals, design documents, process documents, data flow documents, data register, technical manuals, functional specification, software requirement specification, on-line tutorials/CBTs, system configuration documents, Data Dictionary, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.</p>	<p>Not applicable to the current scope of services. Hence to be deleted. Kindly confirm.</p>	No change	No change in RFP terms
34	109	Appendix J-1.1.9	<p>“Root Cause Analysis Report” shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.</p>	<p>Not applicable to the current scope of services. Hence to be deleted. Kindly confirm.</p>	No change	No change in RFP terms
35	114	Appendix J-4.1	<p>The Bank’s Duties /Responsibility (if any)</p>	<p>Request bank to add the following as part of its duties/responsibilities in addition to processing of invoices: ii.Bank shall provide dedicated space, 24*7 Power back up and access to the premises for providing the Services iii.Use of services-Any use of Services shall be in compliance with applicable laws, rules and regulations and and directions of competent regulatory authorities as applicable.</p>	No change	No change in RFP terms

36	115	Appendix J-4.2(i)(e)	Service Provider shall be responsible to provide Data Dictionary in a format provided by the Bank. During the term of this Agreement, such a format may be revised by the Bank as per the requirements. Service Provider shall capture all the fields in Data Dictionary format and keep the same always updated during the term of this Agreement. <Strike off if not applicable as per scope of services>	Not applicable to the current scope of services. Hence to be deleted. Kindly confirm.	Clarification	Changes in SLA will be done subsequently as per the scope of the RFP with the selected bidder
37	116	Appendix J-5.2.4	Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the services and products provided by Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other intellectual property rights of any third party.	Since there are no products being provided under the current scope of services, request you to consider deletion of the word Product and modify the clause as follows: Service Provider warrants that to the best of its knowledge, as on the Effective Date of this Agreement, the services and products provided by Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other intellectual property rights of any third party .	No change	No change in RFP terms
38	117	Appendix J-5.2.8	Service Provider warrants that it shall be solely liable and responsible for compliance of applicable Labour Laws in respect of its employee, agents, representatives and sub-contractors (if allowed) and in particular laws relating to terminal benefits such as pension, gratuity, provident fund, bonus or other benefits to which they may be entitled and the laws relating to contract labour, minimum wages, etc., and the Bank shall have no liability in this regard.	In the event there is deployment of manpower, whether the same can be through an affiliate/ group company of the bidder. Kindly confirm .	Clarification	The resources shall be from the Service provider's payroll. The service provider shall ensure that the clause mentioned is complied with.
39	117	Appendix J-5.2.9	During the Contract period, if any software or any component thereof is supplied by Service Provider is inoperable or suffers degraded performance, Service provider shall, at the Bank's request, promptly replace the software or specified component with new software of the same type and quality. Such replacement shall be accomplished without any adverse impact on the Bank's operations within agreed time frame and without any additional cost to the Bank.	Considering the nature of the services, software may not be required to be provided as part of the RFP. Hence, kindly confirm if you are fine to replace the same with services.	No change	No change in RFP terms

40	118	Appendix J-6.1	<p>Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider’s breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.</p>	<p>The present indmenity clause is too broad , we request for a restricted indemnity, especially to the extent of court awarded damages, with the modifiactions as proposed below .Request you to consider the following changes in the clause: Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider’s breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement <u>to the extent of court awarded damages;</u> or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider <u>while at the Premises of the Bank.</u> Service Provider agrees to make good the loss suffered by the Bank.</p>	No change	No change in RFP terms
41	118	Appendix J-6.2	<p>Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to Service Provider without undue delay. Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.</p>	<p>Since no software or hardware are being provided as part of this RFP, request the bank to consider the following changes in the clause: Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables services within reasonable time. The Bank shall report as far as possible all material defects to Service Provider without undue delay. Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.</p>	No change	No change in RFP terms

42	120	Appendix J-10.6	For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.	The said clause refers to the policy framed by the bank. The bidder as an organisation has a policy in line with the applicable law. Hence we suggest rewording the clause as below: For redressal of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank <u>Service Provider</u> (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including any amendment thereto.	No change	No change in RFP terms
43	120	Appendix J-11	As per the scope of this Agreement sub-contracting is not permitted.	This clause seems to be in conflict with clause 29 on page 27 which allows subcontracting. Kindly confirm which one applies to the arrangement.	Clarification	Changes in SLA will be done subsequently as per the scope of the RFP with the selected bidder
44	120	Appendix J-12	Intellectual Property Rights	Considering the type of services which are being procured under the RFP , we understand that there are no transfer or license of intellectual property rights involved. Hence, we request to issue a clarification as proposed below: Each party owns and shall continue to own their IP and and agree that nothing in this RFP shall confer or be deemed to confer on either Party, any right, title or interest in the other Party's IP and or each Party hereby acknowledges that it shall not acquire any right, title or interest, in respect thereof	No change	No change in RFP terms
45	121	Appendix J-13	Inspection and Audit	Request customer to clarify and share the detailed scope of such inspection / audit including risk parameters proposed to be adopted. We also request to avoid any inspection / audit at the premises , which may be outside the scope of the services under RFP.	No change	No change in RFP terms
46	123	Appendix J-14.1 (last sentence)	It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.	The Bidder does not receive or access any Bank's customer data in connection with the services . Hence we propose the following modification to the existing clause . Request to confirm. It is further agreed that the information relating to the Bank and its customers is deemed confidential whether marked confidential or not.	No change	No change in RFP terms

47	125	Appendix J-14.12	The foregoing obligations (collectively referred to as “Confidentiality Obligations”) set out in this Agreement shall survive the term of this Agreement and for a period of five (5) years thereafter provided Confidentiality Obligations with respect to individually identifiable information, customer’s data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.	Since there is no software or personal data being provided, request you to modify the clause accordingly and restrict the survival period to a specified period . We request you to consider the following modifications . The foregoing obligations (collectively referred to as “Confidentiality Obligations”) set out in this Agreement shall survive the term of this Agreement and for a period of five (5) years thereafter provided Confidentiality Obligations with respect to individually identifiable information, customer’s data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.	No change	No change in RFP terms
48	125	Appendix J-15	Ownership	Not applicable. There is no transfer of ownership of any intellectual property rights as such the clause to be modified accordingly .	No change	No change in RFP terms
49	126	Appendix J-16.1	The Bank may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part: (e) If Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by the Bank; (f) If Service Provider fails to perform any other obligation(s) under the Agreement; (g) Violations of any terms and conditions stipulated in the RFP; (h) On happening of any termination event mentioned herein above in this Agreement. Prior to providing a written notice of termination to Service Provider under clause 16.1 (i) to 16.1 (iii), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.	With regard to termination for breach we request to restrict the right to terminate only in case of a material or substantial breach of the contract or in case non maintenace of minimum service levels for a consecutive period of three SLA measurement periods due to reaosn solely attributable to the Bidder . Further service provider may be given a right to terminate the agreement either in part or in full (i) in case of failure to pay any undisputed payments or (ii) in case of regulatory breach pursuant to which a direction from regulatory authorities are issued for termination and or suspension of services. Also, the clause references need to be updated.	No change	No change in RFP terms

50	126	Appendix J-16.2	<p>The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.</p>	<p>Requesting customer to not terminate the agreement for convenience as bidder would making huge capex investment for providing services.</p> <p>In such termination for convenience, applicable exit charges may be applicable if agreed between the parties.</p>	No change	No change in RFP terms
51	126	Appendix J-16.3	<p>In the event the Bank terminates the Agreement in whole or in part for the breaches attributable to Service Provider, the bank may procure, upon such terms and in such manner, as it deems appropriate, Services similar to those undelivered and subject to clause 20 Service Provider shall be liable to the Bank for any increase in costs for such similar Services. However, Service Provider, in case of part termination, shall continue the performance of the Agreement to the extent not terminated.</p>	<p>We request that the termination may be restricted only in respect of the undelivered portion of services . We request you to consider the below modifications:</p> <p>In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to clause 20 Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.</p>	No change	No change in RFP terms

52	127	Appendix J-16.4	<p>The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:</p> <p>(i) If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.</p> <p>(ii) If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.</p> <p>(iii) If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.</p> <p>(iv) Any document, information, data or statement submitted by Service Provider in response to RFP, based on which Service Provider was considered eligible or successful, is found to be false, incorrect or misleading.</p>	<p>Request you to provide at least 30 days notice period for events which can be subject to a cure. Kindly consider rewording the said clause as below:</p> <p>The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:</p> <p>16.4.1 If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.</p> <p>16.4.2 If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider.</p> <p>16.4.3 If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.</p>	No change	No change in RFP terms
53	130	Appendix J-20.1	<p>The maximum aggregate liability of Service Provider, subject to clause 20.3, in respect of any claims, losses, costs or damages arising out of or in connection with this Agreement shall not exceed the total Project Cost.</p>	<p>Considering the larger scope of services , we request to limit the aggregate liability of service provider to the annual value of the contract .Request you to consider rewording the same as below:</p> <p>The maximum aggregate liability of Service Provider, subject to clause 31 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost <u>value paid to the Service Provider in the 12 months from the date the claim has arisen .</u></p> <p>Further, this is conflict with clause 31(i) of the RFP where the liability cap is 12 months from the date the claims has arisen. Kindly confirm if the contents of clause 31(i) of the RFP are to be updated in the said appendix.</p>	No change	No change in RFP terms

54	130	Appendix J-20.3	<p>The limitations set forth in Clause 20.1 shall not apply with respect to:</p> <p>claims that are the subject of indemnification pursuant to Clause 12 (infringement of third party Intellectual Property Right);</p> <p>(ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider;</p> <p>(iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations;</p> <p>(iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.</p>	<p>The exclusions to the limitation of liability with respect to IP infringement may be subject to a knowledge qualifier and taibility in case of damages may be restricted to court awarded damages . We propose the below modifiactions :</p> <p>The limitations set forth in Clause 20.1 shall not apply with respect to:</p> <p>(i) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right <u>knowingly done by the Service Provider</u>;</p> <p>(ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider <u>while at the Bank's Premises</u>,</p> <p>(iii) <u>to the extent of court awarded</u> damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,</p> <p>(iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.<To be deleted since compliance is within the control of the bank></p>	No change	No change in RFP terms
55	133	Appendix J-23.7	<p>ENTIRE AGREEMENT: The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral part of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:</p> <p>(i) This Agreement;</p> <p>(ii) Annexure of Agreement;</p> <p>(iii) Purchase Order No. _____ dated _____; and</p> <p>(iv) RFP</p>	<p>As a part of regulatory compliance all customers are required to execute Customer Application Form (CAF) and submit relevant documents in proof of address and proof of identity of the authorised signatory of the Customer . Hence we request you to kindly add " any other document executed between the Parties" as the last in the order of precedence .</p>	No change	No change in RFP terms

56	158	Appendix K-Non Disclosure Agreement-2(a)	Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If Service Provider appoints any Sub-Contractor (if allowed) then Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving the Bank an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement	Request the bank to share the template of the undertaking so that we can notify the same to the approved subcontractors. Also, we understand that there may be affiliates / group companies involved in provision of the incidental services. Kindly confirm that no such undertaking would be needed from such affiliates.	Clarification	As per the RFP terms, no sub-contracting is allowed for core telecom facilities. The template shall be shared with the selected bidder in case of any sub-contracting as per the RFP terms.
57	160	Non Disclosure Agreement-3(d)	Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.	Kindly confirm if we can submit a certificate that we are complying with the confidentiality requirements in lieu of any visit by the disclosing part to the receiving party's premises .	Clarification	No such certificate is required. In case, the Bank desires to visit the Receiving party's premises, prior intimation shall be provided by the Bank as per the clause mentioned.
58	161	Non Disclosure Agreement-4 (i)	The Agreement shall be effective from _____ ("Effective Date") and shall be valid for a period of _____ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of five (5) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.	As understood , there is no software or personal data being provided, under the RFP request you to modify the clause removing any perpetual obligation with respect to Customer data and or software in human readable form . .	No change	No change in RFP terms

59	168	AppendixN--Pre-integrity pact-2.13	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial Interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.	Request the Compliance be restricted to key employees of the Bidder who are directly involved in the preparation and submission of the Bid . If the Bidder is alarge organisation , it would be difficult to identify any relative of the officers of the Buyer who are employed by the Bidder .	No change	No change in RFP terms
60	170	AppendixN--Pre-integrity pact-6	Fall Clause-The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Since the price determined is through a competitive bidding process , fall clause provisions may not be applicable . Hence request to modify or delete the clause as not applicable .	No change	No change in RFP terms
61	Additional	Additional	Documents to be executed by Customer	1.The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license , in compliance with applicable laws. 2. Customer shall execute documents as may be required for subscribing to the services in compliance with regulatory requirement.	Clarification	No addition proposed
62	Page 5	Appendix B, Point 14	The Bidder should agree to the terms and conditions of Service Level Agreement (as specified in Part I, clause 19 (vi).	Mentioned clause does not specify terms and conditions of Service Level Agreement. Kindly review.	Clarification	The Final SLA containing terms and conditions shall be signed with the successful bidder.
63	55	Appendix C, Technical and Functional Specifications, Point 8	Near real-time quality Dashboard showing performance parameters like utilization, latency, packet drop etc. for proactive action by service provider	Since the requirement is of dedicated P2P links, we will require SNMP access to your router to provide the required performance parameters. Kindly either consider to exclude this requirement or SNMP access should be allowed.	Corrigendum	Near real-time quality Dashboard showing performance parameters like utilization, latency, packet drop etc. for proactive action by service provider. The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring including performance parameters by the selected bidder.

64	Page 56	Appendix C, Technical and Functional Specifications, Point 15	The devices should support Access Control List (ACL), SNMPv3 or higher.	Point to Point links shall be delivered through transport devices which works on Layer-1 & do not support ACL & SNMP. Hence the subject clause may be reviewed & modified accordingly.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any.
65	Page 57	Appendix C, Technical and Functional Specifications, Point 19	Selected Bidder shall maintain a syslog server for all devices provided by the Selected Bidder under the scope of this project and fetch & store logs & events for 6 months at any point in time.	It is understood that syslogs shall be fetched from tenderers CPE device (Interfacing device with bidders end device), Since tenderer is the owner of the CPE device, syslog may be taken internally by tenderer & penalties, Scoring etc. related to this requirement may be deleted. Please confirm if our understanding is correct. Else kindly elaborate on the requirement.	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.
66	Page 59	Appendix C, TECHNICAL SCORING MATRIX FOR SCORING BASED EVALUATION, Point 8	Detailed plan to ingest logs into SBI's NOC	As Above	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.
67	Page 62, Page 65, Page 78	Appendix-E, Section A and Appendix-E, Section B, S. No. 1 Services, S.No. 11 and Appendix E, Section B, S. No. 11 Regulatory Compliance requirements, Point 13	1) The Bank may issue Purchase Order for any additional links for any new locations / enhancement in current locations as per the requirement of the Bank at any time during the contract period. The Successful Bidder has to provide such additional links as required by the Bank on the same rate discovered in Reverse Auction process. 2) For any new link requirement other than the links mentioned in the section A of Appendix-E of this RFP document, the selected bidder shall agree to the multiplication factor as provided above. 3) The rates discovered in the RFP may be used for links at the new Data Centre of SBI coming up in any location in India.	Link at new location will be subjected to feasibility. No commitment can be made prior. However, we will try our best to connect locations if feasible on our network. It may be noted that subject locations can be connected if tenderer is ready to pay OTC for such locations as per actuals. Kindly consider to modify this clause in the RFP.	No change	No change in RFP terms
68	Page 62	Appendix-E, Section A	The Bank at its discretion may issue Purchase Order for additional links / reduce the number of links as well from the list mentioned under Section A of appendix-E of this document.	Since the volume of requirement affects the commercials, subject clause may be reviewed and a minimum volume of connectivity may be indicated some % of variation in links may also be indicated as per requirement envisage in future by tenderer. It will help to get better bid prices.	No change	No change in RFP terms

69	Page 63	Appendix-E, Section B, S. No. 1 Services, S.No. 1, Point 9	The selected bidder must ensure upgrade/downgrade of link bandwidth as and when required by the Bank within 1 week from the date of issue of PO in case of soft upgrade and downgrade. If there are hardware changes same should be done within 4 weeks from the date of receipt of purchase order/LOI. For any such upgrade/downgrade One Time Charges (OTC) if any, will not be payable.	It is understood that tenderer will pay ARC according to the new bandwidth. Please confirm if our understanding is correct. Else kindly elaborate on the requirement.	Clarification	Yes, the payment will be done according to the new bandwidth, from the date of upgrade/downgrade and acceptance of the link.
70	Page 65	Appendix-E, Section B, S. No. 1 Services, S.No. 12	The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link. TSP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration or as accepted by the Bank.	Link can shifted to new location subjected to feasibility. Since customer want links on fiber. Fiber laying may require more than 15 days. Timeline should be relaxed and can be mutually agreed on when such requirement arises. Kindly consider to modify this clause.	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
71	Page 98	Appendix-I, Point 1.1.2	Delay in shifting of link within 15 days from the date of receiving the request from the Bank	Shifting of the link will be subjected to feasibility. However, we will try our best to shift the link to new locations, if feasible on our network. It may be noted that link can be shifted to new locations if tenderer is ready to pay OTC for such locations as per actuals. Since customer want all the links on fiber. Last mile fiber laying may require more than 15 days, So penalties, Scoring etc. related to this requirement may be relaxed.	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
72	Page 70	Appendix-E, Section B, S. No. 2 Deliverables S.No. 18	Cross connect charges, if any, will be paid by the Bank separately to Data Centers (co-location data centers), But all charges related to space for MUX and power should be borne by the bidder.	It is understood that mux (device from which handoff will be given to customer) will kept in customer's premise, so space and power supply for the said device should be in the scope of the tenderer. Kindly consider to change this clause to " Mux Space and its power supply is in scope of tenderer.	Clarification	Any charges pertaining to cross connect/termination etc. at hosted data centres will be borne by the Bank. The costs pertaining to cross connect/termination etc. at Bank's Data Centres Premises will have to be borne by the vendor. At Bank's Center Centres, the space and power shall be arranged by the Bank. In other hosted data centres, the space and power shall be arranged by the vendor.
73	Page 72	Appendix-E, Section B, S. No. 2 Deliverables S.No. 33	The criteria for program manager should be as follows: Graduate/ Postgraduate with PMP or equivalent/higher certifications and minimum of 3 years' experience in deploying and managing P2P fiber networks.	Since the number of links required in subject RFP is very small & provisioning of such a qualified manpower may attract additional cost.It may be noted that POWERGRID's core business is project execution of tune of thousands of Crores annually. It is proposed to review this requirement at least for Maharatna organization like POWERGRID.	No change	No change in RFP terms

74	Page 73	Appendix-E, Section B, S. No. 2 Deliverables S.No. 37	The selected bidder should provide the network diagram with IP Schema, before and after implementation before implementation of the link.	Since the requirement is of dedicated P2P links Ip schema will be in the scope of tenderer. Hence, this clause may be deleted.	No change	No change in RFP terms
75	Page 75	Appendix-E, Section B, S. No. 9 Performance requirement	99.9 % uptime	Since some of the links are within intracity, availability may be kept at 99.5% to keep the bid price competitive.	No change	No change in RFP terms
76	Page 88	Point 5	Any charges pertaining to cross connect/termination etc. at hosted data centres will be borne by the Bank. The costs pertaining to cross connect/termination etc. at Bank's Data Centres Premises will have to be borne by the vendor.	It is understood that cross connect/ termination etc. for all the links provided under this RFP will be in the scope of the tenderer. Please confirm if our understanding is correct. Else kindly elaborate on the requirement.	Clarification	Any charges pertaining to cross connect/termination etc. at hosted data centres will be borne by the Bank. The costs pertaining to cross connect/termination etc. at Bank's Data Centres Premises will have to be borne by the vendor such as resources payment for cable laying and cables related charges.
77	Page 94	Appendix-I, Point 1	Penalties for violating SLA	Penalty clause may be modified to "equivalent service credit note shall be provided by service Provider".	Clarification	Credit note is acceptable
78	Page 99	Point 1.2	Note: Latency will be measured between Bank's Data Centre router and the service provider PE router.	Point to Point links shall be delivered through transport devices which works on Layer-1 .	No change	No change in RFP terms
79	Page 111	Annexure J, Scope of Work, Point 2.2	The Bank may, at its sole discretion, provide remote access to its information technology system to IT Service Provider through secured Virtual Private Network (VPN) in order to facilitate the performance of IT Services. Such remote access to the Bank's information technology system shall be subject to the following.	RFP is floated for dedicated point to point link only. Kindly confirm scope of work whether vpn is required.	Clarification	If Bank requires, Bank may give VPN access to support personnel to facilitate performance of IT services
80	Page 132	Point 23.1	TRAINING: Service Provider shall train designated Bank officials on the configuration, operation/ functionalities, maintenance, support & administration for software, application architecture and components, installation, troubleshooting processes of the proposed Services as mentioned in this Agreement.	It is understood that CPE device is in the scope of the tenderer, so bidder is not responsible for its maintenance, configuration, installation, troubleshooting, support & administration for software, application. Neither bidder is required to provide training to the tenderer's official for their CPE device. Also maintenance, configuration, installation, troubleshooting, support & administration for software, application of the bidder's device is in bidder's scope, so there is no need to train tenderer's official for the same. Please confirm if our understanding is correct. Else kindly elaborate on the requirement.	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.

81	Page 8	Point 2 (vii)	The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP	It is understood that if the tenderer rejects all the bids and no L-1 is selected i.e. tender is scrapped, then Tender fee will be refunded to all the bidders.	Clarification	The Tender fee is non-refundable Ref: page No.3 point 11
82	Page 31	Point 35 (iii)	Technical documentation requirement. (Product literature, Operating manuals, General specification, Operator reference manuals, general specification, operator reference manuals for each operational task, message manuals, documentation on troubleshooting.	It is understood that bidder will be providing bandwidth service to the tenderer and no product is being provided. So the mentioned technical documents seems irrelevant to this RFP. Kindly consider to exclude this clause from RFP.	Clarification	This clause shall be applicable for any devices/products provided by the service provider, if any, for providing the connectivity.
83	Page 9	Clause 3 definations, Point (viii)	Point to Point (P2P) - A dedicated bandwidth connectivity on point-to-point fiber link up to the Bank managed devices in the Data Centers and specified locations with dual last mile from 2 different paths / POPs from the same service provider. All devices, if provided by the bidder such as Mux / router / switch, etc. should have dual power and redundancy.	Kindly confirm that no hardware other than the MUX (handoff device) is in the scope of the Bidder.	Clarification	The scope of work is for delivering P2P links only. This clause shall be applicable for any devices, if any, used for providing the P2P connectivity.
84	NA	General	General	It is understood that Bidder will be responsible till the handover point. Beyond that if any issue occurs, it will be in the scope of the tenderer and no penalty will be levied on the bidder for the same. Even if performance of the link degrades due to issue beyond handoff point, bidder will not be responsible for the same and no penalty will be levied on the bidder. Please confirm if our understanding is correct. Else kindly elaborate on the requirement.	Clarification	RFP is self-explicit
85	Page 87		The formula for the new/upgraded bandwidth shall be as under:	In point to point links, rate depends upon both bandwidth requirement and distance between to the two points. Using the rate of the discovered link as base price and deducing price for all other links of different bandwidth irrespective of the distance between two points is not feasible. The mentioned formula can be used to derive rate for different bandwidths for the links having same end points.	No change	No change in RFP terms

86	Page 104	1.1.1	Maximum penalty 20% of quarterly billing of the PO issued for various links under this RFP.	As per subject clause, It is possible to place PO for multiple links. In such cases maximum penalty may be capped to quarterly PO value of subject link only.	No change	No change in RFP terms
87			GITC Belapur & DRC Chennai – 1Gbps	complete address of DRC Chennai location against the intercity link (GITC Belapur & DRC Chennai – 1Gbps).	Clarification	SBI LHO Chennai, 3rd floor, 16, college lane, Nungambakkam, Chennai 600006
88	63	Section B Services and Deliverables	Dedicated Bandwidth point to point fiber link with dual last mile connectivity at SBI DCs / DRs and other locations (location details as stated in section "A") with 1:1 bandwidth; uncompressed, unfiltered, and unshared.	As P2P links work on Layer 2, we recommended bank directly procure secondary link from another service provider	No change	No change in RFP terms
89	65	Section B Services and Deliverables	12. The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link. TSP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration or as accepted by the Bank.	Request bank to amend shifting time from 15 days to 30 days.	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
90	68	Section B Services and Deliverables	27. The performance testing may be conducted once in 6 months with BERT standard report containing all the required parameters or any better report measuring performance. The Bank may ask for performing tests any time depending on the degradation of the performance and any surprise / random checks /may be due to audit requirements. For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	In P2P there is no concept of POP. Its always measure between End A and End B. Request amend clause as " For regular latency checking, latency not more than 10 ms (for intracity) and 60 ms (for intercity) when the link utilization is <70%.	No change	No change in RFP terms
91	68	Section B Services and Deliverables	28. The rates discovered in the RFP may be used for links at the new Data Centre of SBI coming up in any location in India.	Request you remove this clause as price is depend upon capex involve at particular location	No change	No change in RFP terms
92	71	Section B Services and Deliverables	26. Packet drops should be <1 in 1 lakh packets. Jitter to be <10 ms. The performance parameters are to be measured between Bank's perimeter device and the POP of service provider.	Request you amend clause as " Packet drops should be <1 in 1000 packets. Jitter to be <30 ms. The performance parameters are to be measured between Bank's perimeter device and the POP of service provider	No change	No change in RFP terms

93	74	Section B Services and Deliverables	At Bank's Data Centers as specified in the RFP, the selected bidder shall provide dual last miles from two different POPs. The dual links may be terminated on different routers depending on the availability of the ports on the routers and as per the decision of the Bank	Is secondary link should provide by primary bidder with third party last mile, please confirm.	Clarification	The secondary link provided by the bidder shall be from different POP of the same service provider
94	62	Appendix-E Scope of Work and Payment Schedule Section B Services and Deliverables	The Bank desires to procure point to point Fiber links with dual last mile from two different POPs for various locations with bandwidth ranging from 1 Gbps to 100 Gbps for the locations mentioned below. 6. The Secondary last mile should be equivalent to the Primary link in all terms and can be used as failover link as per the Bank's requirement or during the drills.	Request bank to please clarify the requirement. Does bidder need to provide 2 different links at same location or bidder need to provide the single link with ring level redundancy If bidder need to provide 2 links at single location, then auto failover config need to be taken care by Bank's IT team as CPE is owned by bank. And does bidder need to provide both links on its own LM media or TP can be involved for secondary link	Clarification	Two links shall be provided by the service provider. The secondary link provided by the bidder shall be from different POP of the same service provider. The auto failover config shall be done by the Bank in the router. However, the vendor shall ensure that the secondary link is always up and running for the failover.
95	62	Section B Services and Deliverables	9. The selected bidder must ensure upgrade/downgrade of link bandwidth as and when required by the Bank within 1 week from the date of issue of PO in case of soft upgrade and downgrade. If there are hardware changes same should be done within 4 weeks from the date of receipt of purchase order/LOI. For any such upgrade/downgrade One Time Charges (OTC) if any, will not be payable.	Request bank to please revise the timelines for soft upgrade to 2 weeks basis feasibility. If there are hardware changes Upgrade same should be done within 8 weeks from the date of receipt of purchase order/LOI.	No change	No change in RFP terms
96	63	Section B Services and Deliverables 1. Services	4. All the services mentioned in this RFP will be provided by the selected bidder / TSP (Telecom Service Provider) and no extra cost will be paid other than the contract value. The Bank shall pay only the fixed recurring cost and one-time shifting charges (Rs. 1,00,000/- per link) for the commissioned links.	Request bank to release the one-time shifting charges as per actual for the shifting links	No change	No change in RFP terms
97	63	Section B Services and Deliverables 1. Services	7. End to end link management and maintenance should be performed by the TSP on a 24x7x365 basis between the Customer Premise Equipment (provided by the Bank) in the DC/DR sites.	Since the requirement is for P2P links so bidder shall not be able to monitor the links so bidder request bank to please remove this clause	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.

98	65	Section B Services and Deliverables	12. The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link. TSP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration or as accepted by the Bank.	Bidder request bank to please consider the timelines subjected to the feasibility reports for the shifting cases	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
99	65	Section B Services and Deliverables	14. Maintenance of dashboards but not limited to: a. Link utilization reports b. Link fault incidents c. RCA for down time for the links d. Packet loss, jitter, and latency reports till the Bank's perimeter device e. Any other reports as required by the Bank. f. Historical data management.	Since the requirement is for P2P links so bidder shall not be able to share the Link utilization, Packet loss, jitter, and latency reports for P2P links so bidder request bank to please remove this clause	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
100	65	Section B Services and Deliverables 1. Services	13. Should have operational support (viz. end to end link monitoring, maintenance, training, etc.) after installation, deployment, and operationalization of the links.	Since the requirement is for P2P links so bidder shall not be able to monitor the links so bidder request bank to please remove this clause	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
101	66	Section B Services and Deliverables	18. The selected bidder should provide one dedicated engineer / Operation manager within 21 days for entire contract period who will be ensuring commissioning and successful testing of the links and ensuring proper functioning of these links on all working days.	Through this clause, Bidder assume to provide manpower on Third party payroll. Bidder request bank to share the working shift timings, work location and manpower should be provided within 45 days.	Clarification	The resources provided shall be on Service provider's payroll. The details like timings, location shall be shared with the selected bidder.
102	67	Section B Services and Deliverables 1. Services	22. The selected bidder shall also ensure to dismantle their setup at the Bank's premises once the termination of contract/particular link is mandated by the Bank. The selected bidder should remove their hardware / equipment from the Bank's premises within 1 week from the date of decommissioning / termination of contract of that link(s).	Bidder request bank to revise the timeline for dismantling to 1 month	No change	No change in RFP terms
103	68	Section B Services and Deliverables 1. Services	25. The selected bidder shall periodically (quarterly) conduct BCP/DR drill without impacting Bank's services, of their network and confirm the same to the Bank. A prior notice of one week must be given to Bank. Bank reserves the right to conduct any unplanned BCP / DR drill / activity without notice.	Request bank to please share the scope of such drills and activities	Clarification	The scope shall include all the P2P links procured through this RFP

104	68	Section B Services and Deliverables 1. Services	29. The latency and other parameters for P2P for Data Center connectivity should not exceed 1 ms for last mile media only between TSP POP to CPE. The BERT report should be submitted periodically once in 6 months or as and when demanded by the Bank.	For Bert testing, bidder request bank to give 7 days notice as bidder need to arrange tester for activity	No change	No change in RFP terms
105	68	Section B Services and Deliverables 1. Services	27. The performance testing may be conducted once in 6 months with BERT standard report containing all the required parameters or any better report measuring performance. The Bank may ask for performing tests any time depending on the degradation of the performance and any surprise / random checks /may be due to audit requirements. For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	Bidder request bank to please revise the latency parameters as below: Latency (Intracity) < 20 ms Latency (Intercity) < 80 ms	No change	No change in RFP terms
106	69	Section B Services and Deliverables 2. Deliverables	2. The selected bidder shall arrange for the commissioning of all links within 6 weeks from the date of issuance of Purchase Order (PO)/Letter of Intent (LoI).	Bidder request bank to please revise the delivery timelines to 10 weeks from the date of issuance of Purchase Order (PO)/Letter of Intent (LoI).	No change	No change in RFP terms
107	69	Section B Services and Deliverables 2. Deliverables	9. For the commissioning of the links, the Bank will issue LOI/PO in Bank's format and sign SLA with the selected bidder and no other document will be signed by the Bank for the said purpose. The Bank reserves the right to place Purchase Order (PO) for lesser number of links than the number of links/locations specified in this RFP document. Also, the Bank may issue multiple POs during the contract period. In case the existing Service provider emerges as L1 bidder and the discovered rate is less than the existing rate then the discovered rates will be applicable from the date of issue of PO/LOI.	Request bank to please consider the rates from the date acceptance release by bank for particular link	No change	No change in RFP terms
108	70	Section B Services and Deliverables 2. Deliverables	10. The selected bidder shall provide full routing table of IPv4 and IPv6 and dynamic routing protocol supported. The selected bidder shall ensure that there shall not be any restriction on the number of routes that needs to be maintained on devices under the control of the selected bidder for all practical purposes.	Since the requirement is for P2P links, Request bank to please remove this clause as it is not applicable for P2P links	Corrigendum	Clause deleted

109	71	Section B Services and Deliverables 2. Deliverables	26. Packet drops should be <1 in 1 lakh packets. Jitter to be <10 ms. The performance parameters are to be measured between Bank's perimeter device and the POP of service provider.	Request bank to please consider the packet drop 1% and Jitter <40 ms	No change	No change in RFP terms
110	71	Section B Services and Deliverables 2. Deliverables	28. The live streaming of logs should be received by the systems in SBI NOC, and it should also include latency, bandwidth utilization, jitter, status of primary and standby links.	Bidder request bank to please take up this with its internal IT team as it should be under their SOW	Corrigendum	The service provider shall monitor the links including the performance parameters, status of primary and standby links till the Mux end. The Bank would monitor the links from its NMS. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring including performance parameters by the selected bidder.
111	72	Section B Services and Deliverables 2. Deliverables	31. The selected bidder should make available to the Bank, near real-time dashboards specific to SBI links from day one.	Since the requirement is for P2P links, Request bank to please remove this clause as it is not applicable for P2P links	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
112	73	Section B Services and Deliverables 2. Deliverables	34. All the deliverables and technical specifications will be evaluated during the 1-month testing period post successful link commissioning. The evaluation criteria may subject to physical visit at bidder's NOC and POP locations.	Request bank to release acceptance for delivered links within 7 days after successful link delivery	No change	No change in RFP terms
113	73	Section B Services and Deliverables 2. Deliverables	37. The selected bidder should provide the network diagram with IP Schema, before and after implementation before implementation of the link.	Since the requirement is for P2P links, Request bank to please remove this clause as it is not applicable for P2P links	No change	No change in RFP terms

114	74	Section B Services and Deliverables 2. Deliverables	40. Preventive maintenance: The selected bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, and necessary repair of the equipment) once within first 15 days of every quarter during the currency of this agreement on a day and time to be mutually agreed upon and report shall be submitted to the Bank. Notwithstanding the foregoing, the Vendor recognizes Bank's operational needs and agrees that Bank shall have the right to require the selected bidder to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.	Request bank to please amend as Bidder shall perform the Preventive maintenance once in every half year time	No change	No change in RFP terms
115	78	Section B Services and Deliverables 13. Backup system / POC / test & training system / DR system	DR to be in place at TSP end.	Request bank to please share the scope of this	Clarification	The scope shall include all the P2P links procured through this RFP
116	79	Section B Services and Deliverables 14. Monitoring tools and Dashboards for at least 10 personnel from Bank and 10 personnel from NI team. A refresher/repeat course to be conducted annually.	Monitoring tools and Dashboards for at least 10 personnel from Bank and 10 personnel from NI team. A refresher/repeat course to be conducted annually.	Since the requirement is for P2P links, Request bank to please remove this clause as it is not applicable for P2P links as we are not providing any monitoring tool and dashboards	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP termns.

117	80	SECTION D HELP DESK REQUIREMENTS	Technical Severity Level Respond Level 1 (High) Level 2 (Moderate) Level 3 (Low)	Time to 5 minutes 10 minutes 15 minutes	Request bank to amend the clause as: Technical Severity Level Respond Level 1 (High) Level 2 (Moderate) Level 3 (Low) minutes minutes minutes	Time to 30 45 60	No change	No change in RFP terms
118	82	SECTION D HELP DESK REQUIREMENTS	8 a) The expected time of resolution should be average 10 minutes per call.		Request bank to please amend this clause as: a) The expected time of resolution should be average 30 minutes per call.		No change	No change in RFP terms
119	82	SECTION E MIS AUTOMATED REPORT GENERATION REQUIREMENT	3. The selected bidder shall build and provide to the Bank and Bank's Network Integrator, access to an online monitoring portal where link status such as link up or down, down since, reason for down, expected time for resolution (ETR), last mile service provider, circuit ID, incident number etc. shall be available in a graphical format.		Since the requirement is for P2P links so bidder shall not be able to monitor the links so bidder request bank to please remove this clause		Clarification	No change in RFP terms. The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
120	94	Appendix-I Other terms and Penalties	Uptime Requirement: The network uptime should be 100%. However, each link uptime should not be less than 99.9% uptime per month. If the uptime is not maintained for any month, the penalty will be charged as under: Per Link Uptime per month Amount payable 99.9% and above **Bandwidth Charges 99.8% and above but below 99.9% **Bandwidth Charges 99.7% and above but below 99.8% *Bandwidth Charges 98.50% and above but below 99.00% Monthly *Bandwidth Charges Below 98.50% Bandwidth charges of the respective link and the Bank also reserves the right to terminate the contract.	100% of Monthly 90% of Monthly 80% of Monthly 60% of 50% of Monthly	As the SLA penalties are very high, Bidder request bank to please relax the penalties as below and uptime & SLA should be measured on site-wise basis {Per RFP clause Appendix-I Other terms and Penalties 1. (h)} Per Link Uptime per month Amount payable 99.5% and above Monthly **Bandwidth Charges 99% and above but below 99.5% Monthly **Bandwidth Charges 98% and above but below 99% Monthly *Bandwidth Charges 95% and above but below 98% Monthly *Bandwidth Charges Below 95% Monthly Bandwidth charges	100% of 98% of 95% of 92% of 90% of	No change	No change in RFP terms

121	95	Appendix-I Other terms and Penalties	i. The location is said to be down if unable to get traffic on the router.	Since the router part is under Bank SOW so bidder shall be responsible upto the bidder's LM equipment only so location is said to be down if unable to get the traffic on LM bidder's equipment Port	Clarification	The Bank shall intimate the Service provider in case of no traffic in the router on account of cable fault, and the same shall be replaced by the vendor without any cost to the Bank. However, even though the responsibility of the SP is till LM equipment, in case of faulty cable between LM and router (first point of contact for the Bank), the same has to be replaced without any cost to the Bank
122	97	Appendix-I Other terms and Penalties	7. Future additions of Hardware / Software: (a) The Bank would have the right to: ii. Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.	It should be under bank's internal IT team scope so bidder request bank to please remove this from bidder's SOW	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.
123	97	Appendix-I Other terms and Penalties	1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of link(s): Every week of delay till next 2 weeks per link of *Annual Purchase Order Value 1.0 % Every week of delay till next 2 weeks per link of *Annual Purchase Order Value (beyond the initial 2 weeks) 5.0 % Every week of delay beyond initial 4 weeks of *Annual Purchase Order Value 10 %	As the LD penalties are very high, Bidder request bank to please amend this clause as below: 1.1. Penalty for delay in commissioning/shifting/bandwidth-upgrade of link(s): Every week of delay till next 2 weeks per link 1.0 % value of undelivered link Every week of delay till next 2 weeks per link 2.0 % value of undelivered link (beyond the initial 2 weeks) Every week of delay beyond initial 4 weeks 5 % value of undelivered link	No change	No change in RFP terms
124	98	Appendix-I Other terms and Penalties	1.1.2. Delay in shifting of link Every week of delay till next 2 weeks per link of *Annual Purchase Order Value 1.0 % Every week of delay till next 2 weeks per link of *Annual Purchase Order Value (beyond the initial 2 weeks) 5.0 % Every week of delay beyond initial 4 weeks of *Annual Purchase Order Value 10 %	As the LD penalties are very high, Bidder request bank to please amend this clause as below: 1.1.2. Delay in shifting of link Every week of delay till next 2 weeks per link 1.0 % value of delayed link Every week of delay till next 2 weeks per link 2.0 % value of delayed link (beyond the initial 2 weeks) Every week of delay beyond initial 4 weeks 5 % value of delayed link	No change	No change in RFP terms

125	98	Appendix-I Other terms and Penalties	1.1.3. Delay in soft upgrade of link bandwidth Every week of delay till next 2 weeks per link of *Annual Purchase Order Value 1.0 % Every week of delay till next 2 weeks per link of *Annual Purchase Order Value (beyond the initial 2 weeks) 5.0 % Every week of delay beyond initial 4 weeks of *Annual Purchase Order Value 10 %	As the LD penalties are very high, Bidder request bank to please amend this clause as below: 1.1.3. Delay in soft upgrade of link bandwidth Every week of delay till next 2 weeks per link 1.0 % value of delayed link Every week of delay till next 2 weeks per link 2.0 % value of delayed link (beyond the initial 2 weeks) Every week of delay beyond initial 4 weeks 5 % value of delayed link	No change	No change in RFP terms
126	98	Appendix-I Other terms and Penalties	1.1.4. Delay in hardware upgrade of link bandwidth as and when required by the Bank within 4 weeks from the date of receipt of the request from the Bank:	Since requirement is for P2P link connectivity only so bidder request bank to remove this clause as bidder is not providing any hardware to bank	Clarification	Hardware upgrade as and when required, which involves changes in physical components required for link upgrade.
127	99	Appendix-I Other terms and Penalties	1.2. Penalty for breach in latency requirements for individual sites: Latency Penalty > 5 ms (for intracity) and > 20 ms (for intercity) 0.5% of monthly rental for every hour or part thereof (excluding the first 30 minutes) Part	Bidder request bank to please amend the clause as below: Latency Penalty > 20 ms (for intracity) and > 80 ms (for intercity) 0.5% of monthly rental for every 2 hours or part thereof (excluding the first 30 minutes)	No change	No change in RFP terms
128	99	Appendix-I Other terms and Penalties	1.3. Penalty for breach in jitter requirements (if applicable) for individual sites: Jitter Penalty > 10 ms for a continuous period monthly rental for every hour or part of more than 30 minutes (excluding the first 30 minutes) 0.5% of thereof	Bidder request bank to please amend the clause as below: Jitter Penalty > 40 ms for a continuous period of monthly rental for every 2 hours or part of more than 30 minutes thereof (excluding the first 30 minutes) 0.5%	No change	No change in RFP terms
129	99	Appendix-I Other terms and Penalties	1.4. Penalty for breach in packet loss requirements for individual sites: Packet Loss Penalty > 1 in 1 lakh packets monthly bandwidth charges for loss above acceptable level 0.5% of every packet	Bidder request bank to please amend the clause as below: Packet Loss Penalty > 1% monthly bandwidth charges for packet loss above acceptable level 0.5% of every 1%	No change	No change in RFP terms

130	100	Appendix-I Other terms and Penalties	<p>1.5. Penalty for breach in Reporting requirements: Item Timelines and Penalty Monthly SLA Report submission Report to be submitted/made available (consolidated report for all links/sites) by 7th of the succeeding month. Penalty of INR 45,000/- per week (or part thereof) will be levied if submitted after 7th. Detailed report of Reason For Outage (RFO) Within 12 hours from the time of outage. Delay in providing the report will invite a penalty of INR 6,000/- per outage per day RCA report as per Bank's format Within 3 working days from the time of issue/incident. Delay in providing the report will invite a penalty of INR 6,000/- per incident/issue per day</p>	<p>Since the penalties are very high, Bidder request bank to please amend this clause as below: Item Timelines and Penalty Monthly SLA Report submission Report to be submitted/made available by 7th of the succeeding month. Penalty of INR 10,000/- per week (or part thereof) will be levied if submitted after 7th. Detailed report of Reason For Outage (RFO) Within 24-48 hours from the time of outage. Delay in providing the report will invite a penalty of INR 3,000/- per outage per day RCA report as per Bank's format Within 5 working days from the time of issue/incident. Delay in providing the report will invite a penalty of INR 3,000/- per incident/issue per day</p>	No change	No change in RFP terms
131	100	Appendix-I Other terms and Penalties	<p>1.6. Penalty for breach in Online Portal/Dashboard requirements:</p>	<p>Since the requirement is for P2P links, Request bank to please remove this clause as it is not applicable for P2P links as we are not providing any monitoring tool and dashboards</p>	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
132	100	Appendix-I Other terms and Penalties	<p>1.7. Penalty for breach in Helpdesk requirements: SLA measurement Penalty INR 6,000/- per breach Time taken for resolution of calls (99.9% of the calls should be resolved Less than 99.9 % of service level within the stipulated/mutually agreed response time to be assessed monthly)</p>	<p>Request bank to please remove this clause as bidder is already imposed with the SLA penalties</p>	No change	No change in RFP terms

133	101	Appendix-I Other terms and Penalties	1.8. Penalty for breach in provisioning of Team Timelines and Penalty: Within 21 days from the date of issue of Lol/PO. In case of delay, penalty of INR 2, 00,000/- per person per month (or part thereof) shall be levied. Replacement to be effected within 21 days from the date of receiving the intimation from the Bank. In case of delay in replacement of manpower, penalty of INR 1, 00,000/- per person per month (or part thereof) shall be levied.	Bidder request bank to please amend the clause as below: Timelines and Penalty: Within 45 days from the date of issue of Lol/PO. In case of delay, penalty of INR 20,000/- per person per month (or part thereof) shall be levied. Replacement to be effected within 45 days from the date of receiving the intimation from the Bank. In case of delay in replacement of manpower, penalty of INR 10,000/- per person per month (or part thereof) shall be levied.	No change	No change in RFP terms
134	102	Appendix-I Other terms and Penalties	1.9. Penalty for breach in responding to issues/complaints lodged by the Bank/NI: Technical Severity Level Expected Response Time Penalty for delay in response Level 1 (High) 15 minutes INR 50,000 per incident Level 2 (Moderate) 30 minutes INR 30,000 per incident Level 3 (Low) 60 minutes INR 25,000 per incident	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms
135	102	Appendix-I Other terms and Penalties	Penalty for misconfiguration due to which Bank suffers loss for a period of more than 1 minute 0.5% more will be penalized on selected bidder on quarterly payment for that link for every minute. In case of non-submission of quarterly report on compliance pertaining to the requirements as specified in the RFP or as pointed out by the auditors during the contract period, the selected bidder shall be liable for a penalty of 0.5% on quarterly payment for the non-compliance. The live streaming of logs should be received from the systems into SBI NOC, and it should also include latency, bandwidth utilisation, jitter, status of primary and standby links. Penalty for noncompliance for integration of logs into Bank's NOC will be 1% of the monthly billing amount.	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms

136	102	Appendix-I Other terms and Penalties	POP level redundancy, Ring architecture for the optical fiber links entering DC/DR, two different entry points into the DR, Mux level redundancy, dual power source devices connected to dual power source in DC/DR Penalty: A penalty of 1% will be charged on the billing amount for the quarter for each incident if the breach of the entries is discovered during the regular day to operations. The same has to be rectified within 1 week of such incidents. Beyond 1 week, 1% more will be penalized on TSP on quarterly payment for that link.	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms
137	103	Appendix-I Other terms and Penalties	BCP/DR drills at TSP level once in every 3 months Penalty: Penalty of Rest 50,000/- charged for each noncompliance for each quarter.	Request bank to please share the scope of such drills and activities Penalty: Penalty of Rest 10,000/- charged for each noncompliance for each quarter.	Clarification	The scope shall include all the P2P links procured through this RFP
138	103	Appendix-I Other terms and Penalties	Submission of BERT (or equivalent) standard reports every 6 months as per Bank's requirement or whenever Bank demands	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms
139	103	Appendix-I Other terms and Penalties	The faulty link (one of the two links either primary or secondary or both) should made up with MTTR of 1 Hour Over and above the performance parameters, for each such breach for every additional hour the TSP will be penalized with 0.5% of the billing amount of that quarter for that particular link.	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms
140	103	Appendix-I Other terms and Penalties	Over and above the performance parameters, for each such breach for every additional hour the TSP will be penalized with 0.5% of the billing amount of that quarter for that particular link. A penalty of 0.5% will be charged on the billing amount for the quarter for each noncompliance.	Request bank to please remove this clause as bidder is already imposed with the SLA penalties	No change	No change in RFP terms
141	General	General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work	Clarification	Permission for access at site shall be arranged by the Bank. The end to end process for providing the connectivity shall be under the scope of the service provider including cable routing in the Bank's owned Data Centers

142	General	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Clarification	At Bank's Center Centres, the space and power shall be arranged by the Bank. In other hosted data centres, the space and power shall be arranged by the vendor. It shall be the responsibility of the vendor to check the required earthing arrangements for the devices provided by the service provider
143	General	General	Network equipment safety	All the network equipment's 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.	Clarification	It shall be the responsibility of the vendor to check the required earthing arrangements for the devices provided by the service provider. The devices provided by the service provider, if any, shall be monitored regularly for any alerts by the vendor.
144	General	General	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	Clarification	The required details from the Bank shall be shared with the selected bidder.
145	General	General	Delivery and signed off report	Scanned copy of the delivery, installation document will be shared with the customer on mail. Customer will provide the signoff for delivered locations billing (Site wise Billing) within 48 hours.	Clarification	The delivered link shall be tested and verified with all the required documents, post which the signoff shall be provided within 48 hours.
146	General	General	Site readiness	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.	Clarification	The site readiness shall be arranged by the Bank. The ownership for proving the delay in site readiness shall be with the service provider.
147	General	General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Clarification	The ownership for proving the non-availability of the SPOC or the on site access shall be with the service provider
148	General	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.	Clarification	RFP is self-explicit

149	General	General	SLA Exemption	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 available 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	Clarification	RFP is self-explicit
150	51	Appendix-B Bidder's Eligibility Criteria	The bidder must possess any one of the certifications such as TL 9000, TL9001, ISO 9001, ISO 27001, or similar certifications.	There is no TL9001 certificate, it is a telecom industry's unique extension to ISO 9001:2015. Request you to remove TL9001 from this clause and only consider TL9000	No change	No change in RFP terms
151	64	Indicative Price Bid	Bandwidth Multiplication factor 2 Gbps Calculated price = 0.15 x Y 4 Gbps Calculated price = 0.30 x Y 6 Gbps Calculated price = 0.45 x Y 8 Gbps Calculated price = 0.60 x Y 10 Gbps Discovered price = Y 20 Gbps Calculated price = 1.3 x Y 30 Gbps Calculated price = 1.6 x Y 40 Gbps Calculated price = 1.80 x Y 50 Gbps Calculated price = 2 x Y 60 Gbps Calculated price = 2.25 x Y 70 Gbps Calculated price = 2.5 x Y 80 Gbps Calculated price = 2.75 x Y 90 Gbps Calculated price = 3 x Y 100 Gbps Calculated price = 3.25 x Y	Please amend table as below: Bandwidth Multiplication factor 2 Gbps Calculated price = 0.3 x Y 4 Gbps Calculated price = 0.45 x Y 6 Gbps Calculated price = 0.65 x Y 8 Gbps Calculated price = 0.85 x Y 10 Gbps Discovered price = Y 20 Gbps Calculated price = 1.8 x Y 30 Gbps Calculated price = 2.5 x Y 40 Gbps Calculated price = 3.2 x Y 50 Gbps Calculated price = 3.85 x Y 60 Gbps Calculated price = 4.5 x Y 70 Gbps Calculated price = 5.15 x Y 80 Gbps Calculated price = 5.75 x Y 90 Gbps Calculated price = 6.35 x Y 100 Gbps Calculated price = 7 x Y	No change	No change in RFP terms
152	64	Indicative Price Bid	Bandwidth Multiplication factor 2 Gbps Calculated price = 0.15 x A 4 Gbps Calculated price = 0.25 x A 6 Gbps Calculated price = 0.4 x A 8 Gbps Calculated price = 0.6 x A 10 Gbps Discovered price = A 20 Gbps Calculated price = 1.3 x A 30 Gbps Calculated price = 1.6 x A 40 Gbps Calculated price = 1.80 x A 50 Gbps Calculated price = 2 x A 60 Gbps Calculated price = 2.25 x A 70 Gbps Calculated price = 2.5 x A 80 Gbps Calculated price = 2.75 x A 90 Gbps Calculated price = 3 x A 100 Gbps Calculated price = 3.25 x A	Please amend table as below: Bandwidth Multiplication factor 2 Gbps Calculated price = 0.3 x A 4 Gbps Calculated price = 0.45 x A 6 Gbps Calculated price = 0.65 x A 8 Gbps Calculated price = 0.85 x A 10 Gbps Discovered price = A 20 Gbps Calculated price = 1.8 x A 30 Gbps Calculated price = 2.5 x A 40 Gbps Calculated price = 3.2 x A 50 Gbps Calculated price = 3.85 x A 60 Gbps Calculated price = 4.5 x A 70 Gbps Calculated price = 5.15 x A 80 Gbps Calculated price = 5.75 x A 90 Gbps Calculated price = 6.35 x A 100 Gbps Calculated price = 7 x A	No change	No change in RFP terms

153	14	ii	Providing Dedicated Point to Point (P2P) Fiber Links at various locations in India with dual last mile from two different points of presence (POP) from the service providers in India	Bank to clarify if the redundancy requirement are limited to last mile and POP level but the services will be contracted from single service provider.To provide better uptime the ring closure of the circuit should be on a single POP	Clarification	The services shall be contracted from single service provider only with dual last mile connectivity from 2 different POPs
154	13	BID Preparations & submissions	Providing Dedicated Point to Point (P2P) Fiber Links at various locations in India with dual last mile from two different points of presence (POP) from the service providers in India	Request Bank to confirm of 2G and 8G links are to be delivered as Fiber Channel circuit or standard P2P with 10G handoff.	Clarification	The links shall be delivered as standard P2P with 10G handoff
155	24	iv	Service Provider shall provide maintenance support for hardware/ software/ operating system/ middleware over the entire period of Contract.	For this RFP, scope of work is for delivering P2P inter city and intracity links with no delivery of CP/SoftwareE.Clarification required on the same	Clarification	The scope of work is for delivering P2P links only. This clause shall be applicable for any devices, if any, used for providing the P2P connectivity.
156	24	x	(a)Diagnostics for identification of product or specified hardware/software failures (b) Protection of data/ configuration (c) Recovery/ restart facility (d) Backup of product or specified hardware/software / configuration	Would request bank to clarify the definition around Hardware/ protection of data, configuration. Service provider will have transmission MUX deployed at both ends and they will monitor till MUX. Any device after MUX like routers/switch is responsibility of bank. Please confirm.	Clarification	Hardware / protection of data will be applicable for the devices that are used in providing P2P connectivity and the scope of the service provider will be till cross connection to the Bank's routers. Any device after Mux, from routers will be responsibility of the Bank
157	30	k	Digital Risk: Service Provider shall ensure that electronic data is gathered and preserved in a systematic, standardized, and legal manner to ensure the admissibility of the evidence for the purpose of any legal proceedings or investigations, whenever demanded by the Bank.	Bidder will provide transparant P2P links for the said requirement. Bank is free to implement security controls around data security as bidder may not have any visibility to banks data.Please confirm.	Clarification	The bidder shall ensure that all the digital risk should be considered like handling the digital data including mail communications, sensitive and confidential data In laptop / other devices used for the communication.
158	31	Viii.q	Service Provider shall have an anti-virus solution with regular updates to protect their system against malicious attacks in the form of virus, malware, trojans etc.	Service provider will provide transparant P2P link and it is Banks scope to anti-virus solution with regular updates to protect their system against malicious attacks in the form of virus, malware, trojans etc.Please confirm.	Clarification	The bidder shall ensure that all the devices used for communicating the sensitive confidential data shall have an anti-virus solution as per the clause.
159	54	Appendix-C	TSP Fiber laid from two different entries / approach / physical roads / paths to DC / DR / specified locations and should have ring protection.	Request SBI to confirm if the redundancy required on separate bidders for end to end circuit built-up including POP or just the Last mile connecting service provider POP to bank location. Contracting entity will be single bidder ro more than one.	Clarification	Redundancy required for last mile connectivity from service provider POP to Bank's location. Contracting entity will be single bidder.
160	54	Appendix-C	Minimum 2 POPs should be available in the locations specified in this RFP for resilient/redundant connectivity.	Request SBI to confirm if the redundancy required on separate bidders for end to end circuit built-up including POP or just the Last mile connecting service provider POP to bank location. Contracting entity will be single bidder ro more than one.For intracity this would not be applicable,for intracity different POPs to be sued for different circuits	Clarification	Redundancy required for last mile connectivity from service provider POP to Bank's location. Contracting entity will be single bidder.

161	55	Appendix-C	NOC – Non-dedicated Help Desk /Support availability 24x7x365 days / SMS Alerts, for the Bank.	Service provider will have transmission MUX deployed at both ends and they will monitor till MUX. Any device after MUX like routers/switch is responsibility of bank. Please confirm.	Clarification	The scope of the service provider will be till cross connection to the Bank's routers. Any device after Mux, from routers will be responsibility of the Bank
162	55	Appendix-C	Incident management process at TSP to have MTTR within prescribed limit as per this RFP mentioned in deliverables along with SOP.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	No change	No change in RFP terms
163	55	Appendix-C	Alert mechanism should be in place for any incident occurred etc., Every incident reported should be notified to Bank and documented.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and does not have alert mechanism for incident	No change	No change in RFP terms
164	56	Appendix-C	Network devices configurations and management (owned by bidder) should be managed from their own NOC along with SOP for Configuration management.	Service provider will provide transparent P2P link and it is bank responsibility to configure routing/lps/lpsec from their side device.	Clarification	The required configuration in the router shall be done by the Bank. The bidder shall ensure that the network devices owned by bidder for providing P2P connectivity shall be managed from their own NOC for configuration management.
165	56	Appendix-C	The point-to-point fiber link and the respective devices should support dual stack for IPV4 and IPV6	Service provider will provide P2P link. Any IP services run by Bank are transparent over ot.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any, for providing the connectivity.
166	56	Appendix-C	Shared device (if any) along the link path should support port security and port isolation.	Request Bank to relax this clause as Dedicated Point to Point (P2P) service does not have port security as it is L1/L2 service.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any, for providing the connectivity.
167	56	Appendix-C	The devices should support Access Control List (ACL), SNMPv3 or higher.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and does not comprise of any CPE.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any, for providing the connectivity.
168	57	Appendix-C	Remote device management should be done with secure channel e.g., SSHv2 and above.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and does not comprise of any CPE.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any, for providing the connectivity.
169	57	Appendix-C	Selected Bidder shall maintain a syslog server for all devices provided by the Selected Bidder under the scope of this project and fetch & store logs & events for 6 months at any point in time.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and does not comprise of any CPE.	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.

170	63	Section B 14	End to end link management and maintenance should be performed by the TSP on a 24x7x365 basis between the Customer Premise Equipment (provided by the Bank) in the DC/DR sites.	Bidder has process and tools to monitor the backbone but since P2P links are un-managed , Service providers can't monitor the bank circuit proactively. Service provider will provide reactive support for P2P links. Bank has to monitor the link from their NMS and raise the ticket with service provider if any issue is identified in their monitoring system. Would request bank to relax the end to end monitoring and reporting scope as this is standard offering in the market.	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
171	63	Section B 14	The Secondary last mile should be equivalent to the Primary link in all terms and can be used as failover link as per the Bank's requirement or during the drills.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and SBI need to configure the failover.	Clarification	The service provider shall ensure that the secondary link is always up and running for the failover. The configuration at router end shall be the responsibility of the Bank.
172	65	Section B 14	Maintenance of dashboards but not limited to: a. Link utilisation reports b. Link fault incidents c. RCA for down time for the links d. Packet loss, jitter, and latency reports till the Bank's perimeter device e. Any other reports as required by the Bank. f. <u>Historical data management.</u>	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
173	66	Section B 14	The CPE (Customer Premises Equipment) will be provided by the Bank. The link may be required to terminate on a router that may already have another link terminated on it. Bank will confirm OEM as well as interface details of CPE.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	No change	No change in RFP terms
174	71	Deliverables	The performance testing may be conducted once in 6 months with BERT standard report containing all the required parameters or any better report measuring performance. The Bank may ask for performing tests any time depending on the degradation of the performance and any surprise / random checks /may be due to audit requirements. For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	No change	No change in RFP terms
175	65	Deliverables	The CPE (Customer Premises Equipment) will be provided by the Bank. The link may be required to terminate on a router that may already have another link terminated on it. Bank will confirm OEM as well as interface details of CPE.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) links need to terminate on separate CPE in case of CPE outright sale.	No change	No change in RFP terms

176	66	Deliverables	C for Data Center connectivity should not exceed 1 ms for last mile media only between TSP POP to CPE. The BERT report should be submitted periodically once in 6 months or as and when demanded by the Bank.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	No change	No change in RFP terms
177	71	Deliverables	The primary and the secondary links should be configured as auto failover, such that in case the primary link goes down, the secondary link should automatically get activated.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and SBI need to configure the failover.	Clarification	The service provider shall ensure that the secondary link is always up and running for the failover. The configuration at router end shall be the responsibility of the Bank.
178	71	Section B	Packet drops should be <1 in 1 lakh packets. Jitter to be <10 ms. The performance parameters are to be measured between Bank's perimeter device and the POP of service provider.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) jitter is not part of network p2p requirement.	No change	No change in RFP terms
179	72	Section B	The selected bidder shall ensure auto-switchover from primary to secondary within a second within the Bank's routers. Service provider should always ensure that both the links are up and running.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) and SBI need to configure the failover.	Clarification	Service provider should always ensure that both the links are up and running. Secondary links should be available always for failover in case of any issues with the primary link.
180	72	Section B	The selected bidder should make available to the Bank, near real-time dashboards specific to SBI links from day one.	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service).	Clarification	No change in RFP terms. The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
181	75	Services & Deliverables	99.9 % uptime Latency < 5 ms (for intracity) Latency < 20 ms (for intercity) Latency measured for a maximum of 1500 byte packet size measured for a minimum of 1000 packets and link utilization is <70% Packet drops < 1 in 1 lakh packets Jitter should be less than 10 ms (Performance parameters tested between the Bank's network perimeters to POP device of the TSP).	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) latency / packet drop will be as per actual.(POP to PoP). Jitter is not applicable.We offer shortest path latency.for failover latency may increase as it might take longer path	No change	No change in RFP terms
182	25	Services	Security Requirements	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) security is not part of offering.	No change	No change in RFP terms
183	86	Annexure-F	10 Gbps Intercity P2P fiber link connectivity dedicated, unshared, dual hand-off, including charges such as Dedicated Engineer/ Operation Manager, On-time Miscellaneous cost (e.g., Installation cost including program manager engagement, etc.).	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) kindly elaborate more ..for the 1+1 for single link or dual link.Handoff will be Single mode or Multi mode Handoff.	Clarification	No change in RFP terms. The links provided should have dual last mile connectivity. Currently, single mode is being used.

184	138	Annexure-B	Recovery Time objective , Transfer of Software, RPO, JITTER	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service) not a part of standard network .	No change	No change in RFP terms
185	51	Appendix -B: 7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required)	Request Bank to relax this clause as RFP is for Dedicated Point to Point (P2P) service (L1/L2 service)	No change	No change in RFP terms
186	63	12	The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link. TSP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration or as accepted by the Bank.	The Shifting COST fixed by Customer needs to be reviewed and possible when feasible.	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
187	67	23	The selected bidder must maintain proper documentation having correct and latest information on network architecture such as logical & physical setup for each location, master database of all the sites along with inventory of links (from/to location details), bandwidth details, physical ports on which the link has been terminated, circuit ID, IP addresses, register containing incident and their resolution details etc. at a central location throughout the currency of the contract	Suggestion - Any incremental changes in our network configuration can be shared after initial documentation.	No change	No change in RFP terms
188	79	14	Monitoring tools and Dashboards for at least 10 personnel from Bank and 10 personnel from NI team. A refresher/repeat course to be conducted annually.	This clause is not applicable for P2P links. Request you to please modify	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.
189	22	24	Powers to vary or Omit Work	Any alteration to the work post award of bid shall be subject to mutual agreement between bidder & bank and any additional cost due to such alteration shall be payable by bank.	No change	No change in RFP terms
190	27	29	Subcontracting	Please allow sub-contracting with prior permission of the Bank.	No change	No change in RFP terms

191	26	28	Right to Audit	Any audit by bank shall be subject to bidders standard provision, which is one annual audit at the cost of bank, and subject to confidentiality and safe procedures within bidders premises. Also no data extraction is allowed.	No change	No change in RFP terms
192	27	29, 20 (Appendix:j)	Limitation of Liability - :The maximum aggregate liability of Service Provider, subject to clause 31 (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.	Bidder seeks the overall liability to be capped to the order value of last 12 months giving rise to such liability without any exceptions mentioned under 31 (iii) or clause 20.3 (Appendix:j).	No change	No change in RFP terms
193	28	31	iii. The limitations set forth herein shall not apply with respect to:	bidder seeks removal of IP infringement and confidentiality and regulatory fines from exclusions since these are not applicable for network services proposed to be provided by bidder.	No change	No change in RFP terms
194	32	36	Intellectual Property Rights and Ownership	There is no IP protected product that is being delivered to bank, hence this clause needs to be modified to suggest that supplier shall only remedy any IP infringement. And any pre-existing IP shall be each party's property respectively.	No change	No change in RFP terms
195	38	40	Termination for Default & 42. Termination for Insolvency	Termination for default must be made mutual. Bidder shall as well be entitled to terminate in the event bank fails to comply with T&Cs of the rfp. Also request for step in right to be removed. It is a big financial exposure for us.	No change	No change in RFP terms
196	40	43	Termination for Convenience	Bank may only terminate the contract only at the end of initial term & applicable early termination charges shall be applicable as per the bidder's standard rate.	No change	No change in RFP terms
197	118	Appendix-Jcl;6.	General Indemnity	Request to keep the indemnities only to (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts, and remove breach of warranties. "Service Provider agrees to make good the loss suffered by the Bank." it will be difficult to accept this.	No change	No change in RFP terms
198	102	Appendix-I CI-1.10	In case the selected bidder is unable to provide links to 100% locations within the stipulated period in this document, the selected bidder shall be liable for a penalty of two times of the cost incurred by Bank to retain the existing link.	we seek removal of this section as this will expose bidder's position financially to a great extent.	No change	No change in RFP terms

199	104	Appendix-I	Maximum Penalty 20% of the quarterly billing of the purchase order issued for various links under this RFP	Penalty (for Uptime/coverage etc) is agreed in RFP (cl 26,) wherein Annexure I is referred to. LoL is also in RFP (cl 31 I,) to be capped at TCV, whether Penalty is capped by LoL ? Our understanding is the total liability in whatever count (incl for Penalty) is capped by LoL. If yes, then the total liability is not likely to increase above LoL. Otherwise, the total liability of Bidder may go up. Please clarify.	Clarification	RFP is self-explicit
200	21	Local content	Minimum Local content" for the purpose of this RFP, the 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/'Class-II local supplier', same shall be applicable.	Request Bank to remove the capping for local content and provide relaxation on the clause	No change	No change in RFP terms
201	25	Xi	Occasional Onsite Support during 1st and last week of every month.	Need to be considered in commercials.	No change	No change in RFP terms
202	63	12	The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link. TSP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration or as accepted by the Bank.	The Shifting COST fixed by Customer needs to be reviewed and possible when feasible.	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
203	67	23	. The selected bidder must maintain proper documentation having correct and latest information on network architecture such as logical & physical setup for each location, master database of all the sites along with inventory of links (from/to location details), bandwidth details, physical ports on which the link has been terminated, circuit ID, IP addresses, register containing incident and their resolution details etc. at a central location throughout the currency of the contract	Check with CSM to keep updated inventory.	No change	No change in RFP terms

204	66	18	<p>The selected bidder should provide one dedicated engineer / Operation manager within 21 days for entire contract period who will be ensuring commissioning and successful testing of the links and ensuring proper functioning of these links on all working days. These dedicated resources shall be contact point for the Bank for any issues related to links during the contract period. Requirement of the engineer may be extended after working hours, in case of any important call or if any troubleshooting is required. The bidder should inform the Bank in writing preferably in advance about the change of engineer under unavoidable circumstances. An expert from the selected bidder may be required whenever there is a requirement for in person presence for either troubleshooting or any other reason as per the Bank's requirement during the tenure of the contract.</p>	SD to comment on dedicated PM. Commercial to be reviewed accordingly.	No change	No change in RFP terms
205	70	10	<p>The selected bidder shall submit monthly certificate to the Bank that the links and infrastructure catering to the Bank is secured and has not been compromised from information / cyber security angle. Such suspicious and actual events must be informed to the Bank in real-time and should be published on the dashboard.</p>	Need to be reviewed if we have such support in system.	No change	No change in RFP terms

206	74	41	Preventive maintenance: The selected bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, and necessary repair of the equipment) once within first 15 days of every quarter during the currency of this agreement on a day and time to be mutually agreed upon and report shall be submitted to the Bank. Notwithstanding the foregoing, the Vendor recognizes Bank's operational needs and agrees that Bank shall have the right to require the selected bidder to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter	Commercials to be factored if need report ad site visit every quarter.	No change	No change in RFP terms
207	79	14	Monitoring tools and Dashboards for at least 10 personnel from Bank and 10 personnel from NI team. A refresher/repeat course to be conducted annually.	Shall not be applicable for ptp links.	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.
208	24	iv	Service Provider shall provide maintenance support for hardware/ software/ operating system/ middleware over the entire period of Contract.	For this RFP, scope of work is for delivering P2P inter city and intracity links with no delivery of CP/SoftwareE.Clarification required on the same	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.
209	118	Appendix–Jcl;6.	General Indemnity	Request to keep the indemnities only to (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts, and remove breach of warranties. "Service Provider agrees to make good the loss suffered by the Bank." it will be difficult to accept this.	No change	No change in RFP terms
210	24	71	The primary and the secondary links should be configured as auto failover, such that in case the primary link goes down, the secondary link should automatically get activated	Bank to consider autofailover at CPE level.	Clarification	The service provider shall ensure that the secondary link is always up and running for the failover.

211	97		Other terms and Penalties	Request bank to share capping and relaxation in penalties.	No change	No change in RFP terms
212	69	Clause 7	The selected bidder will obtain all the necessary clearances, permissions, licenses/permit etc. from all the Authorities concerned to provide network connectivity at the Bank's DC/DR/other locations as specified in this document	: DC/DR is controlled by bank where we need guidance and support from bank to organize permission for cable routing, landlord permission etc.. can bank arrange their XC in DC/DR ?	Clarification	Permission for access at site shall be arranged by the Bank. The end to end process for providing the connectivity shall be under the scope of the service provider including cable routing in the Bank's owned Data Centers
213	68	Clause 25	The selected bidder shall periodically (quarterly) conduct BCP/DR drill without impacting Bank's services, of their network and confirm the same to the Bank.	Since its P2P media complete control is with bank for their DC-DR requirement other than provider will keep their FE standby in NOC to support in identifying alarms and status or any troubleshooting support.	No change	No change in RFP terms
214	68	Deliverables	The selected bidder shall arrange for the commissioning of all links within 6 weeks from the date of issuance of Purchase Order (PO)/Letter of Intent (LoI).	Timeline relaxation from 6 weeks to 9-10 weeks	No change	No change in RFP terms
215	64	Clause 12	The selected bidder must ensure shifting of links as and when required by the Bank within 15 days from the date of request from the Bank at a cost of Rs.100000/- per link	High bandwidth requirements like 10G & 100G would require additional cost & time for implementation, hence it may not be possible to implement them with the given cost as mentioned by customer. Also , the new bandwidth / shifting requirements would be subject to feasibility. Customer needs to provide some flexibility here.	No change	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
216	87	Appendix-F	Discovered price X & Y	How the customer wishes to discover the price for these requirements? If they can throw some light on the process of price discovery. Since SBI is already using some of these bandwidths from us, can the existing price be taken as benchmark?	Clarification	RFP is self-explicit
217	24	24	BANK GUARANTEE	PBG to submit year on year renewal basis	No change	No change in RFP terms
218	Page # 20	, Clause (ii)	Verification of local content	Please allow for self certificaion for this clause	No change	No change in RFP terms
219	Page #40	43. TERMINATION FOR CONVENIENCE	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	To be revised to at least 4 Years	No change	No change in RFP terms

220	Page # 60	SoW, Section 'A'	The Bank may issue Purchase Order for any additional links for any new locations / enhancement in current locations as per the requirement of the Bank at any time during the contract period. The Successful Bidder has to provide such additional links as required by the Bank on the same rate discovered in Reverse Auction process.	Subject to feasibility	No change	No change in RFP terms
221	Page # 70	SoW, Section 'A' 2.18	Cross connect charges, if any, will be paid by the Bank separately to Data Centers (co-location data centers), But all charges related to space for MUX and power should be borne by the bidder.	All the charges related to SPACE and power should be born by bank only	Clarification	Any charges pertaining to cross connect/termination etc. at hosted data centres will be borne by the Bank. The costs pertaining to cross connect/termination etc. at Bank's Data Centres Premises will have to be borne by the vendor. At Bank's Center Centres, the space and power shall be arranged by the Bank. In other hosted data centres, the space and power shall be arranged by the vendor.
222	Page # 73	SoW, Section 'A' 2.34	All the deliverables and technical specifications will be evaluated during the 1-month testing period post successful link commissioning. The evaluation criteria may subject to physical visit at bidder's NOC and POP locations	testing period should not be for more than 2 weeks	No change	No change in RFP terms
223	Page # 75	SoW, Section 'A' 11.3	3. Submit monthly certificate to the Bank that the links and infrastructure catering to the Bank is secured and has not been compromised from information / cyber security angle. Such suspicious and actual events must be informed to the Bank in real-time and should be published on their dashboard.	More details required on this clause to discuss the same with internal team.	No change	No change in RFP terms
224	Page #96	Appendix -1, 7.1.1.2	Delay in shifting of link within 15 days from the date of receiving the request from the Bank:	Shifting period should be of 4 weeks	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
225	Page #98	Appendix -1, 7.1.1.2	1.0 % of Annual Purchase Order Value	Value considered for this clause will be for the particular link or entire contract value for an year	Clarification	Annual Purchase Order value
226	Page #96	Other Terms and Penalties Clause.4	3. If Bank desires to shift the equipment to a new site and install it thereof, the Vendor shall be informed of the same. The Bank shall bear the reasonable mutually agreed charges for such shifting and Vendor shall provide necessary arrangement to the Bank in doing so. The terms of this RFP, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on Vendor	Minimum shifting cost should be 6 months rental for links older than 12 months and 1 year for links within 1 year	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.

227	Page #118	8. TRANSITION REQUIREMENT	In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistances to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of Services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing vendor is found to be in breach of this obligation, they shall be liable for paying a penalty of Rs. 5 Crores on demand to the Bank, which may be	Under this circumstance, the links running till termination date to be paid by bank as per Termination clause, any cost beyond the expiry of contract needs to be paid by bank at actuals. Also the penalty is not acceptable	No change	No change in RFP terms
228	70	SoW, Section 'A' 2.18	. The mux/router/switches hardware must be supplied and connected with redundant hardware (separate mux for each link) for ensuring High Availability.	More details required on this clause to discuss the same with internal team.	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity. The service providers to ensure High availability including Mux and other devices
229	8	55	Technical & Functional Specifications	These are P2P L1 circuits wherein Dashboard can be provided for FT registration & update tracking .	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.

230	14	65	Maintenance of dashboards but not limited to:	These are P2P L1 circuits wherein Dashboard can be provided for FT registration & update tracking . RFO will be available post 48 hrs of FT resolution .	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.
231			a. Link utilisation reports b. Link fault incidents c. RCA for down time for the links d. Packet loss, jitter, and latency reports till the Bank's perimeter device e. Any other reports as required by the Bank. f. Historical data management		Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.
232				BERT Testing can be provided on Initiation by Bank (Reactive)	Clarification	As per the RFP terms
233	27	68	The performance testing may be conducted once in 6 months with BERT standard report containing all the required parameters or any better report measuring performance. The Bank may ask for performing tests any time depending on the degradation of the performance and any surprise / random checks /may be due to audit requirements. For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.		No change	No change in RFP terms
234		84	Incident Reports	Except for BW utilization report , rest can be provided .RFO to be shared within 48 hrs instead of 12 hrs as per Bank requirement	No change	No change in RFP terms
235			1:Frequent Problem Analysis Report :Weekly & Monthly 2 :Links for which bandwidth utilization crosses the pre-defined threshold limit :Weekly & Monthly 3:Detailed Reason For Outage (RFO) report :Within 12 hours of the incident 4 :Detailed Root Cause Analysis (RCA) report, corrective actions taken & preventive controls put in place for each incident (including ATR) :Within 3 working days 5:Top 10 incidents/alerts :Weekly		No change	No change in RFP terms

236			Network Performance/SLA Report	Reports can be shared : Except point 3 , 7,8 and 9	No change	No change in RFP terms
237			1:Uptime / Downtime Report with reasons :Daily, Monthly, Quarterly, Half yearly, Annually and / ad-hoc basis as required by the Bank. 2 :Networks Health Check report of all links 3:Jitters, availability, and Latency Report 4 :MTBF Analysis Report 5:MTTR Analysis Report 6:Location/Group wise Link up/down reports 7:B/W (Inbound & Outbound) Utilization report for each individual link 8:Packet loss report 9:Utilization trend analysis and 1 year forecasting		No change	No change in RFP terms
238			Service Desk	Service desk is 24*7 & is well equipped with requisite manpower , based on faults severity	No change	No change in RFP terms
239		84-85	1 Call Statistics Monthly, Quarterly, Half yearly1 Call history (location wise) Monthly, Quarterly, Half yearly / Annually 3 Breached Call lists with reason Monthly, Quarterly, Half yearly / Annually 4 Number of calls logged Monthly, Quarterly, Half yearly / Annually 5 Escalation Report Monthly, Quarterly, Half yearly / Annually		No change	No change in RFP terms
240			The selected bidder shall make available the above-mentioned reports through the online Portal 24x7x365 basis		No change	No change in RFP terms
241		95	Page Nos 95 Points		No change	No change in RFP terms
242	h	96	All uptime and SLA terms will be site wise. All sites will have links with dual last miles. Therefore, uptime & SLA will be calculated site wise rather than links wise.	Penalty needs to relook and to follow the standard	No change	No change in RFP terms
243	1.2	99	Penalty for breach in latency requirements for individual sites:	Penalty not excepted for this clause	No change	No change in RFP terms

244			Latency Penalty (% of the monthly bandwidth charges for the location) # > 5 ms (for intracity) and > 20 ms (for intercity) for continuous period of more than 30 minutes (for last mile media) 0.5% of monthly rental for every hour or part thereof (excluding the first 30 minutes)		No change	No change in RFP terms
245	1.3	99	Penalty for breach in jitter requirements (if applicable) for individual sites:	Penalty not excepted for this clause	No change	No change in RFP terms
246			Jitter Penalty (% of the monthly bandwidth charges for the location) # > 10 ms for a continuous period of more than 30 minutes 0.5% of monthly rental for every hour or part thereof (excluding the first 30 minutes)		No change	No change in RFP terms
247	1.4	99	Penalty for breach in packet loss requirements for individual sites	Penalty not excepted for this clause	No change	No change in RFP terms
248			Packet Loss Penalty (% of the monthly bandwidth charges for the location) # > 1 in 1 lakh packets 0.5% of monthly bandwidth charges for every packet loss above acceptable level given in column 1.		No change	No change in RFP terms
249	1.5	100	Penalty for breach in Reporting requirements:	Agreed , except for RFO report Clause : RFO will be available post 48 hrs of FT resolution	No change	No change in RFP terms
250			Item Timelines and Penalty Monthly SLA Report submission (consolidated report for all links/sites) :Report to be submitted/made available by 7th of the succeeding month. Penalty of INR 45,000/- per week (or part thereof) will be levied if submitted after 7th. Detailed report of Reason For Outage (RFO):Within 12 hours from the time of outage. Delay in providing the report will invite a penalty of INR 6,000/- per outage per day (or part thereof) of delay. RCA report as per Bank's format :Within 3 working days from the time of issue/incident. Delay in providing the report will invite a penalty of INR 6,000/- per incident/issue per day (or part thereof) of delay.	These are P2P L1 circuits wherein Dashboard can be provided for FT registration & update tracking . RFO will be available post 48 hrs of FT resolution .	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder and monitoring tools training shall be conducted as per the RFP terms.

251	1.6	100	Penalty for breach in Online Portal/Dashboard requirements:		No change	No change in RFP terms
252			Item Timelines and Penalty Access to monitoring portal and information on network performance parameters (including latency, jitter, BW utilization, uptime etc.) on a near-real time/ (at least less than 5 minutes for bandwidth utilization) basis for all the commissioned links Within 30 days from the date of issue of Lol/PO. Delay will invite a penalty of INR 45,000/- per month (or part thereof). Access to all the reports (downloadable) as mentioned in the RFP/Agreement through the online portal for all the commissioned links. Within 30 days from the date of issue of Lol/PO. Delay will invite penalty of INR 6,000 per month (or part thereof) Access to various channels for filing complaints/issues/incidents through online portal, emails, toll free number and SMS Within 30 days from the date of issue of Lol/PO. Delay will invite penalty of INR 5, 00,000/- per month (or part thereof). Real-time ingestion of logs into Bank's NOC Within 30 days from the date of issue of Lol/PO. Delay will invite penalty of INR 5, 00,000/- per month (or		No change	No change in RFP terms
253			Within 21 days from the date of issue of Lol/PO. In case of delay, penalty of INR 2, 00,000/- per person per month (or part thereof) shall be levied. Replacement to be effected within 21 days from the date of receiving the intimation from the Bank. In case of delay in replacement of manpower, penalty of INR 1, 00,000/- per person per month (or part thereof) shall be levied. 1.9.	Standard response time is 1 hour, any exception to be put across in Salesforce portal, so that Group team consent can be taken up.	No change	No change in RFP terms
254	1.9	102	Severity Level Expected Response Time Penalty for delay in response Level 1 (High) 15 minutes INR 50,000 per incident Level 2 (Moderate) 30 minutes INR 30,000 per incident Level 3 (Low) 60 minutes INR 25,000 per incident	No Separate penalty to impose	No change	No change in RFP terms
255	1.11	104	Penalty for not maintaining link uptime:	DMPLS penalty slabs to be followed with 10% capping	No change	No change in RFP terms

256	1.11	104	per month Penalty Charges 99.9% and above :Nil 99.8% and above but below 99.9% :10% of Monthly Bandwidth Charges 99.7% and above but below 99.8% :20% of Monthly Bandwidth Charges 99.00% and above but below 99.7% :30% of Monthly Bandwidth Charges 98.50% and above but below 99.00% :40% of Monthly Bandwidth Charges Below 98.50% :50% of Monthly Bandwidth Charges		No change	No change in RFP terms
257	1.11	104	Maximum Penalty 20% of the quarterly billing of the purchase order issued for various links under this RFP		No change	No change in RFP terms
258	64	SoW Section B 2.2	The selected bidder shall arrange for the commissioning of all links within 6 weeks from the date of issuance of Purchase Order (PO)/Letter of Intent (LoI).	Delievry timeline to be required of 16 weeks	No change	No change in RFP terms
259	55	6	NOC – Non-dedicated Help Desk /Support availability 24x7x365 days / SMS Alerts, for the Bank.	Kindly consider SMS/E-mail Alerts for the bank	No change	No change in RFP terms
260	55	10	Alert mechanism should be in place for any incident occurred etc., Every incident reported should be notified to Bank and documented	For P2P link If the service falls below the performance objectives, it should be reported to SP by SBI. using online portal/ Calling CC for TT.	No change	No change in RFP terms
261	56	13	The point-to-point fiber link and the respective devices should support dual stack for IPV4 and IPV6	No Technical document required because its P2P link.	Clarification	This clause shall be applicable for any feasible devices provided by the service provider, if any, for providing the connectivity.
262	56	15	The devices should support Access Control List (ACL), SNMPv3 or higher.	Because of P2P link all accessibility is with Bank. Bank need to look after this clause	Clarification	This clause shall be applicable for any feasbile devices provided by the service provider, if any, for providing the connectivity.
263	57	16	The unwanted services should be disabled on the devices.	NA because its P2P link. Bank device shall support requirement. No Technical supporting document required from TSP	Clarification	This clause shall be applicable for any devices provided by the service provider, if any, for providing the connectivity.
264	57	17	Remote device management should be done with secure channel e.g., SSHv2 and above.	Kinldy consider self declaratoin for vi remote device management	No change	No change in RFP terms
265	57	19	Selected Bidder shall maintain a syslog server for all devices provided by the Selected Bidder under the scope of this project and fetch & store logs & events for 6 months at any point in time.	Kinldy consider syslog server for live events/los instead of 6 month	No change	No change in RFP terms

266	63	1	Dedicated Bandwidth point to point fiber link with dual last mile connectivity at SBI DCs / DRs and other locations (location details as stated in section "A") with 1:1 bandwidth; uncompressed, unfiltered, and unshared.	In case of Point to Point link dual last mile is not feasible. Kindly consider Single last mile in Ring architecture instead of dual last mile.	No change	No change in RFP terms
267	68	27	For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	Kindly consider POP to POP latency of 80ms	No change	No change in RFP terms
268	68	29	The latency and other parameters for P2P for Data Center connectivity should not exceed 1 ms for last mile media only between TSP POP to CPE. The BERT report should be submitted periodically once in 6 months or as and when demanded by the Bank.	Kindly consider latency of 5ms from TSP POP to Vi Mux installed at SBI premise	No change	No change in RFP terms
269	68	2.3	The selected bidder should ensure that the link is compatible with Bank's network equipment viz. routers and switches.	Kindly share interface detail for each links. Do we need to provide Gig interface or Fiber channel for specific sites.	Clarification	The required interface details linkwise, shall be shared with the selected bidder.
270				Is SP need to pass Multiple VLAN. Is SBI will do Multicast between P2P locations ?	Clarification	The VLANs required will be configured by the Bank. SP to ensure that there are no restrictions in passing multiple VLANs. Currently, multicasting in P2P is not being used. Further details required shall be shared with the selected bidder
271	71	24	The primary and the secondary links should be configured as auto failover, such that in case the primary link goes down, the secondary link should automatically get activated.	Kindly consider single last mile for P2P link & auto failover form one SP to another SP need to be takne care by SBI Bank.	Clarification	Service provider should always ensure that both the links are up and running. Secondary links should be available always for failover in case of any issues with the primary link.
272	71	26	Packet drops should be <1 in 1 lakh packets. Jitter to be <10 ms. The performance parameters are to be measured between Bank's perimeter device and the POP of service provider.	Kindly consider pack drop <=1%	No change	No change in RFP terms
273			The performance parameters are to be measured between Bank's perimeter device and the POP of service provider	In case of NPLC link its not feasible to monitor SLA parameters. Offline test cab be performed.	No change	No change in RFP terms

274	75	9	Performance Requirements 99.9 % uptime Latency < 5 ms (for intracity) Latency < 20 ms (for intercity) Latency measured for a maximum of 1500 byte packet size measured for a minimum of 1000 packets and link utilization is <70% Packet drops < 1 in 1 lakh packets Jitter should be less than 10 ms (Performance parameters tested between the Bank's network perimeters to POP device of the TSP).	Kindly consider SLA uptime of 99.5%/Link POP to CE Latency<= 10ms (intercity) POP to POP Latency<= 80ms (intercity) Patck drop<=1%	No change	No change in RFP terms
275	76	11.2	Compliance Requirements They should comply with all regulatory guidelines including issued by RBI for links provided to the Bank, at no extra cost.	SP follow DOT guideline for providing connectivity. For RBI guideline Bank shall follow at CPE level.	No change	No change in RFP terms
276	103		The faulty link (one of the two links either primary or secondary or both) should made up with MTTR of 1 Hour	Kindly consider MTTR of 4Hrs instead of 1 Hrs.	No change	No change in RFP terms
277	54	2	Selected Bidder should provide connectivity with dedicated bandwidth point to point fiber link as per Bank's bandwidth requirement.	Kindly consider feasibility report for Point to point fiber links.	No change	No change in RFP terms
278	54	4	Minimum 2 POPs should be available in the locations specified in this RFP for resilient/redundant connectivity.	Is SP need to provide multiple link form two different POP.	Clarification	Two links shall be provided by the service provider from 2 different POPs.
279	57	17	Remote device management should be done with secure channel e.g., SSHv2 and above.	Kinldy consider self declaratoin for vi remote device management	No change	No change in RFP terms
280	25		Service Provider shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period	Does the bank require an extra manpower for this deal without any extra cost?	Clarification	No extra cost shall be paid
281	26		28. RIGHT TO AUDIT:	Will it cover any financial data? If yes, the same is not agreed	No change	No change in RFP terms
282	30		Service Provider at its own expenses, agrees to provide audit report of the process and infrastructure from CERT-In empanelled ISSP, periodically, at least once in a year or as requested by the Bank.	More details required on this clause to discuse the same with internal team.	Clarification	As per the audit requirement as and when required
283	33		37. LIQUIDATED DAMAGES:Once the maximum deduction is reached, the Bank may consider termination of the respective PO and/or Agreement. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	What happens if few of the links are not delivered and maximum deduction has been reached, Will the commissioned links also get terminated	Clarification	Yes, as per the clause, the agreement shall be terminated

284	50		The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 2 above.	The Bidder should be profitable organization on the basis of operating profit for at least 02 (two) out of last 03 (three) financial years	Corrigendum	The Bidder should be profitable organization on the basis of operating profit for at least 02 (two) out of last 03 (three) financial years mentioned in para 2 above.
285	51		The bidder must possess any one of the certifications such as TL 9000, TL9001, ISO 9001, ISO 27001, or similar certifications.	If these certificates are not available, Ask for alternatives	No change	No change in RFP terms
286	51		Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.	Take clarity from Legal team	No change	No change in RFP terms
287	52		The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.	Circle need to check and confirm	No change	No change in RFP terms
288			Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) and document (e.g., ISO 23001) on business continuity along with testing process and SOP. An undertaking to submit business continuity plan within one month from date of first purchase order.	If these certificates are not available, Ask for alternatives	No change	No change in RFP terms
289	63		one-time shifting charges (Rs. 1,00,000/- per link) for the commissioned links.	Shifting charges should be based on actual cost getting incurred	Clarification	No change in terms since shifting is a very rare process in Bank in terms of Data Center.
290	64		The selected bidder must ensure upgrade/downgrade of link bandwidth as and when required by the Bank within 1 week ,For any such upgrade/downgrade One Time Charges (OTC) if any, will not be payable	Why will the upgrade for Free? Not agreed on downgrade at bank's discretion	No change	No change in RFP terms
291	66		The selected bidder should provide one dedicated engineer / Operation manager within 21 days for entire contract period	Is this manpower over and above the requirement in point 2	Clarification	The dedicated engineer / operation manager is required for the entire RFP contract
292	66		Bank, at its discretion, may surrender any link at any location at any time by giving the selected bidder a notice period of 30 days.	Post release of PO, No such surrender is agreed and full exit penalty needs to be recovered	No change	No change in RFP terms

293	71		The selected bidder should undertake to commission the Primary and the Secondary links within a period of 6 weeks from the date of Purchase Order/LOI	Time should atleast be 12 weeks	No change	No change in RFP terms
294	77		The selected bidder, whenever required by the Bank, should furnish all relevant information, records/data to the Bank's appointed auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority at specified locations. The Bank reserves the right to call and/or retain any relevant material information / reports including audit or review reports and findings made on the selected bidder in conjunction with the services provided to the Bank. The selected bidder shall agree to allow the Reserve Bank of India, Regulators of locations or any other regulatory authorities in locations or persons authorized by them to access the documents, records of transactions, and other necessary information s	Only data related to the links under RFP scope can be shared	No change	No change in RFP terms
295	Appendix-1		Penalties	All the penalty items are harsh and not agreed	No change	No change in RFP terms
296	28	31 (iii)	iii. The limitations set forth herein shall not apply with respect to: (a) Claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right. (b) Damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, (c) Damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider	The sub clauses highlighted in red should be bilateral	No change	No change in RFP terms

297	32	36(iii)	Subject to clause 36 (iv) and 36 (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all third party claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.	this clause should be modified to cover all third party claims of infringement of Intellectual Property Rights.	No change	No change in RFP terms
298	35	39(i)	The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.	Rejection of bid must happen only after VIL has been given reasonable notice and an opportunity of being heard.	No change	No change in RFP terms
299	35	39(ii)	Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.	The highlighted word 'failure' should be replaced by 'wilful omission'	No change	No change in RFP terms
300	35	39(iii)	Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.	The highlighted word 'failure' should be replaced by 'wilful omission'	No change	No change in RFP terms
301	36	39(v)	Debarment/Banning. Empanelment/participation of Bidders and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment / participation in the Bank's procurement process shall be considered against delinquent Vendors/Bidders	Debarment/Banning must happen only after VIL has been given reasonable notice and an opportunity of being heard.	No change	No change in RFP terms
302	39	41	Force Majeure	As given in Sr. No. 25 below	No change	No change in RFP terms

303	40	42	TERMINATION FOR INSOLVENCY	This clause should be bilateral	No change	No change in RFP terms
304	40	43	TERMINATION FOR CONVENIENCE	1. In case of termination for convenience by SBI, they should reimburse any amounts to be paid by the Contractor a. to its Subcontractors for termination of any subcontracts, including any cancellation charges; b. for the removal of the Contractor's Equipment from the Site and in the repatriation of the Contractor's and its Subcontractors' personnel c. for satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with third parties in connection with the Contract and that are not covered by paragraphs above.	No change	No change in RFP terms
305	41	44(ii)	Service Provider shall continue work under the Contract during arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.	This clause should also have the following line - The Bank shall clear all outstanding undisputed dues of the Service Provider during the pendency of arbitration	No change	No change in RFP terms
306	111	1.3.2	This Agreement shall be in force for a period of _____ year(s) from Effective Date, unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.	VIL should also possess rights to terminate the contract under specific circumstances	No change	No change in RFP terms
307	115	4.2 (c)	Service Provider shall ensure that Service Provider's personnel and its sub-contractors (if allowed) will abide by all reasonable directives issued by the Bank, including those set forth in the Bank's then-current standards, policies and procedures (to the extent applicable), all on-site rules of behaviour, work schedules, security procedures and other standards, policies and procedures as established by the Bank from time to time.	Bank should provide copies of these documents to VIL for review and all modifications thereto should be intimated to VIL from time to time so as to ensure effective compliance by VIL	No change	No change in RFP terms
308	115	4.2(e)	Service Provider shall be responsible to provide Data Dictionary in a format provided by the Bank. During the term of this Agreement, such a format may be revised by the Bank as per the requirements. Service Provider shall capture all the fields in Data Dictionary format and keep the same always updated during the term of this Agreement.	All revisions of the format shall be promptly informed by the bank to VIL	No change	No change in RFP terms

309	117	5.2.6	Service Provider warrants that to the best of its knowledge at the time of delivery the software deployed/ upgraded as a part of this Agreement is free from malware, free from any obvious bugs, and free from any covert channels in the code (of the versions of the applications/software being delivered as well as any subsequent versions/modifications done).....	VIL would like to add the words "to the best of its knowledge" while making this warranty	No change	No change in RFP terms
310	118	6.1	Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages,, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank	A similar indemnity is being sought forth from SBI for any claims against Service Provider due to breach on the part of SBI under these ame categories.	No change	No change in RFP terms
311	119	9	If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to ___ % of total Project cost for delay of each week or part thereof maximum up to ___ % of total Project cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Before making any deduction on account is liquidated damages, the Bank will discuss the alleged failure or delay on the part of VIL and shall provide an opportunity to remedy the situation within a mutually agreeable time frame.	No change	No change in RFP terms

312	120	12.3	Subject to clause 12.4 and 12.5 of this Agreement, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all third party claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.	Same as Sr. No. 2 above - this clause should be modified to cover all third party claims of infringement of Intellectual Property Rights.	No change	No change in RFP terms
313	124	14.9	Service Provider shall not, without the Bank's prior written consent, make use of any document or information received from the Bank except for purposes of performing the services and obligations under this Agreement.	This clause should be deleted as it is a repetition of clause 14.5. Also, this clause does not mention confidential documents but covers 'any document or information'	No change	No change in RFP terms
314	125	15.1	Service Provider agrees that the Bank owns the entire right, title and interest to any inventions, designs, discoveries, writings and works of authorship, including all intellectual property rights, copyrights developed during performance of Service Provider under this Agreement.....	The part highlighted in red should be added to this line	No change	No change in RFP terms
315	126-127	16.4	The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities: (i) If any Receiver/Liquidator is appointed in connection with the business of Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider. (ii) If Service Provider applies to the Court or passes a resolution for voluntary winding up of or any other creditor / person files a petition for winding up or dissolution of Service Provider. (iii) If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its employees.	VIL should also possess rights to terminate the contract under these circumstances	No change	No change in RFP terms

316	127	16.5	In the event of the termination of the Agreement Service Provider shall be liable and responsible to return to the Bank all records, documents, data and information including Confidential Information pertains to or relating to the Bank in its possession.	This clause should be bilateral	No change	No change in RFP terms
317	128	17.4	Service Provider shall continue work under the Agreement during the arbitration proceedings, unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. The Bank shall clear all outstanding undisputed dues of the Service Provider during the pendency of arbitration	Same as Sr. No. 9 above - This clause should also have the line highlighted in red	No change	No change in RFP terms
318	130	20.3	The limitations set forth in Clause 20.1 shall not apply with respect to: (i) claims that are the subject of indemnification pursuant to Clause 12 (infringement of third party Intellectual Property Right); (ii) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider; (iii) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations; (iv) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	Same as Sr. No. 1 above - The part highlighted in red should be made bilateral	No change	No change in RFP terms

319	131	21.2	For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or sub-contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.	The following modification is suggested - For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, lockdown, quarantine restrictions, freight embargoes, declared general strikes in relevant industries (to the extent these are beyond reasonable control of parties), Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or sub-contractor but does not include any foreseeable events , commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure. Strikes, lock-outs in SBI should not qualify as a force majeure event under this clause.	No change	No change in RFP terms
320	133	23.4	NON-HIRE AND NON-SOLICITATION: During the term of this Agreement and for a period of one year thereafter, neither party shall (either directly or indirectly through a third party) employ, solicit to employ, cause to be solicited for the purpose of employment or offer employment to any employee(s) of the other party, or aid any third person to do so, without the specific written consent of the other party. However nothing in this clause shall affect the Bank's regular recruitments as per its recruitment policy and not targeted to the employees of Service provider.	The part highlighted in red should be made bilateral as follows - <i>However nothing in this clause shall affect the parties' regular recruitments as per its respective recruitment policy and not targeted to the employees of the other Party.</i>	No change	No change in RFP terms
321	Page 13	10. BID PREPARATION AND SUBMISSION:	i. The Bid is to be submitted separately for technical and Price on portal of e-Procurement agency for providing Dedicated Point To Point (P2P) Fiber Links at various locations in India with dual last mile from two different points of presence (POP) from the service providers in India in response to the RFP No. SBI/GITC/NW&C/2021-22/806 dated : 18/11/2021.	Since this is P2P link, service provider infrastructure does not participate in any routing domain apart from switching traffic from working path to protection path in the fiber ring. Hence request to clarify on the clause pertaining to "dual lastmile from two different points of presence from the service providers". To build redundancy on P2P links, its recommended to deploy links from L1 bidder & second bidder whoever matches L1 price. Hence requesting bank to change the clause accordingly.	No change	No change in RFP terms

322	Page 18	17. EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:	iv. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted in the Reverse Auction.	Since no clause is mentioned about L2 bidder, does Bank expects L1 bidder to provide second P2P links at the sites mentioned in RFP from other service provider?	Clarification	Secondary links shall be provided by L1 bidder from different POP
323	Page 20	19. AWARD CRITERIA AND AWARD OF CONTRACT	The Bank may procure links of various bandwidths ranging from 1 Gbps to 100 Gbps using multiplication factor mentioned under Appendix-E of this RFP.	Please confirm the handoff required. For 1Gbps, link handoff can be either RJ45 or 1G LH while 10G & 100G links, handoff will be on 10G LR & 100G LR4 respectively. Please confirm.	Clarification	Yes, the handoff can be provided as specified. For 1Gbps link, provision shall be available for both RJ45 and 1G LH. The required details for handoff shall be shared with the selected bidder
324	Page 59	TECHNICAL SCORING MATRIX FOR SCORING BASED EVALUATION	8. Detailed plan to ingest logs into SBI's NOC	Please clarify whether this clause refers to e-bonding between Service Provider NOC tool & SBI's NOC tool.	Clarification	This clause refers to e-bonding between the tools and also ingestion of devices logs, if any, that are used for providing connectivity. The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end like downtime status. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring of the said parameters by the selected bidder.
325	Page 62	Appendix-E: Scope of Work and Payment Schedule	The Bank desires to procure point to point Fiber links with dual last mile from two different POPs for various locations with bandwidth ranging from 1 Gbps to 100 Gbps for the locations mentioned below.	Since this is P2P link, service provider infrastructure does not participate in any routing domain apart from switching traffic from working path to protection path in the fiber ring. Hence request to clarify on the clause pertaining to "point to point Fiber links with dual last mile from two different POPs"	Clarification	The dual last mile connectivity required, shall be provided from two different POPs
326	Page 62	Section A: INTRA-CITY LINKS	1. GITC, Belapur - Rabale: 10Gbps 2. Gachibowli - CtrlS, Hyderabad: 10Gbps	Please confirm 10G-LR handoff is acceptable to the Bank.	Clarification	Yes
327	Page 62	Section A: INTRA-CITY LINKS	3. GITC, Belapur - Rabale: 8 Gbps 4. GITC, Belapur - Rabale: 2 Gbps	Please confirm the handoff required for these links. Is Bank terminating these links to SAN switches?	Clarification	Certain links will be terminated in SAN switches and certain links will be terminated in routers. The required details shall be shared with the selected bidder
328	Page 62	Section A: INTER-CITY LINKS	1. Rabale - CtrlS, Hyderabad: 20Gbps	Please confirm whether service provider can handoff 2 x 10G-LR interface for this 20Gbps link.	Clarification	Yes, but when 1 10G-LR member of the bundle fails, the mechanism should be available to fail the entire bundle, and failover to the secondary bundle of 20G shall happen automatically.
329	Page 62	Section A: INTER-CITY LINKS	2. GITC, Belapur - Gachibowli: 10 Gbps 3. Rabale - Gachibowli: 10 Gbps 4. Rabale - CtrlS, Hyderabad: 10 Gbps	Please confirm 10G-LR handoff is acceptable to the Bank.	Clarification	Yes

330	Page 62	Section A: INTER-CITY LINKS	5. GITC, Belapur - CtrlS, Hyderabad: 1 Gbps 6. GITC, Belapur - DRC, Chennai: 1 Gbps	Please confirm the handoff required by Bank for these links. Will it be 1G-LH or 1G RJ45?	Clarification	For 1Gbps link, provision shall be available for both RJ45 and 1G LH. The required details for handoff shall be shared with the selected bidder
331	Page 63	Section B: Services and Deliverables	1. Services: 1. Dedicated Bandwidth point to point fiber link with dual last mile connectivity at SBI DCs / DRs and other locations (location details as stated in section "A") with 1:1 bandwidth; uncompressed, unfiltered, and unshared.	Since this is P2P link, service provider infrastructure does not participate in any routing domain apart from switching traffic from working path to protection path in the fiber ring. Hence request to clarify on the clause pertaining to "point to point Fiber links with dual last mile connectivity at SBI DCs / DRs and other locations".	Clarification	The dual last mile connectivity required, shall be provided from two different POPs
332	Page 63	Section B: Services and Deliverables	1. Services: 6. The Secondary last mile should be equivalent to the Primary link in all terms and can be used as failover link as per the Bank's requirement or during the drills.	Second link will be always active as these are P2P links between SBI locations. Hence it will not be secondary lastmile but second P2P link "end-to-end" between SBI sites. Please confirm however second link can be directly procured by SBI from other bidder matching L1 price or L1 bidder can resell link along with their own link.	Clarification	The L1 bidder shall provide links with dual last mile connectivity
333	Page 63	Section B: Services and Deliverables	1. Services: 9. The selected bidder must ensure upgrade/downgrade of link bandwidth as and when required by the Bank within 1 week from the date of issue of PO in case of soft upgrade and downgrade. If there are hardware changes same should be done within 4 weeks from the date of receipt of purchase order/LOI.	Requesting bank to change the upgrade without hardware change timeline to 4 weeks and with hardware change to 12 weeks as equipment shipment will consume 8 weeks.	No change	No change in RFP terms
334	Page 65	Section B: Services and Deliverables	1. Services: 13. Should have operational support (viz. end to end link monitoring, maintenance, training, etc.) after installation, deployment, and operationalization of the links.	Can SBI provide SNMP access to the CPE devices terminating these links so that link monitoring can be done including cross connect, else please confirm whether service provider mux to mux link monitoring is sufficient?	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.
335	Page 65	Section B: Services and Deliverables	1. Services: 14. Maintenance of dashboards but not limited to: d. Packet loss, jitter, and latency reports till the Bank's perimeter device	Please confirm the availability of SNMP-RO access to bank's CPE for monitoring these parameters. If SNMP-RO access not available, then link monitoring can be done only from service provider mux to mux.	Clarification	The Bank would monitor the links from the NMS. However, the selected bidder shall monitor the link till Mux end. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring by the selected bidder.

336	Page 68	Section B: Services and Deliverables	1. Services: 27. The performance testing may be conducted once in 6 months with BERT standard report containing all the required parameters or any better report measuring performance.	BERT tests will require downtime for connecting the link directly to the testers at both ends. Hence its recommended to conduct BERT test only during commissioning time and after any fault resolution. Requesting bank to confirm on BERT test procedure & duration rather than conducting once in every 6 months.	No change	No change in RFP terms
337	Page 68	Section B: Services and Deliverables	1. Services: 27.... For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	Since these are P2P links, latency tests has to be conducted between Bank's CPEs at both ends. Request to change the test from "Bank's router to TSP POP device" to " between Bank's routers".	No change	No change in RFP terms
338	Page 68	Section B: Services and Deliverables	1. Services: 27.... For regular latency checking, from the Bank's router to TSP POP device may be considered with latency not more than 5 ms (for intracity) and 20 ms (for intercity) when the link utilization is <70%.	Requesting bank to consider 40ms as latency for intercity links as the traffic rides over NLD network with work & protection paths.	No change	No change in RFP terms
339	Page 68	Section B: Services and Deliverables	1. Services: 29. The latency and other parameters for P2P for Data Center connectivity should not exceed 1 ms for last mile media only between TSP POP to CPE.	Since these are P2P links, latency tests has to be conducted between Bank's CPEs at both ends. Request to change the test demarkation as "between Bank's routers".	No change	No change in RFP terms
340	Page 68	Section B: Services and Deliverables	1. Services: 29.... The BERT report should be submitted periodically once in 6 months or as and when demanded by the Bank.	BERT tests will require downtime for connecting the link directly to the testers at both ends. Hence its recommended to conduct BERT test only during commissioning time and after any fault resolution. Requesting bank to confirm on BERT test procedure & duration rather than conducting once in every 6 months.	No change	No change in RFP terms
341	Page 68	Section B: Services and Deliverables	2. Deliverables: 2. The selected bidder shall arrange for the commissioning of all links within 6 weeks from the date of issuance of Purchase Order (PO)/Letter of Intent (LoI).	Requesting bank to consider 16 weeks as delivery timelines as both side metro as well as NLD path needs to be provisioned.	No change	No change in RFP terms

342	82	SECTION E: MIS AUTOMATED REPORT GENERATION REQUIREMENT	1. The live streaming of logs should be received from the systems into SBI NOC, and it should also include latency, bandwidth utilisation, jitter, status of primary and standby links.	Requesting bank to clarify on this point regarding live streaming. Since these are P2P links, service provider does not participate in any routing in IP layer. Hence latency, jitter, etc. (layer-3 parameters) has to be collected and reported from CPE device which is configured with IP address for these links. Hence service provider providing logs for the said parameter requires SBI's CPE devices to be onboarded to service provider NOC tool thus requires atleast SNMP-RO access from the service provider's management network. Please confirm whether SNMP-RO access is available from SBI CPEs to bidder's NOC.	Corrigendum	The service provider shall monitor the links including the performance parameters, status of primary and stanby links till the Mux end. The Bank would monitor the links from its NMS. In case of requirement, Bank may provide SNMP V3 based read only access with the service provider for proactive monitoring including performance parameters by the selected bidder.
343	Page 63	Appendix C - Technical & Functional Specifications	Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) and document (e.g., ISO 23001) on business continuity along with testing process and SOP. An undertaking to submit business continuity plan within one month from date of first purchase order.	Request to modify the clause as: Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) along with testing process and SOP. An undertaking to submit business continuity plan within one month from date of first purchase order.	No change	No change in RFP terms
344	Page 58	TECHNICAL SCORING MATRIX FOR SCORING BASED EVALUATION	ISO 22301 (Business continuity)	Request to remove the clause as it is not a mandatory document to procure Iso 22301 certificate, though we have well defined Business continuity Policy and plan complying with industry standards.	No change	No change in RFP terms