



ODISHA GRAMYA BANK
Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No. OGB/RFP/ITD/NETWORK/001/17-18, Amendment_1 Date: 04-05-2017

AMENDMENT_1: Re-Tender REQUEST FOR PROPOSAL (RFP) FOR THE PROCUREMENT, IMPLEMENTATION AND MAINTENANCE OF MPLS VPN OVER RF LAST MILE

Below is the result of Point of Discussion during Pre-Bid Meeting dated 28-04-2017 and Amendments to the RFP Ref. No. OGB/RFP/ITD/NETWORK/001/17-18 Dated: 19-04-2017

SI No	Page No.	Clause Heading/Name	Clause	Query	Bank's Remark
1	9	Scope of work	The offered wireless last mile media should be licensed or DOT approved open frequency.	Please modify clause for RF links. RF links are commissioned on unlicensed band.	No Amendment
2	10	Scope of work	Configure automatic fail over using dynamic routing protocol with the help of System Integrator and without disturbing the existing network between Primary and Secondary links at all locations such as Branch/ Office, Data Centre, and DR Centre, where Primary link is already available and secondary link is being provided through this RFP process as per work order released by Bank to successful bidder.	Bidder is not providing router so configuring Bank router cannot be bidder's responsibility.	Amendment. Service Integrator of Bank will configure the router. Necessary script for monitoring may be provided by Service Provider. Service provider should allow Service Integrator to configure automatic fail over using dynamic routing protocol.
3	14	Scope of work	Bidder has to provide insurance and will be held liable against any damage or losses caused by the fall down or uprooting of RF tower even in case of Force Measure.	Please modify clause for force majeure. Bidder cannot be held responsible in case of Force Majeure	Amendment. Bidder has to do proper grounding of tower or pole to avoid such incident. Bidder will be held liable against any damage or losses caused by the fall down or uprooting of RF tower or pole in case of wind speed <60 Kmph. Bidder has to do proper earthing and preventive maintenance of tower and equipment to protect the setup from damage due to lighting. Bidder will be held liable against any damage or losses caused by wrong earthing of Tower or Lightning.
4	14	Time frame for commissioning of links:	1.Delivery timeline of 8 weeks for 35 % of the total links for the locations listed in First Purchase/Work Order	Please mention no of approx. sites which will be issued in first purchase/work order to check/accept delivery timelines	No Amendment

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5	14	Time frame for commissioning of links:	For the locations other than those listed First Work Order, Bank may issue separate Work Order to implement RF link. In such case bidder has to provide RF link for ordered location but within a period of 8 weeks from date of acceptance of the PO / Work order by the bidder.	Delivery timeline of 8 weeks is accepted if No of sites in separate work order will be between 50 to 80 sites per order	Amendment. For the locations other than those listed First Work Order, Bank may issue separate Work Order to implement RF link. In such case bidder has to provide RF link for ordered location but within a period between 8 weeks and 16 weeks from date of acceptance of the PO / Work order by the bidder.
6	16	Penalty Clauses and SLA Specifications:	Whenever locations are shifted to new premises, the links have to be shifted within a period of Two weeks from the Date of request for Shifting or the Date of Intimation from the Bank about the Site readiness at new location whichever is later. Penalty for delayed commissioning of links will be levied as specified above for procurement of new links	Subject to feasibility at new location, timelines will be communicated for shifting cases. Requesting bank to intimate at least 45 days before shifting.	Amendment. Whenever locations are shifted to new premises, the links have to be shifted within a period of 21 days from the Date of request for Shifting or the Date of Intimation from the Bank about the Site readiness at new location whichever is later. Penalty for delayed commissioning of links will be levied as specified above for procurement of new links
7	19	OTHER CONTRACTUAL OBLIGATIONS OF THE SUCCESSFUL BIDDER	The necessary Data cabling, Electrical cabling, and all other infrastructure required for the connectivity up to the Router / LAN segment of the location should be provided by the bidder.	Bidder will do cabling till own network equipment and extension of concealed cabling from bidder equipment to Client router should be bank's responsibility.	Amendment. The necessary Data cabling, Electrical cabling, and all other infrastructure required for the connectivity up to the Router of the location should be provided by the bidder.
8	22	Payment	At the time of commissioning of links, the service provider has to arrange for Commissioning report containing the full details of the links commissioned which will be prepared /signed by the provider and validated by Bank/Network integrator of Bank.	Please allow email acceptance for commissioning report on email	Amendment. At the time of commissioning of links, the service provider has to arrange for Commissioning report containing the full details of the links commissioned or Installation report, which should be prepared /signed by the provider and validated by Bank/Network integrator of Bank.
9		General		Permission to install tower and roof rights will be Bank's responsibility.	Amendment. Permission related to house owner or land owner will be Bank's responsibility.
10	14	Scope of work	Bidder has to generate invoice on actual tower height at each site.	This can be shared for the project, after completion, but sharing this site wise with the bill is not possible. Request you to remove/ amend this clause.	No Amendment
11			The necessary Data cabling, Electrical cabling, and all other infrastructure required for the connectivity up to the Router / LAN segment of the location should be provided by the bidder.	This should not be in bidder scope and should be owned by the customer. Request you to remove this clause.	Amendment. The necessary Data cabling, Electrical cabling, and all other infrastructure required for the connectivity up to the Router of the location should be provided by the bidder.
12	11	Scope of work	Provide 24x7 support for all users for maintaining and integrating the network. Publish NMS reports to prove SLA compliance. The NMS reports for every month should be submitted to the Bank on or before 7th of subsequent month. The quarterly payment of the links will be processed only on receipt of NMS reports.	Manual reports will be provided at the end of the month, Please also confirm if you require Captive NMS. Or Bidder may only provide Web Interface to check only link status & logging calls.	No Amendment. Service Provider should provide Web Interface only.

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13	11	Scope of work	Proof of Concept (POC): The technically shortlisted bidders will be asked to demonstrate the capability of the submission of NMS reports, to the satisfaction of the Bank, in order to get qualified for Commercial bid evaluation.	Manual reports will be provided at the end of the month, Please also confirm if you require Captive NMS. Or Bidder may only provide Web Interface to check only link status & logging calls.	No Amendment. Service Provider should provide Web Interface only.
14	11	Scope of work	Publish NMS reports to prove SLA compliance.	Manual reports will be provided at the end of the month, Please also confirm if you require Captive NMS. Or Bidder may only provide Web Interface to check only link status & logging calls.	No Amendment. Service Provider should provide Web Interface only.
15	6	Eligibility criteria, Point 6	The Bidder must establish that it has been engaged in the provision of similar services for other large National/International Financial/Banking Institutions/Government /Corporate projects. The Bidder shall provide references (including Referee names and contact details) or Satisfaction Letters in respect of major projects of similar type completed in the last 3 years by them. Bidder should have implemented similar MPLS-VPN project of at least 200+ sites with a minimum of 3 organization and out of which one should be of public/ private sector bank /Insurance companies with a minimum of 200 circuits.	Please accept letter of commissioning/ acceptance as well, for 200 links from the client.	Amendment. The Bidder must establish that it has been engaged in the provision of similar services for other large National/International Financial/Banking Institutions/Government /Corporate projects. The Bidder shall provide references (including Referee names and contact details) or Satisfaction Letters or acceptance letter in respect of major projects of similar type completed in the last 3 years by them. Bidder should have implemented similar MPLS-VPN project of at least 200+ sites with a minimum of 3 organization and out of which one should be of public/ private sector bank /Insurance companies with a minimum of 200 circuits.
16	New	PO release		Our understanding is that PO will be released for lot of 100 sites and timeline of 16 weeks will be applicable to each PO separately. Please confirm	Amendment. For the locations other than those listed First Work Order, Bank may issue separate Work Order to implement RF link. In such case bidder has to provide RF link for ordered location but within a period between 8 weeks and 16 weeks from date of acceptance of the PO / Work order by the bidder.
17	21	Payment procedure for recurring cost	Recurring payment will be paid as Quarterly Advance if and only if, Service provider submits Performance Guarantee as per clause 1.12 after deduction of penalties as defined in clause 1.6. Else, the Recurring payment will be paid as Quarterly Arrear after deduction of penalties as defined in clause 1.6.	Acceptance and start of recurring billing will be done link wise, i.e. as soon as the link is commissioned, bidder will show ping test for acceptance of that link and post that billing for that link will start. Please confirm that ARC can be invoiced as and when the links are commissioned based on the Commissioning report (LOC sign off date), independent of OTC	Amendment. Recurring payment will be paid as Quarterly Advance if and only if, Service provider submits Performance Guarantee as per clause 1.12 after deduction of penalties as defined in clause 1.6. Else, the Recurring payment will be paid as Quarterly Arrear after deduction of penalties as defined in clause 1.6. The LOC or commissioning date for any site will be either the date of commissioning of that site or the date of commissioning of redundant backhaul connectivity to both DC and DR, whichever is later. Recurring invoices can be generated from the date of commissioning or LOC.

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18	21	Payment	<p>Payment procedure for implementation cost:</p> <p>Phase 1: After Completion of redundant backhaul link (Service Provider level) along with all cross-connects at both DC and DR of Bank and completion 35% of the total links from the locations listed in Purchase Order, 35% of implementation cost will be released by the Bank.</p> <p>Phase 2: After completion of 75% of the total links from the locations listed in Purchase Order, rest 40% of implementation cost will be released by the Bank.</p> <p>Phase 3: After completion of 100% of the total numbers of links from the listed locations in Purchase Order, rest 25% of the implementation cost will be released by the Bank after deducting the penalty due to delay in commissioning in all three phases as per below table.</p>	<p>Request to consider below payment terms: OTC : 100% after installation on site wise basis, Kindly provide site wise acceptance & payment of implementation cost as well. Also please confirm that you will release 100% Installation cost of the commissioned links & the % milestone is for count of number of links.</p>	<p>Amendment. Payment procedure for implementation cost: Phase 1: After Completion of redundant backhaul link along with all cross-connects at both DC and DR of Bank and completion 35% of the total links from the locations listed in Purchase Order, 100% hardware and implementation cost of commissioned links in phase 1 will be released by the Bank. Phase 2: After completion of 75% of the total links from the locations listed in Purchase Order, 100% hardware and implementation cost of commissioned links in phase 2 will be released by the Bank. Phase 3: After completion of 100% of the total numbers of links from the listed locations in Purchase Order, rest of the hardware and implementation cost will be released by the Bank after deducting the penalty due to delay in commissioning in all three phases as per below table.</p>
19	15	Penalty for Delay in Commissioning:		<p>Request that penalty for delay in commissioning be capped at maximum 5% of the QGR of the delayed site</p>	No Amendment
20	18	Penalty for not meeting the SLA terms on Uptime:	<p>At all locations, for every percentage or part thereof, for down time over and above the MTTR allowed for respective location under Clause 1.6.2, 1% of the charges payable from Quarterly Recurring Cost for every 1% downtime will be deducted as penalty.</p> <p>If the downtime over and above the MTTR exceeds 5% of the uptime committed as per Clause 1.6.2, 80% of the charges payable to the particular site per Quarter will be deducted from the invoice amount payable for the quarter.</p> <p>The penalty for downtime for any link is calculated on monthly basis and deducted on quarterly basis. The penalty for downtime for any link during any quarter shall not exceed the quarterly charges payable for that particular link.</p>	<p>Request that SLA penalty be capped at maximum 5% of the QGR of that site</p>	No Amendment
21	34	Termination for default	<p>In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, Connectivity similar to those undelivered, and the Bidder shall be liable to the Bank for any excess costs. However, the Bidder shall continue performance of the Contract to the extent not terminated.</p>	<p>Request that the liability to bear excess cost in this clause be limited to the charges payable under this contract for terminated portion of work.</p>	No Amendment

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22	7 & 8	Links at DC & DR	** Bidder needs to provide Service Provider level redundant Backhaul link with last mile and the cross connect at both Data Centre and Disaster Recovery Centre at no extra cost to the bank. ### Bidder should provide redundancy for the last mile to the data centers and DR sites through connection to 2 different PoPs/alternate media like wire line or wireless /two service providers or last mile link under ring topology through two different routes in that one is wired mode and other is wireless mode.	Please confirm which type of last mile for DC & DR is to consider as both the clauses are different.	Amendment. Bidder needs to provide redundant Backhaul links with last miles and the cross connects at both Data Centre and Disaster Recovery Centre at no extra cost to the bank. Bidder should provide redundancy for the Backhails to the data centers and DR sites through connection to 2 different PoPs / two service providers link under ring topology through two different routes.
23	13 & 20	Support Person at Head Office:	Bidder has to provide a support person at Head Office of Odisha Gramya Bank to handle all the issues related to this project during Office hour of Bank from date of Acceptance of Purchase Order till end of contract period or termination of this contract whichever is earlier. The support person should preferably be fluent in Odia Spoken Language and should be well verse with Computer Operation and maintenance of such project. Bank reserve rights to withdraw the support person provided by Bidder at any point of time with a notice period of 30 days. ### The Successful Bidder shall provide qualified and experienced senior network Engineer well versed in similar projects/MPLS Technology (resident engineer) on ALL DAYS as specified below who shall manage and coordinate the project with his counterparts throughout the country. Location Duration Head Office, Bhubaneswar One person during 09.00 AM to 06.00 PM Apart from the above timing, the resident engineer should be present at Head Office as and when required by the bank to take care of any contingencies.	Please confirm if bidder need to provide 2 Manpower. In one, kindly confirm the require qualification, experience of the support person.	Amendment. Bidder has to provide a support person at Head Office of Odisha Gramya Bank to handle all the issues related to this project during Office hour of Bank from date of Acceptance of Purchase Order till end of contract period or termination of this contract whichever is earlier. The support person should preferably be fluent in Odia Spoken Language and should be well verse with Computer Operation and maintenance of such project. Bank reserve rights to withdraw the support person provided by Bidder at any point of time with a notice period of 30 days. ### The Successful Bidder shall provide support person, well versed in similar projects/MPLS Technology on ALL DAYS as specified below who shall manage and coordinate the project with his counterparts throughout the country. Location Duration Head Office, Bhubaneswar One person during 09.00 AM to 06.00 PM Apart from the above timing, the support person should be present at Head Office as and when required by the bank to take care of any contingencies. Bank is asking for only one support person at Head Office.
24	23 & 57	Determination of L1 Bidder and Awarding of Contract:	*** The Per location cost of 256 Kbps (OTC + ARC) will considered for determination of L1 bid. (Sl.No.6 of the Commercial Bid (Annexure IV). #### Sum of (X) and (Y) will be considered for selection of L1 Bidder if and only if the price quoted in all line items are valid and numerical.	Please confirm the correct L1 evaluation criteria as both the clause are separate.	Amendment. Sum of (X) and (Y) will be considered for selection of L1 Bidder if and only if the price quoted in all line items are valid and numerical.

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25	57	Format of COMMERCIAL BID	Sum of (X) and (Y) will be considered for selection of L1 Bidder if and only if the price quoted in all line items are valid and numerical. In case of invalid value or quote in any field of Table# 1 and Table #2. The bid will be treated as invalid and may be rejected. In such case, Bank at its sole discretion may considered L2 bid for awarding contract.	Please confirm if Zero (0) will be considered as numerical value if the same is mentioned in any line item.	No Amendment. All field in commercial bid should have valid numerical value. Zero, 0 or Nil will be considered as numerical value.
26	6	ISO/TL Certificate:	The Bidder should have required level of ISO/TL (ISO 9001/ TL9000/ ISO 27001) certification related to Network Services and Customer services. (Copy of relevant ISO certificate need to be produced along with the Technical bid.)	Request to mention Telecom/Network Products/Service instead of Network Service.	Amendment. The Bidder should have required level of ISO/TL (ISO 9001/ TL9000/ ISO 27001) certification related to Telecom/Network Products/Services and Customer services. (Copy of relevant ISO certificate need to be produced along with the Technical bid.)
27	18	Penalty for not meeting the SLA terms on Uptime	When there is downtime in any of the data centers, all the locations which are connected to the respective data center will be reckoned as down.	Request consider the impact of downtime for DC or DR link only.	No Amendment.
28	Page 2 Point 4.4	The objective of the project	may release work order for at least 100 branches to successful Bidder in first phase.	As per the eligibility criteria bidder requires 60% of sites feasible. Request to provide PO for 60% of 582 sites only	No Amendment.
29	Page 3 Point 6.6	The objective of the project	Bidder should complete the implementation of RF at all the listed locations in work order issued by Bank, within a period of 16 (Sixteen) weeks from date of Acceptance of the Purchase Order / Work order.	Need time line for deployment of all links to be 24 weeks from date of Acceptance of the Purchase Order / Work order	No Amendment.
30	Page 3 Point 4.6	The objective of the project	The prospective service provider shall establish the MPLS-VPN Network and should be capable of maintaining it for a minimum period of 5 years.	Request to increase the same to 7 years	No Amendment.
31	Page 7 Point No. 13	Eligibility criteria, Point 13	Branches/ other locations 256 Kbps	Request to increase the bandwidth from 256 Kbps to 1/2 Mbps	No Amendment.
32	Page 10 Point 16	Scope of work	Configure automatic fail over using dynamic routing protocol with the help of System Integrator and without disturbing the existing network between Primary and Secondary links at all locations such as Branch/ Office, Data Centre, and DR Centre, where Primary link is already available and secondary link is being provided through this RFP process as per work order released by Bank to successful bidder	Need confirmation that banks SI will support in configuration of the link on the DC and DR site and load balancer is available from banks/ SI side	Amendment. Service Integrator of Bank will configure the router. Necessary script for monitoring may be provided by Service Provider or Bidder. Service provider or Bidder should allow Service Integrator to configure automatic fail over using dynamic routing protocol.
33	Page 14 point 1.5	Time frame for commissioning of links	100 % of the total links for the locations listed in First Purchase / Work Order Within Sixteen weeks from the date of acceptance of Work Order	Maximum time frame needs to be increased from 16 weeks to 24 weeks	No Amendment.

SI No	Page No.	Clause Heading/Name	Clause	Query	Bank's Remark
34	Page 23 point 1.14	Determination of L1 Bidder and Awarding of Contract:	The bidders should have the capability of providing link to at least 60% of the locations specified in Annexure II excluding Bank's Data Centre, Chennai and Disaster Recovery Centre, Hyderabad.	Confirm this is total of 552 locations or including optional locations also	No Amendment. Bank is having 550 Branches, 9 Regional Offices, 1 Head Office.
35	Page 19 point 3	OTHER CONTRACTUAL OBLIGATIONS OF THE SUCCESSFUL BIDDER	Network equipment required for the links, at all locations for all types of last mile connectivity other than Routers should be supplied and maintained by the successful bidder.	Routers and its management is scope of the bank	No Amendment. Yes, Router and its management is in scope of Bank.
36	8	Scope of the Work	Should setup dynamic VPN tunnels between locations and Data centers so as to encrypt the data flow based on the requirement of the applications deployed.	VPN tunnels are configured between CE to CE. Since the CE routers are supplied by Bank, request Bank to elaborate on Bidders' scope here.	Amendment. Should allow to setup dynamic VPN tunnels between locations and Data centers so as to encrypt the data flow based on the requirement of the applications deployed.
37		Anywhere in the document	--	--	Amendment. The MPLS network of Bank should be in Mesh Topology

Annexure IV

New Format of COMMERCIAL BID

1. Name of Bidder _____ :
2. Address of Corporate Office _____ :

Table # 1

One Time Cost (excluding applicable Government Taxes)				
Sl. No	Details	Units (A)	Unit Cost in INR (B)	Total OTC(A x B)
1	All Network Equipment Cost	100		
2	Installation and provisioning Charges	100		
3	Cost of 1 m. tower height	100 x 15 mtr = 1500	--1 m cost--	--1500 m cost--
4	Total OTC of Sl. Nos 1 to 3			(X)

Table#2

Annual Recurring Charges (excluding applicable Government Taxes)					
Sl. No	Details	Units (A)	Unit Cost in INR (B)	Total ARC per year(A x B)	Total ARC for 5 Years (A x B x 5)
5	Annual Recurring Cost of 256Kbps Bandwidth	100			
6	Annual Cost of Support Person at Head Office	1			
7	Total ARC of Sl. Nos 5 to 6				(Y)

Sum of (X) and (Y) will be considered for selection of L1 Bidder if and only if the price quoted in all line items are valid and numerical. In case of invalid value or quote in any field of Table# 1 and Table #2. The bid will be treated as invalid and may be rejected. In such case, Bank at its sole discretion may considered L2 bid for awarding contract.

Table# 3

Additional Charges (excluding applicable Government Taxes)			
Sl. No	Details	Units (A)	Unit Cost in INR (B)
1	Shifting of partial or complete setup of equipment (including RF tower if any) to different premises	1	
2	Shifting of complete setup of RF tower (if any) to different place within same premises	1	
3	Engineer Visit Charges	1	
4	Replacement of ODU	1	
5	Replacement of IDU	1	
6	Repairing of Tower	1	
7	Cost of Cable between ODU & IDU (per m)	1	
8	Cost of replacement of any other equipment (Bidder has to mention the name of equipment else mention ZERO. If required Bidder can add additional line item for cost of equipment)		
10	Annual Recurring Cost of Bandwidth of 512 Kbps per site	1	
11	Annual Recurring Cost of Bandwidth of 1 Mbps per site	1	
12	Annual Recurring Cost of Bandwidth of 2 Mbps per site	1	

Note: Price mentioned in Line Item # 10, 11 & 12 should be subject to negotiation.

We certify that price quoted are all-inclusive (excluding applicable Government Tax component) as per clause 1.10 of the RFP No. **OGB/RFP/ITD/NETWORK/001/17-18 dated 19/04/2017**. We also confirm that the price quoted meets all the specifications and scope of work mentioned in the RFP No. **OGB/RFP/ITD/NETWORK/001/17-18 dated 19/04/2017**.

Authorised Signatory:

Name and Designation:

Office Seal: