

Queries Clarification - 1

Dated 26th October 2020

Ref No. BOI/HO/IT/NW/VSAT/RFP/02-2020 Dated: 12.10.2020

We give below necessary clarifications/modifications pertaining to the clauses contained in the captioned RFP. All other terms and conditions of the RFP remain unchanged

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
1	58-89	9.16.2. Termination of the Contract:	Termination for the convenience of bank: The bank after completion of two years of the service after commissioning & acceptance of a VSAT may terminate the contract of that particular site/VSAT (except the terms & conditions mentioned in clause 5.10). Beyond two years of completion of contract of each VSAT, the bank can terminate whole contract, by giving 30 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	Request you to modify as below: Termination for the convenience of bank: The bank after completion of three years of the service after commissioning & acceptance of a VSAT may terminate the contract of that particular site/VSAT (except the terms & conditions mentioned in clause 5.10). Beyond three years of completion of contract of each VSAT, the bank can terminate whole contract, by giving 90 30 days advance notice to the bidders without assigning whatsoever reason. In this event, Bank shall pay the equipment rental (not the bandwidth charges) to the Bidder for the remaining period of the contract of each VSAT. Except this, the termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	As per RFP, No Change
2	53	9.9.3 Uptime	If the monthly uptime is below 99.5% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT, which will be @ 1% of cost of monthly rental (including hardware and bandwidth) (calculated proportionally site wise from beginning of each month) for every 0.2% or part thereof of reduction in the uptime (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of the defaulted VSAT at location/ site). If monthly uptime of any site is less than 95%, the Bank shall levy penalty and can terminate contract of that site. However, if monthly uptime of 25% of total installed VSAT links is less than 95%, the Bank shall levy penalty and shall have full right to terminate whole contract.	The Bidder shall maintain the Service Level Agreement for uptime >99.0%. The penalty for breach of SLA shall be levied as per following table Network uptime for individual sites: 99.0% or above No Penalty 98.00% to 98.99% 1% of cost of service(HW+BW) for one month for the individual site 97.00% to 97.99% 2% of cost of service(HW+BW) for one month for the individual site 96.00% to 96.99% 3% of cost of service(HW+BW) for one month for the individual site 95.00% to 95.99% 4% of cost of service(HW+BW) for one month for the individual site 94.00% to 94.99% 5% of cost of service(HW+BW) for one month for the individual site 90.00% to 93.99% 10% of cost of service(HW+BW) for one month for the individual site Below 90% No payment for that month will be made for the site if the uptime falls below 90% in the month.	Please refer Corrigendum-1 dated 26.10.2020
3	52-53	9.9.3	9.9.3 Uptime	VSAT Downtime due to rain and/or any other climatic conditions shall be excluded for calculating downtime as this is beyond bidder's control	As per RFP, No Change

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4	29	5.11. Maintenance Support:	The bidder shall provide service support at all ordered locations. The Bank has the right to place order for any of its existing branches / offices in India or any branch / Office which might be opened in future for RRB and Domestic branches. The MTTR support required from Bidder is mentioned below Maximum Time to Respond /Maximum Time to Resolve (including Travelling Time) Metro and Urban -30 minutes / 4 hour Semi-Urban -1 hour / 8 hour Rural - 1 hour / 12 hour AN, J&K, North Eastern States - 1 hour / 16 hour	1) We request to kindly modify the Maximum Time to Resolve (including Travelling Time) as below: *Metro and Urban - 8 hours *Semi-Urban -14 hours *Rural – Next Business day *AN, J&K, North East States- 72 hours [(depending on availability of transportation (as per ship schedule)and travel permission)] 2) Non business hours(7PM-7AM) shall be excluded from downtime calculation due to non availability of transportation facilities. 3) The Mean time to resolve hours per site will be subtracted from downtime hours calculations. For e.g., if a rural site fault is resolved within 14 hours of FT logging, actual downtime hours will be 14hour-1hour(respond)-12hours(repair) = 1 hour, please confirm. 4) Bank attributed issues and force majeure shall be excluded	Please refer Corrigendum-1 dated 26.10.2020
5	53	9.9.4	9.9.4. The bidder shall provide separate Backhaul links for Bank Of India branches and RRBs. The bidder shall guarantee an uptime of 99.90% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.	Request you to please modify the clause as below: 9.9.4. The bidder shall provide separate Backhaul links for Bank Of India branches and RRBs. The bidder shall guarantee cumulative uptime of 99.5% for both backhaul links from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.	Please refer Corrigendum-1 dated 26.10.2020
6	53	9.9.4	If the backhaul links (primary & secondary combined) uptime is below 99.90%, for DC or for DR locations the Bank shall deduct a penalty from the rental payment (combined cost i.e. Hardware and Bandwidth of all sites for that month), which will be @ 1% of cost of monthly rental charges (hardware+ bandwidth) for every 0.02% or part thereof of reduction in the uptime of impacted sites (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of impacted sites). However, if uptime is less than 98%, the Bank shall levy penalty and shall have full right to terminate the contract.	If the backhaul links -primary & secondary combined uptime (separate for Bank DC and DR locations) is below 99.50%, the Bank shall deduct a penalty from the rental payment (combined cost i.e. hardware and Bandwidth of all impacted sites for that month) as per following table Backhaul combined average uptime : 99.50% or aboveNo Penalty > 99% to <99.5%5% of cost of monthly rental(HW+BW)* impacted sites > 98.5% to <99%10% of cost of monthly rental(HW+BW)* impacted sites > 98% to <98.5%15% of cost of monthly rental(HW+BW)* impacted sites Below 98%30% of cost of monthly rental(HW+BW)* impacted sites for the impacted calendar month of the entire network	Please refer Corrigendum-1 dated 26.10.2020
7	128	Annexure L	Annexure – L	Annexure L majorly related to application testing and not relevant to VSAT scope hence please keep point 10 and 11 only for VSAT UAT, also allow bidder to carry out UAT for 5-6 sample sites only	As per RFP, No Change
8	5	EMD	5) In this regard, a three-envelope bidding Procedure (Prequalification Criteria (Qualifying Bid, Technical Bid and Price Bid)) in separate envelopes will be adopted. The technically complete and commercially competitive bids shall be submitted in three parts viz. Qualifying Bid - Part A, Technical Bid – Part B and Price Bid – Part C in separate sealed cover. In case if any bidder(s) has submitted the bid in our earlier RFP process vide Ref. No. BOI/HO/IT/NW/VSAT/RFP/01-2020 Dated 16.07.2020, bidder should extend the validity of the EMD & should submit the amended documents (in case submitted by way of BG/Demand Draft etc) and resubmit the bid documents including Qualifying Bid, Technical Bid and Price Bid	Request you to allow extension of existing EMD prepared by Bidders for the previous RFP (vide Ref. No. BOI/HO/IT/NW/VSAT/RFP/01-2020 Dated 16.07.2020),however could not submit their BID	In case if any bidder(s) had not submitted the bid in our earlier RFP process vide Ref. No. BOI/HO/IT/NW/VSAT/RFP/01-2020 Dated 16.07.2020 but had prepared EMD, then bidder can extend the validity of the EMD & can submit the amended documents (in case submitted by way of BG/Demand Draft etc) along with the original EMD documents.

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9	93-94	Annexure – G (a)	<p>Annexure – G (a) Table-1 (A), Table-1 (B), Table-2 (A) i) Concentration Ratio (1:4) for Domestic Branch ii). Concentration Ratio (1:5) for RRB Branch iii) Concentration Ratio (1:10) for both Domestic Branch and RRB Branches</p>	<p>Based on our experience we recommend Bank to modify concentration ratio as below. Table-1 (A), Table-1 (B), Table-2 (A) i) Concentration Ratio (1:8) for Domestic Branch ii). Concentration Ratio (1:8) for RRB Branch iii) Concentration Ratio (1:20) for both Domestic and RRB Branches</p>	<p>Annexure – G (a) 1). VSAT for Domestic & RRB Branches/Offices Table-1 (A): Bandwidth Charges for Domestic Branches/Offices (KU Band)- Type 1- 2 Mbps (Uplink:512kbps Downlink- 2 Mbps) - Concentration/Concurrency Ratio (1:4)- Per site downlink dedicated bandwidth will be 512 Kbps which shall be burstable to 2 Mbps, Per site Uplink dedicated bandwidth will be 128 Kbps which shall be burstable to 512 Kbps.For example if Bank places purchase order for 100 Type1 VSATs for Domestic branches then , allocation of Downlink bandwidth for these 100 VSATs should be minimum 50 MB and allocation of uplink bandwidth for these 100 VSATs should be minimum 12.50 MB.Similar for Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-1 (A), similar for Type 7, Type 8 VSATs of Table-1 (B) of Annexure – G (a) and Similar for Type1, Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-2 (A) of Annexure – G (a). For Bank's domestic Branches Type 1, Type 3, Type 5, Type 7 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6, Type 8 VSATs will be working as secondary VSATs. For Bank's RRB Branches Type 1, Type 3, Type 5 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6 VSATs will be working as secondary VSATs.In near future bank is planning to use all these VSATs (domestic/RRB) in Active-Active scenario (wherever two or more links are available in a branch, traffic will be passing through all those links simultaneously) then Bank will need mentioned dedicated bandwidth of VSATs.</p>
10	59	9.16.3. Exit from Contract:	<p>Exit Clause The performance of bidder will be continuously reviewed by the Bank to maintain the terms & conditions as specified in this document. Based on the review, if the selected bidder fails to satisfy / maintain their commitment with respect to Uptime, Performance, Timely implementation of the project etc. the contract may be terminated by giving 90 days' notice period. Bank's decision in this regard will be final. In case of termination of this contract, the Bank shall have the right to avail services of any other bidder / agency to continue the project without any let or hindrance from bidder and the bidder has to provide necessary help for smooth switch over. Bank will not pay any charges to the bidder towards packing / forwarding / freight / transit insurance etc., for the equipment at the time of termination/completion of the contract. In addition to the cancellation of purchase order, Bank reserves the right to appropriate the bid security / performance Bank guarantee given by the vendor</p>	<p>Request you to modify as below: Exit Clause The performance of bidder will be continuously reviewed by the Bank to maintain the terms & conditions as specified in this document. Based on the review, if the selected bidder fails to satisfy / maintain their commitment with respect to Uptime, Performance, Timely implementation of the project etc. irrespective of cure period of 30 days, while the Bank making the timely payment to the Bidder, the contract may be terminated by Bank by giving 90 days' notice period. Bank's decision in this regard will be final. In case of termination of this contract, the Bank shall have the right to avail services of any other bidder / agency to continue the project without any let or hindrance from bidder and the bidder has to provide necessary help for smooth switch over. Bank will not pay any charges to the bidder towards packing / forwarding / freight / transit insurance etc., for the equipment at the time of termination/completion of the contract. In addition to the cancellation of purchase order, Bank reserves the right to appropriate the bid security / performance Bank guarantee given by the vendor</p>	<p>As per RFP, No Change</p>

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11	20-21	4. Scope of Work:	A total solution for the Supply, Installation, Commissioning, Configuration Integration, Implementation, Monitoring, Management and Maintenance of 1110 KU Band VSATs, 2 Extended-C band VSATs for domestic branches and 1937 KU Band VSATs for RRB Branches on Rental Model together with bandwidth for a period of 5 years. The Bank reserve the right to place the minimum number of orders as per the bank business requirement. The above mentioned quantity are approximate number and may vary as per the actual business requirement and in the interest of the bank	There is a lot of investment by bidder on common infrastructure such as backhaul, manpower, routers and switches and hub infrastructure which gets apportioned over the number of sites. As the Bank is not paying for these sepeartely, there should be a minimum number commitment. Hence request bank to provide approx. %age of minimum sites for L1/L2 bidders	As per RFP, No Change
12	NA	General	General	Request you to please extend the Bid submission by another 15 days.	Please refer Corrigendum-1 dated 26.10.2020
13	3	Scope	All these VSATs are installed on rental basis by the existing service provider. In case of change of service provider or any other reason, the old VSAT material should be taken back by existing service provider. If the existing VSAT service provider is not able to remove old VSAT within reasonable period, the same has to be removed by the upcoming service provider	Please confirm on below points: - 1. No LD shall apply for cases where delay is due to VSAT hardware not removed by existing SP and site readiness is bank scope. 2. If antenna base is concrete or mount is rusted, it is very difficult to dismantle, addl labour or iron cutter machines required. Bank should remove this clause from the tender to avoid extra cost for new bidders. 3. Please confirm if there is space available for new vsat installation at site, in such cases the new bidder is not required to dismantle the old VSAT	As per RFP, No Change
14	23	4.6.	The Bank reserves the right to modify/update the parameter files/configuration with required awareness of its consequences and any such modification/updating will be recorded for information of the selected bidder.	Please elaborate this clause is related to bank applications or network devices only. If not, please clarify how this is related to VSAT SP	As per RFP, No Change
15	23	4.8	The bidder shall provide the service, system spare parts and complete maintenance of the system for a period of not less than 5 years from the date of acceptance of each site, extendable on mutual agreement. The bidder shall submit an undertaking letter to this effect along with the Technical bid, otherwise the bid is liable for rejection.	If contract period is 5Y term starting from 1st site acceptance date, the bidder will not be able to provide 5Y support for sites installed later. Please clarify that contract will co-terminus 5Y from first site acceptance date? If yes, please modify this clause	As per RFP, No Change
16	23-24	4.10.	Bidders should provide adequate capacity routers at bank DC and DR locations for terminating the backhaul links of RRB and Domestic branches.	It is understood that network intrastructure like rack space, power, cable routing permissions etc for backhaul routers installation at DC/DR shall be arranged free of cost by bank	As per RFP, No Change
17	53	9.9.4	9.9.4. The bidder shall provide separate Backhaul links for Bank Of India branches and RRBs. The bidder shall guarantee an uptime of 99.90% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.	The backhaul SLA are very stringent and very difficult to achieve even after using two separate Telco links. Certain conditions likee natural calamities, heavy rains, flood etc are beyond control esp in Mumbai city, Hence kindly confirm that such conditions and force majeure shall be excluded from downtime	Please refer Corrigendum-1 dated 26.10.2020
18	24	4.11	4.11. Installation and commissioning of VSAT equipment's at any sites will be specified by the bank. Bank will ensure readiness of the sites in time. Bidder shall provide platform/snow shield/proper ballast/conduit for IFL cable/Lightening protector wherever necessary without any additional cost to the bank	As making platform for VSAT need special civil work/labour and time taking, hence it is very helpful for bidder to know how many sites need platform so as to plan field work and do additional budget. As the branches are existing VSAT sites, it is possible to provide no of sites having platform requirement. Please provide approx %age for platform/snow shield	As per RFP, No Change
19	24	4.12	4.12. All the cabling should be done with proper clamping and with conduit and shall be neat and structured with PVC pipe. It's the bidder responsibility to drill a hole to take the cable inside the premises with the permission of Branch Manager and landlord.	Can existing drill hole be used for cable laying ? If No, then we request bank to arrange for drill hole as this involve owner permissions which will delay in site I&C and acceptance	As per RFP, No Change

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20	24	4.12	4.14. The vendor needs to check the earthing and power supply before installation of their equipment. Ownership, maintenance and upkeep of the equipment are the bidder's responsibilities and bank will not be responsible for any damage to the bidder equipment due to natural calamities etc. The bidder also has to arrange the necessary insurance for the equipment's installed at branch premises with no cost to the bank	The bidder cannot be held responsible for Earthing / Natural calamity failures. The bidder can only get reimbursement for the cost of equipment covered by insurance which does not cover power, short circuit, mishandling and earthing issues. We request bank to allow replacement of above types of damages on chargeable basis	As per RFP, No Change
21	24	4.13	4.13. The bank will arrange for necessary power and earthing at the branch and the vendor can extend the same by laying the necessary cables. If earthing is not proper bidder can arrange for another earth pit dedicated for VSAT with no cost to the bank and prior permission from Branch Manager and landlord.	It is industry standard that power and earthing is provided by customer/ end user as per VSAT hardware requirements like online UPS PS, Earthing (E-N) <2V, rack space etc. Hence please modify clause as "If earthing is not proper bidder shall inform the branch manager during site survey/Preventive maintenance/ fault visits to rectify earthing with proper values"	As per RFP, No Change
22	25	4.16	4.16. In future, bank may carry out design modification and/or application addition to the bank network, including modification for the security policy implementation. Accordingly vendor should carry out necessary configuration changes in the VSAT network, as advised by the bank time to time and no additional cost will be borne by the bank in this regard	Please confirm- If bank goes for "design modification and/or application addition to the bank network" then the change request can be mutually agreed if it doesn't ask for 1. any additional network resources 2. any change in bidder's hub network design 3. any additional cost to bidder, which is out of scope and deliverables from this tender.	As per RFP, No Change
23	25	4.1/4.18	4.1. Pre-Dispatch Inspection (PDI): 4.18. The Bank at its discretion may seek a pilot run for the proposed type of connectivity offered by the selected vendor(s) in live environment. This pilot run will include IC (Installation Certificate) as per Annexure - L to test the workability of the entire solution. The terms & conditions of the pilot run will be as follows: a. The pilot test has to be conducted without any cost to the Bank. b. The pilot test will have to be conducted in the branches as advised by the Bank. c. The pilot test will have to be initiated, within four weeks of the Bank giving the letter of intent/purchase order/intimation.	1) Kindly limit the Pilot test to conduct at five branches in Metro / Urban locations for ease of testing. 2) It is understood that Pilot run will be done after backhaul links commissioning between bidder Hub to DC/DR	As per RFP, No Change
24		4.19	4.19. It is the responsibility of Bidder to ensure active-active configuration and auto failover of links i.e. when primary link gets failed, the complete branch traffic should switch over to another link without any downtime for the branch/locations, bidder should work in close coordination with bank Facility management team/ Bank appointed system integrator's team for achieving active-active link configuration and auto failover configuration in Branch CE end devices or core network devices or any other applicable device. The bidder shall provide the Router for commissioning of Backhaul links and will be under his scope and maintenance. The configuration part shall be taken care by the bidder and has to ensure that all the requisite banking applications are accessible on the links commissioned by bidder	Branch end router is managed by bank hence failover of traffic from primary to secondary shall be Bank responsibility, service provider will support if any changes require in VSAT network. Please confirm	As per RFP, No Change
25	26	5.2	5.2. Bank is planning to migrate it's Core Banking platform to Finacle 10 version very soon. Also bank is planning to deploy IT solutions in near future e.g. NAC solution, Configuration Management Solution, Secure web gateway/web proxy solution, Patch Management Solution, IT Inventory Management, Disk/folder/file/USB Encryption, Data Classification Solution, Application Whitelisting, File Rights Management, Mobile Device Management (MDM) solution etc	The proposed IT solutions are new to VSAT industry and hence it is recommended to test these applications in a controlled environment before actual deployment on live network. The service provider will support if any changes required in VSAT network. Hope the understanding is correct.	As per RFP, No Change

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26	30	5.14	5.14. In case the equipment is delivered at the site and the site is not ready for installation, then at the request of the Bank, bidder has to re-deploy the VSAT at an alternate site identified by the Bank. Applicable charges as agreed under this RFP shall be payable by the Bank	Please confirm that The delivery and installation date will be counted from the date of intimation of alternate site address.	As per RFP, No Change
27	30	5.15	5.15. If the bank decides to shift the equipment (on its own immediately upon delivery), then bidder should shift & install the equipment in new place within 14 calendar days from the date of shifting letter, failing LD is applicable for delayed period.	As this is new delivery, bidder shall get the timelines as per clause 9.2.1.1. In this case, there is no delay from bidder end, hence he shall not be penalised, please confirm.	As per RFP, No Change
28	31	5.21	5.21. The selected bidder should ensure that the site survey is done for all sites within one week from the date of the order and based on the site survey the bank will provide the site readiness for each site within the stipulated delivery time	As these are remote sites spread across multiple states., please allow service provider to carryout site survey at 200-250 sites on a weekly basis	As per RFP, No Change
29	32	5.23	5.23. It is the responsibility of the selected bidder to provide monkey cages as per the site requirements at applicable cost. The Bank shall carry no responsibility for any damage caused to the VSAT due to monkeys or by any other means. Places where the monkey cages are required in the opinion of the bidder will be given one more week for the purpose of commissioning of VSAT and accordingly the LD shall be calculated for those sites.	Please allow additional 2 weeks for monkey cage as this involve special design to be prepared	As per RFP, No Change
30	32	5.28	5.28. The Bidder shall provide all other required equipment's and services, whether or not explicitly mentioned in this RFP to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the network.	Bidder scope will be from VSAT modem at Remote sites till backhaul routers at DC/DR.However we will have no role at LAN segments at DC and DR. Please acknowledge.	As per RFP, No Change
31	33	5.33. Backhaul Link Provisioning	5.33. Backhaul Link Provisioning: Between the bidder's hub and the bank's DC & DR: Presently DC Site of the Domestic and RRB branches is at CBD Belapur, Navi Mumbai and DR Site at Bangalore. Each bidder shall establish dedicated connectivity of appropriate bandwidth from bidder's hub site to the bank's RRB and Domestic Branches DC site and RRB and Domestic Branches DR site through reputed service provider	Please confirm that any future shifting of Bank DC/DR location charges shall be borne by bank	As per RFP, No Change
32	39	C. Network Security Controls:	C. Network Security Controls: The Network should adhere to the following security aspects: <input type="checkbox"/> Strong Authentication for the VSAT terminals <input type="checkbox"/> Branch to CDC IPSEC tunnel for data confidentiality. As financial transaction shall travel through the network, a fully secured (IPsec/3DES/AES encryption or suitable encryption) network shall be provided by the bidder.	We understand that IPSEC tunnel will initiate from Branch router and will terminate at the DC / DR routers maintained by Bank of India. So BOI is looking for VSATs should be able to pass through the required IPSEC data. Please clarify	As per RFP, No Change
33	62	9.26	9.26 Right to Audit: Bank has full right to review and audit bidder's network and whole setup by bank officials or engaging third party consultant for auditing the bank requirement under the scope of this RFP. Bidder has to submit a certificate issued from the government authorized or any government regulatory body for the allotted bandwidth in the bidder network for every quarter. This will enable us to get the transparency for ordered bandwidth. Non-compliance of same will results in invoking the bank guarantee and further action as per the contract breach. However it is at the bank discretion for relaxing the requirement during the validity of the project.	Please remove this clause. Bidder shall only provide documents in relation to the scope of work under this project.	Please refer Corrigendum-1 dated 26.10.2020

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34	52	9.8. Annual Maintenance Contract (AMC)	Preventive maintenance should be carried out by the selected bidder at least once in six months. They have to submit the site visit report duly counter signed by the branch officials. Preventive maintenance visits report should be submitted while claiming the quarterly rental charges, failing which any down time due to whatsoever be the reason (including earthing) for that site will be treated as non-compliance to uptime SLA and the selected bidder will be penalized accordingly as per this RFP. Bidder shall share the preventive maintenance reports in digital form/soft copy and hard copies shall be shared with bank on demand by bank	Please allow bidder to carry out 1st preventive maintenance remotely from NOC and 2nd preventive maintenance by physical visit at site.	Please refer Corrigendum-1 dated 26.10.2020
35	47	9.1.3	9.2.1.3. In case of shifting/relocation of VSATs, shifting and commissioning of VSAT should be completed within Five days(including Saturday) from the date of intimation given by bank if shifting is taking place in same city. Shifting and commissioning of VSAT should be completed within Eight days (including Saturday) from the date of intimation given by bank if shifting is taking place in different city. Shifting and commissioning of VSAT should be completed within three days (including Saturday) from the date of intimation given by bank if shifting is taking place within the same premises. Shifting and commissioning of VSAT should be completed within Twelve days (including Saturday) from the date of intimation given by bank if shifting is taking place in different state. Shifting and commissioning of VSAT include de-installation of VSAT from Old location, packing of complete VSAT material viz. IDU, ODU, frames, cables etc. at old location, transportation to the new location, de-packing of VSAT material at new location, installation of VSAT at new location, conducting the IFL cable up to the IDU from ODU.	Please modify 'days' to 'working days' for shifting timelines	Please refer Corrigendum-1 dated 26.10.2020
36	47-48	9.3 Liquidated Damages (LD)	9.3.1. Liquidated Damages for Delay in delivery of equipment at site: Time is the essence of the contract. If the bidder fails to complete the delivery as per clause 9.2.1,the bank shall impose Liquidated Damages, a sum of Rs.500/- (Rupees five hundred) per day per site which has been delivered beyond the stipulated delivery period as per order/contract. The LD for delivery shall be applied on the total rental charges (hardware+bandwidth) for the whole contractual period for the each location/site even if part delivery has been made as per order/contract and remaining items delivered with delay. However, the maximum cap on the LD shall be 10% of the total charges for the whole contractual period (5 years) of ordered equipment for the location/site.	9.3 Liquidated Damages (LD) 9.3.1. Liquidated Damages for Delay in delivery of equipment at site: Time is the essence of the contract. If the bidder fails to complete the delivery as per clause 9.2.1 for reasons attributable to Nelco, the bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees five hundred) per week per site which has been delivered beyond the stipulated delivery period as per order/contract. The LD for delivery shall be applied on the total rental charges (hardware+bandwidth) for the whole contractual period for the each location/site, even if part delivery has been made as per order/contract and remaining items delivered with delay. However, the maximum cap on the LD shall be 10% of the charges for the one year period (1 year) of ordered equipment for the location/site.	Please refer Corrigendum-1 dated 26.10.2020
37	48	9.3.2	9.3.2. Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, the Bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees five hundred) per day per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. However, the maximum cap on the LD shall be 10% of the total charges (hardware+bandwidth) for the whole contractual period (5 years) of ordered equipment for the location/site	9.3.2. Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, for reasons attributable to Nelco, the Bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees five hundred) per week per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. However, the maximum cap on the LD shall be 10% of the charges for the one year period (1 year) of ordered equipment for the location/site	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
38	48	9.3.3	9.3.3. Liquidated Damages (LD) for non-adherence to shifting/relocation of VSATs: If the bidder fails to complete installation, re-installation, site survey, packing, transportation and commissioning of the VSAT from one site to another site as per the period defined in clause 9.2.1 the bank shall impose Liquidated Damages, a sum of Rs.300/- (Rupees Three Hundred) per day per site for the location/site which are not reinstalled/ commissioned. However, the maximum cap on the LD shall be 10% of the total rental charges (hardware+bandwidth) for the whole month for the location/site.	Please modify the clause as below: 9.3.3. Liquidated Damages (LD) for non-adherence to shifting/relocation of VSATs: If the bidder fails to complete installation, re-installation, site survey, packing, transportation and commissioning of the VSAT from one site to another site as per the period defined in clause 9.2.1 for reasons attributable to Nelco, the bank shall impose Liquidated Damages, a sum of Rs.300/- (Rupees Three Hundred) per week per site for the location/site which are not reinstalled/ commissioned. However, the maximum cap on the LD shall be 10% of the total rental charges (hardware+bandwidth) for the whole month for the location/site.	Please refer Corrigendum-1 dated 26.10.2020
39	48	9.3.4	9.3.4. Liquidated Damages (LD) for commissioning of Backhaul link at DC and DR site for both Domestic and RRB Requirements: If a bidder fails to commission the Backhaul link at Banks DC and DR locations as per the clause no. 9.2.1 the bank shall impose Liquidated Damages, a sum of Rs. 1000/- (Rupees One Thousand) per day per site per link which has been commissioned beyond the stipulated period as per order/contract.	Please modify the clause as below: 9.3.4. Liquidated Damages (LD) for commissioning of Backhaul link at DC and DR site for both Domestic and RRB Requirements: If a bidder fails to commission the Backhaul link at Banks DC and DR locations as per the clause no. 9.2.1 the bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees One Thousand) per day per site per link which has been commissioned beyond the stipulated period as per order/contract. However, the maximum cap on the LD shall be Rs 20,000 per link	Please refer Corrigendum-1 dated 26.10.2020
40	48	9.3.5	9.3.5. Liquidated Damages (LD) for delivery or allocation of Bandwidth for VSATs for both Domestic and RRB Requirements: If a bidder fails to allocate the required bandwidth as specified from the first site installation as per the clause no. 9.2.1.1, the bank shall impose Liquidated Damages, a sum of Rs.500 /- (Rupees Five Hundred) per day per site beyond the stipulated period for allocation of Bandwidth as per order/contract. The LD for BW delivery shall be applied, even if part delivery has been made as per order/contract and remaining items (allocation of VSAT Bandwidth) delivered with delay. However, the maximum cap on the LD shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	Please modify the clause as below: 9.3.5. Liquidated Damages (LD) for delivery or allocation of Bandwidth for VSATs for both Domestic and RRB Requirements: If a bidder fails to allocate the required bandwidth as specified from the first site installation as per the clause no. 9.2.1.1, the bank shall impose Liquidated Damages, a sum of Rs.500 /- (Rupees Five Hundred) per week per site beyond the stipulated period for allocation of Bandwidth as per order/contract. The LD for BW delivery shall be applied, even if part delivery has been made as per order/contract and remaining items (allocation of VSAT Bandwidth) delivered with delay. However, the maximum cap on the LD shall be 10% of the total rental charges (hardware + bandwidth) for the one year period of the ordered sites.	Please refer Corrigendum-1 dated 26.10.2020
41	49	9.3.6	9.3.6. Liquidated Damages (LD) for non-performance: The specifications of the RFP are not met by the Bidder during various tests, then the Bidder has to rectify or replace the same to comply with the specifications immediately to ensure the committed uptime, failing which the Bank has the sole right either to reject or to accept it by recovering the LD amount as deemed reasonable by the Bank. However, the maximum cap on the LD shall be 10% of total Bandwidth and hardware rental charges for the whole contractual period (5 years) of all ordered sites and/or earlier commissioned sites which are impacted under the purview of this RFP.	Please modify the clause as below: 9.3.6. Liquidated Damages (LD) for non-performance: Request you to please remove this clause as bank has made enough provision for Non-performance related penalties	Please refer Corrigendum-1 dated 26.10.2020
42	49	9.3.7	9.3.7. Liquidated Damages (LD) on non-upgradation/downgradation of VSAT Bandwidth- If the bidder fails to upgrade/downgrade the VSAT links as per timelines under this RFP, the bank shall impose Penalty of Rs.100/- (Rupees One Hundred only) per day per site. However, the maximum cap on the LD shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	Please modify the clause as below: 9.3.7. Penalty on non-upgradation/downgradation of VSAT Bandwidth- If the bidder fails to upgrade/downgrade the VSAT links as per timelines under this RFP for reasons attributable to Nelco, the bank shall impose Penalty of Rs.100/- (Rupees One Hundred only) per week per site. However, the maximum cap on the LD shall be 10% of the rental charges for the one year period of ordered sites.	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
43	49	9.3.8	9.3.8. The bidder has to depute onsite engineers/TL (as per clause 5.29) within 5 weeks from the date of initial PO. If engineer/TL or backup engineer/TL is not available on any day during contract period (after 5 weeks from the date of initial PO) then penalty of Rs. 500/-(Rupees Five Hundred Only) per engineer per day will be levied. However, the maximum cap shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	Please modify the clause as below: 9.3.8. The bidder has to depute onsite engineers/TL (as per clause 5.29) within 8 weeks from the date of initial PO. If engineer/TL or backup engineer/TL is not available on any day during contract period (after 8 weeks from the date of initial PO) then penalty of Rs. 500/-(Rupees Five Hundred Only) per engineer per week will be levied. However, the maximum cap shall be 10% of the total rental charges (hardware + rental) for 1 year period of the ordered sites.	As per RFP, No Change
44	49	9.3.9	9.3.9. The bidder has to provide NMS tool (as per clause 5.35 B. Network Management Details) within 5 weeks from the date of initial PO failing which penalty of Rs. 500/-(Rupees Five Hundred Only) per day will be levied. However, the maximum cap shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	Please modify the clause as below: 9.3.9. The bidder has to provide NMS tool (as per clause 5.35 B. Network Management Details) within 5 weeks from the date of initial PO failing which penalty of Rs. 500/-(Rupees Five Hundred Only) per week will be levied. However, the maximum cap shall be 10% of the rental charges (hardware + rental) for the one year period of the ordered sites.	As per RFP, No Change
45	49	9.3.10	9.3.10. All the above LDs are independent of each other and are applicable separately and concurrently. However, the maximum cap on all the above LDs shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	Please modify the clause as below: 9.3.10. All the above LDs are independent of each other and are applicable separately and concurrently. However, the maximum cap on all the above LDs shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 1 year ordered value of the impacted sites	As per RFP, No Change
46	28	5.1	In addition to clause 9.16 of this RFP, If Bank does not require any of the links installed earlier, due to any reason, Bank may surrender any of its existing links after lock in period of 2 years, after giving 30 days notice. The hardware/ accessories/ devices installed should also be dismantled/ removed by bidder within a period of 45 days after bank's notice without any additional cost to bank. Bidder will also confirm in writing/through email within 7 days that links are surrendered along with dismantling of hardware/devices/accessories	Please modify as below: In addition to clause 9.16 of this RFP, If Bank does not require any of the links installed earlier, due to any reason, Bank may surrender any of its existing links after lock in period of 3 years, after giving 90 days notice. The hardware/ accessories/ devices installed should also be dismantled/ removed by bidder within a period of 45 days after bank's notice without any additional cost to bank. Bidder will also confirm in writing/through email within 7 days that links are surrendered along with dismantling of hardware/devices/accessories	As per RFP, No Change
47	3	Clause 2-3	The MSME bidders are exempted from depositing the bid amount of Rs. 50,000/- subject to the submission of valid and authorised copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date. The MSME bidders alone are exempted from submitting the Earnest Money Deposit of Rs. 1,00,00,000/- (One Crore only) subject to the submission of valid and authorised copy of registration certificate and exemption certificate (if applicable) from relevant authorities they are registered with. The MSME registration certificate submitted must be valid as on bid submission date	Hughes Communications India Private Limited has been recently registered as MSME , vide registration number " UDYAM-HR-05-0003886 " ; dated 26/09/2020. Kindly confirm, if Hughes Communications India Private Limited is exempted from submitting Bid amount and EMD.	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
48	19	Clause 3.19	<p>Signing of Contract:</p> <p>Within six weeks from the date of acceptance of the order by the selected bidder, the bidder shall sign a stamped "Contract agreement", referred as "Contract" in this RFP, with the Bank at the time, place and in the format prescribed by the Bank.</p>	Bank should start issuing POs only after signing the Contract which is 6 weeks after L1 declaration. Alternatively, Bank should agree that no payments will be held up for want of signing of the agreement.	As per RFP, No Change
49	20	Clause 3.20	The effective date of start of the contract with the selected bidder shall be date of acceptance of first site under this project by the Bank. The Hardware and Bandwidth rental charges will also be calculated and payable from date of acceptance of first site under this project.	<p>Remark: As mentioned in the clause that effective date of start of contract will be acceptance of first site due to this clause all sites will not complete the rental period of 60 months.</p> <p>We request the Bank to extend Contract validity for 72 months so that maximum sites can complete their contract term or requisition period for the sites is limited to period of 6 months from the date of I&C of 1st site.</p>	As per RFP, No Change
50	20	Clause 3.20	The bidder shall submit the acceptance of the order within three days from the date of receipt of order. The bank reserves the right to consider the late acceptance of the order, if any, at its discretion. Failure to accept the order within three days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank	<p>Remark: Three days are insufficient to evaluate and respond back on acceptance, request you at least allow 7 working days and amend the clause as suggested below:</p> <p>The bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The bank reserves the right to consider the late acceptance of the order, if any, at its discretion. Failure to accept the order within three days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank</p>	As per RFP, No Change
51	22	Clause 4.12	After placing the order, the Bank shall have the right to cancel or substitute the component/equipment before the Bidder dispatches the ordered equipment. This shall be done only when it is deemed necessary by the Bank that the supplied or substituted components may not fulfill the required functions or the acceptance criteria.	Since material would be imported post PDI thus any such issue of non compliance of equipment should be notified immediately at PDI. Once material imported, the order shall not be cancelled or cancelled post getting hardware cost compensation from buyer.	As per RFP, No Change
52	24	Clause 4.1 (4.14)	The vendor needs to check the earthing and power supply before installation of their equipment. Ownership, maintenance and upkeep of the equipment are the bidder's responsibilities and bank will not be responsible for any damage to the bidder equipment due to natural calamities etc. The bidder also has to arrange the necessary insurance for the equipment's installed at branch premises with no cost to the bank. Bidder shall submit the IC (Installation Certificate) report as per Annexure – L duly counter signed by the branch/office bank official after the installation of the VSAT at each site. Bidder shall keep record of these Installation Certificates and shall submit these reports while claiming the VSAT payment, failing which bank may not release the payment.	<p>Remark: The IC as per Annexure L cannot be based on individual applications and at each site. It should be based on establishment of connectivity of the branch with DC/DR. Our acceptance should not be held back in case of application not working from Bank/branch end. This may please be modified suitable and made connectivity related and not application related.</p> <p>Alternatively, the pilot can be done on first 10 sites to see that the applications are working fine, and all other sites can be deemed working on the same. It is a huge effort to do IC report as per Annexure L in current format at each and every site.</p>	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks																														
53	28	Clause 5.10	<p>In addition to clause 9.16 of this RFP, If Bank does not require any of the links installed earlier, due to any reason, Bank may surrender any of its existing links after lock in period of 2 years, after giving 30 days notice. The hardware/ accessories/ devices installed should also be dismantled/ removed by bidder within a period of 45 days after bank's notice without any additional cost to bank. Bidder will also confirm in writing/through email within 7 days that links are surrendered along with dismantling of hardware/devices/accessories. However, In addition to clause 9.16 of this RFP, Bank may surrender any of its existing links before lock in period of 2 years, after giving 30 days notice due to following reasons:</p> <ol style="list-style-type: none"> 1. Unsatisfactory performance of VSAT Links. 2. Closure /shifting of Branch/office/site 3. If link is declared as TNF by bidder (rental charges (including bandwidth and hardware charges) shall be payable till the date link is declared TNF by bidder) <p>Bank's decision will be final in this regard.</p>	<p>Remark: <u>As rental project Bidder will be recovering the amount invested in the equipment over the complete rental period. Terminating the contract before the completion of rental period will be the huge financial loss to the bidder.</u></p> <p>Request to keep the lock-in period of 3 years and amend the clause as suggested below:</p> <p>In addition to clause 9.16 of this RFP, If Bank does not require any of the links installed earlier, due to any reason, Bank may surrender any of its existing links after lock in period of 3 years, after giving 30 days notice. The hardware/ accessories/ devices installed should also be dismantled/ removed by bidder within a period of 45 days after bank's notice without any additional cost to bank. Bidder will also confirm in writing/through email within 7 days that links are surrendered along with dismantling of hardware/devices/accessories. However, In addition to clause 9.16 of this RFP, Bank may surrender any of its existing links before lock in period of 3 years, after giving 30 days notice due to following reasons:</p> <ol style="list-style-type: none"> 1. Unsatisfactory performance of VSAT Links. 2. Closure /shifting of Branch/office/site (maximum 2% of total Branches/offices/sites) 3. If link is declared as TNF by bidder (rental charges (including bandwidth and hardware charges) shall be payable till the date link is declared TNF by bidder) <p>Bank's decision will be final in this regard.</p>	As per RFP, No Change																														
54	28	Clause 5.11	<p>"Maintenance Support: The bidder shall provide service support at all ordered locations. The Bank has the right to place order for any of its existing branches / offices in India or any branch / Office which might be opened in future for RRB and Domestic branches. The MTTR support required from Bidder is mentioned below:</p> <table border="1"> <thead> <tr> <th>Geographical Classification of branches</th> <th>Max Time to Respond</th> <th>Max Time to Resolve (incl. Travelling Time)</th> </tr> </thead> <tbody> <tr> <td>Metro and Urban hours</td> <td>30 minutes</td> <td>4</td> </tr> <tr> <td>Semi-Urban hours</td> <td>1 hour</td> <td>8</td> </tr> <tr> <td>Rural hours</td> <td>1 hour</td> <td>12</td> </tr> <tr> <td>AN, J&K, North Eastern States hours</td> <td>1 hour</td> <td>16</td> </tr> </tbody> </table>	Geographical Classification of branches	Max Time to Respond	Max Time to Resolve (incl. Travelling Time)	Metro and Urban hours	30 minutes	4	Semi-Urban hours	1 hour	8	Rural hours	1 hour	12	AN, J&K, North Eastern States hours	1 hour	16	<p>Request you to increase the travel time as suggested below:</p> <table border="1"> <thead> <tr> <th></th> <th>Max time to Respond</th> <th>Max time to resolve(Incl. Travelling time)</th> </tr> </thead> <tbody> <tr> <td>1. Metro & Urban:</td> <td>30 minutes</td> <td>8 hours.</td> </tr> <tr> <td>2. Semi – Urban:</td> <td>1 hour</td> <td>12 hours</td> </tr> <tr> <td>3. Rural –</td> <td>1 hour</td> <td>18 hours</td> </tr> <tr> <td>4 North eastern</td> <td>1 hour</td> <td>24-48 hours</td> </tr> </tbody> </table> <p>Else request you consider below point that:</p> <p>The resolve time should be excluded of travel time .</p> <p>Also request to you consider below points:</p> <p>"Uptime/Downtime calculation should exclude the above MTTR time as per the branch location. Also, MTTR hours should be Banking hours of 9 am to 6 pm and Monday to Saturday."</p>		Max time to Respond	Max time to resolve(Incl. Travelling time)	1. Metro & Urban:	30 minutes	8 hours.	2. Semi – Urban:	1 hour	12 hours	3. Rural –	1 hour	18 hours	4 North eastern	1 hour	24-48 hours	Please refer Corrigendum-1 dated 26.10.2020
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Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
55	30	Clause 5.14	<p>In case the equipment is delivered at the site and the site is not ready for installation, then at the request of the Bank, bidder has to re-deploy the VSAT at an alternate site identified by the Bank. Applicable charges as agreed under this RFP shall be payable by the Bank. In case the equipment delivered but not installed due to site readiness issues from bank end, such VSAT equipment's will be deemed as installed after 6 weeks from the date of delivery and Bank will pay for hardware rentals only as per applicable terms of this RFP for such sites.</p> <p>Shifting/relocation of VSATs: Same premises: 3 days (including Saturday, only shifting charges no extra spare cost) Same City: 5 days(including Saturday) Different city: 8 Days (including Saturday, only shifting charges no extra spare cost) Different State: 12 days(including Saturday)</p>	<p>Bank will make sure to award only those sites for dispatch which are completely ready for Installation.</p> <p>As Shifting/relocation includes de-installation of VSAT from Old location, packing of complete VSAT material viz. IDU, ODU, frames, cables etc. at old location, transportation to the new location, de-packing of VSAT material at new location, installation of VSAT at new location, conducting the IFL cable up to the IDU from ODU. Moreover road permit etc.. are the other factors which are to be taken under consideration for shifting/relocation of any equipment.</p> <p>Request you to amend the time frame of shifting as mentioned below:</p> <ol style="list-style-type: none"> 1) 15 days for same state. 2) No inter-state shifting to be allowed or 4 weeks to be considered for diversion along with Road Permit (if required). 3) Shifting should be only in case of Branch closure and not for Bank's convenience. 	Please refer Corrigendum-1 dated 26.10.2020
56	30	Clause 5.14	<p>In case the equipment is delivered at the site and the site is not ready for installation, then at the request of the Bank, bidder has to re-deploy the VSAT at an alternate site identified by the Bank. Applicable charges as agreed under this RFP shall be payable by the Bank. In case the equipment delivered but not installed due to site readiness issues from bank end, such VSAT equipment's will be deemed as installed after 6 weeks from the date of delivery and Bank will pay for hardware rentals only as per applicable terms of this RFP for such sites.</p>	<p>Remark: Request you to change 6 weeks to 4 weeks as agreed under previous RFP and subsequent agreement.</p>	As per RFP, No Change
57	32	Clause 5.23	<p>It is the responsibility of the selected bidder to provide monkey cages as per the site requirements at applicable cost. The Bank shall carry no responsibility for any damage caused to the VSAT due to monkeys or by any other means. Places where the monkey cages are required in the opinion of the bidder will be given one more week for the purpose of commissioning of VSAT and accordingly.....</p>	<p>Request to take into consideration that any downtime due to Monkey nuisances should not be considered for site uptime. Moreover, bidder should be liable for the loss/damage maximum of 15% of installed Monkey Cages.</p>	As per RFP, No Change
58	35	Clause 5.29	<p>The scope of FMS is not limited to above only. Bank shall assign any other work based on the related requirement to the FMS. The team Leader shall be the payroll employee of the bidder mandatorily.</p>	<p>Request you to allow bidder to deploy an off-roll team leader. Our HR policy does not allow employee to be hired for a short period against a contract. What will TL do post contract period, especially with low lockin ? Hence, request you to remove this term. .</p>	As per RFP, No Change
59	42	Clause 6.11	Contract Performance Guarantee	Request you to allow two weeks of time for Bank Guarantee submission.	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
60	44	Clause 9.1	<p>Terms of Payment</p> <p>9.1.1. The hardware and bandwidth charges are payable on quarterly basis in arrear on per site basis from the date of installation & acceptance by the bank for every site ordered, installed and accepted by the Bank. The charges towards all items are payable within 45 days from the date of receipt of correct invoice.</p>	<p>Remark: Request you to consider the below suggestion on payment terms and amend the clause as requested below:</p> <p>1. All the invoices should be paid within 30 days from invoice submission. 2. Change payment from quarterly arrear to quarterly advance or monthly arrear basis.</p> <p>The hardware and bandwidth charges are payable on quarterly advance or monthly arrear on per site basis from the date of installation & acceptance by the bank for every site ordered, installed and accepted by the Bank. The charges towards all items are payable within 30 days from the date of receipt of correct invoice.</p>	As per RFP, No Change
61	44	Clause 9.1	9.1.3. All invoices will be payable after deducting applicable penalty or LD amount if any	Request to the Bank that any penalty or dues towards byer shall be settled via Credit Note only in order to facilitate smooth account reconciliation.	As per RFP, No Change
62	45	Clause 9.1.6	All the invoices under the project e.g. pertaining to hardware/bandwidth charges and VSAT shifting charges should be raised within the contractual period only. Bank may give maximum period of 3 months after the contract expiry for submission of pending invoices for the last quarter and no payment will be processed after 3 months from actual contract expiry date.	<p>Remark: Request please allow minimum 6 months for submission of pending invoices after contract expiry. Request you to amend the clause as suggested below:</p> <p>All the invoices under the project e.g. pertaining to hardware/bandwidth charges and VSAT shifting charges should be raised within the contractual period only. Bank may give maximum period of 6 months after the contract expiry for submission of pending invoices for the last quarter and no payment will be processed after 6 months from actual contract expiry date.</p>	As per RFP, No Change
63	47-48	Clause 9.3.10	<p>Liquidated Damages (LD):</p> <p>9.3.1. Liquidated Damages for Delay in delivery of equipment at site:</p> <p>9.3.2. Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, the Bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees five hundred) per day per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. However, the maximum cap on the LD shall be 10% of the total charges (hardware+bandwidth) for the whole contractual period (5 years) of ordered equipment for the location/site</p>	<p>In RFP, we have found that multiple LD's are applicable, request you to amend and consider below mentioned LD's clauses and these LD's are only applicable where delay is attributable to bidder only:</p> <p>'9.3.1. 'Liquidated Damages for Delay in delivery of equipment at site: <u>In rental Contracts everything start from installation, so request you to remove the clause of Liquidated Damages for Delay in delivery.</u></p> <p>9.3.2 Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, the Bank shall impose Liquidated Damages, a sum of Rs. 100/- (Rupees one hundred) per day per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. <i>However, the maximum cap on the LD shall be 10% of the annual rental charges (hardware+bandwidth) for the uninstalled/uncommissioned site/location.</i></p>	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
64	49	Clause 9.3.10	All the above LDs are independent of each other and are applicable separately and concurrently. However, the maximum cap on all the above LDs shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	<p>Remark: Request you to give the maximum cap on 5% of total contract value for period of 5 years and amend the clause as mentioned below:</p> <p>All the above LDs are independent of each other and are applicable separately and concurrently. However, the maximum cap on all the above LDs shall be 5% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.</p>	As per RFP, No Change
65	53	Clause 9.9.3	If the monthly uptime is below 99.5% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT, which will be @ 1% of cost of monthly rental (including hardware and bandwidth) (calculated proportionally site wise from beginning of each month) for every 0.2% or part thereof of reduction in the uptime (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of the defaulted VSAT at location/ site). If monthly uptime of any site is less than 95%, the Bank shall levy penalty and can terminate contract of that site. However, if monthly uptime of 25% of total installed VSAT links is less than 95%, the Bank shall levy penalty and shall have full right to terminate whole contract. The right of termination shall be in addition to the penalty. Rental charges include hardware and bandwidth charges.	<p>For 99.5% uptime a redundant VSAT system is required at each remote site. Request you to please amend the clause as mentioned below:</p> <p>If the monthly uptime is below 99.5% 98% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT, which will be @ 1% of cost of monthly rental (including hardware and bandwidth) (calculated proportionally site wise from beginning of each month) for every 0.2% 1% or part thereof of reduction in the uptime (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of the defaulted VSAT at location/ site). If monthly uptime of any site is less than 95%, the Bank shall levy penalty and can terminate contract of that site. However, if monthly uptime of 25% of total installed VSAT links is less than 95% 90, the Bank shall levy penalty and shall have full right to terminate whole contract particular site provided bank will give the cure period of 30 days.. The right of termination shall be in addition to the penalty. Rental charges include hardware and bandwidth charges.</p>	Please refer Corrigendum-1 dated 26.10.2020
66	53	Clause 9.9.4	<p>The bidder shall provide separate Backhaul links for Bank Of India branches and RRBs. The bidder shall guarantee an uptime of 99.90% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.</p> <p>Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during the contract period. The "Uptime" is equal to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is that renders the bank unable to perform any of the defined functions on the VSAT. "Restoration" means the VSAT is in working order and the Bank acknowledges the same. If the backhaul links (primary & secondary combined) uptime is below 99.90%, for DC or for DR locations the Bank shall deduct a penalty from the rental payment (combined cost i.e. Hardware and Bandwidth of all sites for that month), which will be @ 1% of cost of monthly rental charges (hardware + bandwidth) for every 0.02% or part thereof of reduction in the uptime of impacted sites (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of impacted sites). However, if uptime is less than 98%, the Bank shall levy penalty and shall have full right to terminate the contract. The right of termination shall be in addition to the below extension period and penalty. Rental charges include bandwidth charges also.</p>	<p>Request you to amend the clause as mentioned below:</p> <p>The bidder shall guarantee an uptime of 99.90% 95% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis. The backhaul downtime should be calculated only if the network goes down due to failure of all backhauls (DC+DR) at same time (Allowed in previous contracts).</p> <p>Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during the contract period. The "Uptime" is equal to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is that renders the bank unable to perform any of the defined functions on the VSAT. "Restoration" means the VSAT is in working order and the Bank acknowledges the same. If the backhaul links (primary & secondary) combined uptime (separate for Bank DC and DR locations) is below 99.50%, the Bank shall deduct a penalty from the rental payment (combined cost i.e. hardware and Bandwidth of all sites for that month), which will be @ 1% of cost of monthly rental of rental charges (hardware + bandwidth) for every 0.02% or part thereof of reduction in the uptime of impacted sites (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of impacted sites). However, if combined uptime is less than 98%, the Bank shall levy penalty and shall have full right to terminate the contract provided bank will give the cure period of 30 days. The right of termination shall be in addition to the below extension period and penalty. Rental charges include bandwidth charges also.</p>	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
67	52	Clause 9.8	Preventive maintenance should be carried out by the selected bidder at least once in six months The bidder is allowed to carry out HUB preventive maintenance quarterly once and not more than 4 hours at a stretch with mutually agreed time of such maintenance. Bidder should intimate bank minimum 7 days in advance for any such HUB maintenance activity	Remark: VSAT does not need preventive maintenance. Hence, request you to removed this clause or it can be done once in a year and to be clubbed with a Maintenance Call.	Please refer Corrigendum-1 dated 26.10.2020
68	54	Clause 9.10	Force Majeure:	Request you include pandemic word as well in force majeure clause. Payment for equipment and services already provided to the Purchaser shall not be exempt due to a Force Majeure Event.	As per RFP, No Change
69	56	Clause 9.12 (x)	The liability of bidder for direct damages, indirect and consequential damages, incidental or exemplary Losses-will be up to the contract value.	Remark: Bidder shall not liable for the indirect losses/damages and limitation of liability shall be capped at 100% of total contract value. Request you to amend the clause as mentioned below: The liability of bidder for direct damages, indirect and consequential damages, incidental or exemplary Losses-will be up to the contract value.	As per RFP, No Change
70	57	Clause 9.16.1 (i)	The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank by giving the 90 days' notice under any one of the following circumstances: i. The selected bidder commits a breach of any of the terms and conditions of the bid.	Remark: Request you to add the cure period in clause 9.16.1 (i) as suggested below before cancellation of the contract. i. The selected bidder commits a breach of any of the terms and conditions of the bid. However bidder will have 30 days cure period.	As per RFP, No Change
71	58	Clause 9.16 (VII)	In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving three months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, when the contract is cancelled.	Remark: Request you to cap the Risk Purchase to the value of the default service/ equipment cost as on PO.	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
72	58	Clause 9.16 (VIII)	Alternatively at the discretion of the bank, if the Contract is cancelled during the contract period, the bidder shall remove all VSAT equipment supplied and installed by the bidder without any extra cost to the Bank. The Bank shall not be liable for anything, whatsoever, in this regard. If the Contract is cancelled during the contract period due to unsatisfactory performance, the Bank shall invoke the performance guarantee provided by the bidder at the time of entering into the contract to the extent of pro-rata basis for the unexpired period of the contract, subject to a maximum of 10% of the total contracted value for all sites for the contracted period	Request you to clarify that this clause does not falls under " Termination for Convenience "	As per RFP, No Change
73	58	Clause 9.16.1 (ix)	The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order.	Remark: Request you that any dues towards buyer shall be settled via Credit Notes only. No set off outside this contract is acceptable as all projects are different in terms of T&C and scope of work and amend the clause as mentioned below: The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract only.	As per RFP, No Change
74	59	Clause 9.16.2(b)	Termination for the convenience of bank: The bank after completion of two years of the service after commissioning & acceptance of a VSAT may terminate the contract of that particular site/VSAT (except the terms & conditions mentioned in clause 5.10). Beyond two years of completion of contract of each VSAT, the bank can terminate whole contract, by giving 30 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank	Remark: <u>As rental project Bidder will be recovering the amount invested in the equipment over the complete rental period. Terminating the contract before the completion of rental period will be the huge financial loss to the bidder. We request there should be no Termination for convenience.</u> If the Bank insists on for the convenience clause - The bank may, at any point during the currency of this contract after a lock-in period of 3 years may terminate at site/VSAT level (maximum 2% of total sites) by giving 30 days advance notice to the bidders without assigning whatsoever reason. Request you amend the clause as suggested below: The bank after completion of three years of the service after commissioning & acceptance of a VSAT may terminate the contract of that particular site/VSAT (maximum 2% of total sites , except the terms & conditions mentioned in clause 5.10). Beyond three years of completion of contract of each VSAT, the bank can terminate whole contract, by giving 30 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	As per RFP, No Change
75	59	Clause 9.16.2(b)	Termination for Downward rates: The bank may exit from contract (site-wise), if the rates will be observed down from the existing rates by giving 90 days' notice. Bank may call fresh quotes from the vendors and may award the contract to new selected vendor.	Remark: We request to remove the clause of Termination for Downward rates.	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
76	60	Clause 9.18	It is the responsibility of the bidder to insure the equipment's installed at the sites against all risks and the charges are to be borne by the bidder. The insurance shall be against all risks basis including War Risks and Strikes, valid during contract period of 5 years. The Bank assumes no responsibility for any loss/damage to the equipment installed at the branches and no compensation shall be provided in case of any damage or loss to the equipment due to whatever is the reason.	Remark: The bidder cannot be held responsible for Earthing / Natural calamity failures. The bidder can only reimburse the cost of equipment covered by insurance which does not cover power and earthing issues. Also, abuse of equipment will not be covered.	As per RFP, No Change
77	62	Clause 9.26	Right to Audit: Bank has full right to review and audit bidder's network and whole setup by bank officials or engaging third party consultant for auditing the bank requirement under the scope of this RFP. Bidder has to submit a certificate issued from the government authorized or any government regulatory body for the allotted bandwidth in the bidder network for every quarter. This will enable us to get the transparency for ordered bandwidth. Non-compliance of same will result in invoking the bank guarantee and further action as per the contract breach. However it is at the bank discretion for relaxing the requirement during the validity of the project.	Remark: No Sensitive or confidential data will be share with buyer unless there is an allegation of any process violation or any evidence of breach. Bidder shall only provide documents as requested strictly in relation to the scope of work under this project, and as strictly required by law. Further, Department of Telecom under Govt. of India had issued license to Hughes to conduct the VSAT services in India with validity of 20 years. Hence, Govt. shall not issue quarterly certificate for allocation of bandwidth. <i>We shall submit the above-mentioned license with our bid proposal for your reference. Please confirm.</i>	Please refer Corrigendum-1 dated 26.10.2020
78	93	Annexure – G (a)	Bandwidth: 1:4, 1:5 and 1:10	For our understanding of the terms: Can you please elaborate the concentration ratio? For 1:4 bandwidth, does it mean bandwidth per site will be 512 Kbps burstable to 2 Mbps and so on..? Similarly, for 1:10 does it mean it will be 200 kbps burstable to 2 mbps? How will it be for Outbound and Inbound? Will the inbound also pan out in the same ratio that is 51.2 burstable to 512 in case of 1:10 and 256 burstable to 512 kbps for 1:2? Also, how will the sites get upgraded from 1:10 to 1:4 to 1:5?	Annexure – G (a) 1). VSAT for Domestic & RRB Branches/Offices Table-1 (A): Bandwidth Charges for Domestic Branches/Offices (KU Band)- Type 1- 2 Mbps (Uplink:512kbps Downlink- 2 Mbps) - Concentration/Concurrency Ratio (1:4)- Per site downlink dedicated bandwidth will be 512 Kbps which shall be burstable to 2 Mbps, Per site Uplink dedicated bandwidth will be 128 Kbps which shall be burstable to 512 Kbps.For example if Bank places purchase order for 100 Type1 VSATs for Domestic branches then , allocation of Downlink bandwidth for these 100 VSATs should be minimum 50 MB and allocation of uplink bandwidth for these 100 VSATs should be minimum 12.50 MB.Similar for Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-1 (A), similar for Type 7, Type 8 VSATs of Table-1 (B) of Annexure – G (a) and Similar for Type1, Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-2 (A) of Annexure – G (a). For Bank's domestic Branches Type 1, Type 3, Type 5, Type 7 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6, Type 8 VSATs will be working as secondary VSATs. For Bank's RRB Branches Type 1, Type 3, Type 5 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6 VSATs will be working as secondary VSATs.In near future bank is planning to use all these VSATs (domestic/RRB) in Active-Active scenario (wherever two or more links are available in a branch, traffic will be passing through all those links simultaneously) then Bank will need mentioned dedicated bandwidth of VSATs.

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
79	127	Annexure-K : Clause No. 8.9		<p>Remark: Request you to add the below suggested clause is Integrity pact:</p> <p><u>The Monitors shall have all the rights to access all the documents as stated in the Integrity Pact; provided that Bidder shall have the right to retain and not disclose any information / documents as it deems confidential.</u></p>	As per RFP, No Change
80	Cl 9. Bid Submission date		Last Date and Time for Receipt of Bids at Bank of India - 03.11.20 at 15:00 hours	Since offices are non-functional, we need more time for approval and physical signing of bids from authorities. Request you to extend the bid submission date to 10.11.20 at 15:00 hours	Please refer Corrigendum-1 dated 26.10.2020
81		Additional Clause	Right to suspend services	The Bidder reserves the right to suspend / terminate the services If Bank fails to make the payment of invoices within 45-60 days of receipt of such invoice.	As per RFP, No Change
82		Additional Clause	Rental Clauses	<p>Remark:</p> <p>The following point should be inserted :</p> <p>a) The equipment is provided on rental basis and title does not pass to the customer</p> <p>b). the equipment to be returned at end of contract/ on termination subject to reasonable wear and tear</p> <p>c) The Bank shall keep the Equipment free from any and all liens, claims or other encumbrances whatsoever, and shall do or permit no act or thing whereby the Bidder's title or rights may be encumbered or impaired and shall be responsible to the Bidder for any loss caused thereby.</p>	As per RFP, No Change
83		Additional Clause		<p>Remark: Request you to add the below suggested clause:</p> <p>After the expiry of the contract period, Bank will issue a general authorization letter within 15 days of the period expiry, in favour of Bidder for dismantling and removal of the material.</p> <p>If there is a delay beyond 15 days from Bank's side, the expiry period of the site (s), will automatically get extended for the equivalent no. of days/months.</p>	As per RFP, No Change
84	2	The brief details of the scope	If the existing VSAT service provider is not able to remove old VSAT within reasonable period, the same has to be removed by the upcoming service provider.	We request Bank to please remove this clause	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
85	23	4. Scope of Work:	Backhaul link commissioning should be completed within 6 weeks from the date of purchase order.	We request Bank to please provide atleast 8 weeks for the Backhaul link commissioning, as termination device router delivery is in 6 weeks are challenge in current Covid situation	Please refer Corrigendum-1 dated 26.10.2020
86	24	4. Scope of Work:	Bidder shall provide platform	We request Bank to please remove the Platform from bidder SOW	As per RFP, No Change
87	24	4. Scope of Work:	The bank will arrange for necessary power and earthing at the branch and the vendor can extend the same by laying the necessary cables. If earthing is not proper bidder can arrange for another earth pit dedicated for VSAT with no cost to the bank and prior permission from Branch Manager and landlord.	We request Bank to provide the earthing for all the locations	As per RFP, No Change
88	28	Maintenance Support:	Metro andUrban 4 hours Semi-Urban 8 hours Rural - 12 Hours AN, J&K, North Eastern States 16 Hours	We request bank to please to please increase the time for Maximum Time to Resolve (including Travelling Time) as below Metro andUrban 12 hours Semi-Urban 24 hours Rural - 24 Hours AN, J&K, North Eastern States 48 Hours	Please refer Corrigendum-1 dated 26.10.2020
89	30	Maintenance Support:	For sites where the VSATs are already installed, if the bank decides to relocate the existing live site, the vendor has to make arrangement for deinstallation, shifting, reinstallation within the stipulated time as per this RFP blike a new order, provided the shifting is being taken care of by the bidder. In case the bank arranges for the transporting this VSAT, the bidder has to complete the entire process of de-installation, site survey at new site, re-installation at the new site within 5 calendar days from the date of shifting order or intimation by the bank. Detailed completion period in case of shifting/relocation of VSAT is mentioned in clause 9.2.1 of this RFP. Applicable shifting charges as per Annexure G (b) of this RFP per every instance of shifting/ relocation to the site will be paid.	We request bank to please increase the re installation time from 5 days to 10 working days	Please refer Corrigendum-1 dated 26.10.2020
90	31	Maintenance Support:	The selected bidder should ensure that the site survey is done for all sites within one week from the date of the order and based on the site survey the bank will provide the site readiness for each site within the stipulated delivery time.	We request Bank to please provide at least 6 weeks to complete the site survey as in this team has to do the physical survey at all the locations	Please refer Corrigendum-1 dated 26.10.2020
91	33	Number of Resources required for RRB Branches:	Engineer in each shift (06.00 AM to 10.00 PM) on all days of a year and One Team Leader of Level-2/3 Role in general day shift on all days of a year except 2nd/4th Saturday, Sunday & national holidays as mentioned in Table-5.29(B). Team Leader should be available in general day shift and accessible to bank 24x7. Link Maintenance should be available 24x7x365 i.e. 24 hours in a day. Desired Qualifications and Experience: All Level- 1 Engineer should be B.E/ B.Tech./MCA/MSC (IT), CCNA qualified and have minimum 2-5 year experience on such kind of project in past. Team Leader should have minimum 5 to 7 years of experience in handling such kind of project in past with CCNP and ITIL/PMP/PRINCE 2 certified	We request bank to confirm the resource requirement as in this clause 2 engineer is required per shift and there is total 2 shifts but in table you have asked 3 shifts .	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
92	44	Terms of Payment	The selected bidder shall submit consolidated state wise invoices and other supporting documents	We request bank to please allow bidder to raise the site wise invoice as location will get deliver on different times	As per RFP, No Change
93	44	Terms of Payment	Payments pertaining to hardware and bandwidth charges shall be processed and released by respective head office of RRBs	We request Bank to please clear all invoice from one location (HO) only	As per RFP, No Change
94	45	Terms of Payment	As the VSAT shifting is ongoing activity, all the invoices under the project pertaining to VSAT shifting charges should be raised within the 3 months of shifting letter/intimation by bank (if shifting activity is complete). No payment will be processed by bank after 3 months from date of shifting letter/intimation	We request bank to allow bidder 3 months after the completing the shifting activity	As per RFP, No Change
95	46	Completion period	B).Completion of delivery & installation of equipment at sites of Domestic and RRB segmen 1-500 8 weeks 9 weeks 501-1000 9 weeks 10 weeks 1001-1500 10 weeks 11 weeks 1501-2000 11 weeks 12 weeks 2001-2500 12 weeks 13 weeks 2501-3000 13 weeks 14 weeks	We request bank to please amend the clause as below B).Completion of delivery & installation of equipment at sites of Domestic and RRB segment 1-500 10 weeks 12 weeks 501-1000 12 weeks 14 weeks 1001-1500 14 weeks 16 weeks 1501-2000 14 weeks 16 weeks 2001-2500 16 weeks 20 weeks 2501-3000 16 weeks 20 weeks	Please refer Corrigendum-1 dated 26.10.2020
96	47	9.2.1.3.	In case of shifting/relocation of VSATs, shifting and commissioning of VSAT should be completed within Five days(including Saturday) from the date of intimation given by bank if shifting is taking place in same city. Shifting and commissioning of VSAT should be completed within Eight days (including Saturday) from the date of intimation given by bank if shifting is taking place in different city. Shifting and commissioning of VSAT should be completed within three days (including Saturday) from the date of intimation given by bank if shifting is taking place within the same premises. Shifting and commissioning of VSAT should be completed within Twelve days (including Saturday)from the date of intimation given by bank if shifting is taking place in different state. Shifting and commissioning of VSAT include de-installation of VSAT from Old location, packing of complete VSAT material viz. IDU, ODU, frames, cables etc. at old location, transportation to the new location, de-packing of VSAT material at new location, installation of VSAT at new location, conducting the IFL cable up to the IDU from ODU.	We request bank to amend the clause as below In case of shifting/relocation of VSATs, shifting and commissioning of VSAT should be completed within 10 days (including Saturday) from the date of intimation given by bank if shifting is taking place in same city. Shifting and commissioning of VSAT should be completed within 15 days (including Saturday) from the date of intimation given by bank if shifting is taking place in different city. Shifting and commissioning of VSAT should be completed within 7 days (including Saturday) from the date of intimation given by bank if shifting is taking place within the same premises. Shifting and commissioning of VSAT should be completed within 30 days (including Saturday) from the date of intimation given by bank if shifting is taking place in different state. Shifting and commissioning of VSAT include de-installation of VSAT from Old location, packing of complete VSAT material viz. IDU, ODU, frames, cables etc. at old location, transportation to the new location , de-packing of VSAT material at new location, installation of VSAT at new location, conducting the IFL cable up to the IDU from ODU.	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
97	53	9.9.4.	If the backhaul links (primary & secondary combined) uptime is below 99.90%, for DC or for DR locations the Bank shall deduct a penalty from the rental payment (combined cost i.e. Hardware and Bandwidth of all sites for that month), which will be @ 1% of cost of monthly rental charges (hardware + bandwidth) for every 0.02% or part thereof of reduction in the uptime of impacted sites (maximum to 100% of monthly rental payment ((including hardware and bandwidth) of impacted sites). However, if uptime is less than 98%, the Bank shall levy penalty and shall have full right to terminate the contract. The right of termination shall be in addition to the below extension period and penalty. Rental charges include bandwidth charges also.	Request amend clause as " If the backhaul links (primary & secondary combined) uptime is below 99.90%, for DC or for DR locations the Bank shall deduct a penalty from the rental payment (combined cost i.e. Hardware and Bandwidth of all sites for that month), which will be @ 1% of cost of monthly rental charges (hardware + bandwidth) for every 0.02% or part thereof of reduction in the uptime of impacted sites (maximum to 10% of monthly rental payment ((including hardware and bandwidth)) of impacted sites).	Please refer Corrigendum-1 dated 26.10.2020
98	53	9.9.3.	If the monthly uptime is below 99.5% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT, which will be @ 1% of cost of monthly rental (including hardware and bandwidth) (calculated proportionally site wise from beginning of each month) for every 0.2% or part thereof of reduction in the uptime (maximum to 100% of monthly rental payment ((including hardware and bandwidth)) of the defaulted VSAT at location/ site). If monthly uptime of any site is less than 95%, the Bank shall levy penalty and can terminate contract of that site. However, if monthly uptime of 25% of total installed VSAT links is less than 95%, the Bank shall levy penalty and shall have full right to terminate whole contract. The right of termination shall be in addition to the penalty. Rental charges include hardware and bandwidth charges.	If the monthly uptime is below 99.5% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT, which will be @ 1% of cost of monthly rental (including hardware and bandwidth) (calculated proportionally site wise from beginning of each month) for every 0.2% or part thereof of reduction in the uptime (maximum to 10% of monthly rental payment ((including hardware and bandwidth)) of the defaulted VSAT at location/ site). If monthly uptime of any site is less than 95%, the Bank shall levy penalty and can terminate contract of that site. However, if monthly uptime of 25% of total installed VSAT links is less than 95%, the Bank shall levy penalty and shall have full right to terminate whole contract. The right of termination shall be in addition to the penalty. Rental charges include hardware and bandwidth charges.	Please refer Corrigendum-1 dated 26.10.2020
99	47	9.2.1.4.	If Bank is transporting for relocating/shifting any VSAT in same premises or different premises, bidder has to install and commission the complete VSAT at no extra cost to the bank to the identified location, only shifting/relocation charges will be applicable. No charges pertaining to extra cable or any spare will be applicable to bank.	We request Bank to allow bidder to charge for reinstallation and re installation as there are efforts	As per RFP, No Change
100	47	Liquidated Damages (LD)	500/- (Rupees five hundred) per day per site which has been delivered beyond the stipulated delivery period as per order/contract	We request bank to reduce it from 500/- to 100/- per day	Please refer Corrigendum-1 dated 26.10.2020
101	47	Liquidated Damages (LD)	Liquidated Damages for delay in Installation and commissioning of equipment at site: 500/- (Rupees five hundred) per day per site for the location/site which are not installed/commissioned.	We request bank to reduce it from 500/- to 100/- per day	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
102	47	Liquidated Damages (LD)	Liquidated Damages (LD) for non-adherence to shifting/relocation of VSATs: Rs.300/-(Rupees Three Hundred) per day per site for the location/site which are not reinstalled/ commissioned.	We request bank to reduce it from 300/- to 100/- per day	Please refer Corrigendum-1 dated 26.10.2020
103	49	9.3.8.	The bidder has to depute onsite engineers/TL (as per clause 5.29) within 5 weeks from the date of initial PO. If engineer/TL or backup engineer/TL is not available on any day during contract period (after 5 weeks from the date of initial PO) then penalty of Rs. 500/-(Rupees Five Hundred Only) per engineer per day will be levied. However, the maximum cap shall be 10% of the total rental charges (hardware + bandwidth) for the whole contractual period of 5 years of ordered sites.	We request Bank to please allow 8 weeks to provide the required resources	Please refer Corrigendum-1 dated 26.10.2020
104		9.11. Acceptance by the Bank:	The VSAT shall be accepted from the date of installation and commissioning and on successful completion of Acceptance test. Bidder should submit the User Acceptance report as per Annexure-L while claiming payment. Also in the Acceptance Test Procedures (ATP), bidder has to demonstrate the feature, quality, bandwidth utilization (upload/download) of each VSAT and encryption enabled and capabilities of all equipment supplied and installed by the selected bidder on VSAT, such as Hardware, Software and Network equipment. Bidder shall plan in advance the locations for which the ATP is to be conducted and inform the Bank. Bidder shall demonstrate all the features to Bank Officials for signing the ATP. Bidder and Bank officials shall sign ATP document. Pending completion of acceptance tests, the bank reserves the right to use the system and such usage shall not be deemed as acceptance of the system by the selected bidder.	We request Bank to please confirm whether ATP will be performed from central location or from each site. If its from site then it should be conducted on same day of installation	As per RFP, No Change
105	62	Right to Audit:	Bank has full right to review and audit bidder's network and whole setup by bank officials or engaging third party consultant for auditing the bank requirement under the scope of this RFP. Bidder has to submit a certificate issued from the government authorized or any government regulatory body for the allotted bandwidth in the bidder network for every quarter. This will enable us to get the transparency for ordered bandwidth. Non-compliance of same will results in invoking the bank guarantee and further action as per the contract breach. However it is at the bank discretion for relaxing the requirement during the validity of the project.	Request bank to remove clause of sharing report, as it is internal to service provider and confidential.	Please refer Corrigendum-1 dated 26.10.2020
106	37	5.35. Network Information:	The bidder should provide all security measures for protecting bank VSAT network against all kind of attacks like DDOS, IP spoofing etc.	protection from different type of attack in VSAT network will be bidders responsibility however protection from attack at branch end is bank responsibility	As per RFP, No Change

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
107	34	5. Technical Requirements	<ul style="list-style-type: none"> The FMS resources shall do any work assigned by Bank or Bank designated SI, which is deemed necessary for business continuity and the uptime of the branches/offices where VSATs have been installed. 	FMS resource support will restrict only device provided by bidder	As per RFP, No Change
108	25	4.19	It is the responsibility of Bidder to ensure active-active configuration and auto failover of links i.e. when primary link gets failed, the complete branch traffic should switch over to another link without any downtime for the branch/locations, bidder should work in close coordination with bank Facility management team/ Bank appointed system integrator's team for achieving active-active link configuration and auto failover configuration in Branch CE end devices or core network devices or any other applicable device.	Branch end router manage by bank hence failover of traffic from primary to secondary will be Bank responsibility, service provider will support if any changes require in VSAT network. DC end failover of backhaul link will be manage by bidder	As per RFP, No Change
109	37	5.35. Network Information:	Bidder has to advise the portal to bank for reviewing the all connected VSAT's for bandwidth utilization (upload/download), down-call, and incidence reported, fault ticket status, fault ticket logging etc.	Monitoring portal and fault loggin portal will be different, whereas we can provide a link on monitoring portal for eCRM portal	As per RFP, No Change
110	37	5.35. Network Information:	<p>B. Network Management Details:</p> <p>Bidder should ensure all VSATs should be monitored Pro-actively i.e. as and when VSAT went down a fault ticket has to be created by the bidder NMS automatically and alert should be given to bank's team or designated bank officials by e-mail and SMS</p>	Network can be Proactively monitored by Resident Engg. from the DC location and fault ticket will be logged by Resident Engg. manually. Whereas email/SMS alert can be provided to the designated bank officials.	As per RFP, No Change
111	62	9.26 Right to Audit:	Bank has full right to review and audit bidder's network and whole setup by bank officials or engaging third party consultant for auditing the bank requirement under the scope of this RFP. Bidder has to submit a certificate issued from the government authorized or any government regulatory body for the allotted bandwidth in the bidder network for every quarter. This will enable us to get the transparency for ordered bandwidth. Non-compliance of same will results in invoking the bank guarantee and further action as per the contract breach. However it is at the bank discretion for relaxing the requirement during the validity of the project.	Request you to get this clause removed. Request you to discuss with business team.	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
112	44	9.1 Terms of payment	The selected bidder shall submit consolidated state wise invoices and other supporting documents (i.e. excel file containing invoice wise breakup for each site/monthly uptime availability report/ monthly backhaul utilization report, VSAT installation reports signed and stamped by the bank branches/offices) necessary as per the terms duly authenticating on each document, site-wise, along with the request letter for payment of bandwidth and hardware rental charges for domestic branches to DC, Belapur Office on quarterly basis. Payment pertaining to hardware and bandwidth charges for domestic branches will be processed by the Bank of India at Head Office. Payments pertaining to hardware and bandwidth charges shall be processed and released by respective head office of RRBs. For RRBs, bidder shall raise the payment invoices to respective head offices of RRBs located in various states, as under:	Request to please allow.:1. Invoice will be raised state wise depending on the location of the link. 2. Invoice will be generated state wise but will be delivered at one central location. 3. Payment will be released by customer centrally for all the invoices raised across the country.	As per RFP, No Change
113	59	9.16.2. Termination of the Contract	b) Termination for the convenience of bank: The bank after completion of two years of the service after commissioning & acceptance of a VSAT may terminate the contract of that particular site/VSAT (except the terms & conditions mentioned in clause 5.10). Beyond two years of completion of contract of each VSAT, the bank can terminate whole contract, by giving 30 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	Request to please remove this clause: As termination for convenience is not accepted. In case of termination for convenience, Bank has to pay remainder amount of the contract as exit fees charges.	As per RFP, No Change
114	23	4.10	The selected vendors should provide adequate and separate back-haul connectivity between the vendor's hub and DC of Domestic branches and RRB branches and DR sites of Domestic branches and RRB branches using terrestrial link separately for domestic branches network and RRB branches network with no extra cost to bank. Backhaul link commissioning should be completed within 6 weeks from the date of purchase order. There will not be any extra cost for backhaul links. The total number of backhaul links to be provided for domestic branches are four numbers (two are at Bank DC site (Navi Mumbai) and two are at Bank DR Site (Bangalore). The total number of backhaul links to be provided for RRB branches are four numbers (two are at Bank DC site (Navi Mumbai) and two are at Bank DR site (Bangalore).	It is requested to modify as "The selected vendors should provide adequate and separate back-haul connectivity between the vendor's hub and DC of Domestic branches and RRB branches and DR sites of Domestic branches and RRB branches using terrestrial link separately for domestic branches network and RRB branches network with no extra cost to bank. Backhaul link commissioning should be completed within 4 weeks from the date of purchase order. There will not be any extra cost for backhaul links. The total number of backhaul links to be provided for domestic branches are four numbers (two are at Bank DC site (Navi Mumbai) and two are at Bank DR Site (Bangalore). The total number of backhaul links to be provided for RRB branches are four numbers (two are at Bank DC site (Navi Mumbai) and two are at Bank DR site (Bangalore).	Please refer Corrigendum-1 dated 26.10.2020

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause			Queries/Suggestions		Bank Clarifications/Remarks
115	23 & 24	4.10	The successful bidder shall provide Primary and Secondary backhaul links from different Telecom Service Providers at DC & DR for Domestic and RRB branches to meet Uptime SLA 99.90% at DC and DR locations respectively without any additional cost to Bank. SLA/LD shall be calculated separately for Bank Of India & RRB branches and Backhaul links. The above mentioned Backhauls links should be available from the beginning of the project. If BW utilization is peaking above 70%, then bidder has to ensure the backhaul link should be upgraded within 14 days of such intimation. Bidders should provide adequate capacity routers at bank DC and DR locations for terminating the backhaul links of RRB and Domestic branches. The Configuration, management, monitoring and maintenance of these routers shall be done by the bidders only. There will not be any extra cost for provisioning, Configuration, management and maintenance of these routers at bank DC and DR sites.			BOI & BOI RRBs having existing backhaul providing for VSAT Connectivity for branches at DC / DR. Again making separate backhaul with routers will lead to additional utilization of space & power at space constrained data centre. Requesting the bank to amend the clause either for new or using existing backhaul & routers which is installed at DC -DR for providing VSAT Connectivity by the service provider, by ensuring bandwidth upgrade across the all the backhaul links.		As per RFP, No Change
116	24	4.11	Installation and commissioning of VSAT equipment's at any sites will be specified by the bank. Bank will ensure readiness of the sites in time. Bidder shall provide platform/snow shield/proper ballast/conduit for IFL cable/Lightening protector wherever necessary without any additional cost to the bank.			It is requested to provide number of locations (Appx) for platform/snow shield/proper ballast/conduit for IFL cable/Lightening protector .		As per RFP, No Change
117	27	5.6	The charges for VSAT Rental and bandwidth shall be released on quarterly basis in arrears as per the order released.			It is requested to modify as " The charges for VSAT Rental and bandwidth shall be released on quarterly basis in advance as per the order released.		As per RFP, No Change
118	28	5.10	The Bank intends to install about 1110 Ku Band VSATs, 2 Extended-C band VSATs on rental basis in its domestic branches/locations and 1937 Ku Band VSATs on rental basis in RRB branches. The total requirement (3047 Ku Band VSATs & 2 Extended-C band VSATs) is subject to change as per Bank's business requirement. The overall requirement (no. of VSATs) mentioned in the RFP is tentative and the per site rate/price quoted by bidder as per Annexure – G (a) & Annexure – G (b), in the response of this RFP (unit rate finalized after Reverse Auction), shall be the Rate card/Rate contract for placing the order for VSATs.			Recently BSNL has introduced a high speed Next GEN HTS VSAT Technology with Spot Beam capable of delivering 10 Mbps up & 100 Mbps down. For more than 99.9 % locations KUBand VSATs are capable of meeting the requirements suggested. BSNL may be permitted for tie up with other VSAT service providers through VNO or with alternate arrangements for providing Ex-C-Band VSATs as a total package to meet the RFP conditions of BOI.		Please refer Corrigendum-1 dated 26.10.2020
119	29	5.11	Geographical Classification of branches	Maximum Time to Respond	Maximum Time to Resolve (including Travelling time)	Location	Maximum Time to Resolve (Hrs) by BSNL	Please refer Corrigendum-1 dated 26.10.2020
			Metro and Urban	30 minutes	4 hours	Metro and Urban	8 Hrs	
			Semi-Urban	1 hour	8 hours	Semi-Urban	16 Hrs	
			Rural	1 hour	10 hourS	Rural	24 Hrs	
			AN ,J&K, North Easrern States	1 hour	16 hours	AN ,J&K, North Easrern States	36 Hrs	

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause				Queries/Suggestions				Bank Clarifications/Remarks	
120											(Bank working hours taken as 8.00 AM to 8.00 PM) Example: If a complaint is booked at 1:00 PM on 1st working day, the SLA will be implemented from 1:00PM to 8.00 PM (7 Hrs) and SLA will continue from next day from 8:00 AM, till the fault is attended in the working hours.SLA is not implemented on Holidays. It is requested to modify the clause.	As per RFP, No Change
121	30	5.16	For sites where the VSATs are already installed, if the bank decides to relocate the existing live site, the vendor has to make arrangement for de-installation, shifting, reinstallation within the stipulated time as per this RFP like a new order, provided the shifting is being taken care of by the bidder. In case the bank arranges for the transporting this VSAT, the bidder has to complete the entire process of de-installation, site survey at new site, re-installation at the new site within 5 calendar days from the date of shifting order or intimation by the bank. Detailed completion period in case of shifting/relocation of VSAT is mentioned in clause 9.2.1 of this RFP. Applicable shifting charges as per Annexure G (b) of this RFP per every instance of shifting/ relocation to the site will be paid.				It is requested to modify as " For sites where the VSATs are already installed, if the bank decides to relocate the existing live site, the vendor has to make arrangement for de- installation, shifting, reinstallation within the stipulated time as per this RFP like a new order, provided the shifting is being taken care of by the bidder. In case the bank arranges for the transporting this VSAT, the bidder has to complete the entire process of de-installation, site survey at new site, re-installation at the new site within 10 calendar days from the date of shifting order or intimation by the bank. Detailed completion period in case of shifting/relocation of VSAT is mentioned in clause 9.2.1 of this RFP. Applicable shifting charges as per Annexure G (b) of this RFP per every instance of shifting/ relocation to the site will be paid.				Please refer Corrigendum-1 dated 26.10.2020	
122	46	9.2.1.1 (B)	Sr.No	Count of VSATs in Purchase Order	Timeline for delivery*	Timeline for Installation*	Sr.No	Count of VSATs in Purchase Order	Timeline for delivery*	Timeline for Installation*	Please refer Corrigendum-1 dated 26.10.2020	
			1	1-500	8 weeks	9 weeks	1	1-500	10 weeks	11 weeks		
			2	501-1000	9 weeks	10 weeks	2	501-1000	11 weeks	12 weeks		
			3	1001-1500	10 weeks	11 weeks	3	1001-1500	12 weeks	13 weeks		
			4	1501-2000	11 weeks	12 weeks	4	1501-2000	13 weeks	14 weeks		
			5	2001-2500	12 weeks	13 weeks	5	2001-2500	14 weeks	15 weeks		
			6	2501-3000	13weeks	14 weeks	6	2501-3000	15 weeks	16 weeks		
			7	More than 3000	14 weeks	15 weeks	7	More than 3000	16 weeks	20 weeks		
				It is requested to modify as above accordingly.								
123	48	9.3.2	Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, the Bank shall impose Liquidated Damages, a sum of Rs. 500/- (Rupees five hundred) per day per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. However, the maximum cap on the LD shall be 10% of the total charges (hardware-bandwidth) for the whole contractual period (5 years) of ordered equipment for the location/site.				It is requested to modify as "Liquidated Damages for delay in Installation and commissioning of equipment at site: If the Bidder fails to complete the installation and commissioning of equipment at site as per the period defined in clause 9.2.1, the Bank shall impose Liquidated Damages, a sum of Rs. 50/- (Rupees fifty Only) per day per site for the location/site which are not installed/commissioned. The LD for installation and commissioning shall be applied, even if part installation/commissioning has been made as per order/contract and remaining items installed/commissioned with delay. Liquidated damages shall be applicable for provisioning of services also at the same rates mentioned above. However, the maximum cap on the LD shall be 5 % of the total charges (hardware+bandwidth) for the whole contractual period (5 years) of ordered equipment for the location/site.				Please refer Corrigendum-1 dated 26.10.2020	

Sr. No.	RFP Page Number	RFP Clause No.	Existing Clause	Queries/Suggestions	Bank Clarifications/Remarks
124	49	9.9.4	The bidder shall provide separate Backhaul links for Bank Of India branches and RRBs. The bidder shall guarantee an uptime of 99.90% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.	It is requested to modify as "The bidder shall guarantee an uptime of 99.5% for backhaul link from bank network (Bank DC and DR locations) to bidder's HUB during contract period of 5 years which shall be calculated on monthly basis.	Please refer Corrigendum-1 dated 26.10.2020
125	77	III.1.BUC	a) Power output Minimum 2 Watts. Power should be adjustable to counter rain-fade effect during rainy days to maintain the quality of communication.	It is requested to modify as " a) Power output Minimum 1 Watt or 2 Watts. Power should be adjustable to counter rain-fade effect during rainy days to maintain the quality of communication.	Please refer Corrigendum-1 dated 26.10.2020
126	93	Annexure G (a)	Type 1- 2 Mbps(Uplink:512kb ps Downlink- 2 Mbps) Concentration Ratio (1:4)	It is requested to modify as "Type 1- 2 Mbps(Uplink:512kb ps Downlink- 1.5 Mbps) i.e 2 Mbps means 512 Kbps UP + 1.5 Mbps Down . It is equilent bandwidth to 2 Mbps Concentration Ratio (1:4). Similarly Type-2,3,4,5,6 and Table-1B and Table-2	Annexure – G (a) 1). VSAT for Domestic & RRB Branches/Offices Table-1 (A): Bandwidth Charges for Domestic Branches/Offices (KU Band)- Type 1- 2 Mbps (Uplink:512kbps Downlink- 2 Mbps) - Concentration/Concurrency Ratio (1:4)- Per site downlink dedicated bandwidth will be 512 Kbps which shall be burstable to 2 Mbps, Per site Uplink dedicated bandwidth will be 128 Kbps which shall be burstable to 512 Kbps.For example if Bank places purchase order for 100 Type1 VSATs for Domestic branches then , allocation of Downlink bandwidth for these 100 VSATs should be minimum 50 MB and allocation of uplink bandwidth for these 100 VSATs should be minimum 12.50 MB.Similar for Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-1 (A), similar for Type 7, Type 8 VSATs of Table-1 (B) of Annexure – G (a) and Similar for Type1, Type 2, Type 3, Type 4, Type 5, Type 6 VSATs of Table-2 (A) of Annexure – G (a). For Bank's domestic Branches Type 1, Type 3, Type 5, Type 7 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6, Type 8 VSATs will be working as secondary VSATs. For Bank's RRB Branches Type 1, Type 3, Type 5 VSATs will be working as Primary VSATs and Type 2, Type 4, Type 6 VSATs will be working as secondary VSATs.In near future bank is planning to use all these VSATs (domestic/RRB) in Active-Active scenario (wherever two or more links are available in a branch, traffic will be passing through all those links simultaneously) then Bank will need mentioned dedicated bandwidth of VSATs.