

Corrigendum-1 Dated 26th October, 2020

Sub: Re-Tender Request For Proposal (RFP) For Procurement, Installation and Commissioning of VSATs on Rental Basis (Opex Model) for Domestic and RRB Branches

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

We give below necessary clarifications/modifications pertaining to the RFP Ref No. BOI/HO/IT/NW/VSAT/RFP/02-2020 Dated:12.10.2020. Below clarifications/modifications shall be applicable throughout the RFP wherever mentioned. Please note that this **Corrigendum -1** document forms integral part of the RFP. All other terms and conditions of the RFP remain unchanged.

Clause No & Page No	RFP Clause	Modified Clause																																																																
Clause-9.2.1.1 B) Page No-46	<p>Completion Period: B).Completion of delivery & installation of equipment at sites of Domestic and RRB segment: Delivery, Installation, commissioning, acceptance of all equipment's and establishing the intended connectivity at sites of Bank's domestic and RRB Branches shall be made by the bidder in accordance with the table given below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sr. No.</th> <th>Count of VSATs in Purchase Order</th> <th>Timeline for delivery*</th> <th>Timeline for Installation & allocation of bandwidth*</th> </tr> </thead> <tbody> <tr><td>1</td><td>1-500</td><td>8 weeks</td><td>9 weeks</td></tr> <tr><td>2</td><td>501-1000</td><td>9 weeks</td><td>10 weeks</td></tr> <tr><td>3</td><td>1001-1500</td><td>10 weeks</td><td>11 weeks</td></tr> <tr><td>4</td><td>1501-2000</td><td>11 weeks</td><td>12 weeks</td></tr> <tr><td>5</td><td>2001-2500</td><td>12 weeks</td><td>13 weeks</td></tr> <tr><td>6</td><td>2501-3000</td><td>13 weeks</td><td>14 weeks</td></tr> <tr><td>7</td><td>More than 3000</td><td>14 weeks</td><td>15 weeks</td></tr> </tbody> </table> <p>*Delivery/Installation/Commissioning timeline will start from the date of purchase order. The bidder shall inform scheduled date of dispatch of equipment before actual dispatch. The bidder shall also submit proof of dispatch for each consignment immediately after dispatch.</p>	Sr. No.	Count of VSATs in Purchase Order	Timeline for delivery*	Timeline for Installation & allocation of bandwidth*	1	1-500	8 weeks	9 weeks	2	501-1000	9 weeks	10 weeks	3	1001-1500	10 weeks	11 weeks	4	1501-2000	11 weeks	12 weeks	5	2001-2500	12 weeks	13 weeks	6	2501-3000	13 weeks	14 weeks	7	More than 3000	14 weeks	15 weeks	<p>Completion Period: B).Completion of delivery & installation of equipment at sites of Domestic and RRB segment: Delivery, Installation, commissioning, acceptance of all equipment's and establishing the intended connectivity with ordered bandwidth at sites of Bank's domestic and RRB Branches shall be made by the bidder in accordance with the table given below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sr. No.</th> <th>Count of VSATs in Purchase Order</th> <th>Timeline for delivery*</th> <th>Timeline for Installation and allocation of bandwidth*</th> </tr> </thead> <tbody> <tr><td>1</td><td>1-500</td><td>9 weeks</td><td>10 weeks</td></tr> <tr><td>2</td><td>501-1000</td><td>10 weeks</td><td>11 weeks</td></tr> <tr><td>3</td><td>1001-1500</td><td>11 weeks</td><td>12 weeks</td></tr> <tr><td>4</td><td>1501-2000</td><td>12 weeks</td><td>13 weeks</td></tr> <tr><td>5</td><td>2001-2500</td><td>13 weeks</td><td>14 weeks</td></tr> <tr><td>6</td><td>2501-3000</td><td>14 weeks</td><td>15 weeks</td></tr> <tr><td>7</td><td>More than 3000</td><td>15 weeks</td><td>16 weeks</td></tr> </tbody> </table> <p>*Delivery/Installation/Commissioning timeline will start from the date of purchase order. The bidder shall inform scheduled date of dispatch of equipment before actual dispatch. The bidder shall also submit proof of dispatch for each consignment immediately after dispatch.</p>	Sr. No.	Count of VSATs in Purchase Order	Timeline for delivery*	Timeline for Installation and allocation of bandwidth*	1	1-500	9 weeks	10 weeks	2	501-1000	10 weeks	11 weeks	3	1001-1500	11 weeks	12 weeks	4	1501-2000	12 weeks	13 weeks	5	2001-2500	13 weeks	14 weeks	6	2501-3000	14 weeks	15 weeks	7	More than 3000	15 weeks	16 weeks
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<p>Clause-9.9.3 Page No-53</p>	<p>Uptime: 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>	<p>Uptime: 9.9.3. If the monthly uptime(24x7) is below 99.5% for any VSAT, the Bank shall deduct a penalty from the rental payment (including hardware and bandwidth) of that VSAT as mentioned below:</p> <table border="1" data-bbox="826 439 1554 1126"> <thead> <tr> <th data-bbox="826 439 1171 674">Uptime (in %)</th> <th data-bbox="1171 439 1554 674">Penalty (in %) of total monthly rental (including hardware + bandwidth)</th> </tr> </thead> <tbody> <tr> <td data-bbox="826 674 1171 719">>=99.5</td> <td data-bbox="1171 674 1554 719">0</td> </tr> <tr> <td data-bbox="826 719 1171 763">>=98.5 and < 99.5</td> <td data-bbox="1171 719 1554 763">1</td> </tr> <tr> <td data-bbox="826 763 1171 808">>=97.5 and < 98.5</td> <td data-bbox="1171 763 1554 808">2</td> </tr> <tr> <td data-bbox="826 808 1171 853">>=96.5 and < 97.5</td> <td data-bbox="1171 808 1554 853">3</td> </tr> <tr> <td data-bbox="826 853 1171 898">>=95.5 and < 96.5</td> <td data-bbox="1171 853 1554 898">4</td> </tr> <tr> <td data-bbox="826 898 1171 943">>=94.5 and < 95.5</td> <td data-bbox="1171 898 1554 943">5</td> </tr> <tr> <td data-bbox="826 943 1171 987">>=93.5 and < 94.5</td> <td data-bbox="1171 943 1554 987">6</td> </tr> <tr> <td data-bbox="826 987 1171 1032">>=92.5 and < 93.5</td> <td data-bbox="1171 987 1554 1032">7</td> </tr> <tr> <td data-bbox="826 1032 1171 1077">>=91.5 and < 92.5</td> <td data-bbox="1171 1032 1554 1077">8</td> </tr> <tr> <td data-bbox="826 1077 1171 1122">>=90.5 and < 91.5</td> <td data-bbox="1171 1077 1554 1122">9</td> </tr> <tr> <td data-bbox="826 1122 1171 1126">Below 90.5%</td> <td data-bbox="1171 1122 1554 1126">100</td> </tr> </tbody> </table> <p>If monthly uptime of any site goes below 90.5%, no rental (including hardware and bandwidth) payment shall be applicable of that site for that month.</p> <p>(maximum penalty will be 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 90.5%, 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>	Uptime (in %)	Penalty (in %) of total monthly rental (including hardware + bandwidth)	>=99.5	0	>=98.5 and < 99.5	1	>=97.5 and < 98.5	2	>=96.5 and < 97.5	3	>=95.5 and < 96.5	4	>=94.5 and < 95.5	5	>=93.5 and < 94.5	6	>=92.5 and < 93.5	7	>=91.5 and < 92.5	8	>=90.5 and < 91.5	9	Below 90.5%	100
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<p>Clause-9.3.1 Page No-47</p>	<p>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,</p>	<p>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. 100/- (Rupees one 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</p>																								

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	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.	the LD shall be 10% of the total charges for the whole contractual period (5 years) of ordered equipment for the location/site.
Clause-9.3.2 Page No-48	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.	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. 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.
Clause-9.3.3 Page No-48	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.	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.100/-(Rupees One 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.
Clause-9.3.4 Page No-48	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.	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 Five Hundred) per day per site per link which has been commissioned beyond the stipulated period as per order/contract.

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Clause-9.2.1.3 Page No-47	<p>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.</p>	<p>9.2.1.3. In case of shifting/relocation of VSATs, 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 in same city. Shifting and commissioning of VSAT should be completed within 2 Weeks (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 6 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 4 Weeks (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.</p>																														
Clause-5.11 Page No-28	<p>5.11. Maintenance Support:</p> <p>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" data-bbox="204 1413 804 1823"> <thead> <tr> <th>Geographical Classification of branches</th> <th>Maximum Time to Respond</th> <th>Maximum Time to Resolve (including Travelling Time)</th> </tr> </thead> <tbody> <tr> <td>Metro and Urban</td> <td>30 minutes</td> <td>4 hours</td> </tr> <tr> <td>Semi-Urban</td> <td>1 hour</td> <td>8 hours</td> </tr> <tr> <td>Rural</td> <td>1 hour</td> <td>12 hours</td> </tr> <tr> <td>AN, J&K, North Eastern States</td> <td>1 hour</td> <td>16 hours</td> </tr> </tbody> </table> <p>North Eastern States- Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.</p> <p>The above MTTR is applicable from the time call logged in Bidder NMS for down sites or logged by bidder engineer placed at bank DC location. The bidder shall furnish list of their service/support center along with contact</p>	Geographical Classification of branches	Maximum Time to Respond	Maximum Time to Resolve (including Travelling Time)	Metro and Urban	30 minutes	4 hours	Semi-Urban	1 hour	8 hours	Rural	1 hour	12 hours	AN, J&K, North Eastern States	1 hour	16 hours	<p>5.11. Maintenance Support:</p> <p>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" data-bbox="831 1346 1544 1756"> <thead> <tr> <th>Geographical Classification of branches</th> <th>Maximum Time to Respond</th> <th>Maximum Time to Resolve (including Travelling Time)</th> </tr> </thead> <tbody> <tr> <td>Metro and Urban</td> <td>30 minutes</td> <td>6 hours</td> </tr> <tr> <td>Semi-Urban</td> <td>1 hour</td> <td>12 hours</td> </tr> <tr> <td>Rural</td> <td>1 hour</td> <td>16 hours</td> </tr> <tr> <td>AN, J&K, North Eastern States</td> <td>1 hour</td> <td>24 hours</td> </tr> </tbody> </table> <p>North Eastern States- Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.</p> <p>The above MTTR is applicable from the time call logged in Bidder NMS for down sites or logged by bidder engineer placed at bank DC location. The bidder shall furnish list of their service/support center along with contact person, contact nos. and address. The bidder shall specify the availability and details of Technical expertise (personnel) and adequate stocking of spares,</p>	Geographical Classification of branches	Maximum Time to Respond	Maximum Time to Resolve (including Travelling Time)	Metro and Urban	30 minutes	6 hours	Semi-Urban	1 hour	12 hours	Rural	1 hour	16 hours	AN, J&K, North Eastern States	1 hour	24 hours
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	<p>person, contact nos. and address. The bidder shall specify the availability and details of Technical expertise (personnel) and adequate stocking of spares, including the antenna for each of the location. Irrespective of the reasons that caused damage to the equipment, the bidder should ensure that the connectivity is restored within the stipulated time mentioned above by replacing the damaged parts. Non availability of damaged parts (even VSAT antenna and other accessories) at the service locations cannot be considered as force majeure and appropriate penalty shall be levied as per the uptime requirement mentioned in this RFP. Each bidder should provide a declaration at the time of participating in the tender that they have in their stores at least 30% of the total minimum order of RRB and Domestic branches under this tender else their bid shall be liable for rejection.</p>	<p>including the antenna for each of the location. Irrespective of the reasons that caused damage to the equipment, the bidder should ensure that the connectivity is restored within the stipulated time mentioned above by replacing the damaged parts. Non availability of damaged parts (even VSAT antenna and other accessories) at the service locations cannot be considered as force majeure and appropriate penalty shall be levied as per the uptime requirement mentioned in this RFP. Each bidder should provide a declaration at the time of participating in the tender that they have in their stores at least 30% of the total minimum order of RRB and Domestic branches under this tender else their bid shall be liable for rejection.</p>
<p>Clause-5.21 Page No-31</p>	<p>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. It is the responsibility of the bidder to advise the site contact regarding the requirements for site preparation for each site based on the site condition and the bidder should produce the evidence to this effect while claiming the initial payment. Any delay in providing site readiness by the bank due to non-adherence of this procedure by the bidder leading to delay in installation will attract LD as per this RFP. Any delay in site survey leading to delay in site readiness shall be at the risk of the bidder and the delay in installation shall attract LD as applicable. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the VSAT. The Bank's deliverable specifically includes supply of UPS, Earthing and providing space for keeping the VSAT equipment's. However it is the responsibility of the bidder to monitor proper earthing requirement for VSATs at individual locations during the preventive maintenance visit and bring to the notice of the site contact if any abnormal conditions are observed. The bank will provide the necessary power for the equipment to be deployed by the bidder.</p>	<p>The selected bidder should ensure that the site survey is done for all sites within two weeks from the date of the purchase order and based on the site survey the bank will provide the site readiness for each site within the stipulated delivery time. It is the responsibility of the bidder to advise the site contact regarding the requirements for site preparation for each site based on the site condition and the bidder should produce the evidence to this effect while claiming the initial payment. Any delay in providing site readiness by the bank due to non-adherence of this procedure by the bidder leading to delay in installation will attract LD as per this RFP. Any delay in site survey leading to delay in site readiness shall be at the risk of the bidder and the delay in installation shall attract LD as applicable. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the VSAT. The Bank's deliverable specifically includes supply of UPS, Earthing and providing space for keeping the VSAT equipment's. However it is the responsibility of the bidder to monitor proper earthing requirement for VSATs at individual locations during the preventive maintenance visit and bring to the notice of the site contact if any abnormal conditions are observed. The bank will provide the necessary power for the equipment to be deployed by the bidder.</p>

Clause No & Page No	RFP Clause	Modified Clause
<p>Clause-9.9.4 Page-53</p>	<p>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.</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>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.</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 0.1% 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 95%, 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>Clause-9.8 Page No-52</p>	<p>Annual Maintenance Contract (AMC)</p> <p>A comprehensive Annual Maintenance support of the VSAT shall be offered by the bidder for a period of not less than 4 years after successful completion of the warranty period for each site ordered. However it will be up to single closure date of validity of project as per clause no 3.20. Such support shall be for 24 * 7 basis on 365 days of the year for all locations ordered. The rental charges quoted by the bidder should be inclusive of all AMC charges, if any, for VSAT equipment and no additional charges shall be paid by the bank in this connection, failing which the Bid is liable for rejection. Preventive maintenance should be carried out by the selected bidder at least once in six months. They have to submit the</p>	<p>Annual Maintenance Contract (AMC)</p> <p>A comprehensive Annual Maintenance support of the VSAT shall be offered by the bidder for a period of not less than 4 years after successful completion of the warranty period for each site ordered. However it will be up to single closure date of validity of project as per clause no 3.20. Such support shall be for 24 * 7 basis on 365 days of the year for all locations ordered. The rental charges quoted by the bidder should be inclusive of all AMC charges, if any, for VSAT equipment and no additional charges shall be paid by the bank in this connection, failing which the Bid is liable for rejection. Preventive maintenance should be carried out by the selected bidder at least twice in a year and Maintenance call by physical visit of engineers at sites can be considered as preventive maintenance call. First Preventive Maintenance can be done by the bidder remotely from their NOC and second</p>

Clause No & Page No	RFP Clause	Modified Clause
	<p>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. Bank will not pay any additional charges for such preventive maintenance visits. 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.</p>	<p>preventive maintenance shall be completed by physical visit at sites or vice versa. 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. Bank will not pay any additional charges for such preventive maintenance visits. 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.</p>
<p>Clause-5.16 Page No-30</p>	<p>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 deinstallation, 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.</p>	<p>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 deinstallation, 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.</p>
<p>Clause-5.10 Page No-28</p>	<p>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. The exact locations, addresses and contact details shall be informed while placing the order for</p>	<p>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 bidder can provide VSATs on high speed Next GEN HTS Technology also in place of Ku Band VSATs. 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. The exact locations, addresses and contact details shall be informed while placing the order for RRB and domestic branches. However, the Bank reserves the right of placing the</p>

Clause No & Page No	RFP Clause	Modified Clause
	<p>RRB and domestic branches. However, the Bank reserves the right of placing the order for one or more locations at a time or spread over a period of 12 months from the date of first order. Bank reserves the right to substitute/modify the locations at its discretion. However, any benefit due to downward movement of prices in future in the industry for similar product/services should be passed on to the bank. This overall requirement (no. of VSATs) can be used interchangeably between RRB and domestic branches on discretion of bank only. Bidder should ensure during the validity of contract any fluctuation in foreign currency will not be borne by the bank and the agreed commercial will be valid till the expiry of contract period. The Bank reserves the right to place the minimum number of orders or no order as per the bank business requirement. The above mentioned quantity may vary in the interest of the bank.</p>	<p>order for one or more locations at a time or spread over a period of 12 months from the date of first order. Bank reserves the right to substitute/modify the locations at its discretion. However, any benefit due to downward movement of prices in future in the industry for similar product/services should be passed on to the bank. This overall requirement (no. of VSATs) can be used interchangeably between RRB and domestic branches on discretion of bank only. Bidder should ensure during the validity of contract any fluctuation in foreign currency will not be borne by the bank and the agreed commercial will be valid till the expiry of contract period. The Bank reserves the right to place the minimum number of orders or no order as per the bank business requirement. The above mentioned quantity may vary in the interest of the bank.</p>
<p>Clause-9.26 Page No-62</p>	<p>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 <u>under the scope of this RFP</u>. 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.</p>	<p>Right to Audit: 1. Under the scope of this RFP, Bank has full right to review and audit bidder's setup by bank officials, RBI/Regulator or engaging third party consultant for auditing the bank requirement. 2. Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to the Bank. 3. Bidder has to submit a certificate issued from the government authorized or any government regulatory body any other relevant document/proof for the allotted bandwidth in the bidder network for every quarter. This will enable us to get the transparency for ordered bandwidth.</p>
<p>Clause-9.3.8 Page No-49</p>	<p>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.</p>	<p>9.3.8. The bidder has to depute onsite engineers/TL (as per clause 5.29) within 7 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.</p>

Clause No & Page No	RFP Clause	Modified Clause
Clause-4.10 Page No-23	<p>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). 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.</p>	<p>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 7 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). 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.</p>

- **Last date and time for Receipt of the Bids is revised to 6th November 2020 (Friday) 15.00 Hours**
- **Last date and time for Opening of Qualifying Bids is revised to 6th November 2020 (Friday) 16.00 Hours**
- **All other terms and conditions of RFP Ref No. BOI/HO/IT/NW/VSAT/RFP/02-2020 Dated: 12.10.2020 remain unchanged.**

For Bank of India