

REPLY TO PRE-BID QUERIES FOR RFP - 05/2011-12 DT. 06.06.2011

Sl. No	RFP Page No.	RFP Clause No.	RFP Clause Description	Clarification sought by the Bidder's	Bank's Reply
1	2	1	The indicative details of Existing Cisco router models and quantity is mentioned below	Whether the bank will share the details of old model Routers including router components for making buyback assessment ?	The existing old model routers are having the Interfaces of Ethernet, WIC-1T/WIC-2T/WIC-1A/S/WIC-2 A/S, ISDN BRI/ISDN PRI. However the selected bidder has to take the router as is where-is condition.
2	4	3.1	Determination of L1	Request the Bank to split the order between L1 and L2 as the scope of work is large and involves exhaustive support.	The bidder has to comply with RFP terms
3	4	3.1	Determination of L1	As the project is of bigger in size we suggest the bank to have sharing of L1 and L2 bidders for execution.	The bidder has to comply with RFP terms
4	10	6.1	Delivery of Materials: Delivery of materials should be within Four weeks for each ordered location/s from the date of acceptance of the Purchase Order. Delivery of materials should be within Six weeks for each ordered location/s from the date of acceptance of the Purchase Order, in case road permit required for delivering the material in these locations.	Request 6 weeks delivery time (non road permit site) and 8 weeks delivery for sites requiring road permit	The bidder has to comply with RFP terms
5	11	6.5	Installation of Materials: installation of materials should be within Two weeks from the date of delivery of all the materials for each ordered locations.	The installation of routers is asked to be with-in 2weeks. Will the delivery and Installation instruction by the bank be on a phased manner or all the 2000+ quantities will be on a single go?	The Bank has discretion to place order either single or phased manner
6	13	7.1	The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of all taxes CST / LST / VAT/Octroi/Entry Tax, Etc.	Bank states that we need to quote prices inclusive of freight, insurance and other charges but excluding VAT,CST,LST, Service tax. This is contradiction with the commercial bid format and clause no 7.6. Please clarify	The bidder has to quote the taxes for arriving L1 purpose only. Bank will place the purchase order to the selected bidder exclusive of all taxes. The applicable taxes will be paid at actual to the maximum of taxes indicated in the Bill of Material.

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7	13	7.6	Applicable Taxes will be paid at actual to the maximum of taxes indicated in the Bill of Material. If there is any delay in delivery of the hardware ordered on account of the Bidder, then any increase in tax rate has to be borne by the bidder. However if any decrease in the tax rates, then the taxes at actual will be paid.	The taxes will be paid by bank on actuals and if there is any change in the same due to government changes, the same will be transferred to the bank	The bidder has to quote the taxes for arriving L1 purpose only. Bank will place the purchase order to the selected bidder exclusive of all taxes. The applicable taxes will be paid at actual to the maximum of taxes indicated in the Bill of Material.
8	14	8.1	Payment terms will be 40% on delivery and 30% will be installation & commissioning, 20% on completion of the acceptance test and 10% after completion of warranty period of one year. Please note that Delivery Proof, Installation Report and Acceptance Report duly signed by bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed.	Payment terms it says 10% of the HW payment will be made post completion of 1 year warranty and also there is ask of Security deposit of 10% value for this period. Are these individually required or if the bidder submits the security deposit will they receive the last 10%. Please clarify	The bidder has to submit security deposit for project during beginning of the project for the performance of project. 10% of the cost is reserved towards support during warranty period which is payable at the end of the warranty period.
9	14	8.1	Payment Terms	Whether 10% warranty support payment shall be released in advance against submission of Warranty guarantee by the bidder for the equivalent value of Warranty support?	The bidder has to comply with RFP Terms
10	14	8.1	Payment Terms	Whether the delivery payment shall be released against courier delivery receipt as Proof of Delivery?	No. The bidder has to comply with RFP terms.

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11	16	11.2	The bidder shall provide Warranty and AMC support [if contracted], 12 hours [8AM to 8PM] on 365 days of the year for the Tier-2 and Tier-3 branches for the item supplied and 24 hours on 365 days of the year for the Tier-1 Cities, Critical branches and offsite ATM locations. Bank will provide the details of Tier-1, Tier-2, Tier-3 branches, Critical branches and offsite ATMs locations while placing the order.	Request Bank to provide the List of Tier 1, Tier 2 and Tier 3 Cities(Split-up) for arriving at the required support quotes.	The tentative list of locations provided in annexure-L of RFP
12	16	11.3	11.3.1. Tier-1 cities locations & Critical branches, Offsite ATMs - Response Time shall be 2 hours and MTTR shall be 4 hours. 11.3.2. Tier-2 cities locations - Response Time shall be 4 hours and MTTR shall be 6 hours. 11.3.3. Tier-3 cities locations - Response Time shall be 6 hours and MTTR shall be 8 hours.	The Response and Resolution times asked for Tier2 & Tier3 Cities is very low. Request bank to consider 24hrs response time.	The bidder has to comply with RFP terms
13	16	11.3	11.3.1. Tier-1 cities locations & Critical branches, Offsite ATMs - Response Time shall be 2 hours and MTTR shall be 4 hours. 11.3.2. Tier-2 cities locations - Response Time shall be 4 hours and MTTR shall be 6 hours. 11.3.3. Tier-3 cities locations - Response Time shall be 6 hours and MTTR shall be 8 hours.	Uptime may be measured excluding the MTTR time period allowed	The bidder has to comply with RFP terms
14	17	12.5	If the bidder fails to maintain guaranteed uptime of 99.75% for tier-1 city locations, critical branches & offsite ATMs and 99.5% for Tier-2 & 3 city locations branches, the Bank shall impose penalty as mentioned below on slab basis.	For tier 2 & 3 even though the SLA uptime asked is 99.5%, penalty is applied right from 109th minute. These are not in line as 99.5% translates to 216 minutes	Tier-2 & 3 cities the bidder has to provide the support for 12 hours only. Hence 99.5% translates to 108 minutes.

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15	18	12.5 & 12.6	<p>All the reports should be duly certified by the branch Manager/Banks Officials. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% of the claimed quarterly AMC value.</p> <p>If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on monthly basis.”</p>	<p>Clause: 12.5 All the reports should be duly certified by the branch Manager/Banks Officials. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% of the claimed quarterly AMC value.”</p> <p>“Clause 12.6 If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on monthly basis.”</p> <p>Please clarify whether this is applicable on individual HW/Site basis or on the overall contract value basis</p>	<p>The Bank has the discretion to terminate the entire contract if it feels that support provided by the bidder is not satisfactory.</p>
16	23	16.1	<p>The System spare parts/services, as and when required, and complete maintenance of the System during warranty period and AMC (if contracted), shall be supported for a period not less than 6 years (Warranty + AMC) from the date of acceptance of the System by the Bank. The bidder shall submit an undertaking letter to this effect along with the technical bid, otherwise, the bid is liable for rejection.....</p>	<p>states all hardware and software should be supported for 6 years. Shared support has been announced end of Support from Cisco. Can we still quote shared support for warranty along with an undertaking letter from Cisco assuring the support for 6 years or Should we quote a support pack like Smartnet, Collaborative or SMBs support?</p>	<p>It is bidder's responsibility to provide the support to meet the uptime and guaranteed performance mentioned in the RFP terms by availing appropriate back-to-back support with OEM.</p>
17	23	16.2	<p>Spares should be kept compulsory at Bank's premises in various NAP locations or select locations based on the ratio. However the total no of spares each item-wise location-wise should be finalized after mutually agreed between the Bank and selected bidder.</p>	<p>Request that the spares may be kept at Bidders premise</p>	<p>The bidder has to comply with RFP terms</p>

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18	33	Annx - C 16.9	ISDN NT1 box should have the facility of testing the device from remote.	Is ISDN NT1 box intelligent or Non-intelligent and whether required testing facility from remote?	The bidder has to supply non-Intelligent ISDN NT1 box, however the bidder shall configure the network devices for testing the ISDN NT1 from remotely.
19	37	Annx - D BOM	Bill of Material	Since the quantity of switches for 1905 is not matched with total quantity, whether we have to supply the 1905 router along with switches and quantity as mentioned in the BOM?	Yes . The bidder has to comply with RFP terms
20	39	Annx - D BOM	Bill of Material	Whether we can quote the cabling charges as per unit instead of estimated quantity?	The bidder has to comply with RFP terms
21	39	Annx - D BOM	Bill of Material	Whether installation charges shall be included in the BOM as separate line item for quoting the appropriate taxes for service component?	No. Please refer clause no B.7 of RFP
22	39	Annx - D BOM	Bill of Material	Whether any possibility to increase the brands of Rack?	No. The bidder has to comply with RFP terms.
23	51	Annx - H 2.23	Bidder has to co-ordinate and also do liasoning work with BSNL/MTNL for link commission.	Liasoning is for the new branches alone or the scope includes for the existing branches also?	The scope includes for New and Existing branches

Place: Bangalore
Date: 14.06.2011

Deputy General Manager