



CORRIGENDUM / CLARIFICATIONS

RFP for Implementation of Managed IP MPLS VPN Services (RFP Reference no:- NHB/ITD/RFP-MPLS / OUT03341/2020

Last Date of Submission of Bids has been extended to 24.06.2020

CORRIGENDUM/CLARIFICATIONS				
Sr. No.	Page No.	Section/clause	RFP Text	Corrigendum/Clarification
1	19	Service Delivery.6	On-line Portal: Online portal for viewing up/down status, bandwidth utilization, uptime/downtime and all other SLA parameters.	Online portal (As mentioned in Clause 6) may be read as web-based online portal, which is required to monitor SLA parameter or download various bandwidth related reports. No separate onsite implementation is required.
2	19	Bandwidth on Demand .3	The Bidder to provide bandwidth on demand: • At all locations/offices, for Video Conferencing or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 4 days). The Bidder would be intimated in advance.	Order may be placed in advance with min 7 working days notice

3	39-40	Minimum Eligibility Criteria.9	The respondent must provide Manufacturer Authorization Form [MAF] (Annexure–XV) from the OEM (CISCO) of router/hardware proposed	Since the devices are not purchased by NHB under managed service model, Bidders can submit the declaration to this effect with details.
4	39-40	Minimum Eligibility Criteria.15	The bidder shall have its own at least 2 International Internet Gateways & 2 Cable Landing Stations (CLS). The gateways shall be peered with international peering points through different OFC in two different directions -- Trans-Atlantic & Trans- Pacific.	The bidder shall have its own / in consortium or on IRU basis, at least 2 International Internet Gateways & 2 Cable Landing Stations (CLS). The gateways shall be peered with international peering points through different OFC in two different directions -- Trans-Atlantic & Trans- Pacific.
5	39-40	Minimum Eligibility Criteria.6	The Bidder shall have own MPLS Points of Presence (PoPs) at least at 100(Hundred) locations on its own or leased fiber backbone. At Delhi/Mumbai location, atleast 5 PoPs should be managed and owned by service provider (co-located or sharing PoPs will not be considered). The Bidder should also have PoP level redundancy (dual PoP) in all metro locations including NHB office locations.	Delhi implies Delhi/NCR and Mumbai implies Mumbai/Navi Mumbai for subject RFP.
6	41-42	iii. Evaluation of Technical Bids.6	ISO Certifications (ISO 27001:2005 & ISO/IEC 20000-1:2005)	ISO Certifications (Minimum ISO 27001:2005 & ISO/IEC 20000-1:2005)
7	41-42	iii. Evaluation of Technical Bids.7	Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Networking equipment and implementation etc.)	HR Declaration from Company's HR Head on Company's Letter Head is required to be submitted.

8	41-42	iii. Evaluation of Technical Bids.8	Annual Turnover for Last 3 years (with respect to Services / Annual Maintenance Contract only) (In Crore)	Services means Network/Telecom services only (must include MPLS services)
9	20	Service Delivery: Annexing of new location/upgraded location (v-c)	In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 1% of the order value will be charged for every week delay subject to a maximum of 10% of the order value	We request you to kindly amend the clause as: "In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 0.5% of the order value will be charged for every week delay subject to a maximum of 10% of the order value"
10	21	Service Delivery: e) Shifting of premises (v-e)	In the event of non-commissioning of the link within 2 weeks from the date or order of shifting, penalty at the rate of 1% of the order value will be charged for every week delay, subject to a maximum of 10% of the order value.	v) In the event of non-commissioning of the link within predefined applicable timelines from the date or order of shifting, penalty at the rate of 0.5% of the order value will be charged for every week delay, subject to a maximum of 10% of the order value.
11	19	iv. Service Delivery - iii. Bandwidth on Demand	The Bidder to provide bandwidth on demand: • At all locations/offices, for Video Conferencing or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 4 days). The Bidder would be intimated in advance	The Bidder to provide bandwidth on demand: • At all locations/offices, for Video Conferencing or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 7 working days). The Bidder would be intimated in advance
12	39-40	Minimum Eligibility Criteria.6At Delhi/Mumbai location, atleast 5 PoPs should be managed and owned by service provider (co-located or sharing PoPs will not be considered).	Bidder's owned Office are not considered for this purpose. "At Delhi/Mumbai location, atleast 5 PoPs (total) should be managed and owned by service provider (co-located or sharing PoPs will not be considered)"
13	12	5. Objective	The selected Bidders to undertake maintenance of MPLS Routers at all locations/offices of NHB.	Not Required. Bidders are to provide and manage routers. RFP is for procurement of managed MPLS (an opex model).

14	15,16	Category A,B &C	Integration :Integration with existing LAN at the location/office	Bidder would be terminating the link on the router provided to Bank which will be integrated with Bank's firewall router/Switch(RROs) as per requirement.
15	16	Category C: Other Offices Bandwidth	All locations of NHB are in rented premises, NHB does not have permission from landlord for installation of huge structure like MAST for positioning antenna. Hence, in case of RF installation, the antenna should be installed on a pole over roof top, with maximum height of pole may not exceed 12 meters.	Permission will be coordinated by NHB, MASTs will be not be implemented
16	16	Category C: Other Offices Bandwidth	The router should have all necessary hardware/software to enable it to provide the requisite information to NMS for reporting.	NMS implementation not in scope of SP. Only the Router provided and implemented will be integrated with NHB monitoring tool: CISCO Prime
17	17	ii. Connectivity	c) The LAN IP addresses currently in use in Bank offices where MPLS VPN connectivity is proposed shall continue to be retained by Bank. The service provider to ensure that they configure MPLS VPN link in such a way that there is no change in the IP scheme being currently used by the Bank.	The Internal LAN IPs will be provided during start of implementation

18	18	iii. Service Level Requirement	Jitter [CPE to CPE] (Applicable only for Video Conferencing with CoS as Premium Real Time / Non Premium Real Time) S.N. CoS Jitter 1 Premium Real Time Traffic <20ms	Jitter [CPE to CPE] (Applicable only for Video Conferencing with CoS as Premium Real Time / Non Premium Real Time) S.N. CoS Jitter 1 Premium Real Time Traffic <80ms
19	19	Mean time to Repair (MTTR)	S.N. Location Time* 1 At Delhi & Mumbai <= 4 Hrs 2 At other locations <= 6 Hrs	S.N. Location Time* 1 At Delhi & Mumbai <= 6 Hrs 2 At other locations <= 10 Hrs
20	19	iv. Service Delivery	At Delhi & Mumbai: Maximum 8 weeks from the date of order.	At Delhi & Mumbai: Maximum 10 weeks from the date of order.
21	19	iv. Service Delivery	At RRO Locations: Maximum 6 weeks from the date of order.	At RRO Locations: Maximum 8 weeks from the date of order.
22	19	iv. Service Delivery	Bandwidth on Demand: On 4 days' notice.	Bandwidth on Demand: On 7 working days' notice.
23	20	v. Annexing of new location/upgraded location	b) Bidder is required to implement and commission the location within 4 weeks (8 weeks for north-east locations) from the date of work order. For North-East region of India, addition of new link will be subject to Network feasibility at that location.	b) Bidder is required to implement and commission the location within 6 weeks (8 weeks for north-east locations) from the date of work order. For North-East region of India, addition of new link will be subject to Network feasibility at that location.

24	20	v. Annexing of new location/upgraded location	In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 1% of the order value will be charged for every week delay subject to a maximum of 10% of the order value.	In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 0.5% of the order value will be charged for every week delay subject to a maximum of 10% of the order value.
25	21	e) Shifting of premises	ii) The vendor is required to implement and commission the location as under: (a) within 2 weeks from the date of order/notice: if target location is not an upgraded location (b) within 4 weeks from the date of order/notice: if target location is an upgraded location. In cases where connectivity is already feasible at new location, such as cases where DC/DR is co-located by NHB and Service Provider already has connectivity established, new connectivity between DC and DR site will be made available within 2 weeks from the date of order/notice.	ii) The vendor is required to implement and commission the location as under: (a) within 6 weeks from the date of order/notice: if target location is not an upgraded location. (b) within 8 weeks from the date of order/notice: if target location is an upgraded location and requires new connectivity and hardware arrangements. In cases where connectivity is already feasible at new location, such as cases where DC/DR is co-located by NHB and Service Provider already has connectivity established, new connectivity between DC and DR site will be made available within 6 weeks from the date of order/notice.
26	21	e) Shifting of premises	v) In the event of non-commissioning of the link within 2 weeks from the date or order of shifting, penalty at the rate of 1% of the order value will be charged for every week delay, subject to a maximum of 10% of the order value.	v) In the event of non-commissioning of the link within predefined applicable timelines from the date or order of shifting, penalty at the rate of 0.5% of the order value will be charged for every week delay, subject to a maximum of 10% of the order value.

27	21	e) Shifting of premises	For shifting of MPLS equipment/lines within the premises, vendor shall depute the concerned engineer/official and shift the equipment within 24 hrs from the time of reporting of such requirement by the Bank. This is to enable smooth transition of network equipment and to ensure proper functioning of network connectivity at the new place of installation, in coordination with Bank's engineer/officials. Such shifting of equipment within premises/office shall be done at no cost to bank, whatsoever.	For shifting of MPLS equipment/lines within the premises, vendor shall depute the concerned engineer/official and shift the equipment within 48 hrs from the time of reporting of such requirement by the Bank. This is to enable smooth transition of network equipment and to ensure proper functioning of network connectivity at the new place of installation, in coordination with Bank's engineer/officials. Such shifting of equipment within premises/office shall be done at no cost to bank, whatsoever. The power required will be provided by Bank. Vendor will be provided with 1 week notice for site readiness/feasibility
28	22	h) Posting of full time Engineer on-site	The Bidder to depute one full time network engineer, as and when/where required for a period of one month from the date of commission of service to resolve problems in coordination with its NOC etc., and ensure stability of network.	Permanent Onsite engg not required. Engg will visit onsite as per requirement of Bank to implment/shifting/resolution of connectivity/issues etc.
29	23	n) Training	The Bidder to provide complete training on MPLS VPN and advanced routing and switching to the network administrators of the Bank [two persons]. The training shall be provided at HO location. The training will be completed within 5 working days post commissioning of services. The training shall also cover usage of portal as mentioned in above point 6.A.xviii.	The Training arrangement (space/power/TV/Laptop) will be provided by Bank

30	29	8.13 Implementation schedule	<ul style="list-style-type: none"> NHB would carry out acceptance testing and will run the network in parallel to the existing network for a period of one week. 	<ul style="list-style-type: none"> NHB would carry out acceptance testing and will run the network in parallel to the existing network for a period of 2-3 days.
31	29	8.13 Implementation schedule	Bidder to implement the IP MPLS VPN at DC & DR locations within 8 weeks from the date of work order and at NHB RRO location, within 6 Weeks from the date of Work Order.	Bidder to implement the IP MPLS VPN at DC & DR locations within 10 weeks from the date of work order and at NHB RRO location, within 8 Weeks from the date of Work Order.
32		General clarification	Site access and permission	Cable routing will be coordinated at DC/DR site only, for other location only permission/access will be provided/arranged
33		General clarification	Power and earthing	NHB will take ownership of all related permissions inside the buildings where the services are to be delivered. NHB will make necessary arrangement for space, power, earthing requirements
34		General clarification	Network equipment safety	The devices will be managed and operated by Vendor engg. Space will be provided to keep it. Bank has no liability over physical damage till the equipment is operationalised
35		General clarification	Central spoc	Central Spoc details will be provided
36		General clarification	Site readiness	The timeline includes the time required for site readiness as required for this implementation. Bank will extend support during such times.
37		General clarification	First level troubleshooting	Once vendor contact SPOC at NHB locations, FLT (First Level Troubleshoot) support will extended by Bank at DC/DR Site only
38		General clarification	SLA calculation	Bidder will provide access to web based CNM portal to facilitate SLA calculations

39	48	General	SLA Exemption (d. Exclusions)	<p>Down time due to following situations will not be considered for the purpose of penalty calculation</p> <ol style="list-style-type: none"> 1) Schedule maintenance by the service provider with prior intimation 2) Link down due to power failure at NHB location/office 3) Force majeure events. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 6) If latency of any link is more than what is specified in SLA for continuous 30 minutes during normal business hours then financial penalty would be applicable to the tune of Rs.500/- per hour for higher latency.
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