

S.No	COMPANY NAME	CLAUSE NO.	RFP DISCRIPTION	QUERIES	RESPONSE
1	Airtel	Page 22, Category A	Uptime penalty for secondary link	As per our understanding this is single lastmile solution with 16 separate MPLS Network , Service providers need to Meet SLA per site , There is No any separate secondary Network and lastmile	RFP condition remains unchanged
2	Airtel	Page 62 , Point 4 service level Requirement , Page 41, financial bid format	CPE Router would be supplied by service provider as a part of service on 3 year rental model	As per RFP service provider need to propose Router on opex (Rental) Model with complete manage services under Airtel scope. With 3 year contract , Pls confirm the same Also need clarity on Contract terms some where it,s 3 year but some where it,s 5 year , pls confirm is it 3 or 5 ?	Contract term is 5 years
3	Airtel	Page 15 ,3.6 ,Implementation schedule	Implementation period would be 9 weeks	Need clarity , either it,s 6 or 9 week ,as some where on page No 28 , point 6.5 it,s mentioned 6 weeks only Idealy it should be 10 weeks for such project with 500+ locations on hybrid model	Consider 9 weeks
4	Airtel	Page 47 , Annexure IX	Addresses for locations	Need detail addresses for Remote & DCB locations for feasibility if possible pls share Telephone Num of these sites , also share core DC & DR addresses for 100Mbps bw requirement,	Will be shared with successful bidder

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5	Airtel	Page 23 , Network delay	Penalty charges on Network delay	<p>Our Average quaterly network latency from PE to PE would be less than 80 ms for Tier-2 & less than 100 ms for tier 3 PoP,s, Against which Customer will be entitled to receive a Service Credit equal to 1% of Qualifying Charges for every whole 10% by which the actual PE-to-PE LATENCY is greater than the PE-to-PE LATENCY Service Level subject to a maximum Service Credit of 15% of Qualifying Charges for the affected Location.</p> <p>All Service Credit will be pro-rated on a per millisecond basis.</p>	Query not clear
6	Airtel	Page No 20 Point B , Service level Aggrement & Penalty	2% Penalty would be deducted quaterly for not meeting SLA for respective sites	Airtel is ready to meet commited SLA as asked in RFP but Penalty deduaction should be 1% quaterly , as it would be hybrid Network with different Lastmile media , Request you to reduse it 1% quaterly from 2%	RFP condition remains unchanged
7	Airtel	Page 20 point No VII, page 21 ,Point C, Point C, Page 22, Point i (I,ii)	MTTR & Category A,B uptime & Penalty	There is a disconnect between two points on these consecutive pages, these clause are repeating & need to removed the same from RFP as SLA Penalty has already been discussed on Page 20 which we are asking 1% quaterly	Consider SLA penalty on Page 20 as final
8	Airtel	Page 22 , Point J , Late DELIVERY Penalty	Service Delivery Penalty 1% every week	LD should be 0.5% per week , with Max cap upto 10%	RFP condition remains unchanged
9	Airtel	Page 23 , Response & Resolution time	MTTR for resolve 1 hr of DC, 2 Hr for DCB & 3 Hr for Branches	<p>As per Managed MPLS Services minimum time to Response would be max 30 minutes for any site but Minimum Time to resolution would Depend upon the city category as below</p> <p>Tier 1 city- Max 4 hr</p> <p>Tier 2 city- Max 8 Hr</p> <p>Tier 3 City- Minimum 8 hr Max 24 Hr</p>	RFP condition remains unchanged

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10	Airtel	Page 24 , Penalty for Delay in commisioning	Penalty charges for delay in commisioning	This clause is repeating here , as we have already discussed the Late delivery on Page 22 in Point J , I,e This calsue could be removed from here	Consider Page 22
11	Airtel	Page 28 , Point No 6.7	Acceptance	It should be site wise acceptance	Accepted
12	Airtel	Page 28 , Point No 6.8, clause d	Payment for subsequant quarters will be made only after payment of privious quarter	This clause should be eliminated	yes
13	Sify Technologies Limited	2.3 SOW	The bidder is also required to study the existing connectivity provided by BSNL as well as interfaces such as modems, cards etc. presently being used in the network and accordingly submit their bid.	Does this mean that we have to manage the existing OEM/Service Provider's equipment and links? Who will be reponsible for SLAs of BSNL?	The Service Provider will not have to manage BSNL
14	Sify Technologies Limited	SLA 4.2	The location is said to be down if both primary and backup link fails.	As per this clause, SLA definition is based on both primary and secondary being down. For such a large project, we suggest that scope of management should include managing BSNL's CPE/links also. Else Customer shall manage BSNL. Kindly confirm.	The location is said to be down if the link provided by Service Provider fails.
15	Sify Technologies Limited	2.3 SOW 2.3 c	c. The data center(DCCB) connected on a minimum 4 Mbps MPLS VPN preferably on Fiber/RF. The bidder is required to quote for 4 Mbps MPLS VPN.	Kindly share the mapping of 513 branches aggregating to 16 DC. Please confirm how many branches are connected to individual Data Centres.	RFP conditions remain unchanged

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16	Sify Technologies Limited	2.3 SOW 2.3 d	D.The branchconnected on a minimum 256 KbpsMPLSVPN	> Each branch connects on 256Kbps, so a total of 513 branches require 256Kbps X 513 Locations = 131328 Kbps ~ 131 Mbps . However total asked DC BW comes to = 4Mbps X 16 = 64 Mbps Only. So, as per our understanding aggregated BW of 4 Mbps each would not be sufficient for 16 locations / DC. Please confirm on the same.	RFP conditions remain unchanged. <u>Though in 20% of the locations out of total 256 Kb locations can be on 128 Kbps MPLS VPN.</u>
17	Sify Technologies Limited	General Terms and Conditions 29	Bidder should have TL 9000 and ISO 27001 compliance. Thebidder must have been awarded with LOI/PO for MPLS connectivity in at least 3 Government Organization. Projects with order value> 5 Cr. The bidder shouldn't have been blacklisted by any Government organization.	The experience criteria and ISO Certifications are already defined in the Eligibility Criteria and Checklist for Technical Evaluation. Hence this clause is redundant and should not be applicable. We request you to kindly delete this clause.	Vendors with TL9000 preferred. It is not a eligility criteria.
18	Sify Technologies Limited	Checklist for Technical Evaluation 26	Suggestion for Additional Criteria	Since this project will involve working closely with BSNL, we suggest additional weightage be to bidders having existing relationship with BSNL on similar projects. We request inclusion of following clause in Technical Evaluation Checklist: "Experience of working with BSNL as primary/secondary service provider on simlar projects (implemented project or project under implementation having 500 locations or above will be considered)".	RFP conditions remain unchanged
19	RCL	Page 11	MPLS VPN connectivity in branches to be opened in future to be on same commercials	We request to provide the addresses for DCs and all the branches to be opened in future	Will be shared with successful bidder

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20	RCL	Page 12	In case of any integration problem with the existing network / vendor, the selected bidder will be responsible for resolving the same	We request to share the network diagram and other details of existing network	No network diagram is available to publish.
21	RCL	Page 15	Implementation Schedule: 9 Weeks	Also refer page 28 Clause 6.5 which mentions delivery timeline as 6 Weeks, Please confirm if delivery time is 6weeks or 9 weeks. Looking at the vast connectivity requirements we request to increase the delivery timeline to 12 Weeks	Refer Sno. 10
22	RCL	Page 21	Jitter	We request that Jitter to be offered for real time traffic (voice class) only	RFP condition remains unchanged
23	RCL	Page 23	MTTR	We request MTTR to be <6 Hrs	RFP condition remains unchanged
24	RCL	Page 26	Quality Certifications - ISO 9001, ISO 20001 and ISO 270001	We request to consider any one of these certifications	RFP condition remains unchanged
25	RCL	Page 32	29. TL 9000 and ISO 27001 compliance.	We request to consider any one TL9000 / ISO 270001 or ISO 9001 certifications	RFP condition remains unchanged
26	RCL	Page 20, 22	Penalty for Uptime lapse mentioned under SLA are different on pages 20 and 22.	Do we refer to the pealty clauses mentioned on page 20 only.	Consider Page 20
27	RCL	Page 20,24	Penalty for delay in delivery mentioned under SLA are different on pages 20 and 24.	Do we refer to the pealty clauses mentioned on page 20 only.	Consider Page 20
28	RCL	Page 26	Checklist for technical valuation	Technical valuation is to be done on the mentioned 9 parameters or Bank holds the right to amend these parameters at any point of time. Would the Bidder be informed befor making such changes	Evolution will be on banks discreation
29	RCL	Page 22	Location is down if both primary and backup link fail	Do we need to provide both,primary and backup for all DCCBs	RFP condition remains unchanged

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30	TTSL	4.2.b.iii - Service Level Agreement for branches of 256 links 20	The successful bidder shall sign SLA with UPCB to ensure an uptime of 98% for the link. If uptime is found less than 98% and up to 96% for DCCB's, then amount equivalent to ((98%-uptime %)*2)% for the quarter will be deducted from the total per annum cost of the bandwidth as penalty	Please confirm if this uptime is for the complete network or for the particular remote branch. We request Bank to deduct penalty from the total per annum cost of bandwidth of the particular remote site which is down, and not of the total bandwidth cost of the overall network. Also please confirm the maximum overall cap on penalty	RFP condition remains unchanged
31	TTSL	4.2.i Availability/uptime 21	During the entire contract period the bidder should guarantee uptime during normal business hours as mentioned in SLA on monthly basis	We request Bank to calculate network uptime on quarterly basis instead of monthly basis	RFP condition remains unchanged
32	TTSL	4.2.b.iv 20	During the period of contract, successful bidder will rectify not later than 4 hours at the branch level from the time/dates complaints are reported	We request bank to calculate MTTR (mean time to resolve) as MTTA+4 hours for remote branch locations (MTTA = Mean time to arrive)	RFP condition remains unchanged
33	TTSL	3.6 23	Implementation schedule	Road permits will be required for equipments. We request bank to provide road permits for equipments movements	RFP condition remains unchanged
34	TTSL	Network Delay 23	Maximum Network delay acceptable levels	Does this table indicate latency factor. If yes, we request Bank to relax latency factor for branches which will be on last mile wireless, because no wireless media can adhere to latency of 110 msec.	RFP condition remains unchanged
35	TTSL	8.2 37	Last mile on wireless	Latest wireless equipments/ modems are capable of triggering IPSEC tunnel, without external CPE (router), we request bank to allow end to end IPSEC to be enabled using these modems. This will reduce and remove the cost of external router required	RFP condition remains unchanged

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36	TTSL	4.2 B (iii) 20	256 Kbps assured bandwidth	All remote branches requires 256 kbps assured bandwidth. It is requested to kindly allow 20% remote such branches to be on assured bandwidth of 64 kbps having less than 5 users.	Require 256 Kbps in worst condition 20% location should be on minimum 128 kbps bandwidth
37	TTSL	4.2 B (Vii-f)	Delivery timeline	Delivery timeline will be 6 or 9 weeks	Refer Sno. 10
38	TTSL	20	Contact Period of the tender	Pls specify the contract period of the tender is 3 or 5 years	5 year
39	TTSL	7 (28) 32	Managed services	Does all locations requires managed services facilities.	RFP condition remains unchanged
40	TTSL	43	Router	Router Should have on V.35 Interface . Why V.35 Interface is Require ... can we have router with Ethernet Port . Also Does All the Router should have Same feature ... Can Location with 2 Mbps or less Bandwidth can have Low End Router .	RFP condition remains unchanged
41	TTSL		Tender Submission	Tender submission on dated 4th March. Could this be extended to 8th March 2013.	Submission date is 4th march.
41	TTSL		Latency time should 200 ms	Tender submission on dated 4th March. Could this be extended to 8th March 2013.	RFP condition remains unchanged
1	Tulip	11	DC &DR connectivity	Bidder requests to share the DC & DR locations.	Mentioned in the RFP
2	Tulip	11	New upcoming branches to be connected on the same commercials	OTC may vary subject to technical feasibility.	Will be shared with successful bidder
3	Tulip	12	Study of existing connectivity provided by BSNL as well interfaces, modems, cards etc.	Bidder requests to provide complete details of existing connectivity, interfaces, modems, cards etc. details.	BSNL details not required for Service Provider
4	Tulip	20-24	SLA		
5	Tulip	21	Jitter	As per industry practice offering Jitter should <=50ms. Bidder requests to reconsider on it.	RFP condition remains unchanged
6	Tulip	21	Service delivery	At page no. 15, it is mentioned that delivery of the links 9 weeks from the date of PO and here it is mentioned only six weeks. Bidder requests to make it min 9 weeks.	09 Weeks

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7	Tulip	23	MTTR (1hr, 2hr, 3hr)	As per industry practice Mean time to repair of link is upto 4 hrs in Tier 1 & Tier 2 cities, while in Tier 3 cities it's upto 8 hrs. Bidder requests to reconsider on it.	RFP condition remains unchanged
8	Tulip		Topology of required Network	Bidder requests to clarify whether routing topology will be Any to Any or Hub & Spoke.	Not available to share
9	Tulip	41	Annexure IV	Bidder requests to clarify that as in this annexure bandwidth commercials are asked for one & three year , while on page no. 12 services are asked for five years.	Consider 05 years
10	Tulip	41	100 Mbps MPLS VPN at two locations	Bidder requests to clarify location names	Will be shared with successful bidder
11	Tulip	43	Annexure-VI (Router specifications)		
12	Tulip		2 Interface - V.35 WAN interface along with cable	As per industry practice most of the Service Providers (SP) offer Ethernet hand-off towards CPE, and technical advantage is that there is no limitation of bandwidth on Ethernet interface. While on V.35 interface bandwidth can be provisioned upto 2 Mbps. If SP uses convertor it adds cost and point of failure.	RFP condition remains unchanged
13	Tulip			Bidder requests to share the specifications of routers at 16 DC locations	Mentioned in the RFP
14	Tulip			Bidder requests to share the router specification for 100 Mbps bandwidth.	Will be shared with successful bidder
15	Tulip	41	Annexure IV	In Financial Bid, Router's cost column is not available. Bidder requests to clarify it.	UPCBL does not require Cost, we are concerned only with your pricing.
16	Tulip			Bidder requests to share share existing network connectivity diagram.	No network diagram is available to publish.