

Pre bid response against tender no COOP.BANK/CBS/2012-2013/07 meeting held on 28.11.2013

Sr. No.	Name of the interested service providers	Section	Point	Query	Response
1	TTSL	2.3	797 sites to be given on wireless technology	Please confirm the maximum number of sites that can be on Vsat.	Eventhough the no of sites are tentative (i.e. it may vary as per the actual requirement of the bank) but in no case total connectivity on VSAT/Dongles should increase 45% of the locations. This permission of 45% is allowed considering the fact that many cooperative banks are located in remote locations.(bidder has to indicate his different prices for different technologies(solution))
2	TTSL	Annexure 1, Point 15	The bidder should have dedicated manpower available at each 27 DCCB's during office hours to attend connectivity related issues including auto switching as and when required	Do we need to provide on manpower at all the 738 sites or only on main location of 27 DCCB's, We need written permission to have access to office premises during working hours. Can Saturday be taken as off. <u>Will manpower on maximum number of sites will lead to additional points in technical bid ?</u>	Yes
3	TTSL	Annexure 8	27 DCCB's are to be provided MPLS VPN connectivity	Kindly provide the complete address of 27 DCCB's with their respective PIN codes and contact numbers.	list is available on the website
4	TTSL	5.3	If less then 3 bidders qualify	In the case less than 3 bidder participates in the tender, will the tender will considered to be valid and decision will be taken to choose among the 2 or 1 successful bidders.	atleast 2 bidders
5	TTSL	6.8	e) 50% of the OTC will be paid at the time of issue of Purchase Order and the balance amount	Request to provide 100% of OTC along with the PO	no changes
	is payable within 15 days of successful installation of all mentioned bank locations.		no changes		
6	TTSL	3.6	Bidder [Service Provider] to implement MPLS VPN at all the locations within 10 WEEKS FROM	Please extend this to 16 weeks	no changes
7	TTSL	4.2(f)	f) Service Delivery [Implementation]: Maximum twelve weeks from the date of order.	Please extend this to 16 weeks	no changes
8	Railtel		Annual average turnover of primary bidder	To be exempted for Gov.t enterprises	exempted for State Govt./Central Govt./PSU/Govt undertakings/Govt Enterprises
9	AIRTEL	6.7 on page 28	Acceptance	We recommend to finalise the AT criteria befor closing the PO	no changes
10	AIRTEL	6.8 on page 28	Payment Terms	As VSAT based solution required hardware to be deployed at selected VSAT sites, It is requested that payment terms of OTC payment should be modified. Hardware payment should be linked to the delivery of individual link. Hardware payment should be modified under three slabs i.e Advance, delivery and comissioning of individual links instead of complete links.Also Payment to be done Sitewise.	no changes
	AIRTEL	10 on page 30	Invokation of PG	Request that the invocation of the PBG is only in respect of breach of material obligations after a failure to cure the same within a period of 30 days of being notified in this regard..	no changes
11	AIRTEL	19 on page 30	Delivery Schedule breach	Request deletion, as penalty for delay and SLAs are in place. No need to specifically state that time is of essence.	no changes
12	AIRTEL	21 on page 30	Termination	Request deletion of right to terminate partially. In d) the obligations must be material in nature and the Bidder must be given an opportunity to cure and rectify them within a stipulated period like 30 days. Request deletion of e) as it is very ambiguous.	no changes
13	AIRTEL	34 on page 32		Request that the indemnities must strictly be in respect of direct and proven damages, not in respect of any other costs. Request that the indemnity is also covered by the limitation of liabilities clause (clause 42)	no changes
14	AIRTEL	35 on page 32		Request deletion as inspection/audit of records is not permissible as a matter of company policy.	no changes
15	AIRTEL	40 on page 32	IPR Infringement	The indemnities for IPR infringement must be in respect of direct and proven damages only (no other costs), and subject to the limitation of liabilities provision.	no changes
	AIRTEL	41 on page 32	Alternate Service Provider	Request that any change or switching of service providers e subject to providing the service provider (bidder) with an opporunity to cure the defect/delay within a definitive time period.	no changes
16	AIRTEL	42 on page 32	Limitation of Liabilities	Request deletion of reference to clause 7.39. Business and Commercial to comment as the same relates to Bidder (Service Provider) giving support to bank's locations and offices in the event of non-availability of connectivity. Kindly confirm whether the liability cap is aggregate and total. Request the exclusion also mentions loss of data.	no changes
17	AIRTEL	43 on page 32	Force Majeure	Request that in b), the time period for notifying within 21 days must be changed to within reasonable time. Further, a written notice may not always be possible. The continuance and performance of the obligations should also be commercially feasible in addition to reasonable. Request deletion of d).	no changes
18	AIRTEL	44 on page 33	Resolution of Disputes	In c), request deletion of "from a panel of 3 arbitrators suggested by the Bank. Request deletion of h).	no changes
19	AIRTEL	6.5 A on page 28	Delivery Timelines	Recommend extension of delivery Schedule to maximum of 16 Weeks, considering the RF locations with tower heights may take more time to implement.	no changes
	AIRTEL	5.2	Eligibility Critarea	It is recommended that Bidder should be a profit making company from last 3 years. and should submit its P/L statement of last 3 years.	no changes

20	AIRTEL		L2 Switches	Its is understood at at few locations BSNL is a primary service provider and at these sites existing L2 link is implemented on L2 Switch. Secondary service provider has to provision its own CPE device/router for implementatio of secondary link. Pl. clarify. Pl. also clarify that at other locations where Sify is Primary, link is implemented on existing router and secondary service provider is not required to provide router. Secondary link should be terminated on the exiting router. Pl. clarify.	Service provider has to take care of router and other required hardware equipment required for successful implementation of the link.
21	AIRTEL	10 of page 26	Primary bidder to furnish Business Continuity Management certification (BS 25999 certification) which should include UP and NCR circles.	Airtel has an equivalent ISO 22301 for NCR and UP Circle.	Acceptable
22	HUGHES		Eligibility Criteria: No mention in RFP about eligibility criteria of vendors who will bid in consortium with prime bidder.	We Request Bank to include the following clause in eligibility criteria " Lead bidder and its associated partners/vendors should be a profit making company and should have net positive profit in the last 3 financial years.	Eligibility criteria remain the same
23	HUGHES		IPv6: RBI has issued notice making it mandatory for all banking financial networks to be IPV6. No mention in RFP document about IPV6. These days VSATs hardware available are IPV6 compliant. We request bank to atleast make it compulsory for VSATs to be IPV6, this will help bank to save on cost later on when they migrate to IPV6.	We request bank to include the clause " network components like VSATs should be IPV6 compliant.	Device must be IPV6 compliance .
24	HUGHES		Back UP Connectivity: This tender is for back up connectivity. So is current primary service provider allowed to bid for back up connectivity as well	Ideally there should be different vendors for primary and backup connectivity.	Primary Bidder/ Service provider is not eligible to bid for backup connectivity
25	HUGHES		Branch Configuration: If a branch is connected on VSAT as per this tender, is there any requirement of external router at branch?	Since latest technology VSATs work on VRRP protocol, and auto fail over mode, it acts as a router. We request bank to consider that if VSAT is installed at a branch, there is no need for external router at the branch, since VSAT modem works as a router.	Not require , if VSAT Equipment can act as router with L3 capability
	HUGHES		What is the per user bandwidth consumption of the CBS application used by the banks. And what is the average number of concurrent users per branch approximately	What is the per user bandwidth consumption of the CBS application used by the banks. And what is the average number of concurrent users per branch approximately	Required bandwidth is already mentioned in the tender document
26	HUGHES		Are there any other any other applications at the bank apart from CBS, if yes what are they	Are there any other any other applications at the bank apart from CBS, if yes what are they	Not related to tender document
27	HUGHES		Are monkey protectors/cages required at branches where VSAT is installed. If yes, will cost of monkey protectors be a part of TCO calculation? Please share approximate number of monkey protectors required by bank, if it is a part of TCO	Are monkey protectors/cages required at branches where VSAT is installed. If yes, will cost of monkey protectors be a part of TCO calculation? Please share approximate number of monkey protectors required by bank, if it is a part of TCO	Bank to facilitate on its own cost