

Clarification/Responses against suggestions/query obtained on 09/12/2013 in reference to tender document noCOOPBANK/CBS/2013-14/07 Date19.11.2013

Intrested Bidder by whom queries were posted	Clause No.	RFP discription	Queries	UPCBL Remarks
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	Already mentioned in tender document
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 ?	Cotract perod will be for 5 years and router will provided by providers as mentioned in the Tender Document
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	9 weeks
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,address & location on the bank web site	Information published on bank's website

Airtel	Page 23 , Network delay	Penalty charges on Network delay	Our Average quarterly 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. All Service Credit will be pro-rated on a per millisecond basis.	No Changes
Airtel	Page No 20 Point B , Service level Aggrement & Penalty	2% Penalty would be deducted quarterly for not meeting SLA for respective sites	Airtel is ready to meet committed SLA as asked in RFP but Penalty deduaction should be 1% quarterly , as it would be hybrid Network with different Lastmile media , Request you to reduce it 1% quarterly from 2%	Same as mentioned in RFP
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% quarterly	No Changes
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% AS per Managed MPLS Services minimum time to	No Changes
Airtel	Page 23 , Response & Resolution time	MTTR for resolve 1 hr of DC, 2 Hr for DCB & 3 Hr for Branches	Response would be max 30 minutes for any site but Minimum Time to response would Depend upon the city category as below Tier 1 city- Max 4 hr Tier 2 city- Max 8 Hr Tier 3 City- Minimum 8 hr Max 24 Hr	No Changes
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	No Changes

Airtel	Page 28 , Point No 6.7	Acceptance	It should be site wise acceptance	Acceptance will be site wise
Airtel	Page 28 , Point No 6.8, clause d	Payment for subsequent quarters will be made only after payment of previous quarter	This should be written as the total outstanding would be paid in time and in case of any issues/problems this would be mutually solved.	No Changes
Airtel	Page no 30 payment terms	Payment terms	<u>The owner ship for payments should be of UPCBL as the payments should be released to the bidder as a single cheque</u>	in case of payment problem at district level ,centralized payment may be considerd.
Airtel			The implementation should also be responsibility of UPCBL as there may be many issues related to implementation of site at these outskirts locations.	No Changes
Reliance			Due date of the Techno Commercial bid to be extended by at least 2 weeks as we have just received the response of pre-bid queries a couple of days back	Revised date to submit tender is 27th Dec. 2013
Reliance			As per our understanding RC is not recommendable as it is not technically viable and management of the proposed network will be an issue.	Suggestion welcomed it will be treted as tender
Reliance			we request that the site delivery acceptance & payment process to be centralized for smooth implementation of project.	in case of payment problem at district level ,centralized payment may be considerd.
Reliance			as the scope talks about secondary connectivity to the primary it is recommended that the primary & secondary backbone are different to maintain the required SLA's else the whole idea goes for a toss	Bidder to ensure that Primary & Secondary backbone/lastmile should not be common
TTSL			As discussed in the meeting on Rate contract option , we would like to reconfirm that to provide the said services on RATE CONTRACT option is not feasible for us.	Suggestion welcomed it will be treted as tender

TTSL			We would like to propose to keep the recurring cost payments and OTC centralized at Lucknow...as these will smoothen the services and day to day operations.	in case of payment problem at district level ,centralized payment may be considered.
TTSL			Billing of the individual links will be started immediately (post sign off for work completion report from bank side-can be centralized or at branches level for each link).	ok
TTSL			Bidder to ensure that dedicated manpower(physical presence) to be provided for each DCDR (29 locations) at the bidder cost.	Biddeer to ensure
TTSL			last mile for secondary bidder and primary bidder should be independent for each locations.	Bidder to ensure that Primary & Secondary backbone/lastmile should not be common