



Bank of Maharashtra

Addendum-1 dated January 11, 2017

To

Expression of Interest

For

**Appointment and Empanelment of Telecom Service
Provider**

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	Annexure 4	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same

Please refer to Table-QR-1 which refers to Bank's response as to the bidder's queries. This table also contains the changes to relevant clauses in the RFP against which bidder's have raised queries.

1. ADDENDUM INTRODUCTION

The Bank had issued the Request for Proposal (Tender Reference # **132016** dated **December 28, 2016**) to the bidders for the “**Appointment and Empanelment of Telecom Service Providers (Other than BSNL/MTNL)**”. As per the terms of the EOI document a pre - bid meeting was held on **January 7, 2017** at Bank of Maharashtra, Lokmangal, 1501, Shivaji Nagar Pune – 411005

This addendum covers additions, corrections and clarifications to the queries raised by the Bidders, as well as other additional information which Bank considered essential to be furnished to the Bidders to gain a better understanding of the Bank’s requirements as part of the EOI. All efforts have been made to provide the maximum available information and answer the pre-bid queries submitted by the Bidders. The Bidders are required to consider the information provided in this Addendum 1 as the latest guidelines.

The Bidders have been provided with the clarifications and details through this Addendum 1. However the questions pertaining to details that were already provided in the EOI or of suggestions in nature, have not been answered. Please treat this Addendum-1 including the entire Pre Bid Queries Responses provided by the Bank as an integral part of the RFP document issued. Only the sections, clauses, terms referred in this Addendum 1 are revised/updated to the extent revised/clarified. All other terms and conditions of the RFP document remain unchanged.

Table-QR-1, refers to Bank’s response as “Response /clarification” to the bidder’s queries

Table-QR-1

S.no	Page #	Section #	Clarification Point as stated in the RFP 112016 document	Comment/Suggestion/Deviation	Banks Response/Clarification
1	7	3	Bank is using 700 + VSAT from M/s HCL Comnet Ltd out of which 540 VSAT	Are these location to be provided with back up connectivity	Links are to be provided as primary link as bank would like to discontinue VSATs based on performance of link
2	7	3	No Mention of location in EOI	Please provide location list with LAT LONG	Location details (with address and contact details only) will be shared in RFP documents which will be provided to eligible bidders.
3	9	5 B	Hardware and LAN scope	To be removed	No Change in EOI Clause. Final Scope will be shared in RFP document which will be provided to eligible bidders.
4	12	7	No Mention of Latency and SLA	Latency and SLA to be cleared	Details will be shared in RFP documents which will be provided to eligible bidders.
5	Page.7		# Supply, Commission and Maintain: 1. MPLS Links 2. Point to Point Links 3. Internet Links with DDoS Prevention 4. MPLS Over Wireless Solution like CDMA/3G/4G/RF/VSAT 5. Primary Rate Interface Links (Voice and Data) _ Optional 6. Devices required to support/Terminate above links and connect office users 7. Any new technologies available with bidder which would meet the requirements of Bank	* Detailed scope required including, location details, Bandwidth/Quantity, Interface, DDoS mitigation capacity, SLAs	Details will be shared in RFP documents which will be provided to eligible bidders.

S.no	Page #	Section #	Clarification Point as stated in the RFP 112016 document	Comment/Suggestion/Deviation	Banks Response/Clarification
6	Page.8		# The above traffic should be: 1. Encrypted as per requirement of Bank	* Encryption of traffic has to be taken care at CPE router level only and service provider network is pass-through for this encrypted traffic	No Change in EOI Clause - bidders to comply as per final scope of work mentioned in RFP document which will be shared with eligible bidders
7	- Page.8		# The equipments proposed by Service Provider should also be capable of integrating in current WAN environment of Bank or capable of offering all the features implemented in the current environment.	* Is CPE router in Bidder's Scope. If yes, any specifications. If no, please confirm if free WAN FE (RJ45) port will be made available for secondary link termination	Details (Specifications if any) will be shared in RFP documents which will be provided to eligible bidders.
8	Page.9		# Point to Point Link between its Data Center and Critical Offices	* Please share list of P2P links A and B end address with Bandwidth / Quantity, type of interface etc.	Details will be shared in RFP documents which will be provided to eligible bidders.
9	Page.9		# Unmanaged Mode/Managed Mode/Partially Managed Mode	* Details of Managed services scope and demarcation is required for Managed & Partially managed mode	Details will be shared in RFP documents which will be provided to eligible bidders.
10	page.10		# Though Bank will appoint a one successful Service Providers after completion of EOI Process, Other Service Providers found eligible during the process will be empaneled for the period of contract and Bank.	* Please confirm if all the requirements will be shared with all eligible providers OR will be offered first to L1 then L2 and so on.	Details will be shared in RFP documents which will be provided to eligible bidders.
11	page.10		# The bidder should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP.	* Please modify the clause as "The certificate should be the validity at the time of RFP submission and should be timely renewed before expiry during contract period"	Revised Clause is as under: The bidder should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP. Or

S.no	Page #	Section #	Clarification Point as stated in the RFP 112016 document	Comment/Suggestion/Deviation	Banks Response/Clarification
					The certificate should have the validity of at least 1 years from the date of RFP and bidder should submit undertaking to timely renew the license before expiry during contract period.
12	Page.10		# The Bidder should have valid certifications (ISO 9001:2008 or ISO 27001 or BS7799 or TL_9000) for its Network infrastructure.	* Please modify it as "valid certifications (ISO 9001:2008 or ISO 27001 or BS7799 or TL_9000) in the name of Bidder's name"	No Change in EOI Clause.
13	page.11		# The Service Provider should support at least four classes of service on their MPLS Backbone to support applications such as Voice Over IP (VOIP), Video Conferencing, Business Critical Applications, Best Effort applications. IPSEC/GETVPN and IPv6 compliant features	* Kindly modify "IPSEC/GETVPN and IPv6 compliant features" to "IPSEC/GETVPN pass-through support and IPv6 compliant features" since IPsec/GETVPN to be taken care at CPE router level only and not at service provider level.	No Change in EOI clause. Bidders will be required to comply with the scope of work mentioned in RFP document which will be shared with eligible bidders
14	page.11		# Adoption of Integrity Pact Integrity Pact executed by authorized person on tamp paper Rs. 500/-	* Kindly remove this clause as documents like Integrity pact, NDA and SLA agreement to be signed post award of contract	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.
15	10	6	Eligibility Criteria The bidder should be in operating-profit for at least two out of last three financial years i.e. 2013-14, 2014-2015 and 2015-2016	Eligibility Criteria The bidder should have positive Net worth for last three financial years i.e. 2013-14, 2014-2015 and 2015-2016. Instead of Operating Profit, Net worth should be considered as per Industry Norms.	No Change in RFP Clause - however, for better understanding of bidders Bank would like to clarify that the operating-profit is to be considered as Profit Before Tax.
16	7	3	Bank would like to appoint service provider who would help Bank in end to end implementation of above Network services in phased manner	Let us know detailed scope of work and Demarcation point	Details will be shared in RFP documents which will be provided to eligible bidders.

S.no	Page #	Section #	Clarification Point as stated in the RFP 112016 document	Comment/Suggestion/Deviation	Banks Response/Clarification
17	9	5	Service Provider should be able to provide dedicated staff at the locations decided by the Bank and criteria's defined in the RFP document	Please elaborate more on dedicated staff requirement and Which RFP document needs to be referred	Details will be shared in RFP documents which will be provided to eligible bidders.
18	13	7.1	The Bank team may visit service providers Support/NOC Centers preferably located in Pune and bidder may deliver above presentation during such visit.	Any such visit shall be subject to the policy/regulation of Bidder and the Bank shall, in such case, be bound by such policy/regulation regulating such visit.	All rules and regulations applicable to visit such facility will be followed by Bank
19	15	9	All documents submitted along with bids shall also become the property of the Bank and retained by the Bank unless specifically mentioned	We suggestion is that the Confidentiality Obligation shall be applicable not only on the Bidder but should extend to both the Parties i.e. Bank also. Ans in case, after the process is over and the Bidder is not selected, the Bank shall return all the confidential information of the Bidder.	All the documents will remain in safe custody of the Bank and details will be kept confidential. No Change in EOI Clause
20	21-27	Annex 4	NA	Instead of CEO of the Bidder, this pact can be signed by any authorized representative of the Bidder	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.
21	23-24	Annex 4 (3.12)	NA	We request the Bank to delete this clause as its compliance is practically difficult	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.
22	24	Annex 4 (3.13)	NA	We request the Bank to delete this clause as its compliance is practically difficult	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.
23	25-26	Annex 4 (7)	NA	We request the Bank to delete this clause as its compliance is practically difficult	Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.

S.no	Page #	Section #	Clarification Point as stated in the RFP 112016 document	Comment/Suggestion/Deviation	Banks Response/Clarification
24	26	Annex 4 (8.6)	<p>The BIDDER(s) accepts that the Monitors has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor upon his request and demonstration of a valid interest, unrestricted and unconditional access to his pocket documentation. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/subcontract(s) with confidentiality.</p>	<p>We request the Bank to modify this para as follows:</p> <p>The BIDDER(s) accepts that the Monitors has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor upon his request and demonstration of a valid interest, unrestricted and unconditional access to last audited financial statements. The same is applicable to subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/subcontract(s) with confidentiality.</p>	<p>Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.</p>
25	26	Annex 4 (9)	<p>In case of any allegation of violation of an provisions of this Pact or payment of commission the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.</p>	<p>We request the Bank to modify this para as follows:</p> <p>In case of any allegation of violation of an provisions of this Pact or payment of commission the BUYER or its agencies shall be entitled to examine the latest audited financial statements of the BIDDER and the BIDDER shall provide these documents in English and shall extend all possible help for the purpose of such examination.</p>	<p>Requirement of Annexure 4 (Integrity Pact) is relaxed and bidders are not required to submit the same.</p>

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26	7	3	Apart from branch connectivity, Bank also intends to opt for cost effective and easy to deploy connectivity solution for following: 1. ATMs, 2. E-Lounges 3. Traveling users etc. (Optional)	Kindly confirm if a 3G/4G based last mile solution can be proposed for ATMs & E-lounges.	Details will be shared in RFP documents which will be provided to eligible bidders.
27	8	4	The above traffic should be: 1. Encrypted as per requirement of Bank	Encryption shall be done using the CPE router. Hence, necessary licenses need to be considered in the CPE router BoQ. Also, we can implement technologies such as DMVPN with IP Sec in order to reduce complexity of the overall solution.	Details will be shared in RFP documents which will be provided to eligible bidders.
28	11	10	Bidder should have 100+ POPs (Layer 3) across India. TSP should have dual MPLS POP"s in Mumbai, Pune and Hyderabad and they should not be located in the same location. Dual PE would also be acceptable for Mumbai and Hyderabad if Dual POP is not present but last miles should be from different path or service provider.	Do you need dual last miles at Hyderabad and Pune. If yes we would recommend that Dual PoPs be made mandatory for these locations as Dual PE may not solve the purpose in case the PoP location/Building gets affected or faces a power outage	No Change in EOI Clause