

Pre bid queries and replies for EOI-06-11-12 Dated 22.11.2011

| SL. No | Page | Section/ Clause | Description/ Eligibility   | Clarifications   | Reply / Amendment in the EOI   |
|--------|------|-----------------|--|--|--|
| 1      | 4    | A4              | The bidder must have established WAN connectivity for more than 3000 locations across the country in multiple orders by using Leased Line/MPLS technology over fiber / copper as last mile, during the period from 01.04.2008 to 30.09.2011 for large corporate, Government Offices and Public Sector Units, in that bidder must have established WAN connectivity for more than 200 locations across the country in a single order. | Large WAN connectivity projects are executed as a hybrid solution on best available media. Request the Bank to mention requirement as WAN connectivity across all media or as single order with more than 100 locations on service provider's fiber/ copper excluding BSNL/ MTNL.  | <b>Bidder should have provided a minimum of 1000 connection on fiber/copper as last mile.</b> The bidder should also have provided WAN connectivity in a <b>single order for 100 locations or more, which may include other than fiber / copper last mile solutions.</b> |
| 2      | 5    | B4              | The bidder is expected to have their support centers and MPLS POPs, established by the bidder, in all the prominent places of India, as per Annexure IV. If the bidder is not having support centers in all these places, an undertaking is to be submitted by the bidder that the support centers & MPLS POP shall be established as per Annexure V.  | Support centers are available across the locations, the same will be provided along with the EOI. However, the support is provided through centralized call management system for central logging, tracking, resolution and record of interactions. Only central call logging is followed and not through officials at individual sites. Service escalation matrix will be shared. | Modified as " <b>The bidder is expected to have their support centers and MPLS POPs, established by the bidder, in all the prominent places of India, as per Annexure IV. "</b>  |
| 3      |      | B5              | List of support centers and MPLS POPs along with contact details of responsible officials at all the sites are to be submitted along with the EOI. These details will be evaluated as Bidder's technical and support capabilities as detailed in Annexure VIII   | Establishment of POP is driven based on overall business decision in the location. Request the bank to rely on the service providers service level for the service and remove the requirement of undertaking.  | Modified as " <b>List of support centers and MPLS POPs along with contact details are to be submitted along with the EOI. These details will be evaluated as Bidder's technical and support capabilities as detailed in Annexure VIII"</b>                               |



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| 4 | 4 | A2 | The bidder should have minimum 3 years' experience (up to 30-09-2011) in WAN data connectivity provisioning across India. | It is requested that this clause be modified to minimum 5 or more years experience to allow established bidders having considerable experience to bid. Else request for a higher mark for experience of 5 years and above in the technical evaluation part.  | Bidder should comply with the EOI terms  |
| 5 | 4 | A5 | Fiber optic cable available across India, measured in kilometers should be more than 25,000 kilometers.                   | Can the bidder provide cable distance based on leased/rented infrastructure or does this have to be actually owned infrastructure? Also considering the national spread of the Bank, 25000 rkm is very low the same to be enhanced to at least 100000 km. We also request for higher marks to be given for actual ownership of infrastructure to ensure better overall deliverables. | It is clarified that the Bidder should have a minimum of 25,000Kms laid fiber optic cable on their own infrastructure. |



| Scope of Empanelment |              |     |  |   |   |
|----------------------|--------------|-----|--|---|---|
| 6                    | 5            | B.1 | 1. The Empanelment would be for WAN connectivity on fiber / copper required at Bank's Head Office and HO Annex, Circle Offices, Data Centre, Data Recovery Centre and in Branches, offices, off site ATMs across the country.  | Request that option of RF/Wireless also be allowed for connectivity so long as CPE to CPE SLAs for uptime, latency, packet loss etc can be provided for by the Service provider. Request also that offsite ATMs with minimal bandwidth requirements (<64Kbps) be connected over options of RF/3G/High speed EVDO-CDMA/GPRS/WiMax option as well for optimality  | Modified as " <b>The Empanelment would be for WAN connectivity on fiber / copper / RF / Wireless required at Bank's Head Office and HO Annex, Circle Offices, Data Centre, Data Recovery Centre and in Branches, offices, off site ATMs across the country.</b> " |
| 7                    | 5            | B2  | 1. The Empanelment would be for a period of One year. During Empanelment period, Bank will float limited tenders amongst the qualified empanelled vendors and seek responses for various requirements. Individual tender/s will contain detailed terms and conditions, instructions, location details and scope of work. | Request if the empanelment period can be for a longer term considering the exhaustive nature of the exercise as also the timelines for conclusion of any specific project. The bank can solicit updated information from the empanelled vendors on an annual basis to retain the validity-while not having to resort to the exercise every year. For new providers that seek empanelment, the exercise may be done. | Bidder should comply with the EOI terms   |
| 8                    | 4            | A7  | The Bidder should have a minimum annual turnover of Rs. 50 crores from WAN connectivity provisioning on fiber/copper alone for the last three financial years.   | Since turnover for Service provider is shown overall in a consolidated manner from the various businesses it would not be possible to segregate the revenues from any specific mode of connectivity / typical media offering such as fiber or copper. It is requested that this line should be removed or changed to total turnover and enhanced to 1000 crores.  | Modified as "The Bidder should have a minimum annual turnover of Rs. 100 crores for the last three financial years."  |
| 9                    | Anne xure II | A19 | Annual turnover from WAN connectivity provisioning over fiber/copper for the last three years (certificate from Auditor).  |   | Modified as "Annual turnover for the last three years (certificate from Auditor)"   |




| Technical Evaluation |               |     |  |   |  |
|----------------------|---------------|-----|--|---|--|
| 10                   | Annexure VIII | 1   | Bidder must be an NLD operator in India  | Please refer the specific references made against the point in the clarification above. Request for suitable modifications in the scoring model to reflect reasonable operational requirements. | Bidder must be an NLD operator in India  |
|                      |               | 2   | Bidder's incorporation and presence in India   |   | Bidder's incorporation and presence in India   |
|                      |               |     | More than 5 years  |   | More than 5 years  |
|                      |               |     | Between 3 years and 5 years  |   | Between 3 years and 5 years  |
|                      |               | 3   | Bidder must have office in Bangalore with authorized officials to deal with Bank         |   | Bidder must have office in Bangalore with authorized officials to deal with Bank         |
|                      |               | 3   |  |   |  |
|                      |               |     | Availability of support centers in all the prominent places of India, as per Annexure IV |   | Availability of support centers in all the prominent places of India, as per Annexure IV |
|                      |               | 4   |  |   |  |
|                      |               |     | For each location  |   | For each location  |
|                      |               | 5   | Implementation of WAN connectivity over fiber / copper                                   |   | <b>Implementation of WAN connectivity</b>  |
|                      |               | 5.1 | Total number of WAN connections  |   | Total number of WAN connections <b>over fiber / copper as last mile</b>                  |
|                      |               |     | More than 5000 locations   |   | More than <b>3000</b> locations  |
|                      |               |     | Between 3000 and 5000 locations  |   | Between <b>1000 and 3000</b>   |
|                      |               | 5.2 | Minimum single order locations   |   | Minimum single order locations <b>on wire line / wire less as last mile</b>              |
|                      |               |     | More than 500  |   | More than <b>200</b>   |
|                      |               |     | Between 200 to 500   |   | Between <b>100 to 200</b>  |
|                      |               | 6   | Availability of MPLS POP in all the prominent places of India, as per Annexure IV        |   | Availability of MPLS POP in all the prominent places of India, as per Annexure IV        |
|                      |               |     | For each location  |   | For each location  |
|                      |               | 7   | Fiber optic cable presence across India  |   | Fiber optic cable presence across India  |
|                      |               |     | Cable Kilometers more than 50,000 Km   |   | Cable Kilometers more than 50,000 Km   |



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|--|---|---|---|
|  |   | Cable Kilometers more than 25,000 Km & Less than 50,000Km                                 | Cable Kilometers more than 25,000 Km & Less than 50,000Km |
|  | 8 | Annual turnover for the last 3 years on WAN connectivity provisioning over fiber / copper | Annual turnover for the last 3 years                      |
|  |   | More than 100 crores per annum  | More than 200 crores per annum                            |
|  |   | Between 50 crores and 100 crores per annum  | Between 100 crores and 200 crores per annum               |

Date: 08.12.2011  
Place: Bangalore

  
Deputy General Manager  
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