

Amendment-1 to “RFP 14/2020-21 dated 02/09/2020 for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL”.

It is decided to amend the following in respect of the above RFP:

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	12	<u>Section B - INTRODUCT ION</u>	8.Scope of Work:	8.5. The required links must be terminated <u>on fiber</u> for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder.	8.5. The required links must be terminated on <u>Ethernet RJ45</u> for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder.
b.	14	<u>Section B - INTRODUCT ION</u>	8.Scope of Work:	<u>8.21. The following deliverables are in the scope of work of the successful bidder:</u> 8.21.3. Monthly report (on daily traffic analysis) for <u>each link separately.</u>	8.21. The following deliverables are in the scope of work of the successful bidder: 8.21.3. Monthly report (on daily traffic analysis) <u>for the link.</u>

c.	14	<u>Section B - INTRODUCTION</u>	8.Scope of Work:	<p>8.25. The bidder should make provision for up gradation of the bandwidth for any of the ordered location within 4 weeks after receiving communication from the Bank in this regard. However if the Bank requires down gradation of the bandwidth for any of the links the same has to be effected within 24 hours of the date of intimation from the Bank. During the period of up gradation the existing link up time should be ensured as per the contract. Downtime for the up-gradation of the bandwidth for link if required may be taken in non-business hours only after the written approval for the downtime from the Bank's officials and Network team of the Bank comprising of Bank's officials. In case of down-gradation of bandwidth of link as per requirement by the Bank no downtime shall be permitted and also same should not hamper business continuity of the Bank. During the period of down-gradation the existing link up time should be ensured as per the contract. Billing for upgraded bandwidth of link shall start from the date of acceptance of upgraded Bandwidth of the link by the Bank's Officials.</p>	The RFP clause stands deleted.
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d.	17	<u>Section C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	5. Penalties/Liquidated Damages:	5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration <u>within 6 Weeks</u> , the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.	5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration <u>within 7 Weeks</u> , the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.
e.	19	<u>Section C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)</u>	6. Payment Terms:	6.5. However, in case during the execution of the project, any of the business unit is shifted to any new location /building, then the charges as defined in clause 4.2, for that particular location would become payable to the selected bidder at the new location also.	The RFP clause stands deleted.

f.	30	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p>C. The Bidder should have a minimum annual turnover of Rs. 100 Crores for the last three financial years.</p> <p>1. The Bidder must produce a certificate from the Company's Chartered Accountant to this effect stating that the company has an annual turnover of Rs. 100 Crores for the last three financial years (i.e. FY 2017-18, FY 2018-19 and FY 2019-20).</p> <p>2. Audited balance Sheet and Financial Statements for last 3 Financial Years.</p> <p>3. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	<p>C. The Bidder should have a minimum annual turnover of Rs. 100 Crores for the last three financial years.</p> <p>1. Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)].</p> <p>AND</p> <p>2. Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>3. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>
g.	33	<u>Annexure 7</u>	Technical Requirements	<p>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following</p> <p>2.3. Selected Bidder should share the information about the firewall and IP addressing policy with the Bank for the purpose of configuring network at Bank's end and technical support and guidance to be provided by the Bidder.</p>	The RFP clause stands deleted.
h.	33	<u>Annexure 7</u>	Technical Requirements	<p>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</p> <p>2.5 Bidder should configure IPsec 3DES encryption, tunnel establishment based on the location of use, if required by the Bank.</p>	The RFP clause stands deleted.

i.	34	<u>Annexure 7</u>	Technical Requirements	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.17 The bidder will be responsible to <u>maintain and monitor the end-to-end connectivity</u> on 24x7 basis so as to meet the committed SLA.</p> <p>2.18 Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.</p> <p>2.19 Jitter - 10 milliseconds maximum.</p> <p>2.20 The bidder must ensure Guaranteed Packet Delivery >99.5%</p>	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.17 The bidder will be responsible to <u>maintain the end-to-end connectivity</u> on 24x7 basis so as to meet the committed SLA.</p> <p>2.18 Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.</p> <p>2.19 Jitter - 10 milliseconds maximum.</p> <p>2.20 The bidder must ensure Guaranteed Packet Delivery >99.5%</p>
j.	34	<u>Annexure 7</u>	Technical Requirements	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.21 The link must be delivered upto Bank router on <u>Ethernet Multimode Fiber optic link.</u></p>	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.21 The link to be delivered upto Bank router on <u>Ethernet RJ45.</u></p>
k.	34	<u>Annexure 7</u>	Technical Requirements	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: <u>99.9%</u> or above on monthly basis.</p> <p>2.25.2. Throughput: 100% of bandwidth</p> <p><u>2.25.3. Dedicated with 1:1 compression ratio</u></p> <p>2.25.4. Packet loss: <u>less than 0.5%.</u></p>	<p><u>2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u></p> <p>2.25. The following Network parameters need to be ensured:</p> <p>2.25.1. Availability: <u>99.5%</u> or above on monthly basis.</p> <p>2.25.2. Throughput: 100% of bandwidth</p> <p><u>2.25.3 The RFP clause stands deleted.</u></p> <p>2.25.4. Packet loss: <u>less</u></p>



				2.25.5. Minimum Time to Restore (MTTR): Maximum 2hrs.	than 1%. 2.25.5. Minimum Time to Restore (MTTR): Maximum 2hrs.
l.	34	<u>Annexure 7</u>	Technical Requirements	2. <u>The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u> 2.26. Confirmation of availability of on-line fault detection mechanism of circuits/CPE at the service provider's NOC should be given along with the proposal/solution by the service provider.	The RFP clause stands deleted.
m.	35	<u>Annexure 7</u>	Technical Requirements	2. <u>The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:</u> 2.32. NMS-MIS reports on bandwidth and link utilization, uptime, downtime reports and configuration updates if any, should be submitted on monthly basis or whenever required by the Bank without any errors.	The RFP clause stands deleted.
n.	37	<u>Annexure 8</u>	Scope of Work Criteria 8	<u>Latency < 35 msec</u> on 24x7x365 basis between Service Provider's Demark at both ends. Packet Loss <1%	<u>Latency < 20 msec</u> on 24x7x365 basis between Service Provider's Demark at both ends. Packet Loss <1%

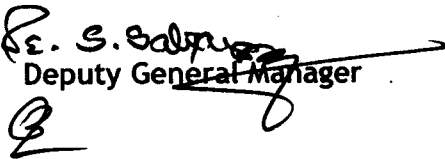
o.	37	<u>Annexure 8</u>	Scope of Work Criteria 14	Specification: NMS Description: Online real time monitoring tool with the following features for all the links: 1. Link wise bandwidth utilization 2. Link wise SLA parameter monitoring 3. Link wise call logging and tracking 4. Link wise and project wise daily / periodic up time /down time report 5. Link wise SLA parameter deviation reporting by the Bank.	The RFP clause stands deleted.
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The term Optical Fiber/Fiber elsewhere mentioned in the RFP is henceforth replaced with Ethernet RJ45.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.

Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 18/09/2020
Place: Bengaluru


 Deputy General Manager