

**Pre-bid replies for the RFP 22/2020-21 dated 09/11/2020 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.**

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	<b><u>A. BID SCHEDULE &amp; ABBREVIATIONS</u></b>	7. Earnest Money Deposit (Refundable)	Rs 10,00,000 (Exclusive of taxes)	Request bank to changes Rs 5,00,000 (Exclusive of taxes)	Bidder to comply with RFP Terms.
2	17	<b><u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u></b>	4. Up Time:	4.3. If the monthly uptime is below 99.9% for DC-DRC Link, the Bank shall deduct a penalty from the bandwidth recurring payment, if contracted, @ 2% of cost of monthly bandwidth recurring charges for each link for every 0.1 percent or part thereof reduction in the uptime.	Request bank to change this clause to - If the monthly uptime is below 99.5% for DC-DRC Link, the Bank shall deduct a penalty from the bandwidth recurring payment, if contracted, @ 1.5% of cost of monthly bandwidth recurring charges for each link for every 0.1 percent or part thereof reduction in the uptime.	Bidder to comply with RFP Terms.
3	17	<b><u>C. DELIVERABLES &amp; SERVICE LEVEL AGREEMENTS (SLAs)</u></b>	4. Up Time:	4.4. The total LD deductible per quarter as per above is restricted to a maximum of 10% of quarterly bandwidth charges of the contracted links. However, if the link's uptime is less than 94%, the link's bandwidth charges for that month will be deducted in addition to the above LD from the amount payable at the end of the quarter. If the uptime is less than 94%, the Bank shall levy the penalty as above and shall have full right to terminate the part or whole of the contract & services under this RFP or SLA, if contracted. The right of termination shall be in addition to the above penalty.	Request bank to change this clause to - The total LD deductible per quarter as per above is restricted to a maximum of 5% of quarterly bandwidth charges of the contracted links.	Bidder to comply with RFP Terms.



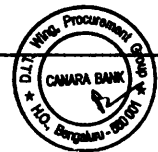
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4	28	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>c. Eligibility Criteria</b> The Bidder should have a minimum annual turnover of Rs.100 Crores for the last three financial years.</p> <p><b>Documents to be submitted with Part A- Conformity to Eligibility Criteria:</b> 1. Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)]. 2. Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 3. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	Due to Covid 19 Padamic, Audited results of most of the companies for FY 2019-20 could not finalized yet. Request you to kindly allow us to provide Unaudited results for FY 2019-20 duly certified by Chartered Accountant.	Bidder to comply with RFP Terms.
5	29	<u>Annexure-2</u>	Eligibility Criteria Declaration	<p><b>d. Eligibility Criteria:</b> The Bidder should have Positive Net Worth as on 31/03/2020.</p> <p><b>Documents to be submitted with Part A- Conformity to Eligibility Criteria:</b> The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	Due to Covid 19 Padamic, Audited results of most of the companies for FY 2019-20 could not finalized yet. Request you to kindly allow us to provide Unaudited Network for FY 2019-20 duly certified by Chartered Accountant.	Bidder to comply with RFP Terms.
6	32	<u>Annexure-7 Technical Requirements</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:	2.20. The bidder must have the capacity to increase and decrease the bandwidth on demand.	Request bank to delete this clause or modify same to - The bidder must have the capacity to increase and decrease the bandwidth on a confirmed PO and timeliens for same should not exceed 6 weeks.	Bidder to comply with RFP Terms.



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7	32	<u>Annexure-7 Technical Requirements</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:	2.21. The following Network parameters need to be ensured: 2.21.1. Throughput: 100% of bandwidth 2.21.2. Packet loss: less than 1%. 2.21.3. Minimum Time to Restore (MTTR): Maximum 2hrs.	Request bank to change same to- Minimum Time to Restore (MTTR): Maximum 4 hrs.	Bidder to comply with RFP Terms.
8	32	<u>Annexure-7 Technical Requirements</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:	2.17. Jitter - 10 milliseconds maximum.	Request bank to change as Jitter - 20Milliseconds maximum	Bidder to comply with RFP Terms.
9	33	<u>Annexure 8 Scope of Work</u>		8. Latency: < 20 msec on 24x7x365 basis between Service Provider's Demark at both ends.	Request bank to change <35 msec	Bidder to comply with RFP Terms.
10	NA	<u>General</u>	Submission of BG	Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.	Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we may extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.	Bidder to comply with RFP Terms.
11	NA	<u>General</u>	Submission of BG	In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.	In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid	Bidder to comply with RFP Terms.



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12	NA	<u>General</u>	Submission of BG	Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.	Request bank to delete entire clause	Bidder to comply with RFP Terms.

Date: 25/11/2020

Place: Bangalore

*S. S. Salim*  
Deputy General Manager  
RB

