



Request for proposal for Empanelment of service provider for providing Links over MPLS (Terrestrial / IPVPN) for Bank's overseas locations. Bid no. GEM/2024/B/5398037 dated 17.09.2024. Addendum 3 dated 06.12.2024.

## Clause in RFP

Sr. No.	Clause in RFP	Clarifications/ Changes made
1	<p><b>[A] Important Dates:</b></p> <p>A.4. Last Date for Submission of RFP Response (Closing Date): 03:00 PM on 6<sup>th</sup> December 2024</p> <p>A.5. Eligibility Cum Technical Bid Opening Date: 3:30 PM on 6<sup>th</sup> December, 2024</p>	<p><b>[A] Important Dates:</b></p> <p>A.4. Last Date for Submission of RFP Response (Closing Date): <b>03:00 PM on 17<sup>th</sup> December 2024</b></p> <p>A.5. Eligibility Cum Technical Bid Opening Date: <b>3:30 PM on 17<sup>th</sup> December, 2024</b></p>
<p><b>Annexure 2 – Evaluation Terms</b></p> <p><b>A. Eligibility Cum Technical Bid Evaluation.</b></p>		
2	<p><b>B.2 Financial</b></p> <p>The Bidder must be net profit-making entity continuously for the last three years that is financial years 2021-22, 2022-23 and 2023-24#.</p> <p>OR</p> <p>The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.</p>	<p><b>B.2 Financial</b></p> <p>The Bidder must be net profit-making entity continuously for the last three years that is financial years 2021-22, 2022-23 and 2023-24#.</p> <p><b>OR</b></p> <p><b>The net worth / EBITDA</b> of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.</p>
<p># If 2023-24 Financial Statements of any bidder is unaudited, then financial statements for 2020-21, 2021-22 and 2022-23 will be considered, along with an undertaking letter from the bidder that FY 2023-24 statements are not audited. In this scenario, Audited Financial statements for the financial year 2020-21, 2021-22 and 2022-23 are to be submitted.</p>		
3	<p><b>C.1 Experience &amp; Support Infrastructure</b></p> <p>Must be a Global telecom service provider at least for the last 5 years providing network services over MPLS network (Terrestrial / VSAT / IPVPN) to Indian enterprises for their branches / offices at International locations or vice versa.</p>	<p><b>C.1 Experience &amp; Support Infrastructure</b></p> <p>Must be a Global telecom service provider <b>in the last 5 years</b> providing network services over MPLS network (Terrestrial / VSAT / IPVPN) to Indian enterprises for their branches / offices at International locations or vice versa.</p>
<p><b>11.Payment Terms</b></p>		
4	<p><b>Payment Terms:</b></p> <p>-----</p> <p>-----</p> <p>Bandwidth Charges</p>	<p><b>Payment Terms:</b></p> <p>-----</p> <p>-----</p> <p>Bandwidth Charges <b>shall be paid in Advance</b></p>



**Request for proposal for Empanelment of service provider for providing Links over MPLS (Terrestrial / IPVPN) for Bank's overseas locations. Bid no. GEM/2024/B/5398037 dated 17.09.2024. Addendum 3 dated 06.12.2024.**

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	<p>1st Quarter payment will be released against invoice, duly signed and stamped LOC (Letter of Commissioning signed by both Bank official at the local site &amp; bidder representative), ATP (Acceptance Test Procedure signed by both Bank's identified Project Manager &amp; bidder representative) and Late Delivery Penalty Report if Applicable.</p> <p>2nd Quarter onwards payment will be released against invoice and SLA report of previous quarter verified, signed and stamped jointly by Bank Network team and the selected bidder.</p> <p>----- -----</p>	<p>1st Quarter payment will be released against invoice, duly signed and stamped LOC (Letter of Commissioning signed by both Bank official at the local site &amp; bidder representative), ATP (Acceptance Test Procedure signed by both Bank's identified Project Manager &amp; bidder representative) and Late Delivery Penalty Report if Applicable.</p> <p>2nd Quarter onwards payment will be released against invoice and SLA report of previous quarter verified, signed and stamped jointly by Bank Network team and the selected bidder.</p> <p>----- -----</p>

**Clarification of Pre-bid queries is enclosed as "Annexure A".**

All other Terms & Conditions are same as per our RFP Bid no. GEM/2024/B/5398037 dated 17.09.2024 and subsequent addendums for Empanelment of service provider for providing Links over MPLS (Terrestrial / IPVPN) for Bank's overseas locations.

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Sr. No.	Page #	Point/ Section	Category (Eligibility/ Scope/ Commercial/ Legal/ General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Clarifications to the bidder query
1	9	1.1.10	1.1 Setting up the network by provisioning the links	The vendor shall ensure that both the primary and secondary network links should be utilized in active-active mode.	We request Bank to clarify active-active mode should be configured on which basis i.e. IP Prefix basis or Bank's application basis. We need more details from Bank in order to configure active-active mode.	Bank's application based on IP Prefix
2	9	1.1.6	1.1 Setting up the network by provisioning the links	The proposed network by the vendor should (other than data) also support: o) IPSEC enabled.	We request Bank to clarify if vendor need to configure IPSEC on WAN CE routers provided by Vendor. We need this information to add IPSEC licence on routers if Bank wants IPSEC configured on WAN CE routers.	Required IPSEC licenses to be added in BOQ
3	11	1.4.3	1.4 Managing the network set up	The CE Router at the branch and Bank's DC and DR as part of the ordered network will be supplied and managed by the vendor at Bank locations.	We request Bank to confirm if Bank have preference on CE router models supplied and managed by Vendors. We intends to provide C1111-4P router at all branches and C8200L-1N-4T at Bank's DC, Mumbai and Bank's DR at Hyderabad . We seek Bank's acceptance on our selected router models.	The CE Routers should not be EOSL within the contract period and compatible with Banks Network
4	14	1.7.17	1.7 MPLS Feature	For every individual link (Primary or Backup as ordered by the Bank) the vendor should provide a separate modular router. The vendor should ensure that any site provided with a primary and backup connectivity should have auto failover option with the primary and secondary routers connected back to back.	We request Bank to clarify specific mode required by them. Request Bank to confirm if primary -secondary failover mode is required or active-active mode is required.	active-active mode
5	14	1.7.11	1.7 MPLS Feature	Bank may procure backup links at sites which will be terminating on the router for which the selected vendor needs to integrate with WAN.	We request Bank to clarify if Bank intends to procure additional backup links at sites. If yes then we request bank to provide more detailed support required from Vendor.	Bank may procure any transport Link as backup/need based, the provided CE router should support bandwidth and port requirement
6	17	1.8.3.3	1.8.3 Acceptance	The date of commissioning shall be the "Start date for billing". The exact format of the LOC and ATP shall be finalized by the Bank in consultation with the selected vendor.	We request bank to provide detailed link Acceptance Test Procedure (ATP) required by Bank in order to arrange resources for same	Once after links commissioned by Service Provider, Bank local spoc will test all necessary Bank's applications status and link performance
7					Billing cycle of existing Contract is quarterly in Advance. Request to change the billing terms and keep as per existing contract, which is quarterly in Advance.	Please refer Addendum
8					Option to quote Backhaul link commercials separately	No change
9	7	Addendum 2: BOB Overseas Branch connectivity requirement would be as follows:	Annexure 12 – Project Details Scope of Work	At three locations i.e. Uganda, Tanzania and Botswana territories there is a Local DC setup. Accordingly, network flow has to be routed. In future if there is new requirement accordingly traffic has to be routed.	Please clarify the topology requirement; we are assuming for each of this territories all branches will be in hub & spoke topology with local DC and then local DC should be connected to India Backhauls at DC & DR?	Understanding is correct
10	8	Addendum 2: BOB Overseas Branch connectivity requirement would be as follows:	Annexure 12 – Project Details Scope of Work	Service Provider should have Network Hardware level redundancy at the service provider end Network setup. In case of Primary backhaul link failure, Secondary backhaul link should automatically takeover. At a given point of time DC, Mumbai and DR, Hyderabad Backhaul links should be in active – active mode. The branches at any point of time will be communicating to both DC, Mumbai and also DR, Hyderabad to access the applications.	Please share details & confirm if bank is using GSLB/ or any other technology for Active-Active reachability of branches towards DC/DR; Please clarify scope of Bidder as per this RFP clause, we can provide backhaul links but for Active-Active traffic flow towards DC/DR depends of different parameters like each locations internal applications should have different IP schema, also there should be GSLB/ equivalent technology for automatic failover between DC/DR	DC & DR are having different IP schema.Hence, traffic will be routed based on destination IP.
11	19	Addendum 5. Delivery	Addendum: 5. Delivery	The network link for backhaul (both DC and DR including last miles) should be delivered / commissioned within 12 weeks and for individual branch locations should be delivered / commissioned within 12 weeks from the date of placing of order by the Bank. In case of any upgradation / shifting of links the same needs to be done within 8 weeks from the date of placing of order.	Requesting you change this clause to " The network link for backhaul (both DC and DR including last miles) should be delivered / commissioned within <b>14 weeks</b> and for individual branch locations should be delivered / commissioned within <b>18 weeks</b> from the date of placing of order by the Bank. In case of any upgradation / shifting of links the same needs to be done within 8 weeks from the date of placing of order." we need additional buffer for Hardware delivery and capex investment if any for last mile considering feasibility requirement across different global regions "	No change
12	9	Addendum 1.1.5	Addendum: 1.1.5 Setting up the network by provisioning the links	1.1.5 The vendor shall be responsible for the cabling / wiring from the Mux to the CE Router provided by the vendor. From the router onwards it is Bank's responsibility to lay the cable and maintain.	Requesting you to confirm the breakup of the location where Bank needs cabling from MUX to Router; we understand there must be many locations where bank has already laid cabling from MUX to router in existing setup.	The vendor shall be responsible for the cabling / wiring from the Mux to the CE Router provided by the vendor irrespective of the location.



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13	39	Addendum 2: Annexure 14 - Masked Commercial Bid.	Oman/UAE - Backup Technology	MPLS / IPVPN	For Oman/UAE primary technology asked is MPLS , however secondary technology asked is MPLS/IPVPN; we understand as per clause "1.1.10 Pg no. 9, The vendor shall ensure that both the primary and secondary network links should be utilized in active-active mode" which means both routers should be in Active-Active mode configuration for same technology hence on compliance perspective we cannot combine MPLS + ILL technology in active-active redundancy configuration together, it is recommended to keep primary and backup technology as MPLS for acheiving Active -Active connectivity and maintaining technology compliance.	No change
14	32	Eligibility cum Technical Bid	C - Experience & Support Infrastructure	Must be a Global telecom service provider at least for the last 5 years providing network services over MPLS network (Terrestrial / VSAT / IPVPN) to Indian enterprises for their branches / offices at International locations or vice versa.	Request you Amend as below - Must be a Global telecom service provider at least for the last 3 years providing network services over MPLS network (Terrestrial / VSAT / IPVPN) to Indian enterprises for their branches / offices at International locations or vice versa.	Please refer Addendum
15	Multiple pages in the RFP	RFP terms	RFP terms	RFP terms	<b>Master Services Agreement:</b> As previously shared, a Master Services Agreement(MSA) has been already been executed between Bank of Baroda and service provider. The negotiation and execution of this agreement took considerable time – close to two years – requiring inputs from multiple teams from both sides and involved exceptional and service provider's Senior Management approval, given the complexity of the agreement. Considering the significant effort and exception approvals required to finalize the MSA, we kindly request confirmation from the bank to use the agreed terms outlined in the attached MSA for the new RFP response. For any additional clauses in the new RFP, we are open to discussing their inclusion as an addendum to the existing MSA, subject to mutual agreement.	No change
16	56	Addendum 2 Annexure 15 -Commercial Bid	Commercial	In Original RFP, MPLS RF was mentioned as a media for secodnary link for below 3 regions Tanzania Uganda Kenya	For below territories, MPLS Fiber is asked for secondary link as well. In case MPLS Fiber is not feasible, can we propose MPLS RF or VSAT here? Tanzania Uganda Kenya	No change If MPLS fiber is not feasible for secondary link, Service Provider may provide MPLS with last mile as RF
17	56	Addendum 2 Annexure 15 -Commercial Bid	Commercial	In Original RFP, IPVPN was mentioned as a media for secodnary link for below regions Mauritius	For below territory, MPLS Fiber is asked for secondary link, In case MPLS Fiber is not feasible, can we propose IPVPN here? Mauritius	No change
18	8 and 9	Addendum 2 Annexure 12 - Project Details Scope of Work and Scope of Work - Vendor (1.1.10)	Scope	The vendor shall ensure that both the primary and secondary network links should be utilized in active-active mode.	As per RFP, the requirement is to have Active-Active links for all the sites. With traditional routing, Active-Active will work in load sharing mode. For this to work, we should have at least 2 LAN subnets from each site so that we can route LAN subnet#1 via primary link and LAN subnet#2 via secondary link and both links will share the load. In case, above is not provided, we may not be able to use Active-Active links and it will be Active-Passive mode if there is only 1 LAN subnet for a particular site.	Will provide one subnet and policy based routing to be implemented to achieve active-active mode
19	14	Addendum 2 1.7 MPLS Feature, 1.7.7	Technical	RESPONSE TIME ( RTD ) – < 200ms	Response time changes with the distance between the locations. Request to consider ~400ms as RTD. This would cover all the geographies. This is also mentioned in our signed MSA document.	No change
20	56	Annexure 15 -Commercial Bid	Commercial	In Original RFP, MPLS RF was mentioned as a media for secodnary link for below 2 regions Uganda Kenya	For Kenya region, out of 14 sites, we can deliver around 9 sites with primary as Fiber and secodnary as RF/Microwave and around 5 sites with both primary/secondary as Microwave For Uganda region, out of 17 sites, we can deliver around 11 sites with primary as Fiber and secodnary as RF/Microwave and rest 6 sites with both primary/secondary as Fiber Kindly provide approval to also use Microwave/RF for Kenya sites (both legs on Microwave/RF) and Uganda sites (with secondary leg on Microwave/RF)	No change If MPLS fiber is not feasible for secondary link, Service Provider may provide MPLS with last mile as RF