



Aryavart Bank

A-2 /46, Vijay Khand, Gomti Nagar, Lucknow
(AN UNDERTAKING OF GOVT OF INDIA, U.P. GOVT. & BANK OF INDIA)
www.aryavart-rrb.com

Corrigendum -1

Dated 05-10-2024

“Request for Proposal For Procurement, Installation, Commissioning and Maintenance of MPLS LINKS AND EMPANELMENT OF VENDORS FOR BRANCHES / OFFICES”

RFP Ref. No :HO/IT/MPLS/RFP-01/2024/122 Dated 22.08.2024

We give below necessary clarifications/modifications pertaining to the clauses contained in the captioned RFP. Please Note that this Corrigendum -1 document forms integral part of the RFP. All other terms and conditions of the RFP remain unchanged.

Clause and Page No	RFP Existing Clause	Modified Clause
Clause 8.3 Page 49	The selected bidder shall nominate a Project Manager (Separate for Each Bank) immediately on acceptance of the order, who shall be the single point of contact for the project at Mumbai and other locations for any escalations which includes payment related tasks also.	The selected bidder shall nominate a Project Manager (Common for 3 Banks) immediately on acceptance of the order, who shall be the single point of contact for the project at Mumbai and other locations for any escalations which includes payment related tasks also.
Clause 5. Broad scope of work, 5.66 Page 35	The Bidder shall depute adequate number of Field Engineers (FEs) at the ground level and near vicinity of Centers / branches/ offices of the Bank for fast resolutions of the Ref no. HO/IT/MPLS/RFP-01/2024/122 Dated 22-08-2024 issues. The contact details of these FEs will be shared with the Bank. The FEs should be easily reachable, particularly during the office hours of the branches/Bank.	The Bidder shall ensure adequate number of Field Engineers (FEs are available for providing satisfactory services to the offices of the Bank for fast resolutions of the branch issues. The contact details of these FEs will be shared with the Bank by concerned bidder before branch visit for issue resolution. The FEs should be easily reachable, particularly during the office hours of the branches/Bank.

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Clause 6.1 Network Management System, Page 41	If bidder team found link is ok and suspecting hardware issue then bidder team has to provide such update on generated fault ticket within 15 (fifteen) minutes from the time ticket has been assigned	If bidder team found link is ok and suspecting hardware issue then bidder team has to provide such update on generated fault ticket within 60 (Sixty) Minutes from the time ticket has been assigned																																										
Clause 6.1 Network Management System, Page 41	The Network Management System should provide the following facilities a 24 X 7 X 365 basis: <input checked="" type="checkbox"/> Monitoring network status <input checked="" type="checkbox"/> Fault diagnosis and display of alarm	The Network Management System should provide the following facilities a 24 X 7 X 365 basis: <input checked="" type="checkbox"/> Monitoring network status <input checked="" type="checkbox"/> Fault diagnosis Note: Except for alarm display entire RFP Clause remains the same.																																										
Clause 8.3,Page 49 project timelines	<p>The project timelines for consolidated purchase order is mentioned below.</p> <table border="1" data-bbox="327 862 874 1070"> <thead> <tr> <th>No of Links</th> <th>Delivery/Commissioning timelines</th> <th>Auto cancellation of PO (after)</th> </tr> </thead> <tbody> <tr> <td>Links upto 300</td> <td>8 weeks</td> <td>10 weeks</td> </tr> <tr> <td>Links more than 300 and upto 500</td> <td>9 weeks</td> <td>11 weeks</td> </tr> <tr> <td>Links more than 500 and upto 750</td> <td>11 weeks</td> <td>13 weeks</td> </tr> <tr> <td>Links more than 750 and upto 1000</td> <td>13 weeks</td> <td>15 weeks</td> </tr> <tr> <td>Links more than 1000 and upto 1500</td> <td>15 weeks</td> <td>17 weeks</td> </tr> <tr> <td>Links more than 1500</td> <td>17 weeks</td> <td>19 weeks</td> </tr> </tbody> </table> <p>*Delivery/Installation/Commissioning timeline will start from the date of purchase order.</p>	No of Links	Delivery/Commissioning timelines	Auto cancellation of PO (after)	Links upto 300	8 weeks	10 weeks	Links more than 300 and upto 500	9 weeks	11 weeks	Links more than 500 and upto 750	11 weeks	13 weeks	Links more than 750 and upto 1000	13 weeks	15 weeks	Links more than 1000 and upto 1500	15 weeks	17 weeks	Links more than 1500	17 weeks	19 weeks	<table border="1" data-bbox="895 824 1469 1086"> <thead> <tr> <th>No of Links</th> <th>Delivery/Commissioning timelines</th> <th>Auto cancellation of PO (after)</th> </tr> </thead> <tbody> <tr> <td>Links Upto 300</td> <td>10 Weeks</td> <td>12 Weeks</td> </tr> <tr> <td>Links more than 300 and upto 500</td> <td>11 Weeks</td> <td>13 Weeks</td> </tr> <tr> <td>Links more than 500 and upto 750</td> <td>13 Weeks</td> <td>15 Weeks</td> </tr> <tr> <td>Links more than 750 and upto 1000</td> <td>15 Weeks</td> <td>17 Weeks</td> </tr> <tr> <td>Links more than 1000 and upto 1500</td> <td>17 Weeks</td> <td>19 Weeks</td> </tr> <tr> <td>Links more than 1500</td> <td>19 Weeks</td> <td>21 Weeks</td> </tr> </tbody> </table>	No of Links	Delivery/Commissioning timelines	Auto cancellation of PO (after)	Links Upto 300	10 Weeks	12 Weeks	Links more than 300 and upto 500	11 Weeks	13 Weeks	Links more than 500 and upto 750	13 Weeks	15 Weeks	Links more than 750 and upto 1000	15 Weeks	17 Weeks	Links more than 1000 and upto 1500	17 Weeks	19 Weeks	Links more than 1500	19 Weeks	21 Weeks
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Clause 5.31.2 Central Location Page 26	Central Location: This will be at As per Bank's Requirements, Bidder should ensure the above mentioned resources should be available in each shift. The below mentioned resources shall be dedicated for the 3 Banks. The selected vendor shall submit the contact details of the proposed team within one week from the date of receiving LOI/Purchase Order from bank	Central Location: This will be at As per Bank's Requirements, Bidder should ensure the above mentioned resources should be available in each shift. The below mentioned resources shall be dedicated for the 3 Banks. The selected vendor shall submit the contact details of the proposed team within three weeks from the date of receiving LOI/Purchase Order from bank																																										
Clause 5.35 Page 29	The bidder should ensure the dedicated Roll-out Manager (1 e a c h) should be deputed in Aryavart Bank, MPGB and VKGB till the installation of all ordered sites.	The bidder should ensure the dedicated Roll-out Manager (Common for 3 RRBs) should be assigned till the installation of all ordered sites.																																										
Format-B, Technical Specification Point 14, Page Number 84	The minimum permissible signal strength is - 55 dbm for MIMO/high-gain-receivers	The minimum permissible signal strength is between -55 dbm -65 for MIMO/high-gain-receivers																																										

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Format-B, Technical Specification Point 7, Page Number 83	Jitter of the connectivity should not be more than 10ms.	Jitter of the connectivity should not be more than 10 ms- for Wired Links Jitter of the connectivity should not be more than 10 ms- 15 ms for Wireless Links,
Clause 8.a Page 45	<p>For Metro Branches/offices: Restoration of links should be done within 4 hours from the call logging including travelling time. Response time is 30 minutes from the call logging.</p> <p>For Urban or District Headquarter branches/Offices: Restoration of links should be done within 8 hours from the call logging including travelling time. Response time is 60 minutes from the call logging.</p> <p>For Semi Urban and Rural Branches/Offices: Restoration of links should be done within 12 hours from the call logging including travelling time. Response time is 60 minutes from the call logging.</p>	<p>For Metro Branches/offices: Restoration of links should be done within 4 hours from the call logging excluding travelling time. Response time is 30 minutes from the call logging.</p> <p>For Urban or District Headquarter branches/Offices: Restoration of links should be done within 8 hours from the call logging excluding travelling time. Response time is 60 minutes from the call logging.</p> <p>For Semi Urban and Rural Branches/Offices: Restoration of links should be done within 12 hours from the call logging excluding travelling time. Response time is 60 minutes from the call logging.</p>
Format B, Technical Specification S/NO 59 Page 88	ii. Mobile network based MPLS VPN connections should have static Private IP	ii. Mobile network based MPLS VPN connections should have static Private IP OR appropriate security measures for CE IP, PE IP, & SIM IP
Section 5.23 Page Number 25	Bidder should provide declaration as the delivered MPLS Network of bank is fully isolated from Internet traffic in their network as well as MPLS traffic of other customers and separated at device level as well. Bidder has to provide the MPLS link on branch router.	Bidder should provide declaration as the delivered MPLS Network of bank is fully isolated from Internet traffic in their network as well as MPLS traffic of other customers. Bidder has to provide the MPLS link on branch router.
Section 4.5, Page Number 20	All bidders should have full-fledged Enterprise level Network Operating Centre (NOC) facility where calls should be handled and NOC should be easily approachable by bank's branches or officials to support in	All bidders should have full-fledged Enterprise level Network Operating Centre (NOC) facility where calls should be handled and NOC should be easily approachable by bank's branches or officials to support in case of any issue observed. Bidders has to ensure that all complaints need to be addressed by

Clause and Page No	RFP Existing Clause	Modified Clause
	case of any issue observed. Bidders has to allot dedicated toll free number at their NOC for Bank's branches/locations which should be accessible through mobile or landline.	bidder's support team at Bank's Central Location OR through Dedicated Toll Free No at their NOC for Bank's branches/locations which should be accessible through mobile or landline.

All other terms and conditions of RFP Ref. No :HO/IT/MPLS/RFP-01/2024/122 Dated 22.08.2024 will remain unchanged.

For Aryavart Bank