



# 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](http://www.aryavart-rrb.com)

**Corrigendum -1**

**Dated 15-01-2025**

**“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-01/2024/150 Dated 01.01.2025**

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.

<b>Clause and Page No</b>	<b>RFP Existing Clause</b>	<b>Modified Clause</b>
Clause 5. Broad scope of work, 5.66 Page 33	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.
<b>Clause 6.1 Network Management System, Page 40</b>	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
<b>Clause 6.1 Network Management System, Page 40</b>	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

<p><b>Clause 5.31.2 Central Location</b> <b>Page 25</b></p>	<p>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</p>	<p>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</p>
<p>Format-B, Technical Specification Point 14, Page Number 84</p>	<p>The minimum permissible signal strength is -55 dbm for MIMO/high-gain-receivers</p>	<p>The minimum permissible signal strength is between -55 dbm -65 for MIMO/high-gain-receivers</p>
<p>Format-B, Technical Specification Point 7, Page Number 83</p>	<p>Jitter of the connectivity should not be more than 10ms.</p>	<p>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,</p>
<p>Clause 8 Page 44</p>	<p><b>For Metro Branches/offices:</b> 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. <b>For Urban or District Headquarter branches/Offices:</b> 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. <b>For Semi Urban and Rural Branches/Offices:</b> 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><b>For Metro Branches/offices:</b> 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. <b>For Urban or District Headquarter branches/Offices:</b> 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. <b>For Semi Urban and Rural Branches/Offices:</b> 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>
<p>Format B, Technical Specification S/NO 59 Page 88</p>	<p>ii. Mobile network based MPLS VPN connections should have static Private IP</p>	<p>ii. Mobile network based MPLS VPN connections should have static Private IP OR appropriate security measures for CE IP,PE IP,&amp; SIM IP</p>

Section 5.23 Page Number 24	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.
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Following Addendum is to be taken in addition of RFP Clause 5.31.1:

Price for FMS Resources in case of requirement of Separate resources due to change of sponsorship/additional resources as per banks requirement

Description	Yearly Cost per L1 Resource	Yearly Cost per L2 Resource	Yearly Cost Team Lead Resource	Yearly Cost Project Manager
Qty	1	1	1	1
Max Qty	As per Bank requirement	As per Bank requirement	As per Bank requirement	As per Bank requirement

**(To Be Submitted Separately with Financial Bid)**

Bidders to provide cost of **L1 , L2, TL and Project Manager** which will be fixed during entire tenure of RFP. This cost will be used to issue PO for additional resources in case of future RRB Sponsorship change OR in case if separate resources are required for each RRB. Bank will not make any payment towards any resources as per **RFP Clause 5.31.2 table a**. This cost will be borne by the bidder itself. Only in case of any additional requirement request by any Bank , the concerned Bank will utilize these rates to order additional resources accordingly. In case Bank is of the opinion that sufficient resources are available as per table a clause 5.31.2 even after separation, bidders will have to accommodate existing resources and no additional payment will be made for the same. The Banks decision in this will be final. Bidders cannot claim separate payment for any resources as per table a clause 5.31.2. In case of PO being given by any Bank for any additional resources, separate invoices need to be generated by bidder for each resource.

All other terms and conditions of RFP Ref. No :HO/IT/MPLS/RFP-01/2024/150 Dated 01.01.2025 will remain unchanged.

**For Aryavart Bank**