

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001
Email: itdhw@pnb.co.in Tel: 011-23311452

Response to queries of RFP for Replacement of existing link between DC and Dwarka ZDL site

S.NO	RFP Page No.	RFP Clause Name & No	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response/clarification	Corrigendum, if any.
1	47	ELIGIBILITY CRITERIA OF THE BIDDER. 3	The Bidder should have an annual turnover of INR 90,00,000 (Rupees ninety Lakhs) for each of the past three financial years i.e. FY2019-20, FY2020- 21 & FY2021-22 from their Indian Operations for Deployment of links. The bidder should have positive net worth during the last three financial years i.e. FY2019-20, FY2020-21 & FY2021-22.	We request you to kindly change the Annual turnover of INR 90,00,000 to 100 Crores as company who us selling this product who has the licenses which cost more than 2 crores. An owned network company has to be considerable instead of third party network.	Clause remain unchanged. Please be guided by RFP	
2	31	Penalty on account of downtime	99.80 %<=uptime < 99.99% 1% of half yearly recurring charges 99.70% <=uptime < 99.80% 2% of half yearly recurring charges 99.60% <=uptime < 99.70% 3% of half yearly recurring charges 99.50% <=uptime < 99.60% 4% of half yearly recurring charges 99.40% <=uptime < 99.50% 5% of half yearly recurring charges	99.99 % on Single Last mile link is very difficult to maintain, 99.5 on single last mile link should be considerable. Otherwise bidder need to consider penalty amount in their cost in case if happen.	Clause remain unchanged. Please be guided by RFP	
3	11	Scope of work, Point no xi	Service provider should be able to easily upgrade the bandwidth within one week without any major constraints at the last mile.	Upgrading high volume bandwidth may require more than one week some time, so kindly be consideravitive with 3-4 weeks timelines.	Service provider should be able to upgrade the bandwidth within two (02) week without any major constraints at the last mile. .	Please refer Corrigendum 1 Sr. no. 1

S.NO	RFP Page No.	RFP Clause Name & No	RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Response/clarification	Corrigendum, if any.
4	31	Penalty on account of upgrading bandwidth, Point no c	Service Provider should upgrade the bandwidth as and when required by the bank within one week.	Upgrading high volume bandwidth may require more than one week some time, so kindly be consideravitive with 3-4 weeks timelines.	Service Provider should upgrade the bandwidth as and when required by the bank within two (02) week.	Please refer Corrigendum 1 Sr. no. 2
5	11	Scope of work, Point no xiii	Service provider should have a centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose. Toll free number and the escalation matrix for the same shall be provided to the Bank.	Kindly clarify that there will not be any integration require with PNB NMS and it is not in scope.	Clause remain unchanged. Please be guided by RFP	
6	11	Scope of Work	IV) The cost of Customer Premises Equipment(CPE) i.e. MUX/DEMUX and any other requisite hardware / caballing upto the MUX/DEMUX to terminate the link at both sides (DC and ZDL site) of Brocade device (SAN switch/FCIP router) is to be borne by the service provider only. The link should support FCIP or any other protocol as desired by the Bank	Please explain deliverables in detail	Cost of all the equipment whatsoever required to deliver the link at both the sides will borne by Bidder. Clause remain unchanged. Please be guided by RFP	
7	48	ELIGIBILITY CRITERIA OF THE BIDDER, point no 7	The bidder should not be involved in any litigation which threatens solvency of company. Details of addresses, contact details and corresponding document is to be attached.	Clarification	Annexure – VII available at page no – 53, Litigation Certificate is to be submitted	Please refer Corrigendum 1 Sr. no. 3