

INFORMATION TECHNOLOGY DIVISION
HEAD OFFICE
BELGAUM ROAD: PB.NO.111 DHARWAD – 580 008



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್
ಸಿಂಡಿಕೇಟ್ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿದ ಸರ್ಕಾರಿ ಸ್ವಾಮಿತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್
Karnataka Vikas Grameena Bank
Head Office : Dharwad ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ.

Ref No:VSAT/CLR/HOIT/2017

Date: 17.05.2017

To,

All eligible Bidders.

Sub: Issuing Clarifications/Modifications on Request for Proposal (RFP) for Supply, Installation & Commissioning of 79 No of Ext-C Band VSAT with 8 Kbps Bandwidth for providing Network Connectivity to Customer Service Points in selected locations with 5 years Contract period.

Ref: RFP BC-VSAT/ITD/2017 dtd 03.05.2017

Sr. No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
1	7) Payment terms: / Page 7	i) On Delivery: Seventy (70) % of the Contract Price of the Goods along with 100% sales tax, 100% Octroi, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents (separate requests for release of Octroi payments will not be entertained): · Bidder's Original Invoice (with certified Xerox copy), showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. Of the Equipment/s etc.	Request bank to exclude Serial Nos. Of the Equipment/s etc requirement as the same is not possible to be captured at the time of invoice generation.	OUR RFP TERM STANDS

Sr. No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
2	7) Payment terms: / Page No. 7	However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations. In such a case, the Bidder shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the Equipment"s within 5 working days of confirmation of readiness of infrastructure by the Bank. This, however, does not preclude the Bank from invoking the Performance Security if warranted, as per the terms of this Bid Document.	We request bank to release the payment within 30 days from the date of receipt of goods at the respective locations in case the installation and commissioning is delayed due to non-readiness of infrastructure.	OUR RFP TERM STANDS
3	11) Response to RFP / Page 10	If the participating bidders need any clarification on any of the aspects of the Bid Document, they can seek clarifications in advance through e-mail to dit@kvgbank.com, kvgbdit@kvgbank.com on or before 11/05/2017 strictly as per Annexure –J (3) format	Request bank to give atleast two weeks time for Submission of bid from date of providing the clarification.	OUR RFP TERM STANDS
4	7 INDEMNITY: / Page 15	Additional Clause	The maximum liability of the bidder under Indemnity Clause should be limited to total project value of the contract.	OUR RFP TERM STANDS

Sr. No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
5	17 ASSIGNMENT / Page 19	<p>Bank may assign the hardware, software and other equipment"s (including electrical and civil) provided therein by the bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the AMC services to any of the sub-contractors or 3rd party, at its sole option, upon the occurrence of the following: (i) bidder refuses to perform; (ii) bidder is unable to perform; (iii) termination of the contract with the bidder for any reason whatsoever; (iv) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against the bidder. The bidder shall ensure that the said subcontractors or 3rd party shall agree to provide such services to the Bank at no less favorable terms than that provided by the bidder and shall include appropriate wordings to this effect in the agreement entered into by the bidder with such sub contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of the bidder to perform or termination/expiry of the contract</p>	<p>In case bank assign work to 3rd party subcontractors, how can bidder ensure that 3rd party subcontractors agree to provide such services to the Bank at no less favorable terms than that provided by the bidder. Request bank to exclude the said line from the clause.</p>	OUR RFP TERM STANDS
6	18 OWNERSHIP, GRANT AND DELIVERY / Page 19	<p>ii. The bank reserves the right to use the excess capacity equipment's supplied by the bidder for any internal use of the Bank or its affiliates, subsidiaries or regional rural bank at no additional cost other than the prices mentioned in the commercial bid. The bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and other equipment's. Further the bidder also agrees that such use will not infringe or violate any license or other requirements.</p>	<p>Who will be responsible in case there is failure in service deliverables due to internal use of the Bank of the equipment's supplied by Bidder. Bank also has to take responsibility of any misuse by its affiliates, subsidiaries or regional rural bank .</p>	OUR RFP TERM STANDS

Sr. No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
7	21 CONTRACT RE-NEGOTIATION / Page 20	ii. The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the bidder's offer does not match such lower price. Notwithstanding the foregoing, the bidder shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third-party suppliers.	Request bank to exclude this clause from RFP as bidder will be quoting for entire package i.e. considering cost of multiple items. The price of L1 Bidder should be considered as a whole for evaluation and not at item level to identify the lower price.	OUR RFP TERM STANDS
8	Annexure- C (Undertaking letter for Authenticity of VSATs) / Page 23	We (System OEM name) also take full responsibility of parts as per the content even if there is any defect by our authorized service center/Reseller/SI etc.	To remove this line from Annexure C as it is not applicable as bidder is SI.	OUR RFP TERM STANDS
9	ANNEXURE-R NON-DISCLOSURE AGREEMENT / Page 40	5. Term. This Agreement shall remain in effect for 10 years (subject to a one year extension if the parties are still discussing and considering the Transaction at the end of the fifth year). Notwithstanding the foregoing, the parties' duty to hold in confidence Confidential Information that was disclosed during term shall remain in effect indefinitely.	The Term of the NDA agreement cannot be for 10 years. It has to in line with contract period. Same was changes in last RFP.	The RFP Clause modified as "This Agreement shall remain in effect for 5 years (subject to a one year extension if the parties are still discussing and considering the Transaction at the end of the fifth year). Notwithstanding the foregoing, the parties' duty to hold in confidence Confidential Information that was disclosed during term shall remain in effect indefinitely.
10	Page No 29, Point No 2	The ping response from Branch locations to Bank's DC/DRS should not be more than 900ms for 99% of the time when tested with a load of 1000 bytes either tested from or any system like PC/server.	Request bank to revise it to not more than 1000ms because less than 900ms is not possible in practical scenario.	OUR RFP TERM STANDS
11	Page No 29, Point No 5	Bidder should not have any objection, in case Bank desires to obtain another backhaul link between Bank's DC/DRS and Bidder's Hub to increase redundancy. Bidder will have to make necessary equipment's/ports available at Bidder's Hub to integrate this link.	It is understand that backhauls will be arranged by the bank and bidder has to arrange necessary equipment's/Ports only at Hub location.	OUR RFP TERM STANDS

Sr. No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
13	Page No 29, Point No 8	The bidder shall be responsible for ensuring the full data security from all locations to Datacenter, Mumbai & DR site, Bengaluru. It would be the responsibility of the bidder to implement end-to-end tunnel or encryption for data security at each site. Bank's IT consultant or auditor or Security Integrator of Bank may conduct the security audit of the deployed VSAT equipment's including the HUB.	It is understand that this is bank's wish list and may not be mandatory clause for qualifying technical bid.	OUR RFP TERM STANDS
14	General Query	Site roll out plan for 79 VSATs is not given in the RFP.	Can bank provide quarter wise site roll-out plan within the given year.	we will inform the role out plan at the time of issuing Purchase Order
15	General Query	Whether connectivity required is for primary or secondary.	It is understand that it is primary.	It is a primary connection
16	General Query	No of users at each Customer Service Point	Please specify - Total and Concurrent.	Maximum 2
17	General Query	Applications used	Please specify which applications are used For example - 1.CBS Application Name and version 2.Mail Application Name 3.ERP Application Name 4.CRM Application Name etc Any other application, please mention.	Bancslink-CBS application
18	General Query	Backhaul Feasibility	Please provide complete address of DC and DR and respective personnel for feasibility.	DC is at DAKC Mumbai and DR is at Netmagic Bangalore.
19	General Query	Existing Backhaul	If bidder is already existing vendor of the bank for VSAT, can bidder use existing backhaul for this tender.	Bidder can use the existing backhaul if he is the existing vendor

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
20	7) Payment Terms Page No 7	...Bidders needs to give two separate BG a) 10% of the contract value for hardware equipment's valid for period of 66 months	Once Hardware is installed and integrated into the Bank network there will not be any issues arise with respect to Hardware equipment. Bank may evaluate and keep the observation for the period of six month. Further bidder is anyway providing PBG till contract period for 10% of Bandwidth cost. In view of the above. We request Bank to consider Hardware PBG limited to Maximum of 12 Months only instead of 66 months.	OUR RP TERM STAND
21	7) Payment Terms ii) On Final Acceptance Page No 7	In such a case, the Bidder shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the Equipment's within 5 days of confirmation of readiness of infrastructure by the Bank.	Request the bank to kindly amend the clause as: In such a case, the Bidder shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the Equipment's within 2 weeks of confirmation of readiness of infrastructure by the Bank.	OUR RP TERM STAND
22	3 INSPECTIONS AND TESTS: Page No 13	3 INSPECTIONS AND TESTS: Page No 13	It is assumed that the cost of travel, lodging and boarding for the Bank staff during the entire inspection would be borne by the Bank.	OUR RP TERM STAND
23	3 INSPECTIONS AND TESTS: Page No 13	3 INSPECTIONS AND TESTS: Page No 13	The time required for inspection should be excluded from the delivery/installation time.	OUR RP TERM STAND
24	21 CONTRACT RE-NEGOTIATION Page No 20	21 CONTRACT RE-NEGOTIATION	Since price discovery is through open RFP and techno-commercial procedure. Any Bidder will give the best prices to arrive L1. Hence contract situation re-negotiation does not arrive. Request Bank to kindly delete this clause.	OUR RP TERM STAND

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
25	4 Scope of Work related to implementation & Maintenance / Service level Agreement, Page no.5	g) An uptime of 99.5% for each connection shall be provided by the bidder. Planned downtimes and downtimes for reasons attributable to Bank are excluded. Up time calculation monitoring window is on monthly basis .	Request the bank to kindly amend the clause as: g) An uptime of 99.5% for each connection shall be provided by the bidder. Planned downtimes and downtimes for reasons attributable to Bank are excluded. Up time calculation monitoring window is on quarterly basis .	OUR RP TERM STAND
26	Order Placement	Request the bank to consider Order Placement on two companies which are subsidiaries/sister concern/consortium. However, complete responsibility of the bid lies with lead Bidder.	<p>Order Placement :Ordering of Hardware and Services should be allowed on two companies if one company is 100% subsidiary of another company. This is essential for correct book keeping. In case Hughes is eligible for order placement it would request the following to the Bank.</p> <p>Hardware Charges to be placed on HCIL COMTEL LTD., 1 Shivji Marg,Westend Greens,New Delhi-110038 and</p> <p>Recurring Services (Bandwidth & AMC) to be placed on Hughes Communications India Ltd. ,Plot No 1, Sector-18, Electronic City, Gurgaon-122015.</p> <p>HCIL COMTEL is 100% subsidiary of HCIL.</p>	OUR RP TERM STAND
27	5) Delivery Details Page No 6	In case the VSAT is not installed within time frame of two weeks from delivery of the VSAT because of reasons attributable to Bank, Bidder is required to obtain "SITE NOT READY" from the branch where delivered.	"In case the VSAT is not installed within time frame of two weeks from delivery of the VSAT because of reasons attributable to Bank, Bidder is required to obtain "SITE NOT READY" from the branch where delivered. <u>In the event of that the "SITE NOT READY" certification is not given by the Bank within two (2) weeks from such request, a notification to the Bank</u>	OUR RP TERM STAND

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
			<u>shall evidence non readiness of the Site.”</u>	
28	7) Payment terms : Page No 7The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	“...The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall be <u>pro rata to such portions of the services/equipment with respect to which there is delay/default as per the terms of this Agreement and</u> not amount to a default on the part of the Bank.”	OUR RP TERM STAND
29	3 INSPECTIONS AND TESTS: Page No 13	3 INSPECTIONS AND TESTS: Page No 13	The Bank should inspect the items on sampling basis instead of the entire lot's inspection to save time and costs.	OUR RP TERM STAND
30	10 Force Majeure Page No 16	iv. Notwithstanding subject to the considerations stated above, the decision of the Bank shall be final and binding on the bidder.	Iv. Notwithstanding Subject to the considerations stated the above, the decision of the Bank shall be final and binding on the bidder.	The RFP clause modified as "Subject to the considerations stated above, the decision of the Bank shall be final and binding on the bidder."
31	4) Scope of Work related to implementation & Maintenance / Service level Agreement-(h) Page No. 5	The bidder should submit detailed Scope of work related to Supply, Installation and Commissioning, maintenance support, SLA etc., over and above the minimum expected scope along with the technical bid. The minimum expectations are mentioned elsewhere in the document. The selected bidder should sign a Non-disclosure Agreement (NDA) with the Bank.	We understand that PO acceptance shall be post such signing of documents and all our deliverables and obligation shall start post signing. Please confirm.	OUR RP TERM STAND

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
32	7) Payment Terms (ii) On Final Acceptance Page No. 7	However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations. In such a case, the Bidder shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the Equipment's within 3 days of confirmation of readiness of infrastructure by the Bank. This, however, does not preclude the Bank from invoking the Performance Security if warranted, as per the terms of this Bid Document.	Please share the formats for SNR and Acceptance Certificate. Else can we use our standard formats?	Bidder can use their standard format.
33	VSAT Maintenance Price Schedule: The Price Bid shall be furnished in the following format: ANNEXURE-K (PRICE SCHEDULE FOR VSATs) Page No. 8	The selected bidder will assume total responsibility for the fault free operation of VSATs and maintenance during contract period for a total duration of five years. The selected bidder will accomplish preventive maintenance activities on Quarterly basis and breakdown maintenance to ensure that all hardware function without defect or interruption.	As per industry across globe hardware equipment comes with standard 1year warranty. Balance contract period will be on additional maintenance charges. Request Bank to kindly amend one year warranty maintenance and balance 4 years AMC as separate line item in the Price Bid. Also note Hardware sale attract sales tax where as maintenance attract service tax. Combining both will have adverse effect on tax implications. Hence it is always recommended to have maintenance as separate line item post warranty. Considering the above fact, we request bank to kindly have two separate line items for Hardware sale and AMC maintenance.	OUR RP TERM STAND

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
34	11) CHANGES TO RFP (V) Right to alter quantities Page No. 16	v. Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the tender. The Bank also reserves the right to delete or increase one or more items from the list of items specified in the tender. The bank will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by Bank for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by the Bank in the event the market prices / rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to the Bank within the contract period. The Bank may at its discretion, Increase the requirement up to 35% and place orders subsequently within one year of issue of Purchase Order at the same rates irrespective of the foreign exchange fluctuations/ market conditions or at mutual agreed rates if the cost of Equipment comes down at the time of placing repeat Purchase Order, or Decrease the requirement up to 35%.	There is contradiction in this clause for Right to alter quantities. We understand that there is a cap of 35% to increase/decrease the quantity mentioned the RFP. However Quantity variation can not be unlimited. Please confirm.	OUR RP TERM STAND
35	ANNEXURE-M Escalation Matrix Page No. 35		Please provide escalation matrix for Payment delays/Issues resolution	All payment are made from Head Office IT Division.

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
36	Additional Clause	EXPORT CONTROLS	<p>1. It is expressly agreed that the execution of this Agreement and all activities (including the delivery of equipment and/or services) under this Agreement will be subject and conducted in compliance with all applicable export controls and economic sanction laws and regulations imposed or administered by (i) the United States and (ii) Customer's home jurisdiction (collectively "Trade Controls"). Thus, Customer warrants that it shall not, directly or indirectly, use, sell, provide, export, re-export, transfer, divert, loan, lease, consign to or otherwise dispose of any products, software, source code, technology (including products derived from or based on such software, source code or technology) or services received from the Equipment Provider to any person, entity, end-user or destination prohibited by such Trade Controls without obtaining any required government authorization.</p>	N.A

SI.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
37	Additional Clause	EXPORT CONTROLS	<p>2. It is also understood that the Equipment Provider and its personnel will not provide technical support or other services (directly or indirectly) to any non-U.S. military or paramilitary organization without obtaining appropriate government authorization. Customer certifies that it will notify the Equipment Provider, in advance, if it intends to seek any technical support or service on behalf of a non-U.S. military or paramilitary organization. Before providing any such technical support or services, the Equipment Provider will seek appropriate government approvals. Customer agrees to provide, the Equipment Provider, with any information reasonably requested by the Equipment Provider in connection with its efforts to obtain any such export licenses or otherwise compliance with the applicable Trade Controls.</p>	N.A

SI.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
38	Additional Clause	EXPORT CONTROLS	<p>3. The Equipment Provider's performance obligations, under this Agreement, are expressly contingent upon and subject to obtaining and maintaining any and all necessary government approvals or exceptions required under the applicable Trade Controls. Notwithstanding any other provision of this Agreement, the Equipment Provider shall not be required to perform any act or obligation under this Agreement that would be prohibited or would otherwise subject the Equipment Provider to a substantial risk of material fines, penalties or other adverse consequences under any applicable Trade Controls. Further, the Equipment Provider shall be entitled to take any action reasonably necessary to ensure compliance with, or avoid material fines, penalties or other adverse consequences under such applicable Trade Controls. The obligations stated herein shall survive the expiration, cancellation or termination of this Agreement or any other related agreement/contract.</p>	N.A

Sl.No.	Clause No. and Page No.	RFP Term	Bidders Request for following Clarifications and Amendments	Banks Revised Amendment
39	Additional Clause	Bidder's right to terminate the Order	<p>The Bidder reserves the right to cancel the contract in the following events:</p> <ul style="list-style-type: none"> • If the Bank is in breach of any obligation under this Agreement. • If the Bank fails to make the payment of invoices within 30 days of receipt of such invoice. • If the Bank is declared bankrupt or insolvent by a court of competent jurisdiction or, any winding-up or analogous proceedings are admitted in respect of either Party and are not discharged within sixty (60) days 	N.A

Sr. No	Clause No.	RFP Clause	Queries Required	Bank Response
40	3 Eligibility Criteria:	4 Bidder must have its own Hub Centre/POP/Exchange with valid license to operate in India at required locations	Request the bank to change the clause to "The bidder should have its own Hub center in Extended C Band with Valid license to operate in India at required locations."	OUR RFP TERM STANDS
41	3 Eligibility Criteria:	OEM should provide a letter, on Equipment support and availability of spares during contract period of five years. OEM should also provide certificate that all Equipment's offered are not "End of Life" in the next one year and "End of Support" for a minimum of 5 years.	<p>OEM will provide it in the MAF that all Equipment's offered are not "End of Life" in the next one year and "End of Support" for a minimum of 5 years in one document.</p> <p>Sample MAF format is attached for reference. Request bank to accept this and not ask for a separate certificate.</p> <p>We, _____ who are established and reputable manufacturers of VSAT & associated Hub Electronics equipment having facilities at _____, do hereby authorize _____ to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.</p> <p>We hereby extend our full warranty & spare support for next 5 yrs for the _____ manufactured products to _____ to maintain the offered equipment in India pursuant to our standard terms and conditions with them for supply against above referred</p>	OUR RFP TERM STANDS

Sr. No	Clause No.	RFP Clause	Queries Required	Bank Response
			<p>tender. We certify that the above offered products will not be declared End of Life/ End of support for the span of next 5 years. We also here by certify that the undersigned is the Authorized signatory from our end.</p>	
42	3 Eligibility Criteria:	Details of brands offered, details of OEM offices in India with contact person details, mobile numbers and proof of having supplied such brands in India during last three years.	OEM cannot provide proof of having supplied such brands, but can provide a certification letter mentioning such brands are supplied in India.	AGREED
43	3 Eligibility Criteria:	12 Bidder should have their own system to check the Network uptime.	Site uptime will be prepared and submitted basis on the SRs logged by the Bank	OUR RFP TERM STANDS
44	4) Scope of Work related to implementation & Maintenance / Service level Agreement:	k) Bidder shall maintain the connectivity at each location on 24x7 basis and shall rectify the defect within 24 hours of receipt of complaint. Complaint shall be lodged over telephone, fax, email, SMS etc with the designated Officials of the bidder. (Bidder to provide the call registration and escalation matrix).	Complaint can be lodged over telephone or email only. Request bank to accept this	OUR RFP TERM STANDS
45	7) Payment terms :	i) On Delivery: Seventy (70) % of the Contract Price of the Goods along with 100% sales tax and any other taxes, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents ii) On Final Acceptance: Thirty (30) % of the Contract Price of the Goods shall be paid on Installation and Commissioning Certificate issued by the Bank's representative and upon submission of the following documents.	Request bank to change it to: i) On Delivery: 80 % of the Contract Price of the Goods along with 100% sales tax and any other taxes, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents ii) On Final Acceptance: 20 % of the Contract Price of the Goods shall be paid on Installation and Commissioning Certificate issued by the Bank's representative and upon	OUR RFP TERM STANDS

Sr. No	Clause No.	RFP Clause	Queries Required	Bank Response
			submission of the following documents.	
46	Annexure-A 21 CONTRACT RE-NEGOTIATION	ii. The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the bidder's offer does not match such lower price. Notwithstanding the foregoing, the bidder shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third-party suppliers. iii. As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the bidder can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization	Request bank to exempt bidder from supporting the equipment's which they have not provided	OUR RFP TERM STANDS
47	ANNEXURE-I TECHNICAL SPECIFICATIONS FOR VSAT	18. In case of Disaster, the bidder should be in a position to make their VSAT network live within 24 hours of disruption	Request bank to change it to: In case of Disaster, the bidder should be in a position to make their VSAT network live within 48 hours of disruption	AGREED
48	4) Scope of Work related to implementation & Maintenance / Service level Agreement:	j) The bidder shall install necessary equipment and provide connectivity and commission them within 10 weeks, from the date of delivery instructions for the same	Request bank to arrange for required permission / access / cable entry hole/ ladder/ internal cabling	AGREED
49	4) Scope of Work related to implementation & Maintenance / Service level Agreement:	l) The Bidder will have to provide monkey protector for VSATs.	Request bank to provide the exact requirement of monkey protectors.	The protector should cover the VSAT Antenna and protect the VSAT from monkey.
50	5) Delivery Details: The delivery may be in a phased manner as per the plan & need of the Bank. Separate delivery instructions will be issued.	The bidder shall install necessary equipment's and provide connectivity and commission the VSATs within 10 weeks from the date of issuing of delivery instructions. However for Road permit locations one week extra will be allowed for the above.	Request bank to arrange for required permission / access / cable entry hole/ ladder/ internal cabling	Bank will provide necessary Infrastructure for installation of VSAT
51	7) Payment terms :	ii) On Final Acceptance: Thirty (30) % of the Contract Price of the Goods shall be paid on Installation and Commissioning Certificate issued by the Bank's representative and upon	Request bank to accept photo copies of invoice, also request bank to make stamps available	OUR RFP TERM STANDS

Sr. No	Clause No.	RFP Clause	Queries Required	Bank Response
		<p>submission of the following documents.</p> <ul style="list-style-type: none"> · Copy of Installation Note and successful working of VSATs, signed by Bank Officers with the name of the Official, designation, stamp of branch/office and mobile number · Copy of the Bidder's Invoice showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. Of the Equipment/s etc. <p>However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations. In such a case, the Bidder shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the Equipment"s within 5 working days of confirmation of readiness of infrastructure by the Bank. This, however, does not preclude the Bank from invoking the Performance Security if warranted, as per the terms of this Bid Document</p>	<p>with its respective branches so that there is no delay caused there. Also request the bank HO to communicate with their respective branch regarding Vsat installation activity on a timely manner.</p>	
52	Annexure I: Scope of Work	<p>Backhaul connections between the Hub Centre of the bidder to our banks Data Centre and DRS shall be provided by the bidder at no extra cost to the Bank. The backhaul link shall be leased line/MPLS having bandwidth of 2 Mbps upgradable with redundancy required once the link reaches 70% of allotted BW. For this, if required, Bank will provide necessary Routers and Switches which are required at DC/DRS of the Bank. Other communication equipment's which are required at Bidder's Hub to be taken care by the bidder.</p>	<p>Request bank to share the DC and DR address details for backhaul connectivity for conducting feasibility.</p>	<p>DC is at DAKC Mumbai and DR is at Net Magic Banagalore</p>
53	8) VSAT Maintenance	<p>The selected bidder will accomplish preventive maintenance activities on Quarterly basis and breakdown maintenance to ensure that all hardware function without defect or interruption. Preventive maintenance can be carried out from Hub or can be clubbed along with down call.</p>	<p>Preventive Maintenance activity for VSATs will be carried out once in a Year, and will be carried out on need basis for the sites reported with chronic or repeated issues. Request bank to accept this.</p>	<p>OUR RFP TERM STANDS</p>

Sr. No	Clause No.	RFP Clause	Queries Required	Bank Response
54	8) VSAT Maintenance	On lodgement of complaint, service should be provided and rectification of reported problem within 24 hours from the time of reporting the complaint which also includes replacement of any defective component that may be required to bring the site up. In case of failure, Bank will levy a penalty of ₹250/- per day per site each time for such failure. Hence it is suggested that the service engineers carry required components which might go faulty at the time of first visit itself	Service Engineer carries Electronic Items while attending the breakdown calls. IFL cable, Feed horn, Reflectors will be dispatched on receipt of the Bank approval and road permit and will be replaced within 5 working days. Request bank to accept this delay if a replacement has to be done and also consider to remove a penalty of Rs. 250 /- per day in this situation.	OUR RFP TERM STANDS
55	Bill of Material and Compliances	VSAT Equipment along with other peripherals with 5 years warranty support; network bandwidth of 8 kbps for 5 years	There can be no warranty provided on all electronics Items, antenna, IFL cable, Feed Horn and monkey protector	OUR RFP TERM STANDS
56	Annexure I: Scope of Work, Pt. 12	The Bidder shall provide a proof of the site-wise uptime along with bandwidth utilization on monthly basis in the form of report. Bidder should provide the detailed methodology of monitoring and calculating the uptime in the technical bid. Bank reserves the right to evaluate the methodology suggested by the Bidder. In case the suggested methodology is not acceptable by the Bank, it shall prescribe a suitable method.	Site uptime will be prepared and submitted basis on the SRs logged by the Bank	OUR RFP TERM STANDS
57	additional clause	Cross connects for DC&DR	We assume ,if any Cross connects are required at Bank's DC &DR ,Bank will arrange the same	yes will be provided.

All the participating bidders are requested to make note of the above clarification and all other Terms and conditions of RFP will remain the same.

Yours faithfully,

I.G.Kumar Goud

(General Manager)