

Tender Reference No.: OICL/HO/ITD/ROUTER/2023/01 dated 27/07/2023
for Supply, Installation and Maintenance of Routers for OICL Locations under buyback of obsolete hardware

Reply to Pre-Bid Queries

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1	16	Scope of Work	13	G	Please provide the periodicity of Preventive maintenance.	Twice a year
2	16	Scope of Work	12	F	Kindly clear if you provide Space for Spare or bidder has to take care of that? Also is there minimum commitment on spare? If yes, please share the details.	It is the responsibility of the bidder
3	39	SLA	7	E, F & G	SLA calculation will be site wise, RO wise or cumulative?	SLA calculation for Router uptime will be site wise
4	16	Scope of Work	13	F	RFP asked for technical resources for coordination. Request you to share the Location, availability?	Please be guided by the RFP
5	16	SLA	13	F, H	Two resources won't be adequate to meet the 99.99% uptime 24 X 7 X 365. Request you to increase the count minimum to 5 resources.	It is to be noted that the resources mentioned are minimum. Bidder to right size and quote to ensure that the requirements as per RFP Scope are met.
6	14	Scope of Work	1.7	Bidder is required to provide AMC (including replacement). Bidder to note that maintenance for these routers is not a part of this RFP.	Please provide the clarity on this clause as this contradicts with the section "2.Scope of Work" as per which maintenance of the routers are required and part of this RFP.	Please be guided by the RFP. Refer Maintenance under Scope of Work
7	15	Scope of Work	2	Clause 10	Please elaborate the expectation for data security. Since the scope of this rfp is only the supply, install and maintain the routers only.	Requisite details will be shared with the successful bidder
8	16	Scope of Work	2	g	Router should support SDWAN however SDWAN licenses would be purchased separately and out of scope of this RFP. Is this understanding correct?	Yes, your understanding is correct
9	16	Scope of Work	13	b	Request you to give the clarity regarding; Who will provide the tool for traffic analysis as SDWAN is not getting implemented now and hence there is no visibility on application traffic.	OICL will provide the requisite tool. Details will be shared with the successful bidder.

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10	16	Scope of Work		17,18	Fixing security vulnerabilities is the specific job. Kindly elaborate what is required here. Also what is the tool which will be provided by the vendor?	Requisite details will be shared with the successful bidder
11	17	Project Timelines		21	Delivery timeline has the dependency on OEM. Request you to kindly amend this clause. It is requested to consider 3.5 Months for the Delivery of the Routers, 2 Months for Rollout across branches and 3-4 months for installation.	Please be guided by the RFP
12	67	Bill of Material	Appendix 1: Bill of Material	Router for OICL HO	It is requested to recheck on the Qty of HO Router which is currently being asked as 1 however if this is HO Router , most likely it is to be deployed in Redundancy on Day 1 hence confirmation is needed.	Qty.1 is correct
13	68	Technical Specifications	10.2 Appendix 2: Technical Specification s Branch Router	The router should have minimum 2 x 1G WAN routed ports out of them minimum 1 port should support both copper and fibre (multimode, single mode) connectivity	It is requested to confirm whether we need to consider SFP for Port or Not . If yes then shall we consider 1G SMF or MMF based SFP port	Yes, SFP for Port is required to be considered. 1G MMF should be considered
14	72	Technical Specifications	10.2 Appendix 2: Technical Specification s HO Router	The router should have minimum 6 x 1G WAN routed ports out of them minimum 2 port should support fibre (multimode, single mode) connectivity	It is requested to confirm whether we need to consider SFP for both Fibre Supported Port or Not . If yes then shall we consider 1G SMF or MMF based SFP port	Yes, SFP for Port is required to be considered. 1G MMF should be considered
15	3.1.10 - Payment Term	Payment Terms	22	On Successful Delivery of routers at all locations and submission of Invoice with *Proof of Delivery	70% Payment to be made based on submission of soft copy of POD. 100% Payment to be made based on Installation Certificate, POD is not mandatory	Please be guided by the RFP
16	2 - Scope of Work	Scope of Work	15	Warranty - warranty will start only after installation of routers at 90% of the locations is completed.	Warranty to be start from the date of Supply	Please be guided by the RFP
17	1.7 - Project Timelines	Project Timelines	14	Delivery & Installation of Routers at all locations - T+ 4 months	T+7 months	Please be guided by the RFP

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18	1.7 - Project Timelines	Project Timelines	14	AMC	Need Clarity - OEM backed warranty OR Partner warranty	OEM backed warranty
19	7 - Service Level Agreement (g)	SLA	39	The maximum response time for a maintenance complaint from the site of installation - 2 Hours / 4 Hours	Within 2 Days for Tier1 and Tier 2 Cities. Within 7 days for Tier3 and Tier 4 Cities	Please be guided by the RFP
20		Scope of Work	2	Bidder to note that warranty will start only after installation of routers at 90% of the locations is completed.	we request Bank to pls ask warranty from hardware delivery .	Please be guided by the RFP
21		Scope of Work	2.2	For the purpose of monitoring & ticketing, Bidder is required to integrate with OICL's ticketing tool.	We request Bank to pls specify the scope of integration	Requisite details will be shared with the successful bidder
22		Scope of Work	2.13.e	f any branch is shifted to any new location or router is used for any new branch at any location, bidder has to configure the router for WAN connectivity without any extra cost. However, transition of Router to new location / branch will be under purview of OICL.	We request Bank to please specify the frequency of shifting	Requisite details will be shared with the successful bidder

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23		Scope of Work	2.13.f	The bidder must provision for technical resources by way of two Network support engineers for coordinating with our existing Sify centralized helpdesk and bidder's own helpdesk for TAC escalation on supplied routers and for performing day to day activities required on the Router such as QoS change request, IP accounting, monitoring / report generation etc. as required by OICL. Bidder to note that this support can be provided remotely, however, it is the responsibility of the Bidder to ensure adequate resources are available onsite as per OICL's requirements	we request Bank to please specify the no of resource required along with the shift timing ,Location, Leave policy	Please be guided by the RFP
24		Scope of Work	2.13.g	Vendor should provide onsite preventive maintenance as per OICL requirements.	We request Bank to please specify the frequency of PM	Twice a year
25		Scope of Work	2.19	Bidder should offer serial to Ethernet converter to integrate service provider's serial link to be connected to router.	We request Bank to please specify the No of convertor require	Please refer Corrigendum for revised Appendix 1: Bill of Material
26		Project Timelines	2.21	Total Time for delivery and installation of Routers is 16 weeks from the date of PO.	We request Bank to please increase the delivery timelines from 16 weeks to 24 weeks.	Please be guided by the RFP.
27		Scope of Work	3.1.4	The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements. The system will be considered accepted (supplied, installed and operationalized) only after Acceptance Test is completed.	We request Bank to please provide the site wise acceptance	Please be guided by the RFP

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28		SLA	7	Service Level Agreement	We request Bank to please reduce the SLA penalty and ask as per industry standard	Please be guided by the RFP. Bidder to note that all SLAs are applicable for Routers to be installed at HO and all locations.
29		Scope of Work	General	Site access and permission	All kind of permission/access at site from feasibility check to router installation will be arranged by Bank.	Please be guided by the RFP
30		Scope of Work	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by Bank.	Yes, necessary arrangements will be made by OICL
31		Scope of Work	General	Network equipment safety	All the network equipment's delivered by bidder at Bank site for the Services should be kept under safe custody by the Bank. In case any device found lost or damaged due to Bank attribute than Bank has to bear the cost for lost/damaged as well as new device.	Please be guided by the RFP
32		Scope of Work	General	Central spoke	Central spoke from Bank is required to -> address and resolve all Bank end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	Please be guided by the RFP
33		Scope of Work	General	Site readiness	Bank has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Bidder will only be penalized for issues attributable to the Bidder
34		Scope of Work	General	First level troubleshooting	In case of connectivity down, FLT will be done by the Bank spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Bidder will only be penalized for issues attributable to the Bidder

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35		SLA	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the Bank with the bidder central helpdesk. Bidder will share the monthly uptime report with the Bank where all the SR will be captured along with detailed RFO/RCA.	Bidder will only be penalized for issues attributable to the Bidder
36		Scope of Work	General	Port and patch cord	Bidder will provide the Ethernet (RJ-45) handover to Bank for LAN connectivity.	Please be guided by the RFP
37		SLA	General	Service Level Agreement	SLA for OFC links will be 99.5% and for RF will be 98.5%	Please be guided by the RFP
38		SLA	General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at Bank end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Bidder will only be penalized for issues attributable to the Bidder
39		Eligibility	GEM RFP: Experience & Turnover related criteria.	Criteria pertaining to Similar Experience & Turnover etc.	We understand that the Criteria pertaining to eligibility / technical evaluation / Years of Past Experience/ Similar Services / Turnover Criteria etc. given in GEM RFP will be over-ridden by eligibility criteria given in OICL's tender document OICL/HO/ITD/ROUTER/2023/01 Dated 27/07/2023. (Terms of OICL's referred tender document only shall prevail and supporting documents pertaining to the same only need to be submitted by bidder).	Please be guided by the RFP

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					Kindly confirm if our understanding is correct.	
40	13	Eligibility	1.6 Eligibility Criteria	3. The Bidder should have a minimum turnover of Rs.100 Crores per annum in last three financial years (2020-21, 2021-22 and 2022-23). 4. The Bidder should have a positive net worth in the last three financial years (2020-21, 2021-22 and 2022-23).	In case audited financial reports for FY 2022-23 have not been declare, we understand that the bidders can submit Financial Statements and CA Certificate for last 3 "AUDITED" Financial Years: 2019-20, 2020-21, 2021-22. Kindly confirm if our understanding is correct.	Bidder is required to submit copy of Unaudited Financials (if not audited) for the FY 2022-23 and submit a declaration confirming that the copy of Audited Financials will be submitted as soon as the financials are audited.
41	22	Payment Terms	Payment Terms	AMC: Quarterly in Arrears	Since back-to-back payments to the OEMs need to be made in advance to the OEM, we request OICL to kindly amend the AMC Payment Terms as "Quarterly in Advance"	Please be guided by the RFP
42	26	Terms & Conditions	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price.	LD clause is very stringent. We request OICL to kindly amend the clause as follows: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.25% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the total contract price.	Please be guided by the RFP

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43	39	SLA	SLA	<p>(g) Penalties for SLA uptime shall be as under:</p> <p>1. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /email is made or letter is written) shall not exceed 2 hours. INR 500 per hour</p> <p>2. The Vendor shall ensure that faults and failures intimated by OICL are set right within 4 (Four) hours of being informed of the same excluding travel time not exceeding 2 hours. INR 1000 per hour</p> <p>3. Fixing the security vulnerabilities, taking prompt action on the advisories sent by the OICL's Security Consultant or by OICL officials within seven working days. INR 1000 per day after due date per <u>advice</u></p> <p>4. Equipment failure first time within the contract period. INR 1000 per incident per device</p> <p>5. Subsequent Equipment failure at same location within the contract period. INR 2500 per incident per device</p> <p>6. Router Replacement/ Spare Part/ Accessory (As applicable) should be within 1 day. INR 3000 per incident per device</p>	<p>Penalties for SLA uptime are very stringent. We request OICL to amend the same as follows:</p> <p>1. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /email is made or letter is written) shall not exceed 2 hours. INR 250 per hour</p> <p>2. The Vendor shall ensure that faults and failures intimated by OICL are set right within 4 (Four) hours of being informed of the same excluding travel time not exceeding 2 hours. INR 500 per hour</p> <p>3. Fixing the security vulnerabilities, taking prompt action on the advisories sent by the OICL's Security Consultant or by OICL officials within seven working days. INR 500 per day after due date per <u>device</u></p> <p>4. Equipment failure first time within the contract period. INR 500 per incident per device</p> <p>5. Subsequent Equipment failure at same location within the contract period. INR 1000 per incident per device</p> <p>6. Router Replacement/ Spare Part/ Accessory (As applicable) should be within 1 day. INR 1500 per incident per device</p>	Please be guided by the RFP

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44	40	SLA	SLA	Uptime (Per Device Per Month) Penalty per Device 1. 99.99% or above per device: Nil 2. <99.99% and up to 99.5%: INR 500 per device 3. <99.5% and up to 99.25%: INR 1000 per device 4. <99.25% and up to 99.00%: INR 1500 per device 5. 99.00% and below: INR 2500 per device	We request OICL to amend the Uptime Penalties as follows: 1. 99.99% or above per device: Nil 2. <99.99% and up to 99.5%: INR 250 per device 3. <99.5% and up to 99.25%: INR 500 per device 4. <99.25% and up to 99.00%: INR 750 per device 5. 99.00% and below: INR 1250 per device	Please be guided by the RFP
45	23	Payment Terms	3.2 Other RFP Requirements	...Any expenses (performing the benchmark, travel, stay, etc.) incurred for the same would be borne by the Bidder and under no circumstances the same would be reimbursed to the Bidder by OICL.	We understand that any expenses (performing the benchmark, travel, stay, etc.) for expenses incurred by OICL or the bidder shall be borne by the respective organization. Please confirm.	Please be guided by the RFP
46	21	Terms & Conditions	3.1.7 Performance Security	Within 15 days after the receipt of Notification of Award from OICL, the bidder shall furnish performance security to OICL as per Annexure - 6, which shall be equal to 3 percent (3%) of the value of the contract - valid till date of expiry of One year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI	Please confirm if the PBG validity should be only for 1 year.	Please refer Corrigendum for the revised clause. PBG should be valid for 66 months (60 months of contract period and additional 6 months as claim period)
47	15	Scope of Work	Scope of Work	Bidder is required to provision for any passive cabling or component required for the successful installation of routers. Bidders are required to quote the same in the Bill of Material	We understand bidder's scope for passive cabling is limited to provisioning of Patch Cabling only. Kindly confirm if our understanding is correct.	Please be guided by the RFP

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48	16	Scope of Work	Scope of Work	Vendor should provide onsite preventive maintenance as per OICL requirements	We understand that frequency of preventive maintenance will be once per year. Please confirm.	Twice a year
49	14	Project Timelines	1.7 Project Timelines	Delivery & Installation of Routers at all locations T+4 Months	It is requested to consider 3 Months for the Delivery of the Routers and 3 Months for Rollout across branches (Delivery & Installation: T+ 6 months)	Please be guided by the RFP
50	67	Bill of Material	Appendix 1: Bill of Material	Router for OICL HO	It is requested to recheck on the Qty of HO Router which is currently being asked as 1 however if this is HO Router , most likely it is to be deployed in Redundancy on Day 1 hence confirmation is needed.	Qty.1 is correct
51	68	Technical Specifications	10.2 Appendix 2: Technical Specifications Branch Router	The router should have minimum 2 x 1G WAN routed ports out of them minimum 1 port should support both copper and fibre (multimode, single mode) connectivity	It is requested to confirm whether we need to consider SFP for Port or Not . If yes then shall we consider 1G SMF or MMF based SFP port	Yes, SFP for Port is required to be considered. 1G MMF should be considered
52	72	Technical Specifications	10.2 Appendix 2: Technical Specifications HO Router	The router should have minimum 6 x 1G WAN routed ports out of them minimum 2 port should support fibre (multimode, single mode) connectivity	It is requested to confirm whether we need to consider SFP for both Fibre Supported Port or Not . If yes then shall we consider 1G SMF or MMF based SFP port	Yes, SFP for Port is required to be considered. 1G MMF should be considered
53	17	Scope of Work	Section 2 - Point 8 - Network parameter	Network Parameter: Throughput – minimum 99%; Latency – maximum 150 ms; Packet Loss – maximum 1%; Jitter (applicable for voice) – maximum 25-30 msec 9. The traffic prioritization is: Voice & Video Traffic – Highest Priority. INLIAS Application Traffic – Medium High Priority. Others – Least Priority.	Network parameters and Traffic prioritization parameters should not be part of this hardware RFP, this should be taken care by respective ISPs, Requesting to delete this parameter	Bidder to note that OICL has only provided details of its existing MPLS network. Bidder is required to ensure that the routers proposed comply to network details mentioned.

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54	15	Scope of Work	Scope of Work	7. Bidder to note that it is required to adhere to the timelines as stated in the RFP. AMC for existing routers is till December 2023, beyond which, the responsibility of AMC will also reside with the selected bidder. Bidder to note that in case of delay in installation or delivery, applicable penalty shall be imposed.	Since OICL has mentioned that AMC of existing Routers is valid till December 2023, beyond which, the responsibility of AMC will reside with the selected bidder, we request OICL to add one separate line item in the commercial Bill of Material to enable the bidders to quote for the AMC of the extended period (period after December 23)	Please refer Corrigendum for the revised Bill of Material
55	Page 2 GEM RFP	General	GEM RFP MII Compliance	GEM RFP Make in India (MII) Compliance	Kindly confirm if only MII Compliant bidders can bid for this RFP, or, can Non MII Compliant Bidders also bid for this RFP?	OICL has taken confirmation from GeM on the query received. GeM's response is as follows: "We would like to inform you that, if the buyer created a custom bid for services and buyers have mentioned in bid documents for (MII) the seller can participate in the particular bid, they need to upload the undertaking while participating in bid, we request you to please proceed accordingly." Further, Bidders may please reach out to GeM in case of any issue: Mail: helpdesk-gem[at]gov[dot]in Toll-Free Numbers (Inbound): Call 1800-419-3436 / 1800-102-3436 (9:00 am - 10:00 pm Mon to Sat)
56	68	Technical Specifications	10.2 Appendix 2: Technical Specifications/Branch Router Technical Specification	The router should support upto 3000 access control list. It should possible to classify users, devices or protocols into groups and apply these groups to ACL to create policies.	Classification of users, devices into groups is a functionality of AD/LDAP hence please remove this clause from router requirement.	Please be guided by the RFP

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57	68	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should be able to support various QoS methods i.e. Class-Based Weighted Fair Queueing, HQoS, DSCP	There are other QOS methods too, hence refrain from being specific to Class-Based Weighted Fair Queueing, HQoS etc.	Please be guided by the RFP
58	68	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should support 802.1X authentication, posture and Change of Authorization on Layer 2 switch ports	Not every router will have service models to support Switch Ports, E1-T1 modules, V.35 modules etc. Hence please consider switch port requirement through dedicated switches.	Please be guided by the RFP
59	68	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should support SSH, SNMP v3, Syslog, NetFlow for monitoring and device management should be possible from both CLI and GUI. It should support DHCP server, Access-List, DNS, DHCP, NAT, SPAN and ERSPAN	Functionalities like SPAN, ERSPAN are switch functionalities hence kindly use a dedicated L2/L3 Switch to fulfill this requirement.	Please be guided by the RFP
60	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router must support DHCP helper address to forward DHCP request to central DHCP servers	The local users can have remote DHCP server for which DHCP helper address may not be required for all router, hence remove the need for Helper DHCP address.	Please be guided by the RFP

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61	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	Router should support various large scale vpn technologies like GETVPN, FlexVPN, DMVPN etc.	These are vendor specific technologies, hence remove these one.	Please be guided by the RFP
62	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	Proposed router must support GETVPN and it should be possible to integrate with existing head end routers running on GETVPN architecture.	These are vendor specific technologies, hence remove these one.	Please be guided by the RFP
63	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should be compatible with GETVPN solution including features like: 1. G-IKEv2 support between Key server and Group member communication 2. It should have capability to auto detect and re-register to key servers and download new keys 3. It should support advance security like Perfect forward security within GETVPN to prevent attacker to use the keys and messages to obtain the keys of past or future session 4. Solution should support advance methods like TBAR (Time Based Anti-Replay) to enable advance security and to prevent from anti replay attacks.	These are vendor specific technologies, hence remove these one.	Please be guided by the RFP

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64	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should have separate internal hardware to accelerate VPN operations like ciphering and hashing operations.	These are ASIC based solutions characteristics which X86 based solutions may not be able to meet.	Please be guided by the RFP
65	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	Router should be upgradable to offer capability to act as local Survivable IP Phone Call Manager to register at least 25 local IP Phones in case of WAN Link failure Or offer equivalent feature by add-on component.	This is OEM Specific offering and hence be removed from the RFP	Please be guided by the RFP
66	69	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should have temper proof module and it should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	These are ASIC based solutions characteristics which X86 based solutions may not be able to meet.	Please be guided by the RFP
67	70	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should support following Standard Safety Certification - UL 60950-1.and EN 60950-1, CAN/CSA C22.2 No. 60950-1 and IEC 60950-1	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Please be guided by the RFP

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68	70	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should be FIPS certified.	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Please be guided by the RFP
69	70	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should be IPv6 ready logo phase 2 certified	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Please be guided by the RFP
70	70	Technical Specifications	10.2 Appendix 2: Technical Specification s/Branch Router Technical Specification	The router should be common criteria/NDPP/EAL3 certified	Kindly exempt Indian OEMs from these sort of Certification requirement.	Please be guided by the RFP
71	70	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should be able to support various QoS methods i.e. Class-Based Weighted Fair Queueing, HQoS, DSCP	There are other QOS methods too, hence refrain from being specific to Class-Based Weighted Fair Queueing, HQoS etc.	Repetitive query Please be guided by the RFP

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72	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should support 802.1X authentication, posture and Change of Authorization on Layer 2 switch ports	Not every router will have service models to support Switch Ports, E1-T1 modules, V.35 modules etc. Hence please consider switch port requirement through dedicated switches.	Repetitive query Please be guided by the RFP
73	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should support SSH, SNMP v3, Syslog, NetFlow for monitoring and device management should be possible from both CLI and GUI. It should support DHCP server, Access-List, DNS, DHCP, NAT, SPAN and ERSPAN	Functionalities like SPAN, ERSPAN are switch functionalities hence kindly use a dedicated L2/L3 Switch to fulfill this requirement.	Repetitive query Please be guided by the RFP
74	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router must support DHCP helper address to forward DHCP request to central DHCP servers	The local users can have remote DHCP server for which DHCP helper address may not be required for all router, hence remove the need for Helper DHCP address.	Repetitive query Please be guided by the RFP
75	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	Router should support various large scale vpn technologies like GETVPN, FlexVPN, DMVPN etc.	These are vendor specific technologies, hence remove these one.	Repetitive query Please be guided by the RFP

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76	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	Proposed router must support GETVPN and it should be possible to integrate with existing head end routers running on GETVPN architecture.	These are vendor specific technologies, hence remove these one.	Repetitive query Please be guided by the RFP
77	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should be compatible with GETVPN solution including features like: 1. G-IKEv2 support between Key server and Group member communication 2. It should have capability to auto detect and re-register to key servers and download new keys 3. It should support advance security like Perfect forward security within GETVPN to prevent attacker to use the keys and messages to obtain the keys of past or future session 4. Solution should support advance methods like TBAR (Time Based Anti-Replay) to enable advance security and to prevent from anti replay attacks.	These are vendor specific technologies, hence remove these one.	Repetitive query Please be guided by the RFP
78	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should have separate internal hardware to accelerate VPN operations like ciphering and hashing operations.	These are ASIC based solutions characteristics which X86 based solutions may not be able to meet.	Repetitive query Please be guided by the RFP

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79	71	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should have temper proof module and it should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	These are ASIC based solutions characteristics which X86 based solutions may not be able to meet.	Repetitive query Please be guided by the RFP
80	72	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should support following Standard Safety Certification - UL 60950-1.and EN 60950-1, CAN/CSA C22.2 No. 60950-1 and IEC 60950-1	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Repetitive query Please be guided by the RFP
81	72	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should be FIPS certified.	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Repetitive query Please be guided by the RFP
82	72	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should be IPv6 ready logo phase 2 certified	Kindly exempt Indian OEMs from these sort of Global Certification requirement.	Repetitive query Please be guided by the RFP

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83	72	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should be common criteria/NDPP/EAL3 certified	Kindly exempt Indian OEMs from these sort of Certification requirement.	Repetitive query Please be guided by the RFP
84		General	New Addition Make In India	As per the GOI directive all government procurements needs to support Indian OEM/ Domestic Manufacturer and their services as per the OM No: P-45021/2/2017-BE-II. DPIIT web link : https://dpiit.gov.in/public-procurements As per GOI Guidelines "Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products." Hence request you to kindly restrict the Tender for Indian OEM/ Domestic Manufacturer only		Please be guided by the RFP
85	13	Eligibility	9/ 1.6 Eligibility Criteria	The proposed OEM Router (Make / Model) / Series should have been implemented in at least 2 (two) Clients in BFSI/Govt. sector/ PSU in India out of which 1 should be in a BFSI sector in India with minimum 1000 branches.	Experience of Proposed series will be difficult to show as technolgy keep changing from time to time.	Please be guided by the RFP

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86	14	Project Timelines	1.7 Project Timelines	Delivery & Installation of Routers at all locations- T+4 months	Delivery Time Lines are OEM Driven	Please be guided by the RFP
87	15	Scope of Work	Scope of Work	Bidder to note that warranty will start only after installation of routers at 90% of the locations is completed	Warranty should not be linked with overall project installation.	Please be guided by the RFP
88	18	Bill of Material	Buy Back	The Bidder is also required to buyback the specified inventory as mentioned in RFP.	Please do not link the Buyback with the current RFP. Request you to please release the separate RFP for same.	Please be guided by the RFP
89	22	Payment Terms	3.1.10 Payment Terms	Delivery & Installation of Routers	Request you to consider the Payment Terms -90% gainst proof of delivery and 10 % against proof of installation.	Please be guided by the RFP
90	22	Payment Terms	3.1.10 Payment Terms	AMC-Quarterly in Arrears	Request you to make the Payment terms of AMC-Quarterly in Advance.	Please be guided by the RFP
91	39	SLA	g)	Penalties for SLA uptime	Please consider as per the industry standard	Please be guided by the RFP
92	40	SLA		Uptime Penalty for Incidents	Please consider as per the industry standard	Please be guided by the RFP
93	26	Terms & Conditions	4.16 Liquidated Damage	0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price.	Delivery Time Lines are OEM Driven	Please be guided by the RFP
94	28	Terms & Conditions	4.25 Taxes & Duties		Request you to consider as per actual.	Please be guided by the RFP
95	14	Project Timelines	1.7 Project timeline	Delivery & Installation of Routers at all locations T+ 4 months	Delivery & Installation of Routers at all locations T+ 8 months	Please be guided by the RFP

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96	22	Payment Terms	3.1.10 Payment Terms	70% On Successful Delivery of routers at all locations and submission of Invoice with *Proof of Delivery 15% On Successful Installation and Commissioning of the routers at 90% locations upon submission of *Proof of Installation and confirmation of services 15% On Successful Installation and Commissioning of the remaining routers at 10% locations upon submission of *Proof of Installation and confirmation of services	80% Payment On Successful Delivery of routers at all locations and submission of Invoice with *Proof of Delivery 10% Payment On Successful Installation and Commissioning of the routers at 90% locations upon submission of *Proof of Installation and confirmation of services 10% On Successful Installation and Commissioning of the remaining routers at 10% locations upon submission of *Proof of Installation and confirmation of services Is their delay from customer end than the payment should be release and SI will provide confirmation for the work completion as per go ahead	Please be guided by the RFP
97		Payment Terms	3.1.10 AMC	The AMC shall commence on completion of the warranty period and will be paid quarterly in arrears	The AMC shall commence on completion of the warranty period and will be paid on Yearly advance basis in arrears.	Please be guided by the RFP
98		Bill of Material	Appendix 1 (BOM)	In table A bill of material, there are 850Qty of routers asked but in Table B buyback router qty is 1055.	Need clarification on : number of new routers are less than the Buyback qty of routers	Please refer Corrigendum for the revised Bill of Material
99	13	Eligibility	Eligibility Criteria	#8 The Bidder should have supplied, installed & maintained/ under maintenance 1000 Routers in at least one client in BFSI/Govt. sector/ PSU in India with minimum 1000 branches / locations during the last 5 years as on the date of bid submission.	We hereby request to also include/add – Orders in hand/Orders under execution in the Clause #8 of Eligibility Criteria.	Please be guided by the RFP

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100	22	Payment Terms	3.1.10 Payment Terms	<p>Delivery & Installation of Routers</p> <p>70% - On Successful Delivery of routers at all locations and submission of Invoice with *Proof of Delivery</p> <p>15% - On Successful Installation and Commissioning of the routers at 90% locations upon submission of *Proof of Installation and confirmation of services</p> <p>15% - On Successful Installation and Commissioning of the remaining routers at 10% locations upon submission of *Proof of Installation and confirmation of services</p>	<p>We humbly request to amend payment terms for Delivery & Installation of Routers as -</p> <p>80% - On Successful Delivery of routers at all locations and submission of Invoice with *Proof of Delivery</p> <p>20% - On Successful Installation and Commissioning of the routers at all locations upon submission of *Proof of Installation and confirmation of services</p> <p>As successful bidder will also be submitting Performance Bank Guarantee as asked in Tender.</p>	Please be guided by the RFP
101	26	Terms & Conditions	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Penalty should be capped maximum up to 5% of Contract value to make it more viable for competitive bidding.	Please be guided by the RFP
102	72	Technical Specifications	10.2 Appendix 2: Technical Specification s/Router (OICL HO) Technical Specification	The router should support one Module Slot for Expansion of either WAN Port , LAN Ports , Serial Port or Voice Modules like ISDN E1 PRI / FXO etc	Not every router will have service models to support Switch Ports, E1-T1 modules, V.35 modules etc. Hence please consider switch port requirement through dedicated switches.	Please be guided by the RFP

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103	13	Eligibility	1.6 Eligibility Criteria	The proposed OEM Router (Make / Model) / Series should have been implemented in at least 2 (two) Clients in BFSI/Govt. sector/ PSU in India out of which 1 should be in a BFSI sector in India with minimum 1000 branches.	Kindly reduce the count to minimum 100 branch to allow for indian OEM's to participate.	Please be guided by the RFP
104	13	Eligibility	1.6 Eligibility Criteria	OEM of the supplied router must have its Proposed product / Series deployed as a Get VPN Group Member in at least 2 (Two) Clients in BFSI/Govt. sector/ PSU in India out of which at least 1 should be in a BFSI sector in India with minimum 1000 branches.	Kindly exempt from specific clause of GET VPN type of deployment to allow for wider participation of Indian OEM's.	Please be guided by the RFP