

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
1	14	1.4 Last Date and Time for submission of Bids 11/10/2022, 03:00 PM	This being a Multi OEM RFP and considering the festive period/ public holidays, request an extension of 3 weeks for the date of bid submission	Extension Provided vide Notice Ref. No. ITD/HO/2022/L/662 dated 10/10/2022 published on OICL's Web Portal
2	15	1.6 Quality certification in delivery of service (maintenance & support) from an internationally recognized and reputed agency, e.g. (ISO 9001:2015 and TL 9000:2016) for providing VPN/Network Services.	We request you to modify the requirement as " Quality certification in delivery of service (maintenance & support) from an internationally recognized and reputed agency, e.g. (ISO 9001:2015 <b>or</b> TL 9000:2016) for providing VPN/Network Services.	Please refer to corrigendum
3	79	6.6 The bidder must have experience in implementing and maintaining/managing BSNL links in BFSI in India (Max – 10 Marks)	The bidder must have experience in implementing and maintaining/managing BSNL links/ <b>Other Telecom Operator Links</b> in BFSI in India (Max – 10 Marks)	Please be guided by the RFP
4	21	19 Implementation and maintenance of electrical earthing pit at all branch location for in-scope equipment. The earthing should have adequate differential between earth and neutral voltage. Bidder is required to provide annual preventive maintenance and fault rectification of the earthing pit for the entire tenure of the contract. Bidder will be required to replace its supplied equipment free of cost in case of equipment fault due to electrical earthing. a. Electrical Resistivity should not be more than 3 Ohm after compression.	We request the deletion of this clause as branches being spread across different states & private properties, we request you to use the existing earthing/ grounding.	Please be guided by the RFP
5		2.16.17 2.16.17 Warranty, AMC & ATS	As this is a services contract, Bidder shall be responsible for the operation and maintenance of the services for the entire duration of the contract. Warranty clause is not applicable.Request deletion.	Please be guided by the RFP
6	22	2.1 (28) Devices/equipment's or any other materials required for implementation of the required solution not quoted by bidder in the bid, shall be supplied by the bidder only and no extra cost will be payable by OICL.	If Customer Premises Equipment services are within our scope, we request OICL to allow RJIL for charging CPE rental from an Entity other than RJIL. Hence OICL will receive separate invoices	Please be guided by the RFP
7	24	2.1 (58) Bidder to provide dedicated internet clean pipe solution at the DC & DR with scrubbing facility of 1 Gbps (Comprehensive DDoS protection). The DC & DRC internet clean pipe links should be from two different service provider. Bidder to provide at least 32 no. of public IPs with each link.	Request OICL to note that in case of DDOS, OICL may get 2 separate invoices for same period from two separate entities i.e JPL and RJIL. RJIL therefore seeks flexibility in RFP that associated entities of RJIL may bill DDOS	As per the RFP section 1.4 Schedule of Events- Consortium is not allowed so Invoicing can only be done by the Bidding Entity. No Change. Please be guided by the RFP.
8	63	4.1.10 Link charges will be paid quarterly in arrears on per-link basis based on the achievement of SLAs defined in the document. The bidder should submit the link-wise uptime achieved to enable OICL to pay quarterly charges.	1. RJIL would know the payment terms i.e the exact days by which Jio can expect payment after the completion of quarter? 2. In absence of payment as per agreed timelines by OICL, JIO shall have right to suspend the services along with levy of penal charges.	Please refer to corrigendum
9	69	5.16 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.	Request OICL to note that any liquidated damages or penalty mentioned in the RFP shall be settled by way of Credit Note	Please refer to corrigendum
10	69	5.20. OICL may send by 30 calendar days written notice to the Bidder to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In the event of the Bidder wishing to terminate this agreement, the bidder may send by 90 calendar days written notice to OICL to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	1. Request customer to provide a 90 days cure period to the Bidder to rectify any default. 2. In case of termination of contract by OICL without cause or for convenience, OICL shall be required to pay exit charges (termination convenience fee) to cover for all losses to Service Provider as mutually agreed between OICL and Service Provider for terminating the contract for reasons other than mentioned in the RFP. Request OICL to revise the clause accordingly. 3. Under what conditions will the Contractor be able to terminate the contract from their end?	Please be guided by the RFP
11	83	7.1 Commissioning of new Link 4 weeks For every day of delay there will be penalty at 3% of the ARC (annual recurring charges) per week per link	Penalty not acceptable. Request revision of the penalty as follows: <b>For every week of delay there will be penalty at 3% of the ARC (annual recurring charges) per week per link</b>	Please refer to corrigendum

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12	84	7.1 Timely fault rectification – DC and DRC equipment(s) and software 30 Mins Fault of all equipment and software at DC & DRC should be rectified within 30 mins from reporting of fault. Penalty will be charged @RS 1,00,000 every 30 mins or part thereof against each of equipment(s) or software The bidder is required to rectify the fault within 30 min from reporting of the fault.	Penalty is on higher sider. Request revision of the penalty as follows: <b>Fault of all equipment and software at DC &amp; DRC should be rectified within 30 mins from reporting of fault. Penalty will be charged @RS 100 every 30 mins or part thereof against each of equipment(s) or software The bidder is required to rectify the fault within 30 min from reporting of the fault.</b>	Please be guided by the RFP
13	86	7.2.1 Replication Links 99.99% Penalty of 5% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link MPLS backhaul links 99.99% Penalty of 1% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link Internet Bandwidth Links 99.99% Penalty of 1% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link	Penalty not acceptable. Request revision of the penalty as follows: <b>Penalty of 1% of Quarterly Pay-out for each 1% drop on monthly availability for each Link Internet Bandwidth Links 99.99% Penalty of 1% of Quarterly Pay-out for each 1% drop on monthly availability for each Link</b>	Please refer to corrigendum
14	86	7.2.2 All links 99.5% Penalty of 5% of Quarterly Pay-out for each 0.5% drop on monthly availability	Request revision of the penalty as follows: <b>All links 99.5% Penalty of 5% of Quarterly Pay-out for each 5% drop on monthly availability</b>	Please be guided by the RFP
15	88	The quarterly At-Risk Amount ('ARA') shall be 10% of the estimated quarterly payout of the respective quarter. Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 15% (ten per cent.) of the contract value.	At-risk amount to be revised as follows: <b>Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 10% (ten per cent.) of the contract value.</b>	Please refer to corrigendum
16		Additional: Inspection Requirement	We request OICL to note that RJILs standard time frame for and inspection testing of equipments is 14 days from date of commissioning	Please be guided by the RFP
17		5.2 5.2 Ownership, Grant and Delivery The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the components to be provided as a part of this project. The components should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries 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 infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	As this is a service agreement, No grant or transfer of IP or license shall take place. Each party shall continue to own its respective IP. Request deletion.	Please be guided by the RFP
18		5.15 5.15 Guarantees Bidder should guarantee that all the software's provided to OICL are licensed and legal. All hardware and related software must be supplied with their original and complete printed documentation.	As this is a service agreement, licensing of IP is not applicable. Request deletion.	Please be guided by the RFP
19		5.18 In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.	Risk purchase is not acceptable. Request deletion	Please be guided by the RFP

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20		<p>5.2 5.20 Termination for Convenience</p> <p>OICL may send by 30 calendar days written notice to the Bidder to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In the event of the Bidder wishing to terminate this agreement, the bidder may send by 90 calendar days written notice to OICL to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p>	<p>As the Bidder has to undertake substantial investment for the provision of the Services, Termination for convenience is not acceptable.</p> <p>Request deletion.</p>	<p>Please be guided by the RFP</p>
21		<p>5.28 5.28 Cancellation of the contract &amp; compensation</p> <p>OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:</p> <p>i. The selected bidder commits a breach of any of the terms and conditions of the bid.</p> <p>ii. The selected bidder goes in to liquidation voluntarily or otherwise.</p> <p>iii. The progress made by the selected bidder is found to be unsatisfactory</p> <p>iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.</p> <p>OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.</p>	<p>Request customer to provide a 90 days cure period to the Bidder to rectify any default, before cancellation.</p>	<p>Please be guided by the RFP</p>
22		<p>5.28 If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract</p>	<p>As this is a services contract, Bidder shall be responsible for the operation and maintenance of the services for the entire duration of the contract.</p> <p>Warranty clause is not applicable.</p> <p>Request deletion.</p>	<p>Please be guided by the RFP</p>
23		<p>5.37 5.37 Outsourcing Agreement</p>	<p>Clause not applicable.</p>	<p>Please be guided by the RFP</p>
24		<p>5.38 To the extent permitted by law applicable, you agree to indemnify, defend and hold harmless, OICL, its affiliates, officers, directors, employees, and agents, arising from and against any and all damages, claims, obligations, liabilities, losses, costs or debt, and expenses (including but not limited to lawyer's/attorney's fees) arising from:</p> <p>(i) your use of and access of our page;</p> <p>(ii) your violation of any of these Guidelines;</p> <p>(iii) your violation of any third party right, including without limitation any copyright, proprietary, or right to privacy; or</p> <p>(iv) all or any claim that content posted by you caused damage to a third party. The indemnification obligation contained herein shall survive these Guidelines and your use of our Social Media channels.</p>	<p>This indemnity is not applicable. Request deletion.</p> <p>Also, Bidder will not require access to Customer's social media account</p>	<p>Please be guided by the RFP</p>

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25		<p>9.10 Annexure 10: Undertaking for providing authorized representatives of IRDAI the right to inspection, investigation, obtaining information</p> <p>To</p> <p>The Deputy General Manager</p> <p>The Oriental Insurance Company Ltd,</p> <p>Corporate Office, Block-4,</p> <p>Plate- A, NBCC Office Complex,</p> <p>Kidwai Nagar East,</p> <p>New Delhi-110023</p> <p>Sir,</p> <p>Reg: Undertaking from the Bidder for providing authorized representatives of the IRDAI the right to inspection, investigation, obtaining information for Tender Ref No: OICL/HO/ITD/WAN/2021/01</p> <p>We hereby undertake to provide authorized representatives of Insurance Regulatory Development Authority of India (IRDAI) right to:</p> <p>a) examine the books, records, information, systems and the internal control environment to the extent that they relate to the service being performed for the company and</p> <p>b) access to any internal audit reports or external audit findings for the service being performed for the company.</p>	<p>Request deletion. Audit of our books and records cannot be accepted.</p> <p>Please confirm if the scope of this audit will be restricted to the invoices raised by us and payment records (excluding any cost break up) ,involved in the project and shall not extend to any books of accounts which has no nexus with the service provided under this RFP and to be construed accordingly.</p>	<p>Please refer to corrigendum</p>
26	168	Annexure 11: Non-Disclosure Agreement	Request customer to make the Non disclosure agreement mutual, as both parties shall be disclosing confidential information to each other.	Please be guided by the RFP
27		9.13 Annexure 13: Undertaking of Authenticity for Appliance and Equipment Supplies	Not applicable for the services offered by Bidder. Request deletion.	Please be guided by the RFP
28	19	2.1 Bidder should provision Data Center replication links between DC-DR as primary backup secondary on two different network paths.	Backup secondary link to be provided from other Operator Lastmile, Please Clarify	Primary backup secondary should be from two different NoCs.
29	19	<p>2.1 Min 98% of Link-2 through wired/ wireless last mile</p> <p>☒ For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G</p>	Please Change to Min 70% of Link-2 through wired/ wireless last mile	Please be guided by the RFP
30	21	2.1 It is the responsibility of Bidder to ensure active-passive link configuration at all DC, DRC, replication link i.e. one link should be operational at any point of time and when one MPLS link fails/ suffers latency all traffic should switch over without manual intervention to Bidder's working MPLS network and vice-versa without any downtime for locations i.e. zero downtime	<p>· For remaining % Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G</p>	<p>This clause is for all DC DR links and replication links which cannot be on RF or 3G/4G/5G.</p> <p>Please be guided by the RFP.</p>
31	22	2.1 Bidder should ensure all links should be proactively monitored with their Network Monitoring System. Bidder must have their own NOC facility for monitoring of the network. Bidder has to submit the uptime	Customer Router configuration under who's Scope?	Manageability of Router is the scope of the Bidder. As per the RFP scope Bidder needs to take the handover of Routers and do the sustenance activity so the configuration activity is also part of bidder scope
32	23	2.1 Internet Link i. Latency should not be more than 150 ms (Location to Internet peering)	Please confirm it is Mandatory to monitor the Link from router end Or we can Monitor through Our Mux Port	Monitoring needs to be done from router as well as Mux Port
33	24	2.1 Bidder to provide dedicated internet clean pipe solution at the DC & DR with scrubbing facility of 1 Gbps (Comprehensive DDoS protection). The DC & DRC internet clean pipe links should be from two different service provider. Bidder to provide at least 32 no. of public IPs with each link.	Please share the Destination location details to confirm the Latency	The DC and DR address is already mentioned in Annexure 18 of the RFP
34	25	2.1 Branch Routers installed in OICL branches are Cisco 1921s, Cisco 1941s and Cisco 1905s are running on GETVPN (Group Encrypted Transport VPN) which is a tunnel-less VPN technology. Bidder needs to take handover of them from the existing vendor and provide the maintenance and support during contract period.	1Gig Pooled Mitigation to be Provided for DC and DR or Each Location separate 1Gig DDoS Mitigation to be Provided, Please Clarify	DDOS is to be provisioned at DC& DR and not at branches.

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35	29	2.8 Public IP & ASN OICL is looking to procure permanent Public IP's for their organization. Bidder needs to provide /22 Pool Public IP's which are compatible with IPV4 and IPV6.	Need Clarity on what type support and maintenance provided by Existing Vendor, Share the detailed scope of work	Currently OICL does not have its own Public IPs so as part of this RFP OICL is procuring their own Public Ips.Bidder needs to provide /24 Pool Public IPs which are compatible with IPV4 and IPV6.
36	33	2.10 Next – Gen Network operations Center (NOC) The selected bidder shall be responsible for integrating each device with the NOC monitoring and management systems so that every critical parameter/element/resource can be monitored and managed proactively. The bidder must ensure that the NOC tools should be capable of handling 2,000 network devices and 2,000 communication links in OICL's network, from day one and scalable up to 6,000 network devices and 6,000 communication links.	Need Clarity on How Many IPv6 public Ip to be Provided	All the public Ip's provided by the Bidder needs to be compatible with IPV4 and IPV6
37	49	.15 Logging of Devices 2.16.15 Logging of Devices a) The bidder is required to maintain the log of critical network devices installed at DC, DRC and other locations for a period of six months. The logs should onsite for six months thereafter logs can be stored on tapes and submitted to OICL. b) The bidder have to ensure that the log from all in-scope devices are being stored at log servers on regular basis.	Please Clarify any existing security Devices to be Integrated ,If yes Please share the Details	Bidder needs to maintain the logs of the critical devices as mentioned in the RFP
38	49	Warranty, AMC & ATS Bidder also needs to quote for the AMC including manageability of existing Branch routers	Please share the Retention period	Bidder needs to quote only for Manageability of existing Branch routers. Please refer the revised Bill of Material (BoM).
39	16	Bidder must have its own Primary & Secondary Network Operations Centre (NOC) in India for monitoring / maintenance of MPLS network, in existence for at least 5 years as on date of bid submission. The NOC facilities should be ISO 9001 or ISO 20000 or ISO 27001 Certified.	We request that the clause be amended as:  Bidder must have its own Network Operations Centre (NOC) in India for monitoring / maintenance of MPLS network, in existence for at least 5 years as on date of bid submission. The NOC facilities should be ISO 9001 or ISO 20000 or ISO 27001 Certified."	Please refer to corrigendum
40	31	The bidders proposed NOC should be complied with below certifications I. ISO 27001:2013 (for ensuring that international standards are being followed for maintaining confidentiality, integrity, and availability of customer data, systems, and infrastructure) II. ISO 9001:2015 (focused on meeting customer expectations and delivering customer satisfaction)	We request that the clause be amended as:  The bidders proposed Primary NOC should be complied with below certifications I. ISO 27001:2013 (for ensuring that international standards are being followed for maintaining confidentiality, integrity, and availability of customer data, systems, and infrastructure) II. ISO 9001:2015 (focused on meeting customer expectations and delivering customer satisfaction)	Please refer to corrigendum
41	35	NPMD Scope of work for Network Performance Monitoring (NPMD)	For the mentioned scope in the RFP, Bidder needs to propose separate NPMD tool that will be deployed on premise at OICL Data Centers. NPMD solution will be a captive tool for OICL requirement.  Kindly clarify if Network Performance Monitoring is in scope and if the cost for the same needs to be considered in the commercials.	NPMD solution is not part of this RFP scope. Please refer corrigendum for the scope of work for Network Performance monitoring.
42	69	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	We request to amend the clause as:  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 undelivered portion price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of undelivered item / services	Please refer to corrigendum

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43	88	<p>At-Risk Amount</p> <p>The quarterly At-Risk Amount ('ARA') shall be 10% of the estimated quarterly payout of the respective quarter. Overall cap for penalties as per SLA and the Liquidated damages over the tenure of the contract will be 15% (ten per cent.) of the contract value.</p>	<p>The clause has mismatch of overall cap for penalties as per SLA and liquidated damages over the tenure of the contract will be 15% (ten percent) of the contract value.</p> <p>We request to amend the clause as:</p> <p>At-Risk Amount</p> <p>1. The quarterly At-Risk Amount ('ARA') shall be 10% of the estimated quarterly payout of the respective quarter.</p> <p>2. Overall cap for penalties as per SLA and the Liquidated damages will not exceed 10% (ten per cent.) of SLA + 10% (ten percent) of the undelivered item / services</p>	Please refer to corrigendum
44	75	<p>Sealed Bid System.</p> <p>The Bidders will be required to submit following two sets of separate documents.</p> <p>1. Eligibility &amp; Technical Bid</p> <p>2. Commercial Bid</p>	<p>We understand that bidder needs to be submit the following documents ONLY in hardcopy.</p> <p>1. Bill of Material as per format mentioned in Appendix-1.</p> <p>2. Non-Disclosure Agreement (NDA) as per format mentioned in Annexure 11</p> <p>3. Integrity Pact as per format mentioned in Annexure 12</p> <p>4. Power of Attorney on stamp Paper in offline mode to OICL Head office in a sealed envelope.</p> <p>Kindly confirm.</p>	Yes your understanding is correct.
45	225-228	<p>NPMD – Following technical compliance relates to Network Performance Monitoring</p> <p>Out of the box storyboards for Isolated Links, Links on Primary, Secondary, etc.</p> <p>The proposed Solution should able to provide bandwidth consumption information for IP to IP communication or IP to Geolocation communication or IP to Ips communications.</p> <p>It should be able to collect/capture Real time NetFlow and other flow technologies, such as sFlow, jFlow, other flow variants (Xflow), IPFIX and SNMP for network monitoring and analysis. Additionally, it should also provide Deep Packet Inspection (DPI) for packet analysis. It should also be capable of using packet-captured data into analytics to identify and isolate problem areas</p> <p>The Solution should, not only capture and analyze packet data, but also correlate the collated traffic data from different sources, and then produce it to the user in a web-based interface for monitoring and analysing network traffics. It should categorize traffic according to elements like source or destination IP address, port usage, application type, and volume. It should provide the visibility on how traffic flows over a specific network link or to servers or applications.</p> <p>The Solution should be able to perform multiple concurrent captures of jobs without impacting the performance.</p> <p>Network analyser Solution should be capable of performing Real-time packet capture, 24x7 network monitoring, advanced protocol analysis, in-depth packet decoding, and automatic expert diagnosis. The Solution must provide comprehensive high-level view of entire network, thereby giving quick insight to resolve problems.</p> <p>The Solution should must provide flow and packet analysis of both real-time and historic playback data. It should be capable of monitoring all conversations and able to reconstruct packet stream.</p> <p>"The Solution should be capable of capturing the performance metrics such as, but not limited to:</p> <p>• Packet loss, Retransmission rate, Retransmission delay,</p>	<p>The mentioned technical compliance refers to Network Performance Monitoring (NPMD) solution and is applicable if the tool is part of the scope.</p> <p>Kindly confirm if Network Performance Monitoring(NPMD) solution needs to be considered as part of overall scope by the Bidder.</p>	NPMD solution is not part of this RFP scope. Please refer corrigendum for the scope of work for Network Performance monitoring.
46	23	<p>Bidder should ensure the average round trip delay should not be more than 300 milli seconds (ms) on 3G/4G/5G based MPLS links. –</p>		Please refer to corrigendum

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47	87	Branch / Offices to Data Center- 4G / 5G- <=250 ms	Both the points are mismatched. Request OICL to modify latency "Branch / Offices to Data Center- 4G / 5G- <=300 ms"	Bidder should ensure the average round trip delay should not be more than 250 milli seconds (ms) on 3G/4G/5G based MPLS links.
48	NA	General query	Please confirm whether AGR (Adjusted Gross Revenue) will be paid by Bidder on behalf of NSP-1 (BSNL/ MTNL/ NSP-3)	yes, your understanding is correct
49	18	90% link delivery with testing, cooling period & migration- T + 16 weeks	It has been specified 90% of link delivery to be completed by T+16 weeks. All other project timelines (OEM and NOC establishment related) should be in line with link delivery as the services cannot be started till link delivery has been completed.  We request that project timeline (S. No 1-10) should be amended to T+16 weeks inline with project timeline 4.1	Please refer to corrigendum
50	31	Installation, Configuration, Commissioning, & Operationalization of the NOC	We request that the mentioned timeline should be in sync with the project timeline as per our query submitted on this.	Please refer to corrigendum
51	19	Bidder is not allowed to change the Service Provider for proposed link bandwidth	Since BSNL is predefined NSP1 by OICL. What if BSNL declares any link Technically not feasible during implementation stage or contract period hence basis on feasibility, flexibility to be available with Bidder.	Please refer to corrigendum
52	20	Both links DC, DRC, should have capability to offer bandwidth on demand at least till twice of capacity of existing bandwidth	Request to amend it to Single service provider as we will have challenge to get Bandwidth on Demand done from NSP-1(BSNL/ MTNL) in short notice ( 6 Hours).	Please be guided by the RFP
53	20	Bidder is required to provision the following for Link 1 from Network Service Provider 1 for offices as a mandatory requirement of project completion: ?( Min 85% of Link-1 through wired last mile,98% of Link -1 Wired/Wireless last mile.For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G.	Since BSNL is predefined NSP1 by OICL. Hope this is aged by BSNL and they have provided feasibility matching this criteria.	Please be guided by the RFP
54	21	Bidder is required to provide a letter from the authorized signatory of Network Service Provider 1 as per Annexure 16 clearly stating that the service provider shall provide 90% wired connectivity, the letter should be supported by locational feasibility mapping.	Since BSNL is predefined NSP1 by OICL. Please clarify if they have adhered to this compliance in writing to OICL. We request OICL to share the same with successful bidder.	Please refer to corrigendum. Annexure 16: Undertaking NSP1 - Minimum 85% Wired Connectivity
55			As NSP 1 is required to provide minimum 85% on wired, required clause should be amended to 85% instead of 90% wired connectivity.	
56	20	Bidder is required to provision the following for Link 2 from Network Service Provider 1 for offices as a mandatory requirement of project completion: -	Link 2 should be provided by NSP 2 as per our understanding.	yes, your understanding is correct
57	20	For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G	Request to amend SLA part of remain 2% of links as for 3G/4G/5G Links, SLA cannot be provided.	Please be guided by the RFP
58	24	OICL intends to implement SDWAN technology in future so the proposed MPLS networks and other devices should be SDWAN compatible.	We understand ,SDWAN end devices in not part of RFP and proposed wireless/ wired links should have compatibility with SDWAN technology.. Please confirm	yes, your understanding is correct
59	34	ix. Integration of NOC tools with OICL's other applications/ tools	Provide us the list of applications/tools which need to be integrated with NOC tools	Please refer to corrigendum
60	34	Data to be collected and stored for the entire contract period in a structured retrievable format:	Kindly clarify the need and purpose of storing data for entire contract period and also we would like to know the type of data need to be stored (raw data or sampled data), daily data points for utilization reports, etc...	The data is required for SLA calculation , Trend analysis and also for Audit and Security purpose for future reference.  Type of data list is already mentioned below the same clause. Please be guided by the RFP
61	34	The data required for the period before the commencement of the contract shall have to be obtained from the existing NSP during the transition phase and shall have to be imported into the Dashboard and other relevant tools.	Kindly elaborate on the type of data, type of reports, size of the data need to be migrated and for how long.	Data is required to depict the trend analysis, utilization details, call log details etc which OICL considers relevant for reporting/ compliance purpose.
62	31	Branches and other users should be able to register their complaints through various modes like Voice calls, emails, SMS, mobile apps etc.	Shall we consider SMS/WhatsApp for registering the complaints	No, SMS And Whatsapp is not the mode for raising complaints. Only Email, phone calls and ticket logging tool is the mode for registering the complaints.

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
63	42	Configuration & Maintenance of bandwidth traffic analyser, which will analyse all applications accessed by operating offices, hosted in data centers.	Understanding here is to get bandwidth traffic reports through netflow collection from all branch routers	yes, your understanding is correct
64	82	Uptime will be computed based on availability of the applications to OICL's users/customers irrespective of availability of server's individual server/clusters. Also, non-compliance with performance parameters for business, network and environmental infrastructure and system / service degradation will be considered for downtime calculation.	We are considering applications as NOC tools in this point	Please refer to corrigendum
65	220	The monitoring tool should keep a record of what devices of the network are used by users and how often they are used.	We are considering audit logs and user access details will be captured & stored in TACAC's solution since monitoring tools will not capture the requested information	Please be guided by the RFP
66	220	This tool must also be able to generate bandwidth optimization reports.	We are assuming bandwidth optimization reports will be delivered through WAN Optimization solution hence requesting to move this point to WAN Optimization section	Yes the report can be generated from WAN optimization tool but since the Bandwidth optimization is also a parameter for monitoring so this tool should also be capable of doing the same. Also WAN optimization tool is to be provisioned for only 35 OICL locations so the NOC monitoring tool should provide bandwidth optimization reports for all locations alongwith recommendations.
67	221	Trap-Based Discovery – whenever new devices are added with the capability to exclude specific devices based on IP addresses / IP Address range	Kindly clarify if we can consider this functionality can be achieved through new device onboarding process to track and map the devices based on the device functionality	Please be guided by the RFP
68	221	Network Fault Management should support both client-based and GUI-based monitoring console	All the NextGen tools are moving towards GUI based monitoring console hence request to remove the client-based monitoring console or keep it as optional requirement	Please refer to corrigendum
69	221	The proposed Solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.	Kindly elaborate the requirement and expectations from NMS tool	The solution proposed should provide the root cause analysis of the problem which will be derived on the basis of algorithms
70	221	The system must use advanced root-cause analysis techniques and policy-based condition correlation technology for a comprehensive analysis of infrastructure faults.	Kindly elaborate the requirement and expectations from NMS tool	Please be guided by the RFP
71	222	This tool must be able to send incident triggered SMS and email to all the stakeholders of OICL and Bidder. Since OICL has its SMS Gateway, the selected Bidder shall have to integrate the NOC tool and OICL's SMS Gateway for sending the SMS messages.	Since the expectations of NOC tools should be in shared model hence we will be using our own SMS gateway for all message communications	If bidder is using there own SMS Gateway for sending the SMS then bidder needs to note that OICL will not pay anything extra for the SMS cost.
72	222	Integration of Incident management systems with OICL's vendors and partners through relevant APIs.	Kindly elaborate the integration scope with vendors & partners	Please refer to corrigendum
73	223	Bidder is responsible for providing ticketing tool access to the network service providers for effective incident monitoring and resolution.	Since the solution will be through shared services, instead of extending ticketing tool access to NSP we will be doing eBonding by integrating our ITSM with their ITSM based on rest API feasibility	Ticketing tool access should be provided to OICL at no extra cost to OICL.
74	223	Automatically discovers and maps network devices and typically deploys in less than an hour.	Kindly elaborate, seems like irrelevant	Please refer to corrigendum
75	223	Network health monitoring, which for example checks various parameters on the router like CPU Utilization, Memory Utilization, Errors and Discards, Voltage, Temperature, CRC error, Collisions, Buffer statistics (Hits, misses and failures), etc.	Voltage, Collisions, buffer statistics cannot be monitored through monitoring protocols hence requesting to consider for removal	Please refer to corrigendum
76	225	The Solution should have the ability to integrate with other systems and overlay and predict business volume vs network usage.	Please elaborate on the requirement	Please refer to corrigendum
77	228	The tool should be automated and should accelerate the process of asset identification of all SBI's network devices	Understanding here is OICL network devices	Please refer to corrigendum
78	230	Duplicate entries of 135, 136, 137	Kindly remove the duplicate entries	Please refer to corrigendum
79	230	NI must set up a minimum of 6 wall displays of minimum 55" size for displaying various screens (which are critically required) for the dashboard in the NOC.	Since the proposal is going to be shared model, this point seems to be irrelevant	Please refer to corrigendum



S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
80	231	Information regarding all the network devices deployed on the entire SBI LAN and WAN network as well as information about the OS version installed on these devices.	Requesting to remove SBI LAN network here since we are not managing office LAN	Please refer to corrigendum
81	231	Application-wise bandwidth utilization such as bandwidth utilized for CBS, LLMS etc.	This point seems to be irrelevant as we are not monitoring Applications such CBS, LLMS	Application-wise bandwidth utilization such as bandwidth utilized for Core Insurance, HRMS, SAP, Mail, Proxy Internet, Video Conferencing, ECM, Web Portal etc.  Vendor is not required to monitor the applications, the requirement is to monitor the bandwidth utilization by application so that optimization can be done in case utilization goes beyond the subscribed bandwidth of the offices or crosses the threshold limit.
82	232	The dashboard should support major browsers such as Microsoft Internet Explorer, Google Chrome, Mozilla Firefox.	Microsoft Internet explorer is out of date and the same needs to be changed to Microsoft Edge	Please refer to corrigendum
83	232	* Moving Average Convergence Divergence (MACD) Histogram. * Patch Management	Requesting to remove these 2 points seems like irrelevant for network management	Please refer to corrigendum
84	232	Penalty Calculations	Kindly elaborate on the expectations	Bidder needs to extract the penalty calculation from the system on the basis of the parameters mentioned in the RFP
85	233	The tool must also have the ability to learn new actions via the recording of the NOC operator activities, to be automated for the next occurrence of this activity	Our understanding is to provide first level insights to agents and provide auto remediation for the known activities	yes, your understanding is correct
86	238	Ability to extract content from emails, PDFs, excel/csv, etc...	Kindly elaborate the requirement for PDF and Excel content extraction	Please refer to corrigendum
87	18	4.2. 100% link delivery with testing, cooling period & migration: T + 20 weeks	Request to change the timeline as "T + 25 weeks"	Please be guided by the RFP
88	18	6. Delivery, installation, commissioning, configuration & implementation of Internet based secured VPN (IP SEC) connectivity with two factor authentication for business centers/micro offices/ partners/ dealers/employees etc. including installation of software client	Please clarify whether bidder to propose SSL VPN or IPSec VPN. Page 17 of RFP mentions SSL VPN while this clause mentions IPSec VPN.	Please refer to corrigendum
89	18	6. Delivery, installation, commissioning, configuration & implementation of Internet based secured VPN (IP SEC) connectivity with two factor authentication for business centers/micro offices/ partners/ dealers/employees etc. including installation of software client	Request to exclude client software installation from the bidder's scope as this has to be done by end-user support team (either onsite or through domain policy). Bidder's scope will be limited only to supply of the client software for IPSec VPN.	Please be guided by the RFP
90	19	4. Bidder should provide redundant backhaul setup (in terms of links and CPE and POPs) at OICL's DC and DR sites.	Is bidder expected to provide routers at DC & DR sites?	Routers at DC and DR site are already implemented and the details of the same are already shared in RFP
91	20	7. The bidder must be capable of providing bandwidth on demand and upgrading as and when required by OICL.	Can we propose bandwidth on demand in 95th percentile model or will it be manual upgrade? Has NSP-1 (BSNL) provided a feasibility confirmation on the same? If no, request to change the timeline as 48hrs	Please be guided by the RFP
92	20	8. Bidder should provide Private MPLS VPN Network i.e. separate Virtual Route Forwarding (VRF) for branches which should not be integrated for any other entity. Further, as per requirement of OICL, additional VRF (voice/video or other requirement) is also to be provisioned as per requirement of OICL.	Will NSP1 also support additional VRF clause as OICL has shortlisted / mandated BSNL as NSP1?	VRF(s) shall to be provisioned as per the requirement of OICL
93	20	12. Bidder is required to provision the following for Link 2 from Network Service Provider 1 for offices as a mandatory requirement of project completion	Please clarify whether the Link 2 is also from Network Service Provider 1 or it should be from Network Service Provider 2.	Please refer to corrigendum
94	21	Bidder can either propose Link-1 on 3G/4G/5G or Link 2 on 3G/4G/5G but both the proposed links cannot be on 3G/4G/5G at the same location	Can bidder propose Link-1 & Link-2 on 3G/4G/5G at the same location from different service providers?	NO, both link at same location cannot be on 3G/4G/5G
95	21	19. Implementation and maintenance of electrical earthing pit at all branch location for in-scope equipment.	Requesting OICL to provide & maintain earthing pit through local electrician as the locations are owned / leased by OICL.	Please be guided by the RFP

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
96	21	20. It is the responsibility of Bidder to ensure active-active link configuration at all Branches/ office/RO location i.e. both links should be operational at any point of time and should be of equal capacity and when one MPLS link fails/ suffers latency all traffic should switch over without manual intervention to Bidder's working MPLS network and vice-versa without any downtime for locations i.e. zero downtime.	While auto failover can be done from Link-1 to Link-2 and vice versa for link outages, for enabling auto failover between links due to increase in latency is performance-based routing which is available in SDWAN. Has OICL has SDWAN CPEs deployed at its locations? If yes, which OEM SDWAN is deployed.	Please refer to corrigendum
97	21	21. It is the responsibility of Bidder to ensure active-passive link configuration at all DC, DRC, replication link i.e. one link should be operational at any point of time and when one MPLS link fails/ suffers latency all traffic should switch over without manual intervention to Bidder's working MPLS network and vice-versa without any downtime for locations i.e. zero downtime	While auto failover can be done from active to passive link for DC, DR & replication link outages, for enabling auto failover between links due to increase in latency is performance-based routing which is available in SDWAN. Has OICL has SDWAN CPEs deployed at its locations? If yes, which OEM SDWAN is deployed.	Please refer to corrigendum
98	22	Roof / ground access for pole or mast installation will be bidder's responsibility.	Requesting OICL to provide roof / ground access as the locations are owned / leased by OICL.	Please be guided by the RFP
99	22	25. Bidder should ensure all links should be proactively monitored with their Network Monitoring System.	Please confirm the availability of SNMP RW access to the CPE devices terminating the links for remote monitoring & management.	Model number are already mentioned in the RFP for CPE devices, bidder can do the solutioning for the same
100	22	Bidder has to submit the uptime, Application wise Bandwidth Utilization, Link error, Latency, call details, Packet loss, Threshold report or any other reports for individual links at the locations on predefined periodicity and as & when required by OICL within 12 hours from the time of such demand.	Few of the reporting parameters require IPSLA or SAA feature on the CPE devices. Please confirm the availability of IPSLA or SAA feature on the existing OICL CPEs.	Model number are already mentioned in the RFP for CPE devices, bidder can do the solutioning for the same
101	22	OICL reserves the right to seek a demonstration of the QoS provisioning detailed above before finalizing the order	Demonstration of QoS provisioning is subject to packets generated from the respective systems (e.g., Video/voice, business app, mail, etc) consuming the assigned bandwidth. Please confirm	Please be guided by the RFP
102	23	42. The bidder shall provide the service, system spare parts and complete maintenance of the system during contract period.	Need clarity on the part as no hardware is to be supplied by the Bidder.	<p>In this contract bidder is going to maintain the routers of the branches, if any Router part or any router malfunction then it's the bidder responsibility to coordinate with the AMC vendor and do the needful till the time router is not up and running.</p> <p>Manageability of routers and switches will include the below things :-OICL will only share OEM contract with successful bidder. The router/switch needs to be managed completely by the bidder including raising RMA, configuration, logistics, etc. Please refer BoM.</p> <p>Also, as part of RFP bidder is going to supply WAN optimization, DDI solution for which the complete end to end scope is with bidder and their AMC is also with bidder. For hardware / software for which AMC and ATS is with bidder all the part replacement and maintaining the SLA is bidder responsibility</p>
103	24	55. OICL intends to implement SDWAN technology in future so the proposed MPLS networks and other devices should be SDWAN compatible.	CPE routers at locations are provided by OICL, hence request to remove this clause as SDWAN is device feature while links provisioned under this RFP will be underlying transports for SDWAN overlay.	Please be guided by the RFP
104	24	57. The Data Center links should have at least 100% scalability without any requirement of technology upgrade at OICL's end.	While links will be 100% scalable, any bottleneck on the CPEs provided by OICL shall be handled by OICL team. Please confirm.	yes, your understanding is correct
105	24	58. Bidder to provide dedicated internet clean pipe solution at the DC & DR with scrubbing facility of 1 Gbps (Comprehensive DDoS protection).	Does OICL has any on-premise DDoS mitigation platform? If yes, request to provide the make & model of on-premise DDoS platform.	Please be guided by the RFP
106	24	The DC & DRC internet clean pipe links should be from two different service provider.	While bidder will be providing 1 internet, can bidder select internet link from any other service provider inline with OICL's requirement. Pl confirm.	yes, your understanding is correct. Bidder needs to mentioned the details of the service provider

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
107	25	62. The provisioned items will be deemed accepted only on successful acceptance of those products. OICL at its' discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of OICL.	Request to remove "OICL at its' discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor." & change it to "mutually agreed"	Please be guided by the RFP
108	25	68. The Bidder should not quote any network equipment that are already declared End of Sale at the time of proposal, if any of the equipment are found end of sale declaration, Bidder will have to replace the equipment with higher configuration of the same OEM (i.e. OEM proposed replacement), with no additional cost to OICL.	Request to change as "68. The Bidder should not quote any network equipment that are already declared End of Sale at the time of proposal, if any of the equipment are found end of sale declaration, Bidder will have to replace the equipment with <b>equivalent or</b> higher configuration of the same OEM (i.e. OEM proposed replacement), with no additional cost to OICL.	Please be guided by the RFP
109	25	69. Further, if any of the equipment reaches End of Support / End of Life within contract period, Bidder is required to replace the said equipment with higher configuration (OEM proposed replacement) 6 months before reaching the date of End of Support/ Life, with no additional cost to OICL.	Request to change as "69. Further, if any of the equipment reaches End of Support / End of Life within contract period, Bidder is required to replace the said equipment with <b>equivalent or</b> higher configuration (OEM proposed replacement) 6 months before reaching the date of End of Support/ Life, with no additional cost to OICL."	Please be guided by the RFP
110	26	b) Providing dual last mile link of equal capacity connectivity with dual local redundant PoPs (Point of Presence) to all operating offices. Last mile connectivity should be any combination of Lease Line & Fixed wireless only.	We presume that the dual last mile link refers to NSP-1 & NSP-2 links connecting to the respective service provider POPs. Please confirm	yes, you understanding is correct
111	27	g) At Data Center WAN, IP Sec concentrator & WAN termination should happen on different router with full mesh.	Please confirm that the IPSec concentrator & WAN termination routers are provided by OICL.	yes, you understanding is correct
112	27	h) OICL is having dual firewall in each Data Centres LAN network (Interconnect between WAN & LAN) & hence bidder must connect Routers to Firewall in Active-Passive mode (auto) & accordingly configuration has to be provisioned to allow branch network to access data center's servers / applications over LAN IP.	Need clarity on this clause of the scope as DC infrastructure is owned & operated by OICL.	Please be guided by the RFP
113	27	i) MAC Address binding of each PC / Laptop/ Network Printer on router with static IP at each operating office.	While LAN devices can be provisioned with static IP addresses, MAC address binding is the capability of the CPE device provided by OICL. IPAM function of DDI will do the IP assignment function for individual devices by reserving IP address in DHCP. Need clarity on this point with regards to MPLS network	Since the CPE is going to be managed by the Bidder and also the configuration management is part of the bidder scope. Hence bidder needs to do the Mac address binding
114	27	i) Time Frame for complete setup & delivery: 10 weeks from the date of Notification of Award.	Request to change delivery timelines to 16 weeks due to global shipment / shortage issues.	Please refer to corrigendum
115	28	g) Each Data center should have two last miles from two different Tier-1 service providers having international gateway and from two different NoCs.	Does NSP-1 (BSNL) has feature to support the technical clauses for delivering internet link such as point b.	Please be guided by the RFP
116	28	b) Bidder should provide centralized web access portal with user access to request Bandwidth for one or more than one locations. OICL Office Code will be reference for all such requests.	Request to consider circuit id for the link for bandwidth upgrade requests.	Please be guided by the RFP
117	28	d) Provisioning of bandwidth on demand should happen within 6 hours (can be on either of the two circuits)	Can we propose bandwidth on demand in 95th percentile model or will it be manual upgrade? Has NSP-1 (BSNL) provided a feasibility confirmation on the same? If no, request to change the timeline as 48hrs	Please be guided by the RFP
118	29	f) When ever OICL wants to increase the Bandwidth of any office/DC/DR, OICL will only intimate the bidder and bidder needs to increase the same as per the Timelines. The costing will be taken from the rate card and paid accordingly	Intimation shall be through service request / change request / PO to capture the start of the upgraded bandwidth. Please confirm.	The request can be made either through mail, call or service request.  The start date will be taken from the date the OICL start using the upgraded bandwidth
119	29	a) Provision of Bandwidth on demand based on request from OICL on temporary /permanent basis.	What will be the duration of the bandwidth on demand for temporary basis?	The duration of temporary Bandwidth on demand will be not beyond 15 days in a single stretch
120	29	b) Bidder should provide centralized web access portal with user access to request Bandwidth on demand for one or more than one locations. OICL Office Code will be reference for all such requests.	Request to consider circuit id for the link for bandwidth upgrade requests.	Please be guided by the RFP
121	29	e) Provisioning of bandwidth on demand should happen within 6 hours (can be on either of the two circuits)	Can we propose bandwidth on demand in 95th percentile model or will it be manual upgrade? Has NSP-1 (BSNL) provided a feasibility confirmation on the same? If no, request to change the timeline as 48hrs	Please be guided by the RFP

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
122	29	Bidder needs to provide /22 Pool Public IP's which are compatible with IPV4 and IPV6. Bidder needs to Provide 100 such Public IP to OICL which will be in the name of OICL from IRINN.	Does OICL need /22 IPv6 address space? Minimum address space for IPv4 is /24 & IPv6 is /48. If only 100 public IPs are required, can we provide /24 (254 IPv4s) or /23 (510 IPv4s)	Please refer to corrigendum
123	29	2.9 DDI Solution Each site should be capable of handling 100% load while either site failure.	While each site should be capable of 100% load, DDI BOM mentioned in page 30 for DC & DR are different quantities (especially, Internal Authoritative DNS and Cache & Recursive DNS with required Security Features). Please clarify.	Authoritative DNS and Cache & Recursive DNS as an Active Backup mode in DC which can ensure local site level redundancy. in case both appliances of DC goes down/unreachable then DR appliance will take the entire traffic (100% load) which will ensure complete redundancy in-between DC and DR.
124	30	The selected Bidder shall be required to establish/build NOC (Helpdesk / Coordinating desk) in OICL HO.	We presume that only the manpower resource will be deployed at OICL HO & the bidder's NOC tool will be extended to onsite manpower for operations of the network. Please confirm.	Please refer to corrigendum
125	30	The selected bidder shall be responsible for Design, Supply, Implementation, Customization, Integration, Operationalization, and Maintenance of OICL's own Network Operation Centre (Helpdesk / Coordinating desk) with all necessary tools and IT infrastructure etc.	Since the bidder's NOC tool is to be used for network operations, there will not be separate NOC tools will be used. Hence need clarity on this statement pertaining to "all necessary tools and IT infrastructure etc."	Please refer to corrigendum
126	31	2. Site survey where the NOC tools are required to be built.: 21 days	Since the bidder's NOC tool is to be used for network operations, this clause does not apply. Please clarify on the site survey for NOC.	Please refer to corrigendum
127	31	3. Online submission of complete Solution design and implementation approach document. The selected bidder shall discuss the approach in detail with OICL. The approach shall be finalized by the selected bidder in consultation with OICL. OICL may make suitable changes in the approach which shall be final and binding on the selected bidder at no additional cost to OICL.: 30 days	Since the bidder's NOC tool is to be used for network operations, this clause does not apply. Please clarify on this clause.	Please refer to corrigendum
128	31	4. Hardware Delivery (including all the components of the solution) at the intended site of NOC.: 60 days	Since the bidder's NOC tool is to be used for network operations, this clause does not apply. Please clarify on this clause.	Please refer to corrigendum
129	31	5. Installation, Configuration, Commissioning, & Operationalization of the NOC: 150 days	Request to change as "5. Onboarding of OICL devices for remote monitoring & management from Bidder's NOC: 150 days"	Please refer to corrigendum
130	31	Bidder needs to note that all the required desktop/laptop, Phone connection needs to be arranged by the bidder and OICL will not pay any additional cost for the same for setting up the helpdesk	Requesting OICL to provide handset & phone / extension connection from OICL's existing UC system for the onsite resources.	Please be guided by the RFP
131	31	c) The selected Bidder shall be responsible to ensure that the NOC architecture, tool configuration, and NOC operations comply with OICL's information security policies and industry-leading standards and applicable laws and regulations. Policy will be shared with the successful bidder.	Bidder's shared NOC is already certified for quality & information security management. Hence request to remove this clause.	Please be guided by the RFP
132	31	g) Branches and other users should be able to register their complaints through various modes like Voice calls, emails, SMS, mobile apps etc.	Request to change as "g) Branches and other users should be able to register their complaints through various modes like Voice calls, emails, SMS/WhatsApp, mobile apps etc."	No,SMS And Whats app is not the mode for logging complaints , Only email, phone call and ticket logging tool is the mode for registering complaints.
133	31	l) The tools must be able to deliver all the service outcomes with the ability to grow for future scale without any disruption to the ongoing operations.	This clause is applicable only when captive NOC is built at OICL premises, hence request to remove this clause.	Please be guided by the RFP
134	32	m) The tools must be integrated for all service operations, from the service desk to monitoring incident management to problem management, change management, configuration management, etc.(as and when required by OICL)	This clause is applicable only when captive NOC is built at OICL premises, hence request to remove this clause.	Please be guided by the RFP
135	32	r) SLA Reporting in the format provided by the OICL. All SLA reports should be available on the portal which can be downloaded as and when required by OICL.	Request to remove this clause as bidder's NOC tool reports service levels in pre-defined format. Customized SLA reporting can be done only when captive NOC is built.	Please be guided by the RFP
136	32	s) The portal/dashboard should be accessible by different users from different locations. Dashboard/ portal and all tools must have user access control and should provide logs for the same, it should also provide role-based access.	How many user logins & privileges required by OICL?	Bidder needs to factor 1 Login per office

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
137	32	w) The bidders shall provide the details of the proposed NOC containing at least the following information meeting with OICL's Security policies:	This clause is applicable only when captive NOC is built at OICL premises, hence request to remove this clause.	Please refer to corrigendum
138	33	f. Voice call flow monitoring.	Need clarity on this clause.	Please be guided by the RFP
139	33	h. SLA Reporting in the format provided by OICL. All SLA reports should be available on the portal which can be downloaded as and when required by OICL.	Request to remove this clause as bidder's NOC tool reports service levels in pre-defined format. Customized SLA reporting can be done only when captive NOC is built.	Please be guided by the RFP
140	33	o. The selected bidder shall also be responsible for providing NOC tools that should be both horizontally and vertically scalable. However Bidder needs to Note that OICL is not looking to procure any monitoring tool and the bidder needs to extend his monitoring tool having the required features of RFP to OICL.	Bidder has deployed a carrier grade monitoring tool where the scalability is been taken care off. Hence request to remove this clause as no onsite tool deployment is part of the scope.	Please be guided by the RFP
141	34	r. The proposed NOC tool should comply with the specifications mentioned in Appendix -2 Minimum Technical and Functional Specifications.	As part of the RFP scope, bidder's shared NOC tool is to be used. Hence request to remove this clause.	The bidder shared NOC tool should comply with the specification mentioned in the Appendix -2 Minimum Technical and Functional Specifications
142	34	VIII. Service desk statistics for various modes of inward communications with data points like, complainant branch/department, called purpose, action taken, various action details with timelines. Team wise operational statistics with action timelines.	Need clarity on this point.	The Ticketing tool which bidder is going to use should have the capability to capture all these so that trend analysis can be done in future
143	35	NPMD u. Network Performance Monitoring Bidder needs to do the Network Performance monitoring of DC, DR and all branches / office with packet capture facility. The solution will be comply with the specification mentioned in the Appendix -2	Network performance monitoring with packet capture & analysis is a separate solution called "Network Performance Monitoring & Diagnostics" which provides is dedicated setup & more insights to the level of each packet. Does OICL expects bidder to propose NPMD solution? If yes, please provide the number of capture points, throughput for each capture point & location where the NPMD collector needs to be deployed.	Please refer to corrigendum
144	37	x. Configuration Management xii. The selected bidder has to provide a centralized tool from where configuration to device/devices can be done.	Centralized configuration push is part of SDWAN. While bidder's NOC has tool for configuration backup, restoration of configuration backup will be manual. Please confirm.	Please be guided by the RFP
145	37	The transfer of audit trail and logs from NoC to OICL's Security Operations Center or to OICL's custodian, may be fulfilled on real time basis or store & forward basis, as decided by OICL.	While the logs can be transferred to OICL's SOC, please provide the details of SOC tool for integration effort estimate. Also any configuration / integration required on the SOC tool end shall be owned & executed by OICL. Please confirm.	Integration with OICL's SoC is not required as of now. Audit trail and logs of OICL network for the last 180 days has to be maintained by the bidder and OICL may ask for the audit trail and logs as and when required by OICL.
146	42	c) Online reports for bandwidth traffic analysis for all Networking Devices such as Router, Switches etc. and applications at Operating Offices & Data Centres.	Request to remove switches & applications from this clause.	Please be guided by the RFP
147	43	h) Bidder needs to manage, monitor and rectify any problem for all the Link, Router, switch of the all the Branches / offices during the contract period.	Is switch monitoring & management also part of the scope of RFP deliverables? If yes, requesting OICL to provide the switch make, model & quantities to size the solution.	Please refer to corrigendum
148	43	b) The solution must be implemented with a custom built dashboard as per the requirement of OICL.	Since this is shared NOC service, request to remove this clause.	Please be guided by the RFP
149	45	d) OICL's technical team will decide from time to time the parameters to audit, which will be provided by the bidder. Based on the requirement, Technical committee will also suggest the implementation of technical aspect such as implementation of security zone, IP Address plan etc. and selected bidder has to implement the committee recommendations.	This clause is applicable only for the OICL owned assets & not on assets owned by bidder. Please confirm.	Please be guided by the RFP
150	47	m) The successful bidder will be required to stock adequate stand by equipment and spares in order to meet uptime commitment specified in the RFP.	Necessary stock inventory will be provided by OICL. Please confirm.	Please refer to corrigendum
151	47	NPMD The selected bidder should be able to analyse the problems identified in the network, perform a root cause analysis for the problem and they should troubleshoot network issues, locate network breaches, etc. among captured network packets.	Analysing captured network packets require separate solution called "Network Performance Monitoring & Diagnostics". Does OICL expects bidder to propose NPMD solution? If yes, please provide the number of capture points, throughput for each capture point & location where the NPMD collector needs to be deployed.	Please refer to corrigendum
152	49	a) ... Bidder to ensure security patches to be implemented immediately once it is released with zero downtime.	Request to change as "Bidder to ensure security patches to be implemented immediately once it is released with zero / minimal downtime."	There should not be any unscheduled downtime

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153	50	Further, after expiry of the 3 year warranty period of the core routers and switches, the L1 bidder will be responsible for managing the said items and bidder needs to provide AMC of the core router and switch from respective OEM.	Please clarify on the AMC for branch routers as they are already End-of-Sale / End-of-Life.	<p>The content in the RFP refers to the data centre routers and switches, whereas the query asks for AMC of branch routers/OICL office routers.</p> <p>For Data Centre routers and switches - Bidder will have to provide AMC as well as manageability of the routers and switches (Make and model mentioned in BoM).</p> <p>During the entire duration of the contract, bidder has to maintain/manage the routers of all OICL office locations. In case of hardware replacement in part or full (hardware failure) or if the router malfunctions, it is the responsibility of the bidder to coordinate with the AMC vendor for the part replacement, hardware replacement in parts or full, raising RMA, configuration, logistics etc. till the time the router is not up and running and has to ensure that location is live on both links (single link for single link offices). The bidder is responsible for configuring the router post the router is replaced and also for any kind of configuration needed to be done on standby router as a stop gap arrangement.</p> <p>Also, as part of the RFP bidder has to supply WAN optimization, DDI solution and SSL VPN Solution for which the bidder is responsible for the entire scope and the AMC of the same. The AMC and ATS for hardware / software concerning these solutions is under bidder's scope, thus part replacement, hardware replacement in part or full, etc. for maintaining the SLA lies end to end with the bidder</p>
154	50	f) Bidder also needs to quote for the AMC including manageability of existing Branch routers.	Branch routers are already End-of-Sale / End-of-Life. Hence request to change the routers at the earliest to meet the operational support requirements.	Please refer to corrigendum
155	51	L2, Technical Project Manager (L3) and the resources deployed at DC and DRC locations are required to be on bidder's payroll.	Below table does not provide the minimum resource requirement at DC & DRC locations. Requesting OICL to provide the same & the DC/DRC resource shift requirements.	OICL has specified the minimum number of resources which bidder needs to factor in for the entire solution and services. If bidder's solutioning requires deployment of more number of resources to meet the scope and SLA of the RFP, bidder can deploy the same at no extra cost to OICL
156	51	L1: Basic Qualification – Graduate or above.	Request to change as "Basic Qualification – Diploma or above."	Please be guided by the RFP
157	52	L2: Basic Qualification – Graduate or above.	Request to change as "Basic Qualification – Diploma or above."	Please be guided by the RFP
158	53	4. During the exit management process, it is the responsibility of bidder to address and rectify the problems identified with the IT infrastructure of OICL including installation/reinstallation of the system software, Databases etc. The Successful Bidder shall ensure that the infrastructure/services are handed over to OICL in an operational condition to the satisfaction of OICL.	As part of the RFP scope, this clause can be applied only for WAN Op, DDI, VPN 2FA. Hence request to change as "4. During the exit management process, it is the responsibility of bidder to address and rectify the problems identified with the <b>WAN Op, DDI, VPN 2FA</b> of OICL including installation/reinstallation of the <del>system software, Databases etc.</del> The Successful Bidder shall ensure that the <b>WAN Op, DDI, VPN 2FA infrastructure/services</b> are handed over to OICL in an operational condition to the satisfaction of OICL.	Please be guided by the RFP
159	55	c) In case of repetitive hardware failure (three times in a quarter), it shall be replaced by equivalent new equipment by vendor at no extra cost to OICL.	We presume that this clause is applicable only for equipment supplied under the scope of this RFP and not for the equipment's owned by OICL as the same would be under support by respective OEM / SI / supplier. Please confirm.	yes, your understanding is correct
160	55	f) The bidder must provide dedicated technical resources by way of four Network support engineers at OICL, HO for helpdesk for TAC escalation 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.	Are these resources required over & above the resource count & skills mentioned in Page 51? If yes, requesting OICL to share the qualification & skills required for these resources.	OICL has specified the minimum number of resources which bidder needs to factor in for the entire solution and services. If bidder's solutioning requires deployment of more number of resources to meet the scope and SLA of the RFP, bidder can deploy the same at no extra cost to OICL
161	64	Implementation of DDI: 25% - Implementation and Go live of IPSec	DDI is DNS, DHCP & IPAM. Hence request to change "IPSec" to "IPAM"	Please refer to corrigendum

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162	65	b. Technical Inspection and Performance Evaluation - OICL may choose to carry out a technical inspection/audit and performance evaluation of products offered by the Bidder. The Bidder would permit OICL or any person / persons appointed by OICL to observe the technical and performance evaluation / benchmarks carried out by the Bidder. 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.	Expenses on performing the benchmark, travel, stay, etc. for OICL or any person / persons appointed by OICL shall be borne by OICL.	yes, your understanding is correct
163	82	e) Uptime will be computed based on availability of the applications to OICL's users/customers irrespective of availability of server's individual server/clusters. Also, non-compliance with performance parameters for business, network and environmental infrastructure and system / service degradation will be considered for downtime calculation.	Request to modify this clause only to the service / components provided by bidder under the scope of this RFP. Request to remove availability of server's individual server/clusters as bidder does not have any access / control to these components.	Please refer to corrigendum
164	84	Fault of all equipment and software at DC & DRC should be rectified within 30 mins from reporting of fault.	Request to change as "Fault of all equipment and software at DC & DRC should be rectified within 30 mins from response of the reported fault."	Please be guided by the RFP
165	84	6. On demand bandwidth (To be upgraded based on mail; purchase order shall process in due course) - 6 hr from the time of confirmation	Request OICL to confirm on the agreement of the same with NSP-1 (BSNL)	Please refer to corrigendum
166	85	Issues in the Critical Links (i.e. DC, DR, HO) should be rectified within 30 Mins from reporting of Issue.	Request to change as "Issues in the Critical Links (i.e. DC, DR, HO) should be rectified within 30 Mins from response of the reported fault."	Please be guided by the RFP
167	86	Individual Uptime (From Individual Links): 99.99% for replication, MPLS backhaul, internet	Requesting OICL to share the service levels agreed with NSP-1 (BSNL)	Please be guided by the RFP
168	86	All links - Total uptime: 99.5%	Requesting OICL to share the service levels agreed with NSP-1 (BSNL)	Please be guided by the RFP
169	87	Offices / Offsite to Data Center - Permitted Latency: <=100ms	Request to change the permitted latency to <=150ms	Please be guided by the RFP
170	185	Locations with Primary Bandwidth > 2Mbps	OICL to confirm handoff from BSNL / MTNL.	Please be guided by the RFP
171	185	Locations with Primary Bandwidth only	Please confirm that only single link is required & can this site be connected through NSP-2 (bidder) instead of NSP-1?	Bidder can connect the same through NSP 1 or NSP 2
172	221	6. This tool must also be able to generate bandwidth optimization reports.	Requesting OICL to clarify whether this refers to the reports from dashboard on WAN Optimization solution or different expectations.	yes the report can be generated from WAN optimization tool but since the Bandwidth optimization is also a parameter for monitoring so this tool should also be capable of doing the same
173	221	10. The proposed system must support multiple types of discovery including the following: • Trap-Based Discovery – whenever new devices are added with the capability to exclude specific devices based on IP addresses / IP Address range	While other parameters requested can be fetched from NMS, "Trap-based Discovery for IP address / range" will be from IPAM which is part of DDI solution. Please confirm whether the understanding is correct.	Please be guided by the RFP
174	221	14. Network Fault Management should support both client-based and GUI-based monitoring console	Next gen NMS systems have moved from "client-based" to "GUI-based". Hence request to remove "client-based" or make it as optional.	Please refer to corrigendum
175	221	19. The system should be able to consolidate alarms from non-IT systems such as sensor/SNMP enabled UPS, DG sets, etc to provide a view of the operations environment that supports the branch level IT assets.	Please confirm whether sensor/SNMP enabled UPS, DG sets, etc are part of monitoring scope of RFP. If yes, request to share the quantity, make, model, etc., for NMS tool compatibility check & license sizing.	Please refer to corrigendum
176	222	35. This tool must be able to send incident triggered SMS and email to all the stakeholders of OICL and Bidder. Since OICL has its SMS Gateway, the selected Bidder shall have to integrate the NOC tool and OICL's SMS Gateway for sending the SMS messages.	Since this is a shared NOC services & bidder already has SMS gateway integrated with the tool, can bidder use their own SMS gateway for sending the SMS messages?	If bidder is using their own SMS Gateway for sending the SMS then bidder needs to note that OICL will not pay anything extra for the SMS cost.
177	222	37. Integration of Incident management systems with OICL's vendors and partners through relevant APIs.	Request to provide details on how many such vendors & partners incident management systems need to be considered. This is required for computing the resource requirements for integration.	Please refer to corrigendum
178	223	45. Bidder is responsible for providing ticketing tool access to the network service providers for effective incident monitoring and resolution.	Please confirm whether web-based interface of NOC can be provided for incident monitoring & resolution.	yes, your understanding is correct
179	223	46. The selected Bidder shall also be responsible to integrate their ticketing tool with the ticketing tools of other service providers (external solutions) or ticketing tools being used by OICL (internal solutions).	While the tool has the capability of integration with 3rd party solutions (external & internal solutions), request to provide details on how many such tools need to be considered for computing the resource requirements for integration.	Please refer to corrigendum

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180	224	66. Ability to monitor Branches LAN/ WAN link and enrich with geo-location, branch id, business hours to Service Provider (SP) link types and create SP performance rank report using a statistical data model	Is branch LAN part of monitoring & management scope? If yes, requesting OICL to provide the details of make, model, device type, deployed location & quantities for NMS tool sizing.	Please refer to corrigendum
181	225	74. The Solution should have the ability to integrate with other systems and overlay and predict business volume vs network usage.	Need clarity on this point.	Please refer to corrigendum
182	228	112. Solution should support visibility into east-west traffic in VMware NSX environments for application and user experience service assurance	Requesting to clarify on this point as VMware NSX is used in data center environment and not of WAN or branch LAN.	Please refer to corrigendum
183	228	NPMD 116. Solution should support multi-segment analysis to troubleshoot issues by capturing similar traffic before and after each capture points (firewall/load balancers etc.) to understand packet loss or latency	This requires a separate solution called "Network Performance Monitoring & Diagnostics" which provides dedicated setup & more insights to the level of each packet. Does OICL expects bidder to propose NPMD solution? If yes, please provide the number of capture points, throughput for each capture point & location where the NPMD collector needs to be deployed.	Please refer to corrigendum
184	232	180. The selected bidder shall have to build a workflow for link management starting from the proposal for link procurement, conducting feasibility, issue of the purchase order, link delivery, its deployment, BW upgrade/downgrade, and surrender/termination.	This is part of link life cycle management executed / handled by onsite engineers & not automated through NOC tool. Please confirm on the understanding.	yes, you understanding is correct
185	20	Bidder should provision Data Center replication links between DC-DR as primary backup secondary on two different network paths	Please provide clarity that its also required on NSP1 & NSP2 or NSP2 can provide Primary & Secondary links connecting to 2 different POP on 2 different last miles	Primary backup secondary should be from two different NoCs.
186	20	<p>☑ Min 85% of Link-1 through wired last mile</p> <p>☑ 98% of Link -1 Wired/Wireless last mile</p> <p>For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G. Bidder must manage the end-to-end network and should adhere to the all the SLA parameters of the RFP. Bidder is required to provide Leased line modem in case the last mile is on MLLN/MLDN and convertors, etc. at no extra cost to OICL for provisioning of Links. Bidder is required to make an arrangement for last mile from one/multiple other service providers for maximum 15% of the links where wired Links from NSP-1 could not be provisioned. For these 15% links, Bidder may use last mile from different service providers to terminate the links at Bidder's PoP. It should be noted that last miles should be from dual PoPs/NoCs.</p>	<p>Our understating is 85% on wired, 13% can be on wired/wireless &amp; 2% on 3G/4G. In case NSP 1 is not able to deliver the connectivity then Bidder can connect that location links to his alternate POP as secondary link &amp; this should not be more than 15%. Please confirm if our understanding is correct.</p>	yes, you understanding is correct



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187	20	<p>Bidder is required to provision the following for Link 2 from Network Service Provider 1 for offices as a mandatory requirement of project completion: -</p> <p>❑ Min 98% of Link-2 through wired/ wireless last mile</p> <p>❑ For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G</p> <p>❑ Bidder must manage the end-to-end network and should adhere to all the SLA parameters of the RFP. Bidder is required to provide Leased line modem in case the last</p> <p>The Oriental Insurance Company Limited Page 21 of 248</p> <p>Request for Proposal for Supply, Installation, Migration &amp; Support for Managed Wide Area Network (WAN) and Secure Internet Infrastructure and Services</p> <p>mile is on MLLN/MLDN and convertors, etc. at no extra cost to OICL for provisioning of Links. It should be noted that last miles should be from dual PoPs/NoCs.</p>	<p>Please provide clarity. It seems to conflict with Point no 11. Is it for NSP 2 ?</p>	Please refer to corrigendum
188	21	<p>Bidder is required to provide a letter from the authorized signatory of Network Service Provider 1 as per Annexure 16 clearly stating that the service provider shall provide 90% wired connectivity, the letter should be supported by locational feasibility mapping</p>	<p>It conflicts with point no 11 where its mentioned as wired connectivity will be min 85%</p>	Please refer to corrigendum
189	21	<p>Proper cabling at branch end and DC, DRC location should be done neat and clean with proper tagging and duct by the bidder without any additional cost to OICL. Cabling needs to be done for in-scope equipment(s), migrated equipment(s) and WAN terminations. Cabling for wireless link from external antenna till the branch router to be done using conduit, preferably PVC conduit</p>	<p>SIFY uses armoured cable which doesn't requires PVC conduit for its safety. So request you to remove PVC conduit from clause</p>	Please refer to corrigendum
190	23	<p>Bidder has to setup weekly meeting with OICL officials till Project rollout or implementation. After implementation of complete solution, bidder has to ensure monthly review meeting with OICL HO &amp; RO Officials. Bidder has to ensure the quarterly-monthly meeting should be attended by National level officials from bidder's end.</p>	<p>Please change it to National Level Officials will meet at OICL HO whereas Bidder Regional Territory Manager will have meeting at RO for quarterly meeting</p>	Please refer to corrigendum
191	25	<p>The bidder shall be solely responsible of collection of hardware (active / passive) from the locations in case of migration of link from Wireless (RF) to Wired, 3G / 4G / 5G to Wireless (RF) or Wired etc. or closing of the branch. The equipment(s) like routers and switches are required to be submitted to custodian of OICL Regional offices etc. which may be made available in case of further use against specific requisition. An updation to the inventory portal is also required to be done</p>	<p>The bidder shall be solely responsible of collection of hardware (active / passive) from the locations in case of migration of link from Wireless (RF) to Wired, 3G / 4G / 5G to Wireless (RF) or Wired etc. or closing of the branch. The equipment(s) like routers and switches are required to be submitted to <b>OICL Official at respective office</b>. which may be made available in case of further use against specific requisition. An updation to the inventory portal is also required to be done</p>	Please be guided by the RFP
192	25	<p>Bidder needs to note that for 56 branches only one link is required (Please refer Appendix 1 :- Bill of Material for Branch Name). In these 56 Branches bidder needs to factor only one MPLS link and that link should not be from BSNL</p>	<p>There is a mismatch in the number of links for NSP-1 as 928and NSP-2 as 859. Hence the difference is of 69 links, instead of 56.</p> <p>Request OICL to confirm and modify "Appendix 1 Bill of Material" accordingly.</p>	Please refer to corrigendum
193	243	<p>IPAM should be able to perform agentless Cloud discovery to any cloud available in the market.</p>	<p>IPAM solution has functionality to help discover the Cloud discovery for most popular AWS, Azure &amp; GCP Cloud IAAS platform. We would request if cloud integration platform can be specific defined to either AWS, Azure or GCP or all 3 of them.</p>	Please be guided by the RFP
194	246	<p>34/Wan Optimization The solution must support RADIUS.</p>	<p>We request you to refer DIPP and MoD guide lines for Make In India products. It is suggested to amend the clause as</p> <p><b>"OEM should be Make In India and should have local India TAC support and solution must support RADIUS"</b></p>	Please refer to RFP clause 5.36 which already follows the guidelines of Make in India

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195	246	42/SSL VPN The solution Should support at least 5 Virtual portal/virtual context	Considering the internal department in the OICL, to meet the unique needs of multiple user groups and tenants. Each virtual HTML5 portal is fully independent, with separate management, access policies, access methods and resources it is suggested to amend the clause as " <b>The solution Should support at least 20 Virtual portal/virtual context.</b> "	Minimum requirement is mentioned, If bidder feels that they require higher configuration to meet the scope and SLA of the RFP, Bidder is free to quote the same
196	247	49/SSL VPN The solution should support Machine based authentication based on AD/LDAP group membership.	Critically of OICL DC and DR, for ensure the best product we request you to include Industry Standard Certification. It should be considered in order to have benchmark and get healthy competition among the Industry Technology Leaders. It is suggested to amend the clause as " <b>The solution should support Machine based authentication based on AD/LDAP group membership and solution should be ICSCA certified "</b> "	Please refer to corrigendum
197	247	49/SSL VPN OEM Should have local India TAC support and Should have direct presence in India from past 5 years	We request you to refer DIPP and MoD guide lines for Make In India products. It is suggested to amend the clause as " <b>OEM should be Make In India and should have local India TAC support and Should have direct presence in India from past 5 years"</b> "	Please refer to RFP clause 5.36 which already follows the guidelines of Make in India
198	69	OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part: a) If the Bidder fails to deliver any or all of the Solution, Tools and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or b) If the Bidder fails to perform any other obligation(s) under the contract	We request, Bidder should be allowed 30 days' time to cure the breach before OICL terminates the same	Please be guided by the RFP
199	69	OICL may send by 30 calendar days written notice to the Bidder to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. I	Bidder needs to give 90 days' notice to terminate for convenience. OICL can terminate for convenience by giving 30 days' notice.  We request notice for termination for convenience should be 90 days for both the Service Provider and OICL.	Please be guided by the RFP
200	71	OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances: i. The selected bidder commits a breach of any of the terms and conditions of the bid	We request for modification of point i. as "The selected bidder commits a breach of any of the terms and conditions of the bid and fails to cure the same within the prescribed cure period."	Please be guided by the RFP
201	66	OICL may assign the Services provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, 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 OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL 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.	Request to make this clause mutual	Please be guided by the RFP

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202	67	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages.	Tata Communications shall not be liable to indemnify for IP infringement since it is not applicable. Please consider capping of our liability (including for IP infringement) to the maximum limit equal to the annual contract value for the services.	Please be guided by the RFP
203	67	Any publicity by the Bidder in which the name of OICL is to be used should be done only with the explicit written permission of OICL.	Request to make this clause mutual	Please be guided by the RFP
204	71	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	Please consider capping of our over all liability to the maximum limit equal to the annual contract value for the services.	Please be guided by the RFP
205	16	Quality certification in delivery of service (maintenance & support) from an internationally recognized and reputed agency, e.g. (ISO 9001:2015 and TL 9000:2016) for providing VPN/Network Services.	Quality certification in delivery of service (maintenance & support) from an internationally recognized and reputed agency, e.g. (ISO 9001:2015 or TL 9000:2016) for providing VPN/Network Services.	Please refer to corrigendum
206	18	Total Time Frame available to Bidder for providing complete solution is 5 months as mentioned in below tables: -	Request bank to extend timelines from 5 months to 7 months being not only underlay but routers also to be procured and additional 1 month time for WAN optimization, next gen features etc..	Please be guided by the RFP
207	69	Liquidated Damages	Kindly relax the LD's.	Please refer to corrigendum
208	62	Delay in bidder performance	Kindly relax the clause.	Please be guided by the RFP
209	63	Payment to be made quarterly in Arrears	Payment to be made quarterly in Advance	Please be guided by the RFP
210	83	Penalty of 1% of Quarterly Pay-out for each 1% drop	Penalty to be limited to 0.5% of quarterly payout.	Please be guided by the RFP
211	83	For every day of delay there will be penalty at 3% of the ARC (annual recurring charges) per week per link	For delay penalty to be limited to 0.5% of per week value.	Please be guided by the RFP
212	86	Penalty of 5% of Quarterly Payout for each 0.5% drop on monthly availability for each Link	Penalty to be limited to .5% of per week value.	Please be guided by the RFP
213	20	Bidder should provide Private MPLS VPN Network i.e. separate Virtual Route Forwarding (VRF) for branches which should not be integrated for any other entity. Further, as per requirement of OICL, additional VRF (voice/video or other requirement) is also to be provisioned as per requirement of OICL.	Please clarify does bidder needs to provide single VRF or it will be mutiple VRF	VRF(s) shall to be provisioned as per the requirement of OICL
214	69	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.	LD may be imposed at 5% as per the prevailing market standards. Also, LD penalty due to late delivery of link may be imposed on link basis only and not on whole contract value.	Please refer to corrigendum
215	86	Penalty of 5% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link	There should be a capping of 5%	Please be guided by the RFP
216	86	Penalty of 1% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link	There should be a capping of 5%	Please be guided by the RFP
217	86	Penalty of 1% of Quarterly Pay-out for each 0.5% drop on monthly availability for each Link	There should be a capping of 5%	Please be guided by the RFP
218	86	Penalty of 5% of Quarterly Pay-out for each 0.5% drop on monthly availability.	There should be a capping of 5%	Please be guided by the RFP
219	20	Min 85% of Link-1 through wired last mile	BSNL is capable of providing 100% locations for the contract given wherever it is reachable	As per RFP 85% is the minimum percentage of locations where we have asked for provisioning wired links from NSP-1, there is no restriction for proposing more than 85% wired links through NSP-1
220	19	Bidder needs to note that the NSP1 here in RFP refers to BSNL and NSP2 will be the bidder. Service provider (SP) here refers to Bidder only	Clarification is required whether BSNL (NSP1) will provide primary link or secondary link.	Please be guided by the RFP

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
221	20	<p>Bidder is required to provision the following for Link 1 from Network Service Provider 1 for offices as a mandatory requirement of project completion: -</p> <ul style="list-style-type: none"> <li>☑ Min 85% of Link-1 through wired last mile</li> <li>☑ 98% of Link -1 Wired/Wireless last mile</li> <li>☑ For remaining 2% Bidder should preferably try to install RF connectivity and if not feasible then Bidder can go ahead for installing 3G/4G/5G. Bidder must manage the end-to-end network and should adhere to the all the SLA parameters of the RFP.</li> </ul> <p>Bidder is required to provide Leased line modem in case the last mile is on MLLN/MLDN and convertors, etc. at no extra cost to OICL for provisioning of Links. Bidder is required to make an arrangement for last mile from one/multiple other service providers for maximum 15% of the links where wired Links from NSP-1 could not be provisioned. For these 15% links, Bidder may use last mile from different service providers to terminate the links at Bidder's PoP. It should be noted that last miles should be from dual PoPs/NoCs.</p>	<p>Clarity on below:</p> <p>Bidder is required to make an arrangement for last mile from one/multiple other service providers for maximum 15% of the links where wired Links from NSP-1 could not be provisioned. For these 15% links, Bidder may use last mile from different service providers to terminate the links at Bidder's PoP. It should be noted that last miles should be from dual PoPs/NoCs.</p>	yes, you understanding is correct
222	16	The Bidder should have a positive net worth in the last three financial years (2018-19, 2019-20, 2020-21). The net worth of the Group Company or Parent Company shall not be considered. In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	Positive network of the Parent company to be considered. Also if we are further considered for the RFP, can we look at that all the PO for services other than connectivity, to be part of Bharti Airtel Services Limited (BASL) and for connectivity, PO to be released on Bharti Airtel Limited (BAL).	As per the RFP section 1.4 Schedule of Events consortium is not allowed so Invoicing can only be done by the bidding entity
223	19	The bidder will have to provide MPLS connectivity at DC, DR and other OICL offices from two separate service provider and the network should be completely independent from one another. Out of the 2 service providers, one service provider must be BSNL as per the Circular "OM 19-1/2019-SU-1" dated 12th Oct 2020. The bidder will be the single point of contact for OICL for all the connectivity provided to OICL i.e. links from NSP1 (BSNL), NSP 2, NSP3 etc. and entirely responsible for managing the same. The contract will be for a period of 5 years from the date of Award of Purchase order. OICL at its discretion may also release orders for additional locations. In case of downward revision of rates by TRAI/DOT/BSNL/MTNL at any point of time during the contract period, the same will be passed on to OICL proportionately. No upward revision of rates will be allowed.	As per regulatory guidelines, reselling other ISP's connectivity will require Virtual Network Operator Contract (VNO) to be signed between Airtel & BSNL. IF BSNL doesn't do the agreement, Airtel will request OICL to go for direct billing with BSNL and network managed by Airtel.	As per the bidding requirement of RFP bidder only needs to submit the MAF as part of technical / Eligibility bid and Costing as part of commercial bid. The selected bidder can get into the OEM contracting later.
224	21	It is the responsibility of Bidder to ensure active-active link configuration at all Branches/ office/RO location i.e. both links should be operational at any point of time and should be of equal capacity and when one MPLS link fails/ suffers latency all traffic should switch over without manual intervention to Bidder's working MPLS network and vice-versa without any downtime for locations i.e. zero downtime.	Configuration should be Active- Active or Active- Passive	The links at Branches/ office/RO location should be in active - Active mode
225	24	OICL intends to implement SDWAN technology in future so the proposed MPLS networks and other devices should be SDWAN compatible.	Please clarify if SDWAN is part of RFP	As of now SDWAN is not implemented in the OICL. The successful bidder will be responsible for migrating OICL network on SDWAN as and when required/proposed by OICL either in one go or in phases during the contract duration. Post migration to SDWAN, manageability of SDWAN solution will be the responsibility of the successful bidder
226	24	Bidder to provide dedicated internet clean pipe solution at the DC & DR with scrubbing facility of 1 Gbps (Comprehensive DDoS protection). The DC & DRC internet clean pipe links should be from two different service provider. Bidder to provide at least 32 no. of public IPs with each link.	Do we need to different service provider as secondary for Internet as well? If yes then here also BSNL needs to be consider?	There is no restriction from OICL to propose BSNL for Internet link. Bidder can Propose BSNL or any other service provider

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227	26	Branch Routers installed in OICL branches are Cisco 1921s, Cisco 1941s and Cisco 1905s are running on GETVPN (Group Encrypted Transport VPN) which is a tunnel-less VPN technology. Bidder needs to take handover of them from the existing vendor and provide the maintenance and support during contract period.	Need total counts of each routers brach wise.	Please refer BoM. The quantities of the branch/office routers have been provided along with make and model of the same.
228	26	Bidder needs to note that for 56 branches only one link is required (Please refer Appendix 1 :- Bill of Material for Branch Name). In these 56 Branches bidder needs to factor only one MPLS link and that link should not be from BSNL.	Is protected links require here?	Please be guided by the RFP
229	26	Both links at operating office should operate in active-active mode. In case there is a link failure, all the applications used, should operate via the second link. Also after restoration of the faulty link, the offices should again start working on dual last mile link of equal capacity. The entire process should be enabled with auto recovery.	Is operating office includes DC-DR also ?	DC-DR is separate from operating offices. For MPLS Active-active link configuration is required at DC and DR. For NSP 1 and NSP 2 network should be in active-active mode.. For NSP1 and NSP2 bidder has to provide two links for each network as primary backup secondary from two different NoCs.
230	26	OICL is having dual firewall in each Data Centres LAN network (Interconnect between WAN & LAN) & hence bidder must connect Routers to Firewall in Active-Passive mode (auto) & accordingly configuration has to be provisioned to allow branch network to access data center's servers / applications over LAN IP.	Details of Firewall: Type and make	Details will be shared with successful bidder
231	28	Each Data center should have two last miles from two different Tier-1 service providers having international gateway and from two different NoCs.	Secondary last mile should be from BSNL or can go with any other OEM.	Theer is no restriction from OICL to propose BSNL. Bidder can Propose BSNL or any other service provider
232	29	OICL is looking to procure permanent Public IP's for their organization. Bidder needs to provide /22 Pool Public IP's which are compatible with IPV4 and IPV6. Bidder needs to Provide 100 such Public IP to OICL which will be in the name of OICL from IRINN. Bidder needs to coordinate with Indian Registry for Internet Names and Numbers (IRINN) for procurement of ASN and IP address for OICL and implement the solution.	I don't think Airtel can buy on behalf of OICL?	Please be guided by the RFP
233	30	Next – Gen Network operations Center (NOC)	Kindly suggest the Type of Engineer- L1, L2 or L3 with support timings.	Please be guided by the RFP
234	221	The system should support maps grouped by network topology, geographic locations of the equipment, and user group/departments. These should help in understanding physical Networks, virtual Network services, and the relationships between them. It should also support the manual selection of fields to view customized topology and device groups.	Offline maps is fine or Google map is require.	offline map will also work
235	222	Incident Management to support Parent and Child Incident Mapping.	Detail clarity require.	Please be guided by the RFP
236	222	The tool should leverage the relationship between Cis in a CMDB (configuration management database) for identification of the root cause of the incident.	What is CIS?	CIS refers to mutiple complain numbers
237	222	Auto escalation processes to be supported.	Detail clarity require.	Please be guided by the RFP
238	227	The Solution should provide AI and ML capabilities to help in preventing of Network problems before they occur The Solution should include unsupervised learning module to gather real-time network data and which learns the behavior of devices, applications, and users on the network It should be capable to bring together and correlate network and application data to predict anomaly and performance issues	Detail clarity require.	Please be guided by the RFP
239	228	Solution should support visibility into east-west traffic in VMware NSX environments for application and user experience service assurance	Is there any specific limitation or requirement towards Vmware?	Please refer to corrigendum
240		The tool should help maintain AMC contracts of each asset in the network.	Such support is require from NOC?	Please refer to corrigendum

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
241	234	Mapping capability grouped by: i) Network topology. ii) Geographic locations of the equipment.	Offline map or real time GIS support require.	offline map will also work
242	16	The Bidder should have a positive net worth in the last three financial years (2018-19, 2019-20, 2020-21). The net worth of the Group Company or Parent Company shall not be considered. In case of merger or acquisition, financials of merged or acquired companies may be considered in case of new companies.	Clause to be modified to the Latest Three financial years( 2019-20, 2020-21, 2021-22)	Please refer to corrigendum
243	220	The monitoring tool should keep a record of what devices of the network are used by users and how often they are used.	We understand that the customer is looking for events when a user is logging in & out of the sytem. Kindly confirm.	yes, you understanding is correct
244	221	Network Fault Management should support both client-based and GUI-based monitoring console	Request you to change the clause to following to make it generic "Network Fault Management should support either client-based or GUI-based monitoring console"	Please refer to corrigendum
245	223	It should be uniquely positioned for ITIL, Six Sigma and other quality improvement initiatives	It should be uniquely positioned for ITIL/Six Sigma or other quality improvement initiatives	Please refer to corrigendum
246	225	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should use automated data slicing, Natural Language Generation (NLG), and user feedback based fine-tuning of insights control to create automated insights.	Request you to remove this point as this is OEM specific.	This is a functionality of the tool for better user conversation. Please be guided by the RFP terms.
247	225	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should perform Operational performance index (OPI) involves a better prediction of incidents across each touchpoint and business flows.	Request you to remove this point as this is OEM specific. As every OEM uses their own specific approach to reach the desired result.	This is a functionality of the tool for measuring operational performances. Please be guided by the RFP terms.
248	225	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should have SP indexing with the following functionalities:  o Indicate robustness of current operations and SLA via measuring customer experience index.  o Performance Scoring.  o It should use Monte Carlo probabilistic methods.  o Uses proxy signals like Branch peak hours, ISP link outages, and other data enrichments to make the index dynamics and more specific.  o Capacity planning and assess trade-off choices in choosing the best ISP across geo-locations.	Request you to remove "Monte Carlo probabilistic method" as this is OEM specific. As every OEM uses their own specific approach to reach the desired result.	Please refer to corrigendum
249	225	Next – Gen Network operations Center (NOC) Network Performance and capacity Management It should be able to collect/capture Real time NetFlow and other flow technologies, such as sFlow, jFlow, other flow variants (Xflow), IPFIX and SNMP for network monitoring and analysis. Additionally, it should also provide Deep Packet Inspection (DPI) for packet analysis. It should also be capable of using packet-captured data into analytics to identify and isolate problem areas.		Please refer to corrigendum

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250	225	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should, not only capture and analyze packet data, but also correlate the collated traffic data from different sources, and then produce it to the user in a web-based interface for monitoring and analysing network traffics. It should categorize traffic according to elements like source or destination IP address, port usage, application type, and volume. It should provide the visibility on how traffic flows over a specific network link or to servers or applications.	<p>Request you to remove DPI and packet related functionality as this OEM specific. Packet capturing/inspection is not part of EMS solutions. Moreover, DPI is done w.r.t. identify security threats in the network which should be taken care by IPS/NGFW like solution in the network.</p> <p>Request you to keep the bandwidth analysis using flow protocols only like netflow,sflow,jflow,IPFIX etc.</p>	Please refer to corrigendum
251	226	Next – Gen Network operations Center (NOC) Network Performance and capacity Management Network analyser Solution should be capable of performing Real-time packet capture, 24x7 network monitoring, advanced protocol analysis, in-depth packet decoding, and automatic expert diagnosis. The Solution must provide comprehensive high-level view of entire network, thereby giving quick insight to resolve problems.		Please refer to corrigendum
252	226	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should must provide flow and packet analysis of both real-time and historic playback data. It should be capable of monitoring all conversations and able to reconstruct packet stream.		Please refer to corrigendum
253	226	Next – Gen Network operations Center (NOC) Network Performance and capacity Management The Solution should be capable of capturing the performance metrics such as, but not limited to: A Packet loss, Retransmission rate, Retransmission delay B Round trip Timer C Throughput, traffic volume D Number of connections E Data transfer time, server response time F Timeouts G One way delay, jitter H Loss bursts, reorder packet I Packet delay variance		Please refer to corrigendum
254	228	Next – Gen Network operations Center (NOC) Network Performance and capacity Management Solution should support inbuilt decryption of SSL/TLS traffic if decryption keys are available	Request you to remove this point as this is OEM specific & not a functionality of EMS solution	Please refer to corrigendum
255	228	Next – Gen Network operations Center (NOC) Network Performance and capacity Management Solution shall display the status of all SSL certificates being used across the monitored network	Request you to remove this point as this is OEM specific & not a functionality of EMS solution	Please refer to corrigendum
256	228	Next – Gen Network operations Center (NOC) Network Performance and capacity Management Solution should provide session views of SSL/TLS certificates approaching expiration dates, the issuer of the certificate, the hostnames of the servers to which certificates were issued, and whether the certificates are self-signed	Request you to remove this point as this is OEM specific & not a functionality of EMS solution	Please refer to corrigendum
257	232	Dashboard sign-off will be provided only after the closure of all security observations pertaining to the dashboard.	Kindly help with the details of Security policies which needs to be complied.	Details will be shared with successful bidder
258	232	Moving Average Convergence Divergence (MACD) Histogram.	Request you to remove this point as this is OEM specific. As every OEM uses their own specific approach to reach the desired result.	Please refer to corrigendum
259	235	Next – Gen Network operations Center (NOC) Network Performance and capacity Management Perform Operational performance index (OPI) for better prediction of incidents across each touch point and across business flows.	Request you to remove this point as this is OEM specific. As every OEM uses their own specific approach to reach the desired result.	This is a functionality of the tool for measuring operational performances. Please be guided by the RFP terms.

S.No.	Page No.	Existing Clause	Queries Sought	OICL Reply
260	235	Next – Gen Network operations Center (NOC) NMA AI / ML Provide SP indexing with following functionalities: i) Indicate robustness of current operations and SLA via measuring customer experience index. ii) Performance Scoring. iii) Capacity planning and assess trade off choices in choosing the best ISP across geo locations.	Request you to remove this point as this is OEM specific. As every OEM uses their own specific approach to reach the desired result.	This is part of AI/ML deliverables. Please be guided by RFP terms.
261	237	Next – Gen Network operations Center (NOC) ITSM / ITAM Support post-facto approvals.	Need more clarity on the scope	This is part of change management approval methods / process.
262	236	Options to accept risks for specific Problem Management tickets.	Need more clarity on the scope	This is part of network automation where tool should understand the data formats for the automation.
263	238	Next – Gen Network operations Center (NOC) Automation Ability to automate structured data, unstructured data, natural language processing, etc...	Need more clarity on the scope	This is part of change management approval methods / process.
264	69	OICL may send by 30 calendar days written notice to the Bidder to terminate the contract, in whole or in part at any time of their convenience.	Do consider the Pre termination charges which are levied , in case of termination of contract within Contract period. Alternatively define the scenarios where termination of contract can occur. The word 'convenience' adds infinite risk to the bid.	This is part of network automation where tool should understand the data formats for the automation.
265	69	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.	The maximum deduction shall be capped to 5% of total contract value, which could help to reduce the risk content in the bid.	Please refer to corrigendum