

Sr No.	Clause in RFP			Clarifications/ Changes made		
	#	Particulars	Timeline	#	Particulars	Timeline
1	5	Last Date of Submission of RFP Response (Closing Date)	3:00 PM on 15 th March 2021	5	Last Date of Submission of RFP Response (Closing Date)	3:00 PM on 19th March 2021
	6	Eligibility cum Technical Bid Opening Date	3:30 PM on 16 th March 2021 through Bank's Online Meeting Platform, Microsoft Teams. Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.	6	Eligibility cum Technical Bid Opening Date	4:30 PM on 19th March 2021 through Bank's Online Meeting Platform, Microsoft Teams. Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.
2	[A] Important Dates: <i>Additional Clause</i>			[A] Important Dates:		
				#	Particulars	Timeline
				12	Bid Security (Earnest Money Deposit)	Rs. 10,00,000/- (Rupees Ten Lakh Only)
3	3. Terms and Conditions 3.6 Bid Security Bidder has to submit a "Bid Security Declaration" on their organization's letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.			3. Terms and Conditions 3.6 Bid Security / Earnest Money Deposit 3.6.1 Bidders are required to give an earnest money deposit of an amount as mentioned in "[A] Important Dates – 12, Bid Security (Earnest Money Deposit)" at the time of submission of the technical bid. The proof of same is to be submitted while opening of eligibility cum technical bid, failing of which the bid of the concerned bidder may be rejected. Bid Security (Earnest Money Deposit) shall be paid through either: i) Electronic mode to the below mentioned account: Account Number-29040400000417 Account Name – Bank of Baroda		

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		<p>Branch- BKC, Mumbai IFSC- BARB0BANEAS or ii) in the form of a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 8 months in the form provided in the RFP (Annexure 17 – Bid Security Form).</p> <p>3.6.2 Offers made without the Earnest money deposit will be rejected. Non-submission of Earnest Money Deposit in the format prescribed in RFP will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee.</p> <p>3.6.3 The amount of Earnest money deposit would be forfeited in the following scenarios:</p> <p>a) In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;</p> <p>b) In case of the successful bidder, if the bidder</p> <ul style="list-style-type: none"> ○ Refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or ○ Fails to provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever; or ○ Fails to comply with any other condition precedent to signing the contract specified in the solicitation documents.

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		<p>3.6.4 Unsuccessful Bidder: Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Bidders.</p> <p>3.6.5 Successful Bidder: Bid security money deposit or Bank Guarantee will be discharged upon the bidder furnishing the performance guarantee. The Bid security money of the successful bidder may be forfeited or the bank guarantee in lieu of Bid security money may be invoked by the Bank if the bidder fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the bidder refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.</p> <p>3.6.6 Exemption from submission of EMD and tender cost: Exemption from submission of EMD and tender cost/ Application Money shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidders who are MSE has to submit necessary document issued by NSIC and the bidder who are startups has to be recognize by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents. MSE/startups firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD and Tender cost exemption.</p>

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		<p>Bidder has to submit a “Bid Security Declaration” on their organization’s letter head duly signed and stamped by their authorized signatory accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.</p>
4	<p>4. General Terms and Conditions <i>Additional clause</i></p>	<p>4.25 Set-Off Without prejudice to other rights and remedies available to Bank, Bank shall be entitled to set-off or adjust any amounts due to Bank under this clause from the Service Provider against payments due and payable by Bank to the Service Provider for the services rendered. The provisions of this Clause shall survive the termination of this Agreement.</p>
5	<p>4. General Terms and Conditions <i>Additional clause</i></p>	<p>4.26 Covenants of the Service Provider The Service Provider shall deploy and engage suitably experienced and competent personnel as may reasonably be required for the performance of the services. During the currency of this Agreement, the Service Provider shall not substitute the key staff identified for the services mentioned in this Agreement. The Service Provider shall forthwith withdraw or bar any of its employee/s from the provision of the services if, in the opinion of BANK: (i) The quality of services rendered by the said employee is not in accordance with the quality specifications stipulated by BANK; or (ii) The engagement or provision of the services by any particular employee is prejudicial to the interests of BANK. All employees engaged by the Service Provider shall be in sole employment of the</p>

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		<p>Service Provider and the Service Provider shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall BANK be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the Service Provider.</p> <p>The Service Provider:</p> <ol style="list-style-type: none"> i. shall be responsible for all negotiations with personnel relating to salaries and benefits, and shall be responsible for assessments and monitoring of performance and for all disciplinary matters. ii. shall not knowingly engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in the provision of services under this Agreement. iii. shall at all times use all reasonable efforts to maintain discipline and good order amongst its personnel. iv. shall not exercise any lien on any of the assets, documents, instruments or material belonging to BANK and in the custody of the Service Provider for any amount due or claimed to be due by the Service Provider from BANK. v. shall regularly provide updates to BANK with respect to the provision of the services and shall meet with the personnel designated by BANK to discuss and review its performance at such intervals as may be agreed between the Parties. vi. shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and agents (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper

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		<p>records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.</p> <p>vii. shall not violate any proprietary and intellectual property rights of BANK or any third party, including without limitation, confidential relationships, patent, trade secrets, copyright and any other proprietary rights in course of providing services hereunder.</p> <p>viii. shall ensure that the quality and standards of materials and services to be delivered or rendered hereunder, will be of the kind, quality and timeliness as designated by the BANK and communicated to the Service Provider from time to time.</p> <p>ix. shall not work in a manner which, in the reasonable opinion of BANK , may be detrimental to the interests of BANK and which may adversely affect the role, duties, functions and obligations of the Service Provider as contemplated by this Agreement.</p> <p>x. shall be liable to BANK for any and all losses of any nature whatsoever arisen directly or indirectly by negligence, dishonest, criminal or fraudulent act of any of the representatives and employees of the Service Provider while providing the services to the BANK.</p> <p>xi. shall itself perform the obligations under this Agreement and shall not assign, transfer or sub-contract any of its rights and obligations under this Agreement except with prior written permission of BANK.</p>
6	<p>4. General Terms and Conditions <i>Additional clause</i></p>	<p>4.27. Vicarious Liability The Service Provider shall be the principal employer of the employees, agents,</p>

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		<p>contractors, subcontractors, etc., if any, engaged by the Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Service Provider for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the Service Provider shall be paid by the Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Service Provider 's employees, agents, contractors, subcontractors etc. The Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Service Provider 's employees, agents, contractors, subcontractors, etc.</p>
7	<p>Annexure 02 - Eligibility Criteria A. General 4. Must be ISO 9001 Certified company.</p>	<p>Annexure 02 - Eligibility Criteria A. General 4. Must be ISO 9001 Certified company. If ISO certification is under progress then Bidder to submit undertaking confirmation of obtaining certification within 6 months of issuance of the purchase order. Delay beyond 6 months is subject to penalty under delivery clause 1.7 of the RFP.</p>
8	<p>Annexure 02 - Eligibility Criteria B. Financial 1. The Bidder must have registered a turnover of Re. 300 Crore or above (from Indian operations only) in each year during the last three completed financial years – 2017-18, 2018-19 and 2019-20 (Not inclusive of the turnover of associate companies)</p>	<p>Annexure 02 - Eligibility Criteria B. Financial*** 1. The Bidder must have registered a turnover of Rs. 300 Crore or above (from Indian operations only) in any three out of last four completed financial years – 2016-17, 2017-18, 2018-19 and 2019-20 (Not inclusive of the turnover of associate companies)</p>

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9	<p>Annexure 02 - Eligibility Criteria C. Experience & Support Infrastructure 1. Bidder must be managing WAN Links with a minimum 6000+* BSNL Links (MPLS / P2P / CDMA / VSAT / Broadband over VPN) in any Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years out of which minimum 2000+ BSNL Links (MPLS / P2P / CDMA / VSAT / Broadband over VPN) in any one Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years.*</p>	<p>Annexure 02 - Eligibility Criteria C. Experience & Support Infrastructure*** 1. Bidder must be managing WAN Links with a minimum total of 4000+* Links (MPLS / P2P / CDMA / VSAT / Broadband over VPN) in any Banks / Financial Institution / Government Organization / PSUs/ Private Organizations in India at least for a period of last 3 years out of which minimum 1500+ should be BSNL Links (MPLS / P2P / CDMA / VSAT / Broadband over VPN) in any one Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years.*</p>
10	<p>Annexure 02 - Eligibility Criteria Experience & Support Infrastructure C. Experience & Support Infrastructure 2. Bidder must be managing 6000+* Network Devices (i.e. Router / Switch / Modem) of CISCO/HP/JUNIFER in any Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years out of which minimum 2000+ Network devices should be in any one Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years.</p>	<p>Annexure 02 - Eligibility Criteria Experience & Support Infrastructure C. Experience & Support Infrastructure*** 2. Bidder must be managing 6000+* Network Devices (i.e. Router / Switch / Modem) of CISCO/HP/JUNIFER in any Banks / Financial Institution / Government Organization / PSUs/ Private Organizations in India at least for a period of last 3 years out of which minimum 2000+ Network devices should be in any one Banks / Financial Institution / Government Organization / PSUs in India at least for a period of last 3 years.</p>
11	<p>Annexure 02 - Eligibility Criteria C. Experience & Support Infrastructure 3. Should have at least -1- Support office or it's representative in each State where banks Zonal and Regional offices are located.</p>	<p>Annexure 02 - Eligibility Criteria C. Experience & Support Infrastructure*** 3. Should have at least -1- Support office or it's representative/ authorized vendor in each State where banks Zonal and Regional offices are located. List of ZO/ RO attached as Annexure 18</p>
12	<p>Annexure 02 - Eligibility Criteria Note: * 6000+ means 6000 Unique links/devices of any one customer/multiple customer. (eg. 2000+ links/devices of one customer with 3 Yrs management will not be considered for the management of 6000+ links/devices for the past 3 years) ** Network is to be calculated as: Capital Funds (Paid up Equity Capital + Paid up</p>	<p>Annexure 02 - Eligibility Criteria Note: * 4000+ means 4000 Unique links/devices of any one customer/multiple customer. (e.g. 1500+ links/devices of one customer with 3 Yrs management will not be considered for the management of 4000+ links/devices for the past 3 years) ** Network is to be calculated as: Capital Funds (Paid up Equity Capital + Paid up</p>

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	<p>preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets) All dates if not specified to be applicable from the date of the RFP.</p>	<p>preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets) All dates if not specified to be applicable from the date of the RFP. *** In case of acquisition/ de merger, credentials related to finance and experience of the previous organization may be considered.</p>

Addendum to Annexure 01 – Table of Contents

Addendum to Annexure 08 – Project Scope & Technical Requirement

Addendum to Annexure 09 – Service Levels

Addendum to Annexure 10 – Masked Commercial Bid

Addendum to Annexure 11 – Commercial Bid

Addition of Annexure 15 – Bid Security (EMD) Letter

Addition of Annexure 16 – Account Details for refund of Bid Security (EMD)

Addition of Annexure 17 – Bid Security Form (Bank Guarantee In Lieu Of EMD)

Addition of Annexure 18 – Zonal Offices and Regional offices list

All other Terms & Conditions are same as per our RFP no. BCC:IT:PROC:112:49 dated 31st December 2020 for Request for Proposal for Selection of Vendor for Link Management of BSNL & MTNL Links in branches/ offices.

Annexure 01 - Table of Contents

Technical Bid to contain the following

S.no.	Section Heading	Proforma Given
1.	Covering letter certifying compliance of Eligibility Criteria and Scope of Work compliance	Bidder to provide
2.	Credential letters / Supporting documents	Bidder to provide
3.	Eligibility criteria compliance with bidder comments	Annexure 02
4.	Application Money Transaction Details/ Bid Fees Letter	Annexure 03
5.	Undertaking from the bidder	Annexure 04
6.	Conformity Letter	Annexure 06
7.	Undertaking of Information Security	Annexure 07
8.	Technical Proposal: The proposal based on Technical Specification compliance should be submitted with pages properly numbered, each page signed and stamped/ digitally signed.	Bidder need to provide the compliance of all technical requirement along with the scope mentioned in Annexure 08 (signed /Digitally signed documents from authorized representative of bidder)
9.	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document / digitally signed tender document.	Bidder to provide (signed /Digitally signed documents from authorized representative of bidder)
10.	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid should not contain any financial information)	Annexure 10
11.	Declaration/ undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India as per the order no. 6/18/2019-PPD dated 23 rd July 2020 issued by Ministry of finance department of expenditure.	Annexure 13 along with Copy of certificate of valid registration with the Competent Authority (If applicable) (Signed /Digitally signed documents from authorized representative of bidder & OSD\ OEM)
12.	Integrity Pact (Bidder to submit duly Signed and Stamped/ digitally signed Integrity Pact (with esbtr Stamp Paper) along with Bid.)	Annexure 14
13.	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Bidder to provide
14.	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign	Bidder to provide (To submit Board Resolution copy of authorizing official to submit the Bid)

S.no.	Section Heading	Proforma Given
	agreements/contracts with the Bank.	
15.	Bid Security (EMD) Letter	Annexure 15
16.	Account Details for refund of Bid Security (EMD)	Annexure 16
17.	Bid Security Form (Bank Guarantee In Lieu Of EMD)	Annexure 17

Note: Commercial Bid should be strictly as per Commercial bid format (Annexure - 11). Any commercial bid submitted not in conformity with Annexure – 11 and provided along with the Eligibility cum Technical bid, then whole bid will be rejected outright.

Authorized Signatory

Name:

Bidder's Corporate Name

Date:

Designation:

Email and Phone #

Address

Annexure 08 - Project Scope & Technical Requirement
(Addition to Annexure 8)

Existing scope	Revised Requirement
SLA will be calculated on BSNL/MTNL Links Uptime	SLA will be calculated based on branch Uptime
Management of BSNL/MTNL/Railtel links	Management of All links connected in Branch/Office*

* Scope of work mentioned in the RFP is applicable for all links except new link commissioning from private service provider. However after commissioning of these link from private service provider, management of link should be taken care as part of branch/Office Network Link Management. Also for private service provider bank is already having SLA agreement and their resources are already available on site for support of the SLA management of link. Link management vendor responsibility is to coordinate with the respective service provider for link management.

In case Bank opens new Zonal Offices in the future then the SP has to deploy onsite resources at these offices as per agreed commercials of zonal office resources.

Summary of Links in Critical (links in DC/DR/NEAR DR/CTS) and Important (links in Branch/Offices) category:

Type	Description	BSNL/MTNL	Pvt Service provider
Primary	Critical links	23	74
	Important links	7573	1038
Backup	Critical links	4	65
	Important links	0	7333

Annexure 09 - Service Levels

(Changes in Clause B and C)

This Service Level Document is developed to provide Bank with optimal services rendered by the SP (Service provider). The availability / uptime will be calculated on per link basis for all BSNL & MTNL links individually. All incidents during the month for the affected links shall be taken into account to arrive at the uptime calculation as under:

Uptime (in %) = [(Total number of scheduled operation time (in Hours) of the link in the month – Total number of down time (in Hours) of the link in the month) / Total number of scheduled operation time (in Hours) of the link in the month] * 100

“Scheduled operation time” means the scheduled operating hours of the link for a particular month. All planned downtime on the link and any downtime on account of Bank’s dependencies would be deducted from the total operation time for the month to arrive the scheduled operation time.

“Link downtime” means accumulated time during which the link is totally inoperable due to link failure and measured from the time the call is logged in the Bank’s helpdesk either through automated tool or manually by the SP’s on-site team, call logged to BSNL’s & MTNL’s Helpdesk at their NOC by the SP’s on-site team, the failure is known to the SP from the availability measurement tools or the failure is reported by the SP’s on-site/off site team to the time when the connectivity is returned to proper operation whichever is earlier.

Uptime will be calculated individually for each link under two categories i.e. Critical Links and Important Links. All links terminated at DC/DR/Near DR shall be treated as Critical Links where as links terminated at all Branches / Offices links shall be treated as Important Links.

Any down time due to Force majeure condition / reason attributed to Bank shall be excluded from the total down time duration computation for the link. The example of uptime calculations mentioned below for ready reference.

A. Service Levels – General

- SP is responsible for giving reports which are relevant to Operation level, Operation management level and executive management level. It will be the responsibility of the SP to prepare the SLA report and submit to the Bank for verification & necessary action.
- Bank’s NMS will be the basis for all history / log data for all purpose. Uptime measurements, which will typically be, measured by SP’s on-site helpdesk team at DR integrated with NMS. Performance parameters, which will typically be monitored through periodic audits by the on-site team as well as during the incidents alert through NMS or incidents reported by end user.
- SP will be required to ensure all alerts / incidents are logged, addressed & closed with required updation which is required for SLA compilation, verification purpose.
- The service levels shall be effective immediately after a link is commissioned (Link will be declared once Commissioning Report is signed by both Bank and SP. Commissioning report to be provided within 7 days from commissioning of

	individual Link		
>=99.85% <99.90%	but 10% cost of the Managed Services** cost of the individual Link	>=96.5% <97.5%	but 10% cost of the Managed Services** cost of the individual Link
>=99.80% <99.85%	but 15% cost of the Managed Services** cost of the individual Link	>=95.5% <96.5%	but 15% cost of the Managed Services** cost of the individual Link
>=99.75% <99.80%	but 20% cost of the Managed Services** cost of the individual Link	>=94.5% <95.5%	but 20% cost of the Managed Services** cost of the individual Link
>=99.70% <99.75%	but 25% cost of the Managed Services** cost of the individual Link	>=93.5% <94.5%	but 25% cost of the Managed Services** cost of the individual Link
For every additional 0.05% drop in uptime below 99.70% for critical links, penalty at the rate 5% cost of the Managed services** cost of individual link will be applicable on incremental basis.		>=92.5% <93.5%	but 30% cost of the Managed Services** cost of the individual Link
		>=91.5% <92.5%	but 35% cost of the Managed Services** cost of the individual Link
		>=90.5% <91.5%	but 40% cost of the Managed Services** cost of the individual Link
		>=89.5% <90.5%	but 45% cost of the Managed Services** cost of the individual Link
		For every additional 1% drop in uptime below 89.5% for important links, penalty at the rate of 5% cost of the Managed services** cost of individual link will be applicable on incremental basis.	

** Managed Services Cost would mean Annual Managed Services Cost for Critical Links and Monthly Managed Services Cost for Links under Important category

Single link down

Though uptime is calculated based on branch uptime, number of single link down cases in a month will be reviewed and performance of single link down cases will be measured by Bank based on the following and accordingly apply the penalty as follows

PENALTY CHARGES IN DEFAULTING MINIMUM ADHERED PERFORMANCE OF SINGLE LINK DOWN CASES FOR BRANCHES/OFFICES(Important links)	
Average no of single links down in a month (Important links)	% of Penalty Charge rate
<=200 No. of Links	NIL
Average no of single links down in a month (Important links)	% of Penalty Charge rate
>200 No. and <=300 No.	1% of the total monthly managed Services cost of branch/Offices Links
>300 No. and <=400 No.	2% of the total monthly managed Services cost of branch/Offices Links
>400 No. and <=500 No.	3% of the total monthly managed Services cost of branch/Offices Links
>500 No. and <=600 No.	4% of the total monthly managed Services cost of branch/Offices Links
>600 No.	For every additional 100 No. of links getting down over and above 600 No., incremental penalty at the rate of 1% of the total monthly Managed services** cost of link will be applicable.

D. Delay in delivery (Supply, Install & Commission) of Non-MLLN Modem

SP should deliver Modems:

- In case of New Branch commissioning - within 3 weeks from the date of information / intimation. SP will have to pay late delivery charges to Bank @ 1% of the undelivered modem cost inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5%. Deduction of Late delivery charges shall be applicable on the payment of delivery/installation charges of modem pairs as claimed by the SP.
- In case of Existing Branch replacement on account of modem fault / link failure / upgradation / shifting / other reasons – Metro / Urban within 1 day and Semi-Urban/rural within 2 days from the date of information / intimation. SP will have to pay late delivery charges to Bank @ 1% of the undelivered modem cost inclusive of all taxes, duties, levies etc., per day or part thereof, for late delivery beyond due date of delivery, to a maximum of 10%. Such replacements need to happen from the

buffer stock maintained by the SP at the respective zonal offices. Deduction of Late delivery charges of replacement of existing modem pairs at branches/offices shall be applicable on the payment of AMC charges of modem pairs as claimed by the SP.

If delay exceeds beyond the maximum penalty %, Bank reserves the right to cancel the entire order.

E. Other Terms

- a) It is expected that SP will endeavor to comply to all deliverables as mentioned in scope to avoid the event of invoking of penalty as per SLA terms mentioned above.
- b) Invoking of penalty shall be at complete discretion of Bank.
- c) Generally no SLA exclusion will be accepted by Bank. However, SP may submit relevant sufficient proof details supporting an event for SLA exclusion to convince Bank. However, SLA exclusion, if any, shall be at complete discretion of Bank
- d) Notwithstanding anything stated earlier in this Annexure, there will be a yearly cap of 20% of the total managed links annual managed services cost on the total penalty charges towards default in uptime of links.
- e) No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

Travel time for sites in difficult locations will be excluded for the up-time calculation mainly due to unforeseen circumstances and weather conditions, which in any case shall not exceed 24 hrs. Such sites will be decided mutually among the Bank and the SP.

F. SLA for each Resource

SP will have to guarantee a minimum uptime of 98% per resource (i.e. attendance of each resource), calculated on a monthly basis.

Uptime percentage will be calculated as (100% less Person non attendance Percentage)

Personal non attendance percentage will be calculated as (*Unavailable Time* divided by *Total Available Time*), calculated on a monthly basis.

Total Available Time is 8 hrs (Or as per no. of hrs defined in Annexure 08 under Onsite Resources) per day per person for six days a week (Sundays holiday or other holidays for on-site engineers will be according to the Holiday decided by the Bank officials). In case in any month there are Bank holidays (in case provided by the Bank) then the same also would be excluded.

The uptime percentage would be calculated on monthly basis for each resource individually and the calculated SLA penalty amount for each resource for every month shall be combined and would be adjusted from every subsequent quarterly payment for

SLA resources. The SLA penalty charges for all resources calculated for each quarter will be subject to an overall cap of 10% of the Current Yearly Resource cost. If the capping of 5% of the Current Yearly Resource cost is applied on the calculated SLA penalty charges for four consecutive quarters, the contract may be cancelled.

Availability Service Level Default

Availability Service Level will be measured on a monthly basis.

A Service Level Default will occur when the vendor fails to meet Minimum uptime (99%) for each resource as measured on a monthly basis.

In case any engineer / help desk personal/on site resource is not available continuously for more than 4 hours a day (Under normal circumstances) or 1 day in case of unplanned / emergency leave of any resource then the SP should immediately provide the Bank with an equivalent standby resource.

If SP fails to meet the uptime guarantee in any month for the required on site resources, then the SP will have to pay the following compensation calculated for each resource separately which shall be adjusted with every subsequent quarter payment:

(Minimum Uptime Percentage – Actual Uptime Percentage) x Current Year contract value

Annexure 10 - Masked Commercial Bid

A																	
MANAGED SERVICE CHARGES FOR BRANCH SLA																	
Sr. No	Description	YEAR - 1 FY-2021-22			YEAR - 2 FY 2022-23			YEAR - 3 FY 2023-24			YEAR - 4 FY 2024-25			YEAR - 5 FY 2025-26			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	Critical Links - (Links Terminated at DC / DR / Near DR/3 rd Party DC/DR's - MPLS Backhaul, P2P,ILL)	166	X	X	171	X	X	176	X	X	181	X	X	186	X	X	X
2	Important links - (Banks Branches/offices)	7573	X	X	7673	X	X	7773	X	X	7873	X	X	7973	X	X	X
3	One time managed service charges towards New Link Commissioning / shifting / /Upgradation (only for BSNL/MTNL/RAILTEL)	100	X	X	100	X	X	100	X	X	100	X	X	100	X	X	X
Sub Total - A. Managed Service Charges For Links				X			X			X			X			X	X

B NON-MLLN MODEMS FOR BSNL & MTNL MPLS/P2P CIRCUITS(SUPPLY,INSTALL,INTEGRATE & AMC)																	
Sr. No	Description	YEAR - 1			YEAR - 2			YEAR - 3			YEAR - 4			YEAR - 5			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	New Non-MLLN Modems pair for BSNL & MTNL MPLS/P2P circuits (One at branch end +One at BSNL/MTNL Exchange end) One Time H/W Cost for supply of new NON-MLLN Modems as per the interface specification requirement of BSNL & MTNL MPLS /P2P circuits ,Install at Both locations ,successful integration with one Year Warranty)																
1.1	2Mbps Pair (Branch end + BSNL/ MTNL Exchange End)	100	X	X	100	X	X	100	X	X	100	X	X	100	X	X	X
2	AMC-Comprehensive for NON-MLLN Modems pair(Existing Qty +New Qty(post 1 year warranty)) for BSNL/MTNL MPLS Circuit(One at Branch end +One at BSNL/MTNL end)																
2.1	2Mbps Pair (Branch end + BSNL/ MTNL Exchange End)	7573	X	X	7673	X	X	7773	X	X	7873	X	X	7973	X	X	X
Sub Total - B. New and Existing NON-MLLN Modems For BSNL / MTNL Mpls/ P2P Circuits (Supply, Install, Integrate & AMC)				X			X			X			X			X	X

C DEPLOYMENT OF ON-SITE RESOURCES																	
Sr. No	Description	YEAR - 1			YEAR - 2			YEAR - 3			YEAR - 4			YEAR - 5			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	L1 Resource at Bank's Hyderabad Office-Support	8	X	X	8	X	X	8	X	X	8	X	X	8	X	X	X
2	L2 Resource at Bank's Hyderabad Office-Support	2	X	X	2	X	X	2	X	X	2	X	X	2	X	X	X
3	L1 Resource at Bank's DC, Mumbai-Critical links	2	X	X	2	X	X	2	X	X	2	X	X	2	X	X	X
4	L1 Resource at Zonal Office	36	X	X	36	X	X	36	X	X	36	X	X	36	X	X	X
Sub Total - C. Deployment of On-Site Resources				X			X			X			X			X	X
Sr. No	Description Summary	Total Cost (5 Years)															
A	Managed Service Charges for Links & Non-MLLN Modems	X															
B	New Non-MLLN Modems for BSNL & MTNL MPLS / P2P Circuits	X															
C	Deployment of On-Site Resources	X															
TOTAL COST OF OWNER SHIP FOR FIVE YEARS (Rs)		X															

Note	
1	For each of the above items provided the vendor is mandatorily required to provide the cost for every line item where the vendor has considered the cost in BOM.
2	The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
3	If the cost for any line item is indicated as zero / blank then bank at its discretion may substitute the highest value quoted by the vendor in place of empty cell for TCO calculation
4	All Deliverables to be supplied as per RFP requirements provided in the tender.
5	The Service Charges need to include all services and other requirement as mentioned in the RFP
6	The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
7	All prices to be in Indian Rupee (INR) only.
8	Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
9	All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
10	If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However the Purchase Order will be placed on lower value.
11	Addition of any new link beyond the above mentioned quantity then bidder will be required to extend the Network management services as per the rate mentioned above. The quantity mentioned is provisional and at the time of placing purchase order bank may increase or decrease the quantity.
12	In case any link is decommissioned or bank requires to exclude any link from the Network management services, charges towards Network management services shall be reduced accordingly.
13	The cost for management of branch network devices like routers, switches, modem, interface converters and any other network equipment used for BSNL/MTNL/Railtel/Pvt Service provider MPLS/VSAT connectivity should be part of link management cost.

14	Bank at its discretion may exclude any link / Modems / resources from Network management services scope of bidder
15	For new link commissioning recurring Network management service charges will be paid from the date of commissioning.
16	Bank will deduct applicable TDS, if any, as per the law of the land.
	Commercial Bid Submission on e-procurement portal
17	<p>1) Bidder needs to download the commercial bid excel file from e-procurement portal, fill their commercial quotes in available cells only, save the file and upload the same file to the e-procurement portal.</p> <p>2) Bidder needs to take a print of the same commercial excel file, completely filled in all respect which was uploaded to the system and physically sign and stamp this commercial sheet. This sheet needs to be scanned in at least 200 dpi resolution & converted to PDF format. The same pdf file must be uploaded to the e-procurement portal.</p> <p>3) Bidder has to ensure that the quotes mentioned in PDF and excel are same. In case of any discrepancy between the pdf and excel files, the commercials mentioned in PDF will be taken as final for evaluation purposes.</p> <p>Further, we confirm that we will abide by all the terms & conditions mentioned above and in this RFP Document and subsequent addendums. Also, we understood that if any mismatch is found between pdf & excel file, commercials mentioned in PDF will be taken as final for evaluation purposes</p>

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Address:

Email:

Phone:

Place:

Date:

Seal & Signature of the bidder

Annexure 11 - Commercial Bid

A		MANAGED SERVICE CHARGES FOR BRANCH SLA															
Sr. No	Description	YEAR - 1 FY-2021-22			YEAR - 2 FY 2022-23			YEAR - 3 FY 2023-24			YEAR - 4 FY 2024-25			YEAR - 5 FY 2025-26			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	Critical Links - (Links Terminated at DC / DR / Near DR/3 rd Party DC/DR's - MPLS Backhaul, P2P,ILL)	166		0	171		0	176		0	181		0	186		0	0
2	Important links - (Banks Branches/offices)	7573		0	7673		0	7773		0	7873		0	7973		0	0
3	One time managed service charges towards New Link Commissioning / shifting / /Upgradation (only for BSNL/MTNL/RAILTEL)	100		0	100		0	100		0	100		0	100		0	0
Sub Total - A. Managed Service Charges For Links				0			0			0			0			0	0

B NON-MLLN MODEMS FOR BSNL & MTNL MPLS/P2P CIRCUITS(SUPPLY,INSTALL,INTEGRATE & AMC)																	
Sr. No	Description	YEAR - 1			YEAR - 2			YEAR - 3			YEAR - 4			YEAR - 5			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	New Non-MLLN Modems pair for BSNL & MTNL MPLS/P2P circuits (One at branch end +One at BSNL/MTNL Exchange end) One Time H/W Cost for supply of new NON-MLLN Modems as per the interface specification requirement of BSNL & MTNL MPLS /P2P circuits ,Install at Both locations ,successful integration with one Year Warranty)																
1.1	2Mbps Pair (Branch end + BSNL/ MTNL Exchange End)	100		0	100		0	100		0	100		0	100		0	0
2	AMC-Comprehensive for NON-MLLN Modems pair(Existing Qty +New Qty(post 1 year warranty)) for BSNL/MTNL MPLS Circuit(One at Branch end +One at BSNL/MTNL end)																
2.1	2Mbps Pair (Branch end + BSNL/ MTNL Exchange End)	7573		0	7673		0	7773		0	7873		0	7973		0	0
Sub Total - B. New and Existing NON-MLLN Modems For BSNL / MTNL Mpls/ P2P Circuits (Supply, Install, Integrate & AMC)				0			0			0			0			0	0

C DEPLOYMENT OF ON-SITE RESOURCES																	
Sr. No	Description	YEAR - 1			YEAR - 2			YEAR - 3			YEAR - 4			YEAR - 5			Total Cost for Five Years
		Qty	Unit Rate	Y1 - Amt	Qty	Unit Rate	Y2 - Amt	Qty	Unit Rate	Y3 - Amt	Qty	Unit Rate	Y4 - Amt	Qty	Unit Rate	Y5 - Amt	
1	L1 Resource at Bank's Hyderabad Office-Support	8		0	8		0	8		0	8		0	8		0	0
2	L2 Resource at Bank's Hyderabad Office-Support	2		0	2		0	2		0	2		0	2		0	0
3	L1 Resource at Bank's DC, Mumbai-Critical links	2		0	2		0	2		0	2		0	2		0	0
4	L1 Resource at Zonal Office	36		0	36		0	36		0	36		0	36		0	0
Sub Total - C. Deployment of On-Site Resources				0			0			0			0			0	0
Sr. No	Description Summary	Total Cost (5 Years)															
A	Managed Service Charges for Links & Non-MLLN Modems	0															
B	New Non-MLLN Modems for BSNL & MTNL MPLS / P2P Circuits	0															
C	Deployment of On-Site Resources	0															
TOTAL COST OF OWNER SHIP FOR FIVE YEARS (Rs)		0															

Note	
1	For each of the above items provided the vendor is mandatorily required to provide the cost for every line item where the vendor has considered the cost in BOM.
2	The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
3	If the cost for any line item is indicated as zero / blank then bank at its discretion may substitute the highest value quoted by the vendor in place of empty cell for TCO calculation
4	All Deliverables to be supplied as per RFP requirements provided in the tender.
5	The Service Charges need to include all services and other requirement as mentioned in the RFP
6	The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
7	All prices to be in Indian Rupee (INR) only.
8	Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
9	All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
10	If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However the Purchase Order will be placed on lower value.
11	Addition of any new link beyond the above mentioned quantity then bidder will be required to extend the Network management services as per the rate mentioned above. The quantity mentioned is provisional and at the time of placing purchase order bank may increase or decrease the quantity.
12	In case any link is decommissioned or bank requires to exclude any link from the Network management services, charges towards Network management services shall be reduced accordingly.
13	The cost for management of branch network devices like routers, switches, modem, interface converters and any other network equipment used for BSNL/MTNL/Railtel/Pvt Service provider MPLS/VSAT connectivity should be part of link management cost.

Annexure 15 - Bid Security (EMD) Letter

1. WHEREAS, (hereinafter referred to as "Bidder") has submitted its proposal and response dated.....(hereinafter referred to as "Bid") for the supply of all the requirements described in the Request for Proposal No. along with its amendments/annexures and other ancillary documents (hereinafter referred to as "RFP") as issued by Bank of Baroda.
2. Wehaving our registered office at(hereinafter called the 'BIDDER') are offering Bid security deposit of Rs. _____/- (Rupees _____ only) vide [BG/ Bank transfer/ demand draft / pay order / issued by a Scheduled/Commercial bank] bearing UTR/ TXN/ BG/ No._____ dated _____ [drawn on/ issued by] _____ (hereinafter referred to as "Bid Security") favouring 'Bank of Baroda for consideration of the Bid of the above mentioned Bidder.
3. The Bidder specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:
 - a) Withdraws its Bid during the period of Bid validity specified by the Bidder on the Tender Documents or
 - b) Having been notified of the acceptance of its Bid by Bank of Baroda during the period of validity: -
 - i. Fails or refuses to execute the contract form if required; or
 - ii. Fails or refuses to furnish the Performance Security, in accordance with the instruction to Bidders.

Bank of Baroda has the right to forfeit the entire Bid Security amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.
4. The Bid Security shall be returned to unsuccessful Bidders within thirty (30) days from the date of the award of contract to a successful Bidder. The Bid Security shall be returned to the successful Bidder upon furnishing of Performance Security in accordance with the instructions of the Bidder.
5. The Bidder undertakes that it will not cancel the Bid Security referred to above till the Bidder is returned the Bid Security from Bank of Baroda in accordance with the foregoing conditions.
6. The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consents and has full power and authority to issue this Bid Security and perform its obligations hereunder, and the Bidder has taken all corporate,

legal and other actions necessary or advisable to authorise the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on the part of the Bidder to issue this Bid Security or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Bid Security.

Dated this.....day of.....

Place:

Date:

Seal and signature of the Bidder

Annexure 16 - Account Details for refund of Bid Security (EMD)

To,

Chief Technology Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: Request for Proposal for Selection of Vendor for Link Management of BSNL & MTNL Links in branches/ offices

We having our registered office at (hereinafter called the 'BIDDER') are providing our bank account details as per below to be considered as our account for refund of Bid Security (Earnest Money Deposit), wherever applicable as per terms & conditions mentioned in the RFP document.

A/C Name:

A/C No.:

IFSC Code:

Bank Name:

Bank Address:

The details mentioned above is treated as final & bank shall not be held responsible for any wrong/failed transaction due to any discrepancy in above details.

Dated this.....by20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Annexure 17 - Bid Security Form (Bank Guarantee In Lieu Of EMD)

To

Chief Technology Officer
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for **Request for Proposal for Selection of Vendor for Link Management of BSNL & MTNL Links in branches/ offices** in response to Request for Proposal (RFP) No. _____ (hereinafter called "the Bid") issued by Bank of Baroda.

KNOW ALL PEOPLE by these presents that WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of bank) (hereinafter called "the Bank") are bound unto Bank of Baroda (hereinafter called "the Purchaser") in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity :
 - a) fails or refuses to execute the mutually agreed Contract Form if required; or
 - b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 90 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein

- a) this guarantee shall be valid only up to _____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) the total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rupees _____ only).

Place :
SEAL

Code No.

SIGNATURE.

NOTE:

- 1. VENDOR SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG**
- 2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN MUMBAI.**
- 3. BANK GUARANTEE IF SUBMITTED, SHOULD BE ACCOMPANIED WITH COPY OF THE SFMS TRANSMITTED AT THE TIME OF ISSUE OF BANK GUARANTEE. AS PER IBA NOTIFICATION NO. PS&BT/GOVT/2305 DATED 16-MAR-2016 ALONG WITH MINISTRY OF FINANCE, GOVERNMENT OF INDIA CIRCULAR F.NO.7/112/2011-BOA DATED 08-MAR-2016 WITH RESPECT TO SENDING BANK GUARANTEE ADVICES THROUGH STRUCTURED FINANCIAL MESSAGING SYSTEM (SFMS), IT IS NECESSARY TO CONFIRM THE AUTHENTICITY OF THE BANK GUARANTEES (BG) BY SFMS MESSAGE. THE SFMS SHOULD BE SENT TO FOLLOWING BRANCH:
BRANCH NAME & ADDRESS: BANK OF BARODA, BKC BRANCH, C-26, G-BLOCK, BARODA CORPORATE CENTER, BANDRA EAST, MUMBAI-400051
IFSC CODE: BARB0BANEAS (FIFTH LETTER IS "ZERO")**
- 4. VENDOR SHOULD ENSURE THAT THE BANK GUARANTEE SHOULD CONTAIN ALL TERMS & CONDITIONS AS PER THIS FORMAT. BANK GUARANTEE SUBMITTED WITH ANY RIDER OR DEVIATION TO THE STIPULATED TERMS & CONDITIONS WILL NOT BE ACCEPTED.**

Annexure 18 – Zonal Offices and Regional offices list

Number of Zonal Offices: 18

Number of regional Offices: 148

SR. NO.	REGION NAME	ZONE	CITY	STATE
1	AHMEDABAD - I REGION	AHMEDABAD ZONE	AHMEDABAD	GUJARAT
2	AHMEDABAD - II REGION	AHMEDABAD ZONE	AHMEDABAD	GUJARAT
3	AHMEDABAD - III REGION	AHMEDABAD ZONE	AHMEDABAD	GUJARAT
4	ANAND REGION	AHMEDABAD ZONE	ANAND	GUJARAT
5	BANAS KANTHA REGION	AHMEDABAD ZONE	MEHSANA	GUJARAT
6	GANDHINAGAR REGION	AHMEDABAD ZONE	GANDHINAGAR	GUJARAT
7	KHEDA REGION	AHMEDABAD ZONE	ANAND	GUJARAT
8	MEHSANA REGION	AHMEDABAD ZONE	MEHSANA	GUJARAT
9	SABARKANTHA REGION	AHMEDABAD ZONE	GANDHINAGAR	GUJARAT
10	BARODA CITY - II REGION	BARODA ZONE	BARODA	GUJARAT
11	BARODA CITY REGION	BARODA ZONE	BARODA	GUJARAT
12	BARODA DISTRICT REGION	BARODA ZONE	BARODA	GUJARAT
13	BHARUCH REGION	BARODA ZONE	BHARUCH	GUJARAT
14	GODHRA - II REGION	BARODA ZONE	GODHRA	GUJARAT
15	GODHRA REGION	BARODA ZONE	GODHRA	GUJARAT
16	NAVSARI REGION	BARODA ZONE	NAVSARI	GUJARAT
17	SURAT CITY - II REGION	BARODA ZONE	SURAT	GUJARAT
18	SURAT CITY REGION	BARODA ZONE	SURAT	GUJARAT
19	SURAT DISTRICT REGION	BARODA ZONE	SURAT	GUJARAT
20	VALSAD REGION	BARODA ZONE	VALSAD	GUJARAT

21	BENGALURU CENTRAL REGION	BENGALURU ZONE	BENGALURU	KARNATAKA
22	BENGALURU NORTH REGION	BENGALURU ZONE	BENGALURU	KARNATAKA
23	BENGALURU RURAL REGION	BENGALURU ZONE	BENGALURU	KARNATAKA
24	BENGALURU SOUTH REGION	BENGALURU ZONE	BENGALURU	KARNATAKA
25	MANDYA REGION	BENGALURU ZONE	MYSURU	KARNATAKA
26	MYSURU REGION	BENGALURU ZONE	MYSORE	KARNATAKA
27	BILASPUR REGION	BHOPAL ZONE	RAIPUR	CHHATTISGARH
28	DHAMTARI REGION	BHOPAL ZONE	BHILAI	CHHATTISGARH
29	DURG REGION	BHOPAL ZONE	BHILAI NAGAR	CHHATTISGARH
30	RAIPUR REGION	BHOPAL ZONE	RAIPUR	CHHATTISGARH
31	BHOPAL REGION	BHOPAL ZONE	BHOPAL	MADHYA PRADESH
32	INDORE REGION	BHOPAL ZONE	INDORE	MADHYA PRADESH
33	JABALPUR REGION	BHOPAL ZONE	JABALPUR	MADHYA PRADESH
34	RATLAM REGION	BHOPAL ZONE	BHOPAL	MADHYA PRADESH
35	SAGAR REGION	BHOPAL ZONE	WESTERN REGION	MADHYA PRADESH
36	CHANDIGARH REGION	CHANDIGARH ZONE	CHANDIGARH	CHANDIGARH
37	SHIMLA REGION	CHANDIGARH ZONE	CHANDIGARH	CHANDIGARH
38	HISSAR REGION	CHANDIGARH ZONE	KARNAL	HARYANA
39	KARNAL REGION	CHANDIGARH ZONE	KARNAL	HARYANA
40	AMRITSAR REGION	CHANDIGARH ZONE	JALANDHAR	PUNJAB
41	JALANDHAR REGION	CHANDIGARH ZONE	JALANDHAR	PUNJAB
42	LUDHIANA REGION	CHANDIGARH ZONE	LUDHIANA	PUNJAB
43	CHENNAI METRO REGION	CHENNAI ZONE	CHENNAI	TAMIL NADU
44	CHENNAI RURAL	CHENNAI ZONE	CHENNAI	TAMIL NADU

	REGION	ZONE		
45	COIMBATORE REGION	CHENNAI ZONE	COIMBATORE	TAMIL NADU
46	MADURAI REGION	CHENNAI ZONE	MADURAI	TAMIL NADU
47	PUDUCHERRY REGION	CHENNAI ZONE	CHENNAI	TAMIL NADU
48	TIRUCHIRAPALLI REGION	CHENNAI ZONE	COIMBATORE	TAMIL NADU
49	CALICUTT REGION	ERNAKULAM ZONE	KOZHICODE	KERALA
50	ERNAKULAM REGION	ERNAKULAM ZONE	KOCHI	KERALA
51	THRISSUR REGION	ERNAKULAM ZONE	KOCHI	KERALA
52	TRIVANDRUM REGION	ERNAKULAM ZONE	THIRUVANANTHAPURAM	KERALA
53	GUNTUR REGION	HYDERABAD ZONE	VIJAYWADA	ANDHRA PRADESH
54	RAJAHMUNDRY REGION	HYDERABAD ZONE	VISHAKHAPATNAM	ANDHRA PRADESH
55	TIRUPATHI REGION	HYDERABAD ZONE	TIRUPATI	ANDHRA PRADESH
56	VIJAYAWADA REGION	HYDERABAD ZONE	VIJAYAWADA	ANDHRA PRADESH
57	VISHAKHAPATNAM REGION	HYDERABAD ZONE	VISAKHAPATNAM	ANDHRA PRADESH
58	HYDERABAD METRO REGION	HYDERABAD ZONE	HYDERABAD	TELANGANA
59	TELANGANA NORTH REGION	HYDERABAD ZONE	HYDERABAD	TELANGANA
60	TELANGANA SOUTH REGION	HYDERABAD ZONE	HYDERABAD	TELANGANA
61	AJMER REGION	JAIPUR ZONE	AJMER	RAJASTHAN
62	ALWAR REGION	JAIPUR ZONE	JAIPUR	RAJASTHAN
63	BANSWARA REGION	JAIPUR ZONE	UDAIPUR	RAJASTHAN
64	BHARATPUR REGION	JAIPUR ZONE	BHARATPUR	RAJASTHAN
65	BHILWARA REGION	JAIPUR ZONE	BHILWARA	RAJASTHAN
66	BIKANER REGION	JAIPUR ZONE	BIKANER	RAJASTHAN
67	JAIPUR REGION	JAIPUR ZONE	JAIPUR	RAJASTHAN
68	JHUNJHUNU REGION	JAIPUR ZONE	BIKANER	RAJASTHAN
69	JODHPUR REGION	JAIPUR ZONE	JODHPUR	RAJASTHAN
70	KOTA REGION	JAIPUR ZONE	KOTA	RAJASTHAN

71	SAWAI MADHOPUR REGION	JAIPUR ZONE	KOTA	RAJASTHAN
72	UDAIPUR REGION	JAIPUR ZONE	UDAIPUR	RAJASTHAN
73	GUWAHATI REGION	KOLKATA ZONE	GUWAHATI	ASSAM
74	JORHAT REGION	KOLKATA ZONE	JORHAT	ASSAM
75	BURDWAN REGION	KOLKATA ZONE	BURDWAN	WEST BENGAL
76	GREATER KOLKATA REGION	KOLKATA ZONE	BIDHANNAGAR	WEST BENGAL
77	KOLKATA METRO -2 REGION	KOLKATA ZONE	KOLKATA	WEST BENGAL
78	KOLKATA METRO REGION	KOLKATA ZONE	BIDHANNAGAR	WEST BENGAL
79	SILIGURI REGION	KOLKATA ZONE	SILIGURI	WEST BENGAL
80	AMBEDKAR NAGAR REGION	LUCKNOW ZONE	AYODHYA	UTTAR PRADESH
81	AYODHYA REGION	LUCKNOW ZONE	FAIZABAD	UTTAR PRADESH
82	FATEHPUR REGION	LUCKNOW ZONE	FATEHPUR	UTTAR PRADESH
83	GORAKHPUR REGION	LUCKNOW ZONE	GORAKHPUR	UTTAR PRADESH
84	KANPUR DEHAT REGION	LUCKNOW ZONE	KANPUR	UTTAR PRADESH
85	KANPUR METRO REGION	LUCKNOW ZONE	KANPUR	UTTAR PRADESH
86	LUCKNOW DISTRICT REGION	LUCKNOW ZONE	LUCKNOW	UTTAR PRADESH
87	LUCKNOW METRO REGION	LUCKNOW ZONE	LUCKNOW	UTTAR PRADESH
88	PRAYAGRAJ - II REGION	LUCKNOW ZONE	PRAYAGRAJ	UTTAR PRADESH
89	PRAYAGRAJ REGION	LUCKNOW ZONE	ALLAHABAD	UTTAR PRADESH
90	RAE BARELI REGION	LUCKNOW ZONE	RAE BARELI	UTTAR PRADESH
91	SULTANPUR REGION	LUCKNOW ZONE	SULTANPUR	UTTAR PRADESH
92	VARANASI - II REGION	LUCKNOW ZONE	VARANASI	UTTAR PRADESH
93	VARANASI REGION	LUCKNOW ZONE	VARANASI	UTTAR PRADESH
94	GULBARGA REGION	MANGALURU ZONE	GULBARGA	KARNATAKA

95	HASSAN REGION	MANGALURU ZONE	HASSAN	KARNATAKA
96	HUBBALLI REGION	MANGALURU ZONE	HUBLI-DHARWAD	KARNATAKA
97	MANGALURU CITY REGION	MANGALURU ZONE	MENGALURU	KARNATAKA
98	MANGALURU DISTRICT REGION	MANGALURU ZONE	MENGALURU	KARNATAKA
99	UDUPI - II REGION	MANGALURU ZONE	UDUPI	KARNATAKA
100	UDUPI REGION	MANGALURU ZONE	UDUPI	KARNATAKA
101	AGRA REGION	MEERUT ZONE	AGRA	UTTAR PRADESH
102	ALIGARH REGION	MEERUT ZONE	ALIGARH	UTTAR PRADESH
103	BAREILLY CITY REGION	MEERUT ZONE	BAREILLY	UTTAR PRADESH
104	BAREILLY DISTRICT REGION	MEERUT ZONE	BAREILLY	UTTAR PRADESH
105	MEERUT REGION	MEERUT ZONE	MEERUT	UTTAR PRADESH
106	MORADABAD REGION	MEERUT ZONE	MORADABAD	UTTAR PRADESH
107	SHAHJAHANPUR REGION	MEERUT ZONE	SHAHJAHANPUR	UTTAR PRADESH
108	DEHRADUN REGION	MEERUT ZONE	DEHRADUN	UTTARAKHAND
109	HALDWANI - II REGION	MEERUT ZONE	HALDWANI	UTTARAKHAND
110	HALDWANI REGION	MEERUT ZONE	HALDWANI	UTTARAKHAND
111	MUMBAI METRO CENTRAL REGION	MUMBAI ZONE	MUMBAI	MAHARASHTRA
112	MUMBAI METRO EAST REGION	MUMBAI ZONE	MUMBAI	MAHARASHTRA
113	MUMBAI METRO NORTH REGION	MUMBAI ZONE	MUMBAI	MAHARASHTRA
114	MUMBAI METRO SOUTH REGION	MUMBAI ZONE	MUMBAI	MAHARASHTRA
115	MUMBAI METRO WEST REGION	MUMBAI ZONE	MUMBAI	MAHARASHTRA
116	NAVI MUMBAI REGION	MUMBAI ZONE	THANE	MAHARASHTRA
117	EAST DELHI REGION	NEW DELHI ZONE	DELHI	NCT OF DELHI
118	GURGAON REGION	NEW DELHI	NEW DELHI	NCT OF DELHI

		ZONE		
119	NOIDA REGION	NEW DELHI ZONE	NEW DELHI	NCT OF DELHI
120	NORTH DELHI REGION	NEW DELHI ZONE	NEW DELHI	NCT OF DELHI
121	SOUTH DELHI REGION	NEW DELHI ZONE	DELHI	NCT OF DELHI
122	WEST DELHI REGION	NEW DELHI ZONE	DELHI	NCT OF DELHI
123	GAYA REGION	PATNA ZONE	PATNA	BIHAR
124	MUZAFFARPUR - II REGION	PATNA ZONE	MUZAFFARPUR	BIHAR
125	MUZAFFARPUR REGION	PATNA ZONE	MUZAFFARPUR	BIHAR
126	PATNA REGION	PATNA ZONE	PATNA	BIHAR
127	PURNEA REGION	PATNA ZONE	PURNIA	BIHAR
128	JAMSHEDPUR REGION	PATNA ZONE	JAMSHEDPUR	JHARKHAND
129	RANCHI REGION	PATNA ZONE	JAMSHEDPUR	JHARKHAND
130	BHUBANESWAR - II REGION	PATNA ZONE	BHUBANESWAR	ODISHA
131	BHUBANESWAR REGION	PATNA ZONE	BHUBANESWAR	ODISHA
132	SAMBALPUR REGION	PATNA ZONE	SAMBALPUR	ODISHA
133	PANAJI REGION	PUNE ZONE	PANAJI	GOA
134	AMRAVATI REGION	PUNE ZONE	AMRAVATI	MAHARASHTRA
135	AURANGABAD REGION	PUNE ZONE	AURANGABAD	MAHARASHTRA
136	JALGAON REGION	PUNE ZONE	JALGAON	MAHARASHTRA
137	KOLHAPUR REGION	PUNE ZONE	KOLHAPUR	MAHARASHTRA
138	NAGPUR REGION	PUNE ZONE	NAGPUR	MAHARASHTRA
139	NASHIK REGION	PUNE ZONE	NASHIK	MAHARASHTRA
140	PUNE CITY REGION	PUNE ZONE	PUNE	MAHARASHTRA
141	PUNE DISTRICT REGION	PUNE ZONE	PUNE	MAHARASHTRA
142	SOLAPUR REGION	PUNE ZONE	PUNE	MAHARASHTRA
143	BHAVNAGAR - II REGION	RAJKOT ZONE	BHAVNAGAR	GUJARAT
144	BHAVNAGAR REGION	RAJKOT ZONE	BHAVNAGAR	GUJARAT
145	BHUJ REGION	RAJKOT ZONE	BHUJ	GUJARAT
146	JAMNAGAR REGION	RAJKOT ZONE	JAMNAGAR	GUJARAT

147	JUNAGADH REGION	RAJKOT ZONE	RAJKOT	GUJARAT
148	RAJKOT REGION	RAJKOT ZONE	RAJKOT	GUJARAT