

Tender for selection of agency for supply of Internet Bandwidth at various Secondary and Higher Secondary Schools (4183 Nos.) across the State on behalf of Commissionerate of Schools, Government of Gujarat (Tender No. HWT 160917462)

Responses to the Pre-bid Queries

Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
1	Scope of Work	4	The bidder is required to provide Internet bandwidth with unlimited usage plan at 4183 Nos. Of Secondary & Higher Secondary Schools, Commissionerate of Schools, Govt. of Gujarat across the State of Gujarat.	Does this links will be primary or secondary links for all Schools?	Primary links
2	Scope of Work	4	Bidders shall provide Internet bandwidth with unlimited usage plan to Schools as desired by Commissionerate of Schools, Govt. of Gujarat and maintenance and management of Internet bandwidth for 24*7*365 days during the contract period.	In order to your requirement, do you need managed solution for all links? Do we need to offer the LAN switches and cables per site wise or it is limited to the CPE router only ?	Bidder will be responsible for CPE router only.
3	Scope of Work	4	The Service provider has to provide solution of white listing of internet sites as access has to be given only for Govt. of India, State Govt. & NIC websites in consultation with Commissionerate of Schools, Govt. of Gujarat. Any other application or website should not be accessed. In addition to white listed Website/IP Address, provision to open Government of Gujarat Websites (to check whether connectivity is up or down) should also be given. No other websites, including popular search engines / webmail sites should be allowed. The white listing may have to be revised from time-to-time as need arises. However, white listing would be done at policy level applicable to all media of internet connectivity procured by Commissionerate of Schools, Govt. of Gujarat. The revision of white listing would be supported with no associated cost.	IP's and URL's for whitelisting will be provided by customer and common across all locations ? There should be a firewall in place to manage these URL's and IP's for whitelisting	Please see the revised bid document
4	Scope of Work	4	The Service provider has to provide escalation matrix over & above a 24 x 7 helpdesk/call centre at office of the Commissionerate of Schools, Govt. of Gujarat. The bidder has to keep 1 dedicated resource at Commissionerate of Schools, Govt. of Gujarat to resolve the day to day issues.	In order to your requirement, do you need physical resource 24*7 at Department office? As 1 resource can work upto 8 hours a day. So it will require atleast 3 resource for meet the requirement. Pl confirm	Please see the revised bid document
5	Scope of Work	4	From the nearest PoP, Wireless (RF) / Wired should be only on single hop within 500 meter range.	Please allow more range as there are many locations in Rural areas where 500 meter range is too minimal.	Please see the revised bid document
6	Scope of Work	4	The Bidder will have to provide cloud enabled- NMS facility to monitor the bandwidth utilization of each location with the provision of 20% more capacity of total terminals for link discovery(as per quantity mentioned in price bid). The provided NMS should be able to generate pre-configured (system based) report as follows: - Per link bandwidth utilization report on daily basis. - Per link uplink/downlink speed report to be submitted on daily basis. - Per Link Downtime report on weekly basis	why is link discovery required ? pls elaborate Pls elaborate what does 20% more capacity mean here ? Do we need to overprovision each circuit by 20% i.e. for 2 Mbps link we need to deliver 2.4 Mbps & similarly 12 Mbps for 10 Mbps Circuit. Pls confirm. We have a self care portal with login details for performance monitoring the bandwidth utilisation, Uptime Availability details. Department personal will have a user id & password to login to this self care portal and view th performance reports. Pls confirm whether this setup is acceptable or some modifications required	Please see the revised bid document
7	Scope of Work	5	The service provider will have to provide read/ write and access to Remote Monitoring Tool to Commissionerate of Schools, Govt. of Gujarat.	why write access is required as this is just a monitoring tool ?	Please see the revised bid document
8	Delivery of bandwidth (i)	5	Internet Bandwidth must be delivered at various Schools at bandwidth Provider's cost.	In order to this clause, Does service provider has to feasible and could deliver links at all Schools?	As per the tender document

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9	Delivery of bandwidth (ii)	5	Installation & Commissioning of bandwidth: Within 16 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP	As per RFP this is a State level deployment hence minimum 24 Weeks are required to deliver the Project	Please see the revised bid document
10	Rate Contract	5	Order for bandwidth upgrade or addition of new connection can be placed anytime during the tenure of the tender and the contract period will be for 1 year. After completion of 1 year, the finalized rates will be compared with the current market rates & prices will be revised at the discretion of Commissionerate of Schools, Govt. of Gujarat. Bidder shall quote the prices as mentioned valid for 1 Year from the date of the opening of the Price Bid.	Contract period should be 5 years as it is large project of 4000+ Leased lines across Gujarat. Also, Requesting Department to share details on future Bandwidth upgrades as Bandwidth upgrades would have cost associated.	Please see the revised bid document
11	Project Management	5	Bidder shall act as single solution provider to organize and manage the entire project – including design, supply, installation and commissioning of all required hardware, software, networking, accessory items and local electrical wiring for electrical power supply (which includes & not limited to surge protectors, electrical switches, MCBs, Media Converters etc.) The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract.	pls elaborate what does networking means here ? our role is till the CPE router only. Department of Home has to provide the required UPS power, rack, earthing E/N <2V, 24x7 access, AC dust free room , Networking components such as Switch, CPE, Building permission, In premise permissions etc. for installing the equipment's. Pls confirm	Please see the revised bid document
12	Project Management	5	The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services anywhere in the state of Gujarat promptly and within the duration prescribed by GoG.	it cannot be anywhere ? customer to share the address	As per the tender document
13	Project Management	5	The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner.	pls elaborate what is the scalability required?	Please see the revised bid document
14	Contract Period	6	Validity of this contract is for a period of 1 year from the date of FAT of the Last Link/connection. The period of contract is extendable for further period of 1 year at the finalized rates subject to periodic review of performance by Commissionerate of Schools, Govt. of Gujarat	1 year contract period is very less. It is large project of 4000+ Leased lines across Gujarat. It should be atleast 5years. What is the exception criteria	Please see the revised bid document
15	Eligibility Criteria (iv)	6	The Bidder must have a customer/Service supportfacility In the state of Gujarat. Documentary proof should be enclosed.	Vodafone has dedicated support team in Gujarat who will be taking care of all Leased lines. Also we have 24x7 customer support team out of Gujarat. They can provide verbal support 365 days.	As per the tender document
16	Payment Terms	9	The Commissioning date shall be the date from when the end users starts using the available Internet bandwidth. Further the commissioning date of the link shall be considered the start date for the commercial billing to the Govt. of Gujarat. Quarterly billing cycle will start only after the commissioning and discovery of link in the NMS of the at least 70% of total link.	Please consider the date of delivery as the date of link commissioning. Also, please allow to start billing of each link from the date of delivery/commissioning.	Please see the revised bid document
17	Schedule of Requirements:	10	*The above mentioned quantities are for evaluation purpose only. Quantities may increase or decrease at the time of placing order. Payment will be made on actual quantity.	Decrease is expected on what ?	As per the tender document
18	Performa of Compliance		In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of GIL Tender Committee for disqualification will be accepted by us.	Is deviation allowed in this bid ?	As per the tender document
19	Taxes and Duties	28	Vender is liable to pay for all taxes, etc.	Who is vendor here ? Pls confirm	Please see the revised bid document

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20	Operational Penalty	30	The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. The bidder should ensure the prompt service support during contract period. If complaint is lodged before 4 pm of the working day, the same should be attended on the same day., If the Service Provider fails to provide services as specified above, the following penalty will be imposed.	Vodafone has defined specific SLAs. In fibre last mile, we provide 99.5% uptime in protected mode and in wireless lastmile, we provide 98.5% uptime in unprotected mode. Please confirm, what would be the calculation method for calculating percentage downtime.	Please see the revised bid document
21	List of Schools		4187 schools list	For Proper Feasibility and to prepare a competitive proposal , we require the Latitude and Longitude of each school as well as address with PINCODE details.	As per the tender document
22	2.0 Scope of Work	Page 4	From the nearest PoP, Wireless (RF) / Wired should be only on single hop within 500 meter range.	This has no relevance to the service levels. Hence request to remove this clause.	Please see the revised bid document
23	2.0 Scope of Work	Page 4	The Bidder will have to provide cloud enabled- NMS facility to monitor the bandwidth utilization of each location with the provision of 20% more capacity of total terminals for link discovery(as per quantity mentioned in price bid).	Does this mean 20% additional bandwidth has to be provisioned over and above 2Mbps bandwidth?	Please see the revised bid document
24	Delivery of bandwidth:	Page 5	(ii) Installation & Commissioning of bandwidth: Within 16 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	16 weeks is too low considering 4100+ schools. Hence request to change to 36 weeks and amend "ARTICLE - 3 PENALTY" accordingly.	Please see the revised bid document
25	ARTICLE -1 Scope of Work	Page 23	1.2 Scope of the Work: The Internet bandwidth at various schools with last mile connectivity should be given as follows: o From the nearest PoP, Wireless (RF)/Wired should be only on single hop within 500 meter range.	This has no relevance to the service levels. Hence request to remove this clause.	Please see the revised bid document
26	ARTICLE -1 Scope of Work	Page 23	1.2 Scope of the Work: h. The Bidder will have to provide cloud enabled- NMS facility to monitor the bandwidth utilization of each location with the provision of 20% more capacity of total terminals for link discovery (as per quantity mentioned in price bid).	Does this mean 20% additional bandwidth has to be provisioned over and above 2Mbps bandwidth?	As above
27	ARTICLE -1 Scope of Work	Page 24	1.2 Scope of the Work: j. Bidder are required to procure tool/Software application at end user office level to measure the availability of bandwidth as per RFP. This bandwidth availability data should also to be logged and store in user's computer.	Please clarify this point on the purpose of logging & storing bandwidth availability data on user's computer.	Please see the revised bid document
28	ARTICLE -2 SERVICE TERMS	Page 25	2.1 General Terms: h) The Service Provider shall maintain 99.00% service up-time, i.e. availability of the Internet bandwidth. The down time of any reasons other than force majeure circumstances/condition mentioned in Article of this agreement will be considered as service down time calculation for Internet bandwidth.	Considering the geography & spread of the deployment sites, requesting to change the uptime to 95% and amend "ARTICLE - 3 PENALTY" accordingly.	Please see the revised bid document
29	2	4	From the nearest PoP, Wireless (RF) / Wired should be only on single hop within 500meter range	LM Hop Length rang shoud be NA. SLA / UP Time is all ready mention in RFP	Please see the revised bid document
30	2	5	Installation & Commissioning of bandwidth: Within 16 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	Minimumm 24 Week	Please see the revised bid document
31	2	5	Bidder shall quote the prices as mentioned valid for 1 Year from the date of the opening of the Price Bid.	Minimumm 3-5 year with BW upgradable aggred rate card.	Please see the revised bid document
32	3	29	If the delay goes beyond 21 weeks for any link(s), then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates.	How left link will be always challengeable so how it can be installed on L1 Price ?	As per the tender document
33	9 (iv)	9	Qrtrly Billing cycle starts after commissioning of 70% of Total Links	Kindly consider Billing against succesful Activation of respective link.	Please see the revised bid document
34	Page No.4 , clause 2.0 -SOW		From the nearest PoP, Wireless (RF) / Wired should be only on single hop within 500 meter range	To remove/ relax this criteria as this is not workable / feasible for all locations As long as bidder is complying on technical parameters of link like uptime, SLA terms, response time etc.single hop within 500 mts should be removed/relaxed to give flexibility to bidders for connecting this many locations.	Please see the revised bid document

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35	Additional Clause			we request GIL to add SPLIT order clause in the bid with matching of L1 price To have faster execution in this project and to leverage benefits of multiple providers already connected locations we request GIL to add SPLIT order clause in the bid with matching of L1 Price.	As per the tender document
36	Additional Clarification			We request GIL to clarify how many Live IP requirement would be there for this project and of which type . i.e IPv4 or IPv6 Pls clarify.	As per the tender document
37	2.0 Scope of Work	4	The Service provider has to provide escalation matrix over & above a 24 x 7 helpdesk/call centre at office of the Commissionerate of Schools, Govt. of Gujarat. The bidder has to keep 1 dedicated resource at Commissionerate of Schools, Govt. of Gujarat to resolve the day to day issues.	Please clarify , any additional required Manpower to be commercially approved by Customer and providing skill set /JD of this resource.	Please see the revised bid document
38	2.0 Scope of Work	4	The equipment provided for commission of bandwidth should be kept up and running and shall be maintained by the bidder. To meet the up time and SLA of connectivity, bidder will ensure proper maintenance and support of equipment provided and deployed for the project during tenure of agreement.	Please clarify Specification of equipment provided shall mention.	As per the tender document
39	2.0 Scope of Work	5	The Bidder will have to provide cloud enabled- NMS facility to monitor the bandwidth utilization of each location with the provision of 20% more capacity of total terminals for link discovery(as per quantity mentioned in price bid).	Please clarify 20% more capacity of total terminals for link discovery ??- Please specify exact requirement (i.e.- Burst Bandwidth required /Additional Bandwidth required, so that BIDDER Can do firm feasibility prior to BID submission followed by additional BW commercial, if any).	As above
40	2.0 Scope of Work	5	The service provider will have to provide read/ write and access to Remote Monitoring Tool to Commissionerate of Schools, Govt. of Gujarat.	Please clarify if any separate NMS tool requires extended till customer location ? Or Clause should amend as The service provider will have to provide services of 24*7 Central Support Team (NOC) to Commissionerate of Schools, Govt. of Gujarat.	Please see the revised bid document
41	2.0 Scope of Work	6	follows: „h Per link bandwidth utilization report on daily basis. „h Per link uplink/downlink speed report to be submitted on daily basis. „h Per Link Downtime report on weekly basis The above mentioned NMS reports will have to be submitted to Commissionerate of Schools, Govt. of Gujarat. After reviewing the utilization at particular location, Commissionerate of Schools, Govt. of Gujarat or its designated agency will decide suitably for up-gradation of bandwidth if required.	Please clarify /note any up-gradation in Bandwidth will be provided by BIDDER as per firm feasibility and commercial quote approved by Customer.	As per the tender document
42	Delivery of bandwidth:	6	(i) Internet Bandwidth must be delivered at various Schools at bandwidth Provider's cost.	Please clarify /note any required Hardware , Local Access to be supported by customer and if any additional charges arrives.The same to be claimed by BIDDER	As per the tender document
43	Delivery of bandwidth:	6	(ii) Installation & Commissioning of bandwidth: Within 16 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	Clause should amend as (ii) Installation & Commissioning of bandwidth: Within 32 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	Please see the revised bid document

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44	Rate Contract:	6	Order for bandwidth upgrade or addition of new connection can be placed anytime during the tenure of the tender and the contract period will be for 1 year. After completion of 1 year, the finalized rates will be compared with the current market rates & prices will revised at the discretion of Commissionerate of Schools, Govt. ofGujarat. Bidder shall quote the prices as mentioned valid for 1 Year from the date of the opening of the Price Bid.	Please clarify /note Any up-gradation/addition of new connection in Bandwidth will be provided by BIDDER as per firm feasibility and commercial quote approved by Customer.	Please see the revised bid document
45	3.0 Eligibility Criteria	6	(ii) The Bidder must be in the ISP business for more than 3 years & must have a valid class A ISP license or class B ISP license valid for entire Gujarat state. The copy of valid ISP license is required to be enclosed	Clause should amend as (ii) The Bidder must be in the ISP business for more than 7 years & must have a valid UASL license valid for entire Gujarat state. The copy of valid UASL license is required to be enclosed.	Please see the revised bid document
46	3.0 Eligibility Criteria	6	(iii) The Bidder must have supplied at least 100 Mbps internet bandwidth and should have at least 10 PoP of its own within the state of Gujarat. Copy of supporting document should be enclosed.	Clause should amend as " The BIDDER must have supplied at least 200 Gbps Fiber /Sub-marine cable connected projects from combination of any product service i.e.- Dark Fiber,ILL , LL, MPLS,IPLC, EPL in last 10 Years and should have at least 10 PoP of its own within the state of Gujarat.. Copy of document with PO /WCC Or PO with WCC can be provided.	As per the tender document
47	3.0 Eligibility Criteria	6	(v) Consortium is not allowed	Please clarify /note This is BID for multiple locations which may requires BIDDER to involve * Consortium* /*3rd party partner*	As per the tender document
48	7.0 Award of Contract	9	(ii) GoG's right to vary requirements at time of award: GoG reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions	Clause should amended as " GoG's right to vary (+ / _) 5% requirements at time of award: GoG reserves the right at the time of award to increase or decrease (+ / _) 5% quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions"	As per the tender document
49	7.0 Award of Contract	9	(iii) In case, if lowest bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be offered the award of the contract. In such scenario, the lowest bidder has to bear the difference between lowest prices and next lowest prices.	Clause should amended as (iii) In case, if lowest bidder/L1 does not deliverd atleast 1% links from award of contract within delivery timeline of 32 Weeks, the next lowest bidder will be offered the award of the contract. In such scenario, the lowest bidder/L1 has to bear 100Rs. per link against these non-delivered 1% links from award of contract.	As per the tender document

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50	9.0 Payment Terms	9	(i) One time charges for Last Mile Connectivity for terminating the Internet Bandwidth up to location will be paid (100%) after the successful installation & commissioning of the internet bandwidth link and its discovery in the NMS tool provided by the bidder.	Please clarify the OTC charges will be as per actual project cost for terminating Last Mile Link or OTC charges "Pre approved" breakup will be provided in seprate document to BIDDER.	Please see the revised bid document
51	9.0 Payment Terms	9	(iii) The Commissioning date shall be the date form when the end users starts using the available Internet bandwidth. Further the commissioning date of the link shall be considered the start date for the commercial billing to the Govt. of Gujarat. Quarterly billing cycle will start only after the commissioning and discovery of link in the NMS of the at least 70% of total link	Clause should amend as (iii) The Commissioning date shall be the date from when the link is delivered and integrated at NMS . Further the commissioning date of the link shall be considered the start date for the commercial billing to the Govt. of Gujarat. Quarterly billing cycle will start only after the commissioning and discovery of link in the NMS of delivered links (whichever delivered till end of any quarter) .	Please see the revised bid document
52	1.2 Scope of the Work	23	b. Technical design of the network components for the termination of Internet Bandwidth	Please clarify Existing infra/network details of GOG followed with CPE router details, if any and exact Hardware specification requires (Router etc).	Please see the revised bid document
53	1.2 Scope of the Work	23	The Service Provider shall provide 2 Mbps (1:1, Raw, Dedicated & Net) Internet bandwidth with unlimited usage plan at Schools of Commissionerate of Schools, Govt. of Gujarat. The Service Provider shall be responsible for supply, installation and commissioning of all required hardware, software, networking, accessory items and local electrical wiring for electrical power supply (which includes & not limited to surge protectors, electrical switches, MCBs, Media Converters etc.) land any other hardware / software involved for making the services available at customer location, as per the terms and conditions mentioned in SLA.	Please clarify below required hardware requirement and BIDDER scope will not be of LAN connectivity at locations. "The Service Provider shall be responsible for supply , installation and commissioning of all required hardware , software, networking, accessory items and local electrical wiring for electrical power supply (which includes & not limited to surge protectors, electrical switches, MCBs, Media Converters etc.)land any other hardware / software involved for making the services available at customer location, as per the terms and conditions mentioned in SLA".	Please see the revised bid document

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54	1.2 Scope of the Work	23	<p>g. The Internet bandwidth at various schools with last mile connectivity should be given as follows:</p> <p>1) For 2 Mbps, the last mile connectivity should be given either on Wireless (RF)/Wired/Optical Fiber.</p> <p>2) From the nearest PoP, Wireless (RF)/Wired should be only on single hop within 500 meter range</p> <p>3) The equipment provided for commission of bandwidth should be keep up and running and to be maintained by bidder. To meet the up time and SLA of connectivity, bidder will ensure proper maintenance and support of equipment provided during tenure of agreement.</p>	<p style="text-align: center;">Please clarify:</p> <p>1) Can BIDDER propose other LM connecting technologies Wireless 4G / Wireless (RF)/Wired/Optical Fiber. I.e.- Through 4G , LCO /OSP wherever BIDDER is not feasible. In order to make connectivity for locations with ownership of local circuit as well.</p> <p>2) Clause should amend as From the nearest PoP, Wireless / Wireless (RF) /Wired should be only on single hop within 3-4 Km.</p> <p>3) Please provide specification of provided equipments/existing hardware.</p>	Please see the revised bid document
55	1.2 Scope of the Work	24	<p>j. Bidder are required to procure tool/Software application at end user office level to measure the availability of bandwidth as per RFP. This bandwidth availability data should also to be logged and store in user's computer.</p>	<p>Please clarify if any seprate NMS tool requires to be extended till customer location ? or How many locations ? Also , NO end user's computer will be taken care by BIDDER for data storage/report download from NMS tool.</p>	Please see the revised bid document
56	1.3 Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	24	<p>b. The Service Provider will co-ordinate with other respective agencies working for GoG to resolve the inter-operability issues.</p>	<p>Please provide list of other respective agencies working for GoG to resolve the inter-operability issues.</p>	Will be provided to successful bidder
57	1.3 Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	24	<p>d. Service providers should have efficient Complaint Registration and Monitoring system (Ticketing System) and Read Access to the same should be provided to Commissionerate of Schools, Govt. of Gujarat also for analysis of the complaints</p>	<p>Please clarify if any seprate NMS tool requires to be extended till customer location ? or How many locations ? Also , NO end user's computer will be taken care by BIDDER for data storage/report download from NMS tool.</p>	Please see the revised bid document
58	1.3 Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	24	<p>e. Daily report should be submitted for complaint lodged location wise, time and date and no. of resolved complaints, no. of unresolved complaints, reasons of unresolved complaints and SLA limits crossed or not.</p>	<p>Please clarify if any seprate NMS tool requires to be extended till customer location ? or How many locations ? Also , NO end user's computer will be taken care by BIDDER for data storage/report download from NMS tool.</p>	Please see the revised bid document
59	ARTICLE -2 SERVICE TERMS	25	<p>m) Service Provider shall ensure that no cyber crime or compromise of data should take place at any level</p>	<p>Please clarify the clause. Is any requirement of DDOS Services ?</p>	As per the tender document
60	ARTICLE -2 SERVICE TERMS	25	<p>n) Service Provider needs to maintain the required security of the network as per the Security guidelines of DoT/TRAI and its revision from time to time</p>	<p>BIDDER will provide as per standard product offering for default .</p>	As per the tender document
61	ARTICLE -2 SERVICE TERMS	25	<p>q) The Service Provider will have to manage and maintain necessary 'Logs' the guidelines of DoT/TRAI for administrative purposes. And will have to analyze the same to prepare call statistics report. The performance statistics is required to be prepared on weekly basis which would be the base for deciding the uptime of the required service. r) Security Measures to be defined, established, implemented and managed in consultation with GoG as per the requirements</p>	<p style="text-align: center;">Please clarify the clause</p>	As per the tender document

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62	2.2 Approvals / Clearances	26	a) Necessary approvals/ clearances of concerned authorities, for establishing the proposed project are to be obtained by the Service Provider as per the scope of work. b) Necessary approvals / clearances from concerned authorities, as required, for fire protection, government duties / taxes / Octroi, etc. are to be obtained by the Service Provider.c) Necessary approvals / clearances, from concerned authorities (like City Nagar Nigam, Public Works Department (PWD), Department of Irrigation, State Electricity Board etc. for "Right of way"), as required, are to be obtained by the Service Provider for laying their own cables to meet system requirements	Please clarify /note ROW support to be provided/supported at GOG locations by GOG Department.	As per the tender document
63	ARTICLE - 3 PENALTY	29	(i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 16 weeks; For 2 Mbps link: The penalty of Rs. 2000 per link per week or part thereof will be levied. If the delay goes beyond 21 weeks for any link(s), then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates.	Clause should amended as (i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 32 weeks; For 2 Mbps link: The penalty of Rs. 100 per link per week or part thereof will be levied. If the delay goes beyond 32 weeks for any link(s), then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates.	Please see the revised bid document
64	(ii) Operational Penalty:	29	The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. The bidder should ensure the prompt service support during contract period. If complaint is lodged before 4 pm of the working day, the same should be attended on the same day., If the Service Provider fails to provide services as specified above, the following penalty will be imposed. 1. 99.00% or better---> No Penalty 2. 96.00% to 98.99%---> Rs. 100/-per link per hour or Part thereof 3. 93.00% to 95.99%---> Rs. 200/- per link per hour or Part thereof 4. 90.00 % to 92.99% --->Rs. 500/-per link per hour or Part thereof 5. Below 90% No Payment for the Link for that quarter	Clause should amended as The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. The bidder should ensure the prompt service support during contract period. If complaint is lodged before 4 pm of the working day, the same should be attended within 12 Hrs at City locations and 24 Hrs at remote locations. , If the Service Provider fails to provide services as specified above, the following penalty will be imposed. 98.5% to 98 % No Penalty 98.% to 97 % Rs. 5/-per link per hour or Part thereof 97% to 95% Rs. 10/-per link per hour or Part thereof 95% to 90% Rs. 15/-per link per hour or Part thereof 90% to 80% Rs. 20/-per link per hour or Part thereof less than 80% Rs. 50/-per link per hour or Part thereof	Please see the revised bid document
65	(ii) Operational Penalty:	29	Note: 1.) If any link is down for more than 3 (Three) Consecutive days in a quarter, the same shall be treated as non]availability of the link and the payment for the said duration will not be considered in the quarterly payments	Clause should amended as 1.) If any link is down for more than 3 (Three) Consecutive days in a quarter , the same shall be treated as non-availability of the link and the 0.05% penlaty amount of monthly bandwidth charges (MRC) should deducted from the quarterly invoice fo partcular link.	As per the tender document

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66	(ii) Operational Penalty:	29	<p>2.) In case any of the prescribed location does not get committed bandwidth (download/upload speed), then the bidder will be penalized @ Rs. 1,000 (Rs one Thousand) per instance per link on cumulative basis, subject to maximum penalty of 10% of quarterly amount.</p>	<p style="text-align: center;">Clause should amended as</p> <p>2.) In case any of the prescribed location does not get committed bandwidth (download/upload speed), then the user can lodge complaint BIDDERS Central Support Team (NOC) and if issue doesn't get resolve within 48 Hrs from the date/time complaint lodged by user .BIDDER will be penalized @ Rs. 10/- (Rs. Ten) per instance per link on cumulative basis, subject to maximum penalty of 10% of quarterly amount.</p> <p style="text-align: center;">Or</p> <p>The clause should remove since multiple locations/links will be operational and user can check measures of available bandwidth from BIDDER's central support team .In case, any dispute arrives the rectification of not getting committed Bandwidth can be rectified within 48 Hrs from the date/time of compliant lodge by user to BIDDER's central support team.</p>	As per the tender document
67	1.2 Scope of the Work	23	<p>d. The Service Provider has to provide the solution of white listing of internet sites as access has to be given only for Govt. of India, State Govt. & NIC websites in consultation with Commissionerate of Schools. Any other application or website should not be accessed. In addition to white listed Website/IP Address, provision to open Government of Gujarat Websites (to check whether connectivity is up or down) should also be given. No other websites, including popular search engines/webmail sites should be allowed. The white listing may have to be revise time-to-time as need arises. However, white listing would be done at policy level applicable to all media of internet connectivity procured by Commissionerate of Schools. The revision of white listing would be supported with no associated cost.</p>	<p style="text-align: center;">Please note</p> <p>BIDDER will provide RAW Bandwidth, Customer should take care white listing of internet sites at their end.</p>	Please see the revised bid document

Responses to the Pre-bid Queries

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68	Eligibility Criteria		The Bidder must be in the ISP business for more than 3 years & must have a valid class A ISP license or class B ISP license valid for entire Gujarat state. The copy of valid ISP license is required to be enclosed.	<p>ii) The Bidder must have sufficient experience and expertise in providing Internet Bandwidth. The Bidder must be in the ISP business. The bidder must have a valid class A ISP license or class B ISP license valid for entire Gujarat state. The bidder must have minimum 20 customers of 2 Mbps across Gujarat.</p> <p>The list of the customers with name, address and contact details along with purchase order must be provided with the bid. The copy of valid ISP license is required to be enclosed.</p> <p>In case if the bidder having a wholly owned subsidiary/Subsidiary Company with atleast 75% stake of parent company, then wholly owned subsidiary/Subsidiary Company's valid class A ISP license or class B ISP license valid for entire Gujarat state, may also be considered. Documentary proof for the same should be enclosed.</p>	As per the tender document
69	SoW		From the nearest PoP, Wireless (RF) / Wired should be only on single hop within 500 meter range.	Please Clarify	Please see the revised bid document