

Response to Queries

Bid for Supply of Internet Bandwidth for various offices across the state
On behalf of Home Department, Govt. of Gujarat

Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
1	General	Annexure A	Annexure	Annexure A doesn't have complete address of locations. Please provide list of locations with complete address and contact person details to carry out feasibility study	Name and Contact details of nodal officer is enclosed for any further queries.
2	Page no. 4 /clause no 2.0	Scope of Work	All locations require alternate secondary connectivity immediately after closure of the BSNL contract. (i.e. 31/03/2017)	Sify request GIL to confirm if the proposed Internet Link will be secondary link for the existing / Proposed BSNL. If Yes how failover is planned to work and whose responsibility it the same , Primary link SP, Secondary Link SP or SWAN operator	Yes. Proposed internet link will be secondary link. Primary link will be GSWAN. In case of failure of GSWAN link, the user should be able to access eGujcop through the proposed internet link. At present automatic arrangement has been made to switch between GSWAN & BSNL. Bidders are advised to visit Police Station to see this fail over mechanism.
3	Page no. 4 /clause no 2.0	Scope of Work	The bidder is required to commission and provide Internet bandwidth to 1400+ offices of Home Department, Govt. of Gujarat including Police Stations across the state of Gujarat.	Sify request GIL to confirm on the CPE / Link termination device type i.e. Router or Firewall and what will be the scope of bidder for the same, also kindly confirm how many Public IP address are required per site which bidder needs to provide	The bidder has to terminate link in network switch available at various offices of Home Department. It will be bidder's responsibility that Internet should be available at each computer and it is working. Public IP address: 10000 Public IP address require & distribution would be based on requirement of each offices.

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4	Page no. 4 /clause no 2.0	Scope of Work	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.	Pls elaborate this clause, Sify request GIL to confirm does GIL have its separate NMS tool for monitoring purpose if yes request you to share the details & functioning of the same.	In the RFP, we have defined in the SoW.
5	Page no. 4 /clause no 2.0	Scope of Work	The bidder has to keep 1 dedicated resource at State Crime Record Bureau (SCRB), Gandhinagar to resolve day to day issues on 24*7 basis.	Sify request GIL to confirm if resource require to be available for 24*7*365	1 dedicated resource require to be available for 24*7*365 at State Crime Record Bureau (SCRB), Gandhinagar.
6	Page no. 5	Rate Contract	Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate	As per our best of knowledge there is no TRAI rates for Internet Bandwidth, Hence pls change/delete this clause. Also to modify commercial bid format accordingly.	See the revised price bid.
7	Page no. 5	Delivery of bandwidth:	Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order.	Sify request GIL to extend delivery time lines to 16 weeks	see the revised bid document.

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8	Page no. 6	Eligibility Criteria	(iv) The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Sify request GIL to consider RF as last-mile option as providing fiber at all locations will not be feasible for all ISPs and same SLAs can be meet via RF last mile.	see the revised bid document.
9	Page no. 6		(vi) The Bidder's ISP Network uptime should be at least 99.5, and Packet loss should be less than 1%. Declaration form should be enclosed.	Sify request GIL to change packet lost criteria as these are Internet links	As per RFP document.
10	Page no. 10	Payment Terms	Bandwidth recurring charges will be paid on annual basis.	Recurring Charges generally on Quarterly basis. Hence request to chagne it to Quarterly basis	see the revised bid document.
11	Page no.10	Payment Terms	The bidder will have to raise a combined invoice to SCRB, Gandhinagar and the payment will be made by subject to fulfilment of SLA Conditions which will be checked by SCRB, Gandhinagar with the help of State Project Management Unit (SPMU) or any other agency	We understand that payment will be paid centrally for all links delivered. Payment will be made link wise.	As per RFP document.
12	Page no.24	1.3 Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	c. The Service Provider would manage and maintain necessary call records for administrative purposes.	Sify request GIL to confirm what the time duration (days / Months) is for Sify to holds these Call records.	Bidders must holds Call records for the contract period.

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13	Page no.30/ ARTICLE - 3 PENALTY	Penalty for delay in installation & commissioning	Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied.	Delivery terms as per RFP is 12 weeks hence penalty also as per delivery terms. Pls amend the clause accordingly	see the revised bid document.
14	Page no. 4 /clause no 2.0	Scope of Work	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 (as per quantity mentioned in price bid).	Suggestion: Generally , customer cross checks and monitor the BW claimed by service provider with their own mechanism.	AS per RFP document.
15	Page no. 5 /clause no 2.0	Delivery of bandwidth Point No-II	(ii) Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	Installation & Commission of BW – Implementation period should be minimum 24 Weeks instead of 12 Weeks. Suggestion: OFC laying at each and every locations simultaneously is the great challenge for service provider. Therefore, minimum 24 Weeks may be allowed for Installation & Commission of ILL BW	see the revised bid document.
16	Page no. 5 /clause no 2.0	Rate Contract	After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate. Bidder shall quote the prices as mentioned valid for 1 Year.	Service provider has to invest huge CAPEX towards laying of OFC at each and every site. Service provider will be able to give their best rate subject to minimum commitment period of five years. If rates are to be reviewed after every year, than is is of no meaning of five year rate contract.	see the revised bid document.

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17	Page no. 5 /clause no 2.0	Project Management	(i) 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 etc.) The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract.	As per the bid conditions for supply and installation of hardware, kindly clarify the scope of the item of hardware? i.e. Router, LAN, Switch ,UPS , Desk Top etc please clarify. If any brand or make needed? pl clarify	To provide internet bandwidth, whatever hardware/software, networking devices & electrical devices require has to be provided. There is no any brand or make needed.
18	Page no. 6 /clause no (Viii)	Eligibility Criteria	(viii) Consortium is not allowed.	Consortium is not allowed however as per clause no 2.1.1 it is mentioned that service provider should declared the name of the external agency if any to support to support L1 bidder.	Consortium is not allowed.
19	Page no. 7 /clause no 4.0	Instructions to Bidder	In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	Not agreed. Give logic.	It was explained in the pre bid meeting.
20	General	General		1.0 As per annexure of list attached along with Tender, Some the location/Place are located in same campus so Internet Bandwidth to be provided separately? pl clarify	Yes. Internet Bandwidth to be provided separately for such location.
21	General	General		2.0 In Tender, No where mentioned the shifting cases of the office or location what are the charges to be taken from customer ? Pls. clarify	10% of total offices listed in Annexure A can be treated as a shifting cases. Shifting charges can be agreed mutually.
22	Additional Query		Additional Query	Service provider has to provide ILL Connecting last mile on ofc.	Your query is not clear.
23	Additional Query		Additional Query	Last mile connectivity OFC is ok but OFC cable has to be extended from customer premise to mv OR N/W RF junctions/BK.	Your query is not clear.
24	Additional Query		Additional Query	white listing would be done at policy level applicable to all media of internet connectivity procured by Home Department.	As per RFP document.

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25	Page no. 4 /clause no 2.0	Scope of Work	The Internet bandwidth 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 Home Department. Any other application or website should not be accessed.	Kindly confirm whether UTM device will be provided by home department or by the bidder. Please confirm.	No.
26	Page no. 4 /clause no 2.0	Scope of Work	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 (as per quantity mentioned in price bid). The provided NMS should be able to generate pre-configured (system based) report as follows: <ul style="list-style-type: none"> • Per link uplink/downlink report on daily basis • Per link bandwidth utilization report on daily basis • Per link data usage report on daily basis, • Aggregation report (for above mentioned reports) on weekly & monthly basis 	We provide only utilisation graph in the port . Other facilities not available	see the revised bid document.
27	Page no. 5 /clause no 2.0	Rate Contract	Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly.	We request you to kindly fix the rate contract for 5 Years fixed cost.	see the revised bid document.

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28	Page no. 6 /clause no (IV)	Eligibility Criteria	The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Request you kindly allow the last mile connectivity on RF/Copper/fiber	see the revised bid document.
29	Page no. 6 /clause no (VI)	Eligibility Criteria	(vi) The Bidder's ISP Network uptime should be at least 99.5, and Packet loss should be less than 1%. Declaration form should be enclosed.	Suggest you to consider 98.5 % on RF/Copper & 99% on fiber.	As per RFP document.
30	Page no. 10 /clause no 9	Payment Terms	Bandwidth recurring charges will be paid on annual basis.	Request you to kindly consider annual recurring charges to be paid on quarterly basis.	see the revised bid document.
31	Page no. 11/closure no 9	Schedule of Requirements	TRAI Base rate and % discount on TRAI Base Rate	As there is no TRAI base rate for internet , kindly share base rates for internet.	see the revised bid document.
32	Page no. 30/ARTICLE - 3 (I)	PENALTY	(i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied.	we request clause to be relaxed at 1% of the OTC+ARC on undelivered portion.	see the revised bid document.

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33	Page no. 30/ARTICLE - 3 (ii)	Operational Penalty:	2) less than 99.00% : Up Time During working days from 10:00 AM to 06:00 PM, Rs.5,000/- per Hour on downtime beyond agreed quarterly down time. During 06:00 PM to 10:00 AM, Rs. 2,500/- per Hour on downtime beyond agreed quarterly down time.	we request clause to be relaxed at on every 1% of degradation of service, penalty of 2% of QRC of that particular link will be charged.	see the revised bid document.
34	Page no. 5/clause no 2.0	Delivery of bandwidth	(ii) Installation & Commissioning of bandwidth: Within 12 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 clarify the delivery schedule as on page-05 it is 12 weeks whereas on page-30 in the RFP it is 06 weeks per link - it is recommended that delivery schedule to be revised as below (considering RF as LM Access Media) :- First Lot 150 Sites in 12 Weeks & thereafter lot of 70 sites in every 04 weeks	see the revised bid document.
35	General		IP address	Please specify Public IP address allocation for each link.	10000 Public IP address require & distribution would be based on requirement of each offices.
36	General			Request clarification on the following : Customer to provide, site-wise correct contact details at the time of awarding the order Technically not-feasible locations & any permission not available sites for long because of customer or government bodies should be removed from scope and project will be considered completed. Technically not-feasible sites shall be informed to Customer along with reasons and justifications. Customer will not impose any LD on bidder on account of such sites we'll be supplying & laying CAT-6 cable (between ODU to IDU) – and cable conducting is not included in the scope	As per RFP document.

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37	General	Acceptance Criteria		Request clarification on the following: what will the duration & criteria for PAT or FAT what will the lot/bunch size for PAT will bidder be eligible to commence the billing from the date of PAT sign-off	As per RFP document.
38	General	Site Rediness		Request clarification on the following: Bidder's scope will be limited to the CPE (Router), and site readiness would be in customer's scope (providing UPS Supply with 02x6amp Power Sockets, Rack Space, dust-free air-cooled environment) Site related access permissions (building owner permission, terrace access, in-building cabling permission, availability of local electrician) to be managed by customer Additional work like cabling under-duct, under-false-ceiling, etc to be managed by customer	Only space, raw Power and permission to keep necessary equipments will be provided.
39	General	Permission for Site Survey at all the 1578 locations		Request you to kindly share the contact details for all the locations and also permission letter to do site survey	As above (Sr. No. 01)
40	Page no. 6 /clause no (I)	Eligibility Criteria	(i) The bidder should have an average turnover of Rs. 10 Crore (Minimum) in the last three financial years. The copies of Audited Annual Accounts for last three years shall be attached along with the bid.	Eligibility Criteria - Suggestions: Annual Sales Turnover generated during each of the last three financial years as on 31 March 2016 (as per the last published Balance sheets), should be at least Rs. 500 crore.	As per RFP document.
41	Page no. 6	Eligibility Criteria		Eligibility Criteria - Suggestions: The bidder should have its 2 own International Gateway in India. Documentary evidence of International Gateway in India.	As per RFP document.

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42	Page no. 6	Eligibility Criteria	(ii) The Bidder must have sufficient experience and expertise in providing Internet Bandwidth. 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 and must have minimum 20 customers of 2 Mbps across Gujarat. 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>Eligibility Criteria - Suggestions:</p> <p>The Bidder should be having valid UASL (Unified Access Service License) license on own name for operations in Gujarat Region. Also have ISP Class "A" Category License.</p> <p>Copy of UASL license and ISP Class "A" Category License for Gujarat Region.</p>	As per RFP document.
43	Page no. 4	Scope of Work	The bidder has to keep 1 dedicated resource at State Crime Record Bureau (SCRB), Gandhinagar to resolve day to day issues on 24*7 basis.	In order to your requirement, do you need physical resource 24*7 at SCRD, Gandhinagar? As 1 resource can work upto 8 hours a day. So it will require atleast 3 resource for meet the requirement. Pl confirm	As above (Sr. No. 05)
44	Page no. 4	Scope of Work	All locations require alternate secondary connectivity immediately after closure of the BSNL contract. (i.e. 31/03/2017)	Is BSNL contract going to be signed now for primary and secondary connectivity partner is required? Or is it that BSNL contract is getting expired by 31st March 2017 and new operator has to provide both primary and secondary?	Proposed internet link will be secondary link. Primary link will be GSWAN.
45	Page no. 4	Scope of Work	The Internet bandwidth 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 Home Department	Will URL or IP address be given for sites meant for whitelisting?	As above (Sr. No. 04)
46	Page no. 5	Scope of Work-Delivery of Bandwidth	Installation & Commissioning of bandwidth: Within 12 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	see the revised bid document.

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47	Page no. 5	Rate Contract	Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate	If any order is placed during the contract period will that link continue for next 5 Years	As per RFP document.
48	Page no. 5	Project Management(II)	The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services any where in the state of Gujarat promptly and within the duration prescribed by GoG.	As per RFP location details have been shared requesting Department to define the SOW only to the list shared in the Tender	As per RFP document.
49	Page no. 5	Project Management (V)	The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.
50	Page no. 5	Rate Contract	Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate.	Does this clause mean that 01.12.2018 will be actually 01.12.2015?	Query is not clear
51	Page no. 5	Project Management (I)	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 etc.) The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract	Department of Home has to provide the required UPS power, rack, earthing E/N <2V, 24x7 access, AC dust free room , Building permission, In premise permissions etc. for installing the equipment's. Pls confirm	As above (Sr. No. 17)

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52	Page no. 6	Eligibility Criteria (iv)	The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Requesting Department to allow RF/Copper as last mile media	see the revised bid document.
53	Page no. 6	Project Management (v)	The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner	Please clarify and define modular bandwidth exact figure. Will annual yearly projections of upgrade bandwidth required be given or not?	As per RFP document.
54	Page no. 8	Instruction to Bidders	Incremental Bandwidth- In case the department decides to increase the bandwidth at some locations, then the discounted annual rates quoted in the financial bid would be taken for the calculation.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.
55	Page no. 8	Instruction to Bidders	In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	Requesting Department to share details on future Bandwidth upgrades as Bandwidth upgrades would have cost associated	As per RFP document.
56	Page no. 8	The Technical bid should consist of:	Whether organization is ISO 9001:2000 certified, if so, furnish the Certificate	Requesting Department to allow TL9000 or ISO 2000-1 Certificate	As per RFP document.
57	Page no. 8	Instructions to Bidder	Incremental Bandwidth- In case the department decides to increase the bandwidth at some locations, then the discounted annual rates quoted in the financial bid would be taken for the calculation.	How many days of prior notice for bandwidth upgrade requirements , will be given?	Reasonable No. of days will be given.

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58	Page no. 9	Award of Contract-7 (iv)	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.	As per RFP location details have been shared requesting Department to define the SOW to the list shared	As per RFP document.
59	Page no. 10	Payment Terms	Bandwidth recurring charges will be paid on annual basis. (iii)	Requesting Department to clarify that Recurring payment will be made in advance for the year	see the revised bid document.
60	Page no. 11	Schedule of Requirement	TRAI Base Rate (Annual) (Column E) obtained from the website	TRAI does not govern the list price for Internet Bandwidth hence there will be no base rates	see the revised bid document.
61	Page no. 26	Approvals / Clearances	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.	Requesting Department to arrange for Inbuilding and Roof Top permissions	As per RFP document.
62	Page no. 30	ARTICLE - 3 PENALTY (i) Penalty for delay in installation & commissioning	If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied	12 weeks delivery time has been mentioned on Page no.5 - Scope of Work-Delivery of Bandwidth	see the revised bid document.
63	Page no. 30	ARTICLE - 3 PENALTY (Operational Penalty- ii)	The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. Operational penalty will be imposed for each 'Hour' delay or part there of delay, until actual availability of agreed Internet Bandwidth. If the Service Provider fails to provide services as specified above, the following penalty will be imposed. If Annual Service uptime is 1) 99.00% or better : NO Penalty 2) less than 99.00% : Up Time	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.	As per RFP document.

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64	Page no. 1		Last Date of Receipt of Bid : 03.01.2017 till 1500 hours	Request GIL to provide atleast 6 weeks of extension as feasibility study for 1587 locations cannot be completed in such a short duration	Last Date of Receipt of Bid extended.
65	Page no. 4/ clause no 2		All locations require alternate secondary connectivity immediately after closure of the BSNL contract. (i.e. 31/03/2017)	Is GIL looking for Secondary connectivity ? If yes then who is the primary Service provider ?	As per RFP document.
66	Page no. 4/ clause no 2		The Internet bandwidth 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 Home Department. 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 time-to-time as need arises. However, white listing would be done at policy level applicable to all media of internet connectivity procured by Home Department. The revision of white listing would be supported with no associated cost.	a) Customer will provide the required Public IP address's of Web sites which are allowed for accessing at each Internet location. Pls confirm b) Customer to provide the required Gujarat Public IP address's of the web sites which need to be allowed.	As above (Sr. No. 04)
67	Page no. 4/ clause no 2		The Internet bandwidth provider has to provide escalation matrix over & above 24 x 7 helpdesk/call centre at SCRB, Gandhinagar. The bidder has to keep 1 dedicated resource at State Crime Record Bureau (SCRB), Gandhinagar to resolve day to day issues on 24*7 basis	a) How will One dedicated person help to resolve 24x7 issues ? One person can be available for only 8 hours & 5/ 6 days a week. In order to support 24x7x365 days - min 5 Resources are required. Request customer to confirm the no of resources required. b) In case the link goes down in night then what is the action required from the service provider dedicated resource c) Pls share the Required Scope of work which this dedicated resource has to cater to d) Pls confirm the required logistics like Laptop/ PC, seating space, Phone etc will be provided by the customer.	The bidder has to keep 1 dedicated resource at State Crime Record Bureau (SCRB), Gandhinagar to resolve day to day issues on 24*7 basis. Work place, computer with Internet access, desk phone will be provided.
68	Page no. 4/ clause no 2		In case of M/s. Bharat Sanchar Nigam Ltd. who is providing connectivity in GSWAN, will have to provide the required internet bandwidth through separate media other than the media provided in GSWAN	For GSWAN, BSNL is offering connectivity thru fiber then what other media is referred here ? Can he connect using Radio Frequency or Copper ? Pls elaborate	As per RFP document.

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69	Page no. 4/ clause no 2		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 (as per quantity mentioned in price bid).	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	As per RFP document.
70	Page no. 4/ clause no 2		Per link data usage report on daily basis,	Pls elaborate what does data usage report mean here and how it is different than the bandwidth utilisation report ? Data usage report is for usage based services like Data cards, DSL etc wherein plans are available basis data consumptions, the service hereby requested are for dedicated 1:1 Internet leased line services.	see the revised bid document.
71	Page no. 5/ clause no 2		The above mentioned NMS reports will have to be submitted to SCRB, Gandhinagar, /Home Department, Govt. of Gujarat. After reviewing the utilization at particular location, Home Department, Govt. of Gujarat or it's designated agency will decide suitably for up gradation of bandwidth if require.	Requesting customer to share a Single SPOC who can interact with Service provider SPOC and fetch the required reports from NMS or manually and share with the team	As per RFP document.
72	Page no. 5/ clause no 2		Delivery of bandwidth: (i) Bandwidth must be delivered at various offices including police stations at bandwidth Provider's cost.	The required pre requites for delivery of services at site are 1) UPS power 2) Earthing (E/N -<2Volt, 3) Building permission, 4) In campus permission 5) 24x7 Access 6) Rack Space 7) Dust free AC room etc. Pls confirm for the availability of the same at each site	As above (Sr. No. 38)
73	Page no. 5/ clause no 2		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	The project of this nature will require atleast 24 to 30 weeks for delivery. Request customer to provide the same	see the revised bid document.

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74	Page no. 5/ clause no 2		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.	Work order will be placed for all sites at one go or separate Work order will be given per link wise. Pls confirm	see the revised bid document.
75	Page no. 5/ clause no 2		Home Department, Govt. of Gujarat is planning to provide connectivity under the e-GujCop Project to all Chowkis, Outposts and other makeshift semi-permanent locations and the order for the same can be placed anytime during the tenure of the contract as per the finalized rates.	Are these locations finalised & list available in attached tender List location pdf or these locations will be finalised later ? If later then what is the process followed if some of the locations are declared not feasible by the Service provider	As per RFP document.
76	Page no. 5/ clause no 2		(i) 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 etc.) The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract.	a) Pls elaborate what does Networking accessories mean here ? Do we need to offer the LAN switches and cables per site wise or it is limited to the CPE router only ? B) Is local LAN setup available at each site or Service provider has to offer the same too ?	As above (Sr. No. 38)
77	Page no. 5/ clause no 2		(i) 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 etc.) The Bidder shall be in a position to test, demonstrate and certify the basic requirements in accordance with the contract.	a) Electrical wiring - Pls elaborate how much electrical wiring required per site ? B) Required MCBs, Surge protectors etc to be made available by customer at site. Pls confirm	As above (Sr. No. 38)

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78	Page no. 5/ clause no 2		(iii) The Bidder will be responsible to provide the Internet Bandwidth at the locations at the agreed price. The works are to be completed on turnkey basis. The Bidder shall be responsible for implementation of the work as defined.	The acceptance should be per site basis rather than the Turnkey project as each Internet link is an individual link and has no integration scope with others. Request customer to accept this modification	As per RFP document.
79	Page no. 6/ clause no 2		(v) The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner	Pls share how much is the Upgrade required and when ?	As per RFP document.
80	Page no. 6/ clause no 2		Contract Period: Validity of this contract is for a period of 5 years. No upward revision will be permitted in rates of Internet bandwidth in these 5 years. The period of contract is extendable subject to periodic review of performance by Home Department, Govt. of Gujarat	The required contract is Extendable by how much duration, pls confirm ?	As per RFP document.
81	Page no. 6/ clause no 2		(ii) The Bidder must have sufficient experience and expertise in providing Internet Bandwidth. 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 and must have minimum 20 customers of 2 Mbps across Gujarat. 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.	Why Class B ISPs are allowed for such a large and prestigious projects ? Class B ISPs procure bandwidth from Class A ISPs only. Request customer to only allow Class A ISP for better latency and uptimes	As per RFP document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
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82	Page no. 6/ clause no 2		(iv) The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Bandwidth required is only 2/ 5/ 10 Mbps which can be easily offered thru RF media. Request customer to allow RF last mile too	see the revised bid document.
83	Page no. 6/ clause no 2		(iv) The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Is Aerial fiber allowed, pls confirm	As per RFP document.
84	Page no. 6/ clause no 2		(v) The Bidder must have a customer support facility. Documentary proof should be enclosed.	Can we provide the Self declaration for the same ?	As per RFP document.
85	Page no. 8/ clause no 4		(i) Structure and organizational set-up of the Bidder <input type="checkbox"/> Whether organization is ISO 9001:2000 certified, if so, furnish the Certificate	For Telecom Service Providers - TL9000 is the required certificate. Requesting customer to allow TL9000 too	As per RFP document.
86	Page no. 9/ clause no 5		5.0 Evaluation Methodology First, the eligibility & technical criteria will be evaluated. The bidder qualifying in eligibility & technical criteria will be eligible for the financial bid opening. GIL reserves the right to withdraw from the process or any part thereof, to accept reject any or all offers at any stage of the process and/or modify the process or any part thereof or to vary any terms at any time without giving any reasons. No Financial obligation will accrue to GIL.	Request customer to share the reason for the same	As per RFP document.

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87	Page no. 9/ clause no 7		(iv) 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.	Pls share how much is the decrease in quantity expected ?	As per RFP document.
88	Page no. 10/ clause no 9		<p>9.0 Payment Terms</p> <p>(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.</p> <p>(ii) Bandwidth recurring charges will be paid on annual basis.</p>	<p>a) What is the acceptance criteria ?</p> <p>b) Since it is ILL then acceptance should be per site basis i.e. As & when the link is delivered AT completed, customer to accept the circuit & Start the billing.</p> <p>c) Bandwidth recurring charges are Annual advance pls confirm</p>	see the revised bid document.
89	Page no. 11/ clause no 9		5. No incremental Bandwidth rates. The next slab will become applicable on need basis where bandwidth upgraded.	How next slabs rates are calculated and what is the expected Incremenatl bandwidth required and when ?	As per RFP document.
90	page no.23/ clause no 1.1		<p>1.1 Name of the Work</p> <p>Providing 2Mbps / 5Mbps/ 10Mbps (1:1, Raw, Dedicated & Net) Internet Bandwidth at Police stations, SP & CP offices and other offices of Home Department, Govt. of Gujarat and maintenance.....</p>	Pls share what does Net mean here & how it is different than dedicated ?	As per RFP document.
91	page no.23,24/ clause no 1.2 d		d. The Internet bandwidth 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 Home Department. 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 Home Department. The revision of white listing would be supported with no associated cost.	How many such IP address/'s of web sites required to be whitelisted ?	For solution of white listing of internet sites, Website URL/IP Address will be provided.

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92	page no.24/clause no 1.2 g		g. The service provider will have to provide Read rights and access to Remote Monitoring Tool to SCRB NOC	We have a self care portal with login details for performance monitoring the bandwidth utilization, Uptime Availability details. SCRB NOC 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	As per RFP document.
93	page no.24/clause no 1.3 b		b. The Service Provider will co-ordinate with other respective agencies working for GoG to resolve the inter-operability issues.	GoG will provide the required pre requisities at each site. Pls confirm. 1) UPS power 2) Earthing E/N <2 Volt 3) Building permissions 4) In premise campus permission 5) Rack sapce 6) Air conditioned dust free room 7) 24x7 access etc.	As above (Sr. No. 38)
94	page no.24/clause no 1.3 d		d. Service providers should have efficient Complaint Registration and Monitoring system (Ticketing System) and Read Access to the same should be provided to SCRB also for analysis of the complaints.	Complaints will be logged by Customer at Service provider help desk number, Pls confirm Once complaint is logged, SP generates a trouble Ticket and share regular updates on email/ phone. RCA shall be shared againat the TT logged but no read access possible to the Ticketing system. Request customer to amend this clause	As per RFP document.
95	page no.24/clause no 1.3 e		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.	SLA required is quarterly then why Daily reports are required for SLA limits crossed or not. Practically it is not possible to calculate these details on daily basis	see the revised bid document.

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96	page no.24/clause no 2.1 h		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.	Uptime is to be maintained annually or Quarterly, Pls confirm. Accordingly the above clause needs modification	see the revised bid document.
97	page no.26/clause no 2.1 k		k) The Service Provider is responsible to ensure uptime of the services as required by GOG. Hence, the uptime for all the equipments / application software's / components used for the Internet Bandwidth is the sole responsibility of the Service Provider.	Which application software is required , pls confirm ?	As per RFP document.
98	page no.26/clause no 2.1 m		m) Service Provider shall ensure that no cyber crime or compromise of data should take place at any level	As required by GoG we are offering Internet dedicated link as a service at each site. How can Service Provider control the required Cyber crimes , pls elaborate the requirement ? Service provider are just the Intermediary as per IT act and we do not have any control on the Cyber crimes	As per RFP document.
99	page no.26/clause no 2.1 o		o) The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same, which will be sent to respective HoDs, SCRB, SP, CP, Range Incharge and Home Department.	Pls elaborate what does monitoring of outgoing traffic ? Do we need to sniff the outgoing traffic or just monitor the Utilisation on each link ?	see the revised bid document.
100	page no.26/clause no 2.1 o		o) The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same, which will be sent to respective HoDs, SCRB, SP, CP, Range Incharge and Home Department.	The bandwidth offered will be dedicated input and output rates. Pls elaborate what does Overflow mean here ?	see the revised bid document.

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101	page no.26/clause no 2.1 o		o) The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same, which will be sent to respective HoDs, SCRB, SP, CP, Range Incharge and Home Department.	Daily usage means Bandwidth utilisation at each site. Pls confirm. We have a Customer self care portal wherein User can login and check the bandwidth utilisation on daily/ weekly/monthly basis/ We can allocate different login ids and user can download reports by themselves. Pls confirm whether this setup is acceptable or not.	see the revised bid document.
102	page no.26/clause no 2.1 r		r) The Service Provider will have to manage and maintain necessary 'Logs' 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.	Which logs are required, pls elaborate ?	As per RFP document.
103	page no.26/clause no 2.1 r		r) The Service Provider will have to manage and maintain necessary 'Logs' 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.	Uptime required is monthly or weekly or Quarterly and accordingly performance statistics to be prepared. Pls confirm	As per RFP document.
104	page no.26/clause no 2.1 s		s) Security Measures to be defined, established, implemented and managed in consultation with GoG as per the requirements.	Pls confirm which security measures are required by GoG and can they be defined on a normal Router or some extra hardware is required ?	As per RFP document.
105	page no.26/clause no 2.2 b		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.	Pls elaborate , what is Service Provider role in getting the fire protection, govt. duties	It has been discussed and clarified in Pre-bid Meeting. If ISP is putting any device/equipment which require necessary approvals/clearance from concern authorities then ISP hs to obtain necessary necessary approvals/clearance from concern authorities.

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106	page no.27/clause no 2.2 c		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	Is aerial fiber allowed or not ?	As above (Sr. No. 83)
107	page no.30/clause no 2.1		2.10 Third Party Agency GoG will appoint a Third Party Agency, which would monitor the performance of the Internet Bandwidth. The Third Party Agency will also conduct the Partial and Final Acceptance Test as per the technical requirement of the Agreement and will issue the Certificate of Completion. Third Party Agency will verify the services as mentioned in SLA. The Service Provider will co-operate with such Third Party Agency.	Pls share the acceptance criteria	This has been discussed in the Prebid meeting. eGujcop should work on proposed internet connectivity. User will test and accept it.
108	page no.30	Article 3	ARTICLE - 3 PENALTY (i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied. If the delay gets beyond 10 weeks, then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates. SLA report for each of the link should be submitted by service provider quarterly for calculation of the penalty.	As per Page 5 of the Tender document, The delivery timelines is 12 Weeks but here it is mentioned as 6 weeks, pls confirm whether it is 6 weeks or 12 weeks. Also 12 weeks is a lesser time to implement the project of such nature. Request to allow at least 24 weeks. Pls amend this clause	see the revised bid document.

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109	page no.30/	Article 3 i	<p>ARTICLE - 3 PENALTY</p> <p>(I) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied.</p> <p>If the delay gets beyond 10 weeks, then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates.</p> <p>SLA report for each of the link should be submitted by service provider quarterly for calculation of the penalty.</p>	Is SLA reports required quarterly then Clause 1.2f indicated Daily monitoring? Pls confirm	see the revised bid document.
110	page no.30	Article 3 ii	<p>Operational Penalty:</p> <p>The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. Operational penalty will be imposed for each 'Hour' delay or part there of delay, until actual availability of agreed Internet Bandwidth. If the Service Provider fails to provide services as specified above, the following penalty will be imposed.</p> <p>If Annual Service uptime is</p> <p>1) 99.00% or better : NO Penalty</p>	Is Annual Uptime or Quarterly or monthly required ? Pls confirm and amend the tender clause elsewhere	see the revised bid document.
111	page no.31	Article 3 ii	<p>2) less than 99.00% : Up Time</p> <p>During working days from 10:00 AM to 06:00 PM, Rs.5,000/- per Hour on downtime beyond agreed quarterly down time.</p> <p>During 06:00 PM to 10:00 AM, Rs. 2,500/- per Hour on downtime beyond agreed quarterly down time.</p>	Pls share a sample calculation for a link having downtime of 23 hours in a Quarter	see the revised bid document.
112	page no.5		<p>Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order. Failure to install & commission the bandwidths would attract penalties as per the SLA terms in this RFP.</p>	As per RFP this is a State level deployment hence minimum 24 Weeks are required to deliver the Project	see the revised bid document.

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113	page no.5		Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate	If any order is placed during the contract period will that link continue for next 5 Years	see the revised bid document.
114	page no.5		The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services any where in the state of Gujarat promptly and within the duration prescribed by GoG.	As per RFP location details have been shared requesting Department to define the SOW only to the list shared in the Tender	As per RFP document.
115	page no.5		The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.
116	page no.6		The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Requesting Department to allow RF/Copper as last mile media	see the revised bid document.
117	page no.8		Incremental Bandwidth- In case the department decides to increase the bandwidth at some locations, then the discounted annual rates quoted in the financial bid would be taken for the calculation.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.

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118	page no.8		In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	Requesting Department to share details on future Bandwidth upgrades as Bandwidth upgrades would have cost associated	As per RFP document.
119	page no.8		Whether organization is ISO 9001:2000 certified, if so, furnish the Certificate	Requesting Department to allow TL9000 or ISO 2000-1 Certificate	As per RFP document.
120	page no.9		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.	As per RFP location details have been shared requesting Department to define the SOW to the list shared	As per RFP document.
121	page no.10		Bandwidth recurring charges will be paid on annual basis. (iii)	Requesting Department to clarify that Recurring payment will be made in advance for the year	see the revised bid document.
122	page no.11		TRAI Base Rate (Annual) (Column E) obtained from the website	TRAI does not govern the list price for Internet Bandwidth hence there will be no base rates	see the revised bid document.
123	page no.26		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.	Requesting Department to arrange for Inbuilding and Roof Top permissions	As per RFP document.
124	Page no. 5/clause no. 2	Delivery of Bandwidth	This clause states that, failure in installation & commissioning of bandwidth within 12 weeks from the date of work order will attract penalties as per the SLA terms in RFP.	This clause empowers the GIL with arbitrary power to levy Penalty against the Bidder without providing a chance to rectify such failure to install & commission the Bandwidth. The penalty should be imposed only after a party fails to rectify the delay/failure even after receiving a notice period to rectify the same. Also the clause fails to address the concern when the delay is due to reasons attributable to GIL. The Bidder cannot be held liable for penalty in case the delay/failure is due reasons attributable to GIL.	see the revised bid document.

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125	Page no. 25/Clause No. 2.1 (g)	(General Terms) of Article 2	This clause states that, in case of any dispute the decision of GoG shall be final and binding to the agency.	Kindly note that this clause is not in compliance with the principle of "Fair justice" which states that no one can be a judge in his own case.	As per RFP document.
126	Page no. 26/Clause No. 2.1 (L)	(General Terms) of Article 2	This clause states that, Service Provider shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose to any agency in any way, information, document, technical data without prior written permission from GoG.	Kindly note that this clause is unilateral in nature and does not safeguard the interest of the Bidder. Therefore, it is suggested that this clause should be made mutual between both the parties Also the exception to the confidentiality should be detailed in the clause.	As per RFP document.
127	Page no. 26/Clause No. 2.1 (n)	(General Terms) of Article 2	This clause states that, any damage caused to the property of GoG will be the sole responsibility of SP and the same will gbe recovered from the SP.	Please note that the SP cannot be held liable for any claim or recovery in case the damage is due to reasons attributable to GoG.	As per RFP document.
128	Page no. 27/Clause No. 2.4	(Use of Agreement Documents and Information) of Article 2	This clause states that, Service Provider shall of without prior written permission from GoG disclose the any information related to agreement, provision, any specification, plans, drawings, patterns, samples or information furnished by or on behalf of GoG therewith to any other person.	Kindly note that this clause is unilateral in nature and does not safeguard the interest of the Bidder. Therefore, it is suggested that this clause should be made mutual between both the parties Also the exception to the confidentiality should be detailed	As per RFP document.
129	Page no. 27/Clause No. 2.5	(Termination) of Article 2	Purchaser may terminate the contract by giving a notice of termination to the Supplier if:	Kindly note that the contract can be terminated by a prior written notice only upon a material breach by a Party which a breaching Party fails to cure within the reasonable notice period.	As per RFP document.
130	Page no. 27/Clause No. 2.5	(Termination) of Article 2	<ul style="list-style-type: none"> · Fails to remedy a failure in performance of its obligations. 	Also the clause for termination on the basis of insolvency and liquidation should be made mutual between the parties, both the parties shall have a right to terminate the contract if other party becomes insolvent.	As per RFP document.
131	Page no. 27/Clause No. 2.5	(Termination) of Article 2	<ul style="list-style-type: none"> · Supplier becomes insolvent or goes into liquidation. 		As per RFP document.
132	Page no. 27/Clause No. 2.5	(Termination) of Article 2	<ul style="list-style-type: none"> · Supplier fails to provide the quality services as envisaged under this agreement. 	Please note that the appropriate remedy for failure to provide the quality services will be penalty or service credits as agreed between the parties.	As per RFP document.

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	Page no./clause no	Item	RFP Specs/Clause		
133	Page no. 27/Clause No. 2.5	(Termination) of Article 2	· As a result of Force majeure event if the Supplier is unable to perform a material portion of the services for a period of 5 days in case of man made disaster/emergencies and for a period not less than 15 days for natural disaster.		As per RFP document.
134	Page no. 27/Clause No. 2.5	(Termination) of Article 2	· Purchaser in its sole discretion and for any reason decides to terminate the contract.	Further note that that the Supplier can terminate the contract by giving a prior written notice if the force majeure event continues for 45 days.	As per RFP document.
135	General	General		In case of termination for convenience it should only be allowed after a minimum period of time/Lock-in Period (to equate the initial investment expenses) and/or after payment of exit charges.	As per RFP document.
136	Page no.29/ clause no 2.6	Resolution of Disputes	This clause states that, if any dispute arises between the parties during the contract shall be resolved amicably. If the parties fail to resolve the dispute amicably then either of the party may refer it to arbitration.	It is suggested that the parties should resolve disputes either amicably or by courts rather than going for Arbitration which is a costly affair and has a limited recourse for the parties.	As per RFP document.
137	Page no.30	Article 3 (Penalty)	If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied. Delay beyond 10 weeks, will lead to termination of particular circuit/location	Kindly note that, the appropriate remedy for failure to provide the services on time will be penalty or service credits as agreed between the parties.	As per RFP document.
138	General	General		The contract cannot be terminated for the reasons for which GoG has already imposed penalty or obtained service credits.	As per RFP document.
139	General	General		Kindly note that the contract can be terminated by a prior written notice only upon a material breach by a Party which a breaching Party does not cure within reasonable notice period provided to rectify such breach.	As per RFP document.
140	Page no.05	Scope of Work-Delivery of Bandwidth	Installation & Commissioning of bandwidth: Within 12 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	see the revised bid document.

Response to Queries

Bid for Supply of Internet Bandwidth for various offices across the state
On behalf of Home Department, Govt. of Gujarat

Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
141	Page no.05	Rate Contract	Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate	If any order is placed during the contract period will that link continue for next 5 Years	As per RFP document.
142	Page no.05	Project Management(II)	The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services any where in the state of Gujarat promptly and within the duration prescribed by GoG.	As per RFP location details have been shared requesting Department to define the SOW only to the list shared in the Tender	As per RFP document.
143	Page no.05	Project Management (V)	The proposed system should be scalable and upgradeable with sufficient capacity in a modular manner.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.
144	Page no.6	Eligibility Criteria (iv)	The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	Requesting Department to allow RF/Copper as last mile media	see the revised bid document.
145	Page no.8	Instruction to Bidders	Incremental Bandwidth- In case the department decides to increase the bandwidth at some locations, then the discounted annual rates quoted in the financial bid would be taken for the calculation.	Requesting Department to share details on future Bandwidth upgrades	As per RFP document.

Response to Queries

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On behalf of Home Department, Govt. of Gujarat

Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
146	Page no.8	Instruction to Bidders	In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	Requesting Department to share details on future Bandwidth upgrades as Bandwidth upgrades would have cost associated	As per RFP document.
147	Page no.8	The Technical bid should consist of:	Whether organization is ISO 9001:2000 certified, if so, furnish the Certificate	Requesting Department to allow TL9000 or ISO 2000-1 Certificate	As per RFP document.
148	Page no.9	Award of Contract-7 (iv)	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.	As per RFP location details have been shared requesting Department to define the SOW to the list shared	As per RFP document.
149	Page no.10	Payment Terms	Bandwidth recurring charges will be paid on annual basis. (iii)	Requesting Department to clarify that Recurring payment will be made in advance for the year	As per RFP document.
150	Page no.11	Schedule of Requirement	TRAI Base Rate (Annual) (Column E) obtained from the website	TRAI does not govern the list price for Internet Bandwidth hence there will be no base rates	see the revised bid document.
151	Page no.26	Approvals / Clearances	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.	Requesting Department to arrange for Inbuilding and Roof Top permissions	As per RFP document.
152	Page no.4		All locations require alternate secondary connectivity immediately after closure of the BSNL contract. (i.e. 31/03/2017)	What is the scope of BSNL contract? Would be there be dual links at each location?	As per RFP document.

Response to Queries

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Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
153	Page no.4		The list of the offices provided by Home Department, Gandhinagar where Internet bandwidth needs to be provided is enclosed at Annexure - A.	Addresses provided are for 1587 locations, however list of locations mentioned in commercial bid are 1214. Please clarify. 1. Please clarify if Internet link is required for 1587 locations or 1214 locations as per Price bid. 2. If Internet link is to be provided to 1214 locations out of 1587 locations then please provide the details on the selection of 1214 locations. 3. We understand that selection of 1214 locations out of 1587 is subject to feasibility. Please confirm. 4. Please mention the minimum number of locations where service provider must provide connectivity.	As per RFP document.
154	Page no.4		The Internet bandwidth 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 Home Department.	We understand that the URL filtering is required as per the RFP requirement. 1. Please provide the list of URLs/ Web sites to be allowed. 2. Please provide the total number of users across all the locations where Internet link to be provided along with the location wise breakup of users.	As above (Sr. No. 04)
155	Page no.4		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.	The list of URLs / Web Sites to be allowed should be provided.	As above (Sr. No. 04)
156	Page no.4		The white listing may have to be revised time-to-time as need arises. However, white listing would be done at policy level applicable to all media of internet connectivity procured by Home Department. The revision of white listing would be supported with no associated cost.	The list of URLs / Web Sites to be allowed should be provided.	As above (Sr. No. 04)

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On behalf of Home Department, Govt. of Gujarat

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
157	Page no.4		The Internet bandwidth provider has to provide escalation matrix over & above 24 x 7 helpdesk/call centre at SCRB, Gandhinagar. The bidder has to keep 1 dedicated resource at State Crime Record Bureau (SCRB), Gandhinagar to resolve day to day issues on 24*7 basis.	Our understanding is that 24x7 Helpdesk has to be established at SCRB Gandhinagar. Bidder has to provide 1 dedicated resource in each 8 hours shift to resolve day to day issues on 24x7 basis. Please confirm who will provide and manage the Helpdesk management solution. If Bidder has to provide please provide the technical specifications for the same. Customer need to provide facilities such as work place, computer with Internet access, desk phone, etc.	eGujcop's Helpdesk solution will be used. Work place, computer with Internet access, desk phone will be provided.
158	Page no.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 (as per quantity mentioned in price bid).	Number of terminals not mentioned in the RFP. Please clarify on the 20% more capacity, as this requirement is not clear.	As per RFP document.
159	Page no.4		NMS Should provide: <input type="checkbox"/> Per link data usage report on daily basis, <input type="checkbox"/> Aggregation report (for above mentioned reports) on weekly & monthly basis	As we are providing Internet on leased lines and not on broadband / wireless, hence Data usage report will not be applicable. 1. Please remove the data usage report requirement. 2. Please elaborate on the Aggregation report requirement.	see the revised bid document.
160	Page no.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 etc.)	As this requirement is for Internet links, we will provide Internet links along with CPE (Router /FW) if required. 1. Demarcation point will be till the CPE in case CPE is provided by bidder. In case if CPE is not provided by bidder then demarcation point will be till link hand-off at customer location. Please clarify if bidder has to provide CPE (Router/FW) along with Internet link. 2. Any other requirement such as electrical wiring for electrical power supply, surge protectors, electrical switches, MCBs etc. should be removed from the scope of the bidder.	As above (Sr. No. 17)
161	Page no.6		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	Please modify the clause as follows: 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 or UASL license valid for entire Gujarat state.	As per RFP document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
162	Page no.6		The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	In case if location is not feasible on fiber please allow connectivity on wireless.	see the revised bid document.
163	Page no.11		Schedule of Requirements	Addresses provided are for 1587 locations, however list of locations mentioned in commercial bid are 1214. Please clarify. 1. Please clarify if connectivity is required for 1587 locations or 1214 locations as per Price bid. 2. If connectivity is to be provided to 1214 locations out of 1587 locations then please provide the details on the selection of 1214 locations. 3. We understand that selection of 1214 locations out of 1587 is subject to feasibility. Please confirm. 4. Please mention the minimum number of locations where service provider must provide connectivity.	As per RFP document.
164	Page no.16		Compliance with the tender terms and conditions, specifications and Eligibility Criteria	As the requirement is large and links requirement is in Class A, B, C and D cities; please allow bidder to put the deviations along with justifications.	As per RFP document.
165	Page no.24		The service provider will have to provide Read rights and access to Remote Monitoring Tool to SCRB NOC.	Resoure placed at SCRB NOC should be facilitated with work place, computer with Internet connection to have access to bidder's NMS portal.	As above (Sr. No. 67)
166	Page no.26		Service Provider shall ensure that no cyber crime or compromise of data should take place at any level	Service provider can not control cyber crime OR compromise of data over public network. Please remove this clause.	As above (Sr. No. 98)

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
167	Page no.26		The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same, which will be sent to respective HoDs, SCRB, SP, CP, Range Incharge and Home Department.	Service provider can provide Bandwidth utilization report for internet link at each location. The report is normally obtained from the service provider portal on monthly basis or some times on need basis. As there is no capping on the data usage over the internet link, please remove the requirement of Daily Usage log report.	see the revised bid document.
168	Page no.26		The Service Provider will have to carry out Installation / upgrades of System Software, Operating system and patches as and when required. The Service Provider will also have to perform quarterly system performance tuning – changing the system configuration parameters. The Service Provider should always take GOG in confidence by following the configuration management procedure before making any major changes into the existing setup & infrastructure.	Please remove this clause as it is not applicable for Internet links. These requirement is system integrator specific hence we suggest to remove the same from service provider scope.	see the revised bid document.
169	Page no.8		The bid should be submitted on the website https://gil.nprocure.com on or before 1500 Hours, 03.01.2017.	As the requirement large and requirement is in Class A, B, C and D cities, feasibility check at locations requires more time. Hence request to extend the bid submission to 15.01.2017.	see the revised bid document.
170	Page no.6		The Bidder's ISP Network uptime should be at least 99.5, and Packet loss should be less than 1%. Declaration form should be enclosed.	Service Provider do not have control beyond the exit gateway hence can not confirm on packet loss of 1% beyond the exit gateway. Hence please modify the clause as follows: The Bidder's ISP Network uptime should be at least 99.5, and Packet loss should be less than 1% till Service Provider's exit gateway. Declaration form should be enclosed.	As per RFP document.
171	Page no.5		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order.	On page 30, delivery timeline mentioned is 6 weeks. Please clarify on the delivery timeline.	see the revised bid document.
172	Page no.5		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order.	We request to extend the delivery time line to 16 Weeks.	see the revised bid document.
173	Page no.10		Bandwidth recurring charges will be paid on annual basis.	Please change the payment of recurring charges from annual to quarterly basis.	see the revised bid document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
174	Page no.9		Evaluation Methodology	We recommend that evaluation should be done on per link basis.	As per RFP document.
175	Page no.9		Award of Contract	We recommend that award of contract should be on per link basis.	As per RFP document.
176	Page no.9		Payment Terms	We recommend that payment should be done on per link basis.	As per RFP document.
177			General Query	Please clarify if bidder has to provide CPE device (Router / Firewall) along with the link.	As above (Sr. No. 03)
178			General Query	Please mention the minimum number of locations must be delivered by bidder out of total number of locations. The delivery of the actual number of links will be subject to feasibility, hence please clarify.	As per RFP document.
179	Page no.5		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order.	On page 30, delivery timeline mentioned is 6 weeks. Please clarify on the delivery timeline.	see the revised bid document.
180	Page no.5		Installation & Commissioning of bandwidth: Within 12 weeks from the date of Work Order.	We request to extend the delivery time line to 16 Weeks.	see the revised bid document.
181	Page no.5		<p>Rate Contract: Order for bandwidth can be placed anytime during the tenure of the tender and the contract period will be for 5 years. After completion of every year, the finalized rates will be reviewed with TRAI discount rates & prices will be revised accordingly. (For e.g.) Discount on TRAI rate available on 01.12.2018 will apply on quoted rates to reset the price for next year and bidder has to agree and supply the internet bandwidth at the reviewed rate. Bidder shall quote the prices as mentioned valid for 1 Year.</p>	<p>Prices Should be firm for the full contract period. It should be valid for 5 Years.</p>	see the revised bid document.
182	Page no.5		In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	Its should be calculated upto 20 mbps only.	As per RFP document.
183	Page no.8		In case the department decides to increase the bandwidth from 10 Mbps to 20 Mbps, the rates for 20 Mbps will be considered as finalized rates for 10 Mbps + 40% extra on rates for 10 Mbps.	It should be mutally decided between the bidder & Department, price is based on Bidders Feasibility.	As per RFP document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
184	Page no.8		Bid validity will be of 1 year from the date of financial bid opening. A bid valid for shorter period shall be rejected as non-responsive.	Bid should be valid for 5 years which is the contract period.	As per RFP document.
185	Page no.9		Evaluation Methodology	We recommend that evaluation should be done on per link basis.	As per RFP document.
186	Page no.9		Award of Contract	We recommend that award of contract should be on per link basis. Or else Bidder should be right to Reject Non Feasible Sites.	As per RFP document.
187	Page no.9		Payment Terms	We recommend that payment should be done on per link basis.	see the revised bid document.
188	Page no.10	8.0 Signing of Contract	8.0 Signing of Contract The Bank Guarantee shall be valid for duration of 180 days beyond the expiry of contract	8.0 Signing of Contract The Bank Guarantee shall be valid for duration of 60 days beyond the expiry of contract	As per RFP document.
189	Page no.10	9.0 Payment Terms	9.0 Payment Terms (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. (ii) Bandwidth recurring charges will be paid on annual basis.	Both One time Charges & bandwidth recurring charges should be paid based on the link wise successful installation.	see the revised bid document.
190	Page no.10		9.0 Payment Terms (ii) Bandwidth recurring charges will be paid on annual basis.	9.0 Payment Terms (ii) Bandwidth recurring charges will be paid on annual basis, payment would be on Quarterly Basis.	see the revised bid document.
191	Page no.25		h) The Service Provider shall maintain 99.00% service up-time, i.e. availability of the Internet bandwidth	h) The Service Provider shall maintain 98.5% service up-time, i.e. availability of the Internet bandwidth	As per RFP document.
192	Page no.11&29		2.7 Taxes and Duties Vender is liable to pay for all taxes / Levies / Cess / VAT / duties etc.	As difined in Price bid Format Rate of Taxes, if any change in Rate of Tax is future then Taxes rate will be applicable at the Actual Rates.	see the revised bid document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
193	Page no.30		<p>ARTICLE - 3 PENALTY (i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied.</p>	<p>ARTICLE - 3 PENALTY (i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks (if any revised timeline then its applicable), then the penalty of Rs. 1% of the Quarterly payment per week per location will be levied.</p>	see the revised bid document.
194	Page no.30		<p>ARTICLE - 3 PENALTY If the delay gets beyond 10 weeks, then the order for that particular circuit/location will be terminated and the work will be awarded to L2 bidder at L1 rates.</p>	This Clause should be removed, as already Penalty is defined or timelines should be increased.	see the revised bid document.
195	Page no.30		<p>(ii) Operational Penalty 2) less than 99.00% : Up Time During working days from 10:00 AM to 06:00 PM, Rs.5,000/- per Hour on downtime beyond agreed quarterly down time. During 06:00 PM to 10:00 AM, Rs. 2,500/- per Hour on downtime beyond agreed quarterly down time</p>	<p>Its Should be in the Below Format :- >=99 % Full Payment >=98% & <99 % Deduct 1% of QP >=97% & <=98% Deduct 3% of QP <=95% & <=97% Deduct 5% of QP <=93% No Payment It should be calculated based on Quarterly SLA downtime report generated by RCOM.</p>	see the revised bid document.
196	Page no.6		The Bidder must have a valid Class A ISP license or Class B ISP License valid for Gujarat State	The Bidder must have a valid Class A ISP license valid for atleast next 5 yrs from DoT . Category A License proves the credit worthiness and technical capability of the bidder . For the project of such a size and magintude it is highly recommended to invite only potential bidders who has financial as well as technical capability to execute such projects hence we request you to ask for minimum for CLASS A license. Apart CLASS B is a subset of CLASS A hence CLASS B should be avoided.	As per RFP document.
197	Page no.6		The bidder must have a customer support facility. Documentary proof shold be enclosed	The bidder should have min. 40 support center/offices/own POP's at every 200 Kms of proposed location.This will ensure the bidders capability to provide support services at all locations. This will ensure the bidders capability to provide support services at all locations	As per RFP document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
198	General	General	Additional PQ Criteria	Bidder should have a positive net worth in each of last three financial years i.e. FY 2015-16, FY 2014-15, FY 2013-14 . (CA certified certificate should be provided as documentary proof). At times it has been observed that some bidders / industry players are facing cash crunch scenarios hence ensuring positive networth from bidders will prevent project from going at toss.	As per RFP document.
199	page no.6		The bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	The bidder should be able to provide Internet Bandwidth with last mile connectivity on optical fiber/RF. Point No.1: Since the Max. internet bandwidth to be utilise is only 10 Mbps we request you to give options of connecting it thru either RF/Fiber . Point No. 2: Link on RF have less risk of failures against that of optical fiber. Point No. 3: Current technologies in RF are capable of delivering links up to 1Gig. Point No. 4: Keeping Last Mile as fiber optic only would limit no. of bids and may face delay / non execution of project. Point No. 5: Fiber laying would require various permissions and coordination among various agencies and may consume more time.	see the revised bid document.
200	page no.4		The Internet bandwidth 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 Home Department.	Pls provide tentative list of Websites /URL's for the whitelisting and frequency of changes required time to time.	As above (Sr. No. 04)
201	page no.26		Service Provider shall ensure that no cyber crime or compromise of data should take place at any level	To achieve this we are assuming that all the police stations /locations would be connecting to e-Guj cop server through a secured tunnel communication happening between this Police stations and e-Guj cop server. Pls clarify below points with respect to above. Point no. 1 : Pls confirm whether CPE/router capable of establishing IP-SEC VPN tunnel should be supplied by bidder or would be provided by dept. Point no. 2 Further pls clarify if maintaining this IP-SEC VPN would be in scope of ISP or any other agencies. Point No. 3: Pls define "compromise of data".	As above (Sr. No. 98)

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
202			Additional Query	with reference to point no. 6 if it is in ISP's scope to create and maintain the IP-SEC Tunnel network than pls clarify would there be any additional charges paid for creating and mainitaing this IP-SEC tunneling network or the cost has to be abosrbed in the bid itself.	As per RFP document.
203	page no.10		Bandwidth recurring charges will be paid on annual basis.	Requesting you to ammend as quarterly advance as per industry norms.	see the revised bid document.
204	page no.9		Award of Contract	Pls clarify if award of contract would be given to a single bidder for all locations or it would be split or per link basis	As per RFP document.
205	page no.11		SOR - TRAI Base Rate - Price bid	we were not able to find any regulated base rate / bench mark rates of TRAI on Internet Lease Line Prices . However we could find some reference prices on point-to-point circuits. Hence we request department to share the base / bench mark prices regulated by TRAI for Internet Lease Line which would enable all bidders to quote with parity.	see the revised bid document.
206	page no.30		ARTICLE - 3 PENALTY (i) Penalty for delay in installation & commissioning: If the bidder fails to commission the internet bandwidth at a particular location within 6 weeks, then the penalty of Rs. 5000/- per week per location will be levied.	As the location list is not fixed also there is no feasibility report shared by dept. for this locations we request you to relax this criteria	see the revised bid document.
207	page no.30		(ii) Operational Penalty 2) less than 99.00% : Up Time During working days from 10:00 AM to 06:00 PM, Rs.5,000/- per Hour on downtime beyond agreed quarterly down time. During 06:00 PM to 10:00 AM, Rs. 2,500/- per Hour on downtime beyond agreed quarterly down time	pls clarify the upper limit of this penalty	see the revised bid document.
208			Additional Query	There should be link wise delivery & acceptance and thus billing should get triggred in part.	see the revised bid document.
209			Additional Query	Installation charge should be provided in advance alongwith the work order.	As per RFP document.
210				Pls. clarify delivery period whether its 6 weeks/8 weeks or 12 weeks.	see the revised bid document.

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
211				Since price is to be reviewed every year. PBG should not be charged for 5 year.	see the revised bid document.
212				Pls. refer Page No. 8, Pls. Clarify price for 20 Mbps.	As per RFP document.
213	Page no.4	Scope of Work	The Internet bandwidth 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 Home Department.	To be scope of Customer	As per RFP document.
214	Page no.4	Scope of Work	The Bidder will have to provide cloud enabled- NMS facility to monitor the bandwidth utilization of each location	We can propose our 'Customer Portal' on which customer can view links performance on web based URL	As per RFP document.
215	Page no.5	Project Management	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 etc.	To be scope of Customer	As per RFP document.
216	Page no.6	Eligibility Criteria	The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber only.	The Bidder must be able to provide internet bandwidth with last mile connectivity on Optical Fiber/RF	see the revised bid document.
217	Page no.10	Payment Terms	Bandwidth recurring charges will be paid on annual basis.	To be paid monthly basis	see the revised bid document.
218	Annexure A	Annexure A	Location List	All Lat/ Long to be Provided	As per RFP document.
219	Annexure A	Annexure A	Location List	Complete addresses with pin code	As per RFP document.
220	Page 6	Eligibility Criteria	Point iv	Last mile media to be changed to "Any Media"	see the revised bid document.

Response to Queries

Bid for Supply of Internet Bandwidth for various offices across the state
On behalf of Home Department, Govt. of Gujarat

Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
221	Page 6	Eligibility Criteria	Point 1	Average turnover should be more than 1000 Crores – considering the size of the project, Government should consider organization with higher turnover and larger company	As per RFP document.
222	Page 6	Eligibility Criteria	Point 2	Experience of 20 links of 2 Mbps each is too less for the project size of 1500+ links – this should be changed considering the larger interest of the Home Department & critically of the usage. This should be increased to minimum 1000 data Links. Also the ISP / Bidder should have their own Internal gateways so that department get quality bandwidth.	As per RFP document.
223	General	General		Latitude & Longitude of the Locations required for feasibility	As per RFP document.
224	General	General		Payment terms for Annual Recurring Charges should be Quarterly & not annual payment	see the revised bid document.
225	General	General		Location quantity mentioned in the BOQ is 1212, whereas the list Annexure A is 1587. We request exact location details to work out commercials.	As per RFP document.
226	General	General		Please share TRAI rates – Our request is that GIL / Government should communicate TRAI rates of Internet bandwidth & it should be common to all bidders. Bidders may offer discount on such declared rates.	As above (Sr. No. 06)
227	General	General		Essence of the the Contract is SLA parameters & uptime of the links irrespective of the last mile media which could be on OFC / RF etc... hence RF / Any media should be considered.	see the revised bid document.
228	General	General		Under EGujCop project – connectivity will be required at Make Shift locations / temporary locations / Chowkis & Outpost – In an OFC media such connectivity & shifting is not financially feasible	see the revised bid document.
229	General	General		Contract demands supply of Router please confirm.	As per RFP document.
230	General	General		Department to provide rack space, 230 V AC regulated power (2 Sockets) & proper earthing in the equipment room.	As above (Sr. No. 17)

Response to Queries

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
231	General	General		Kindly elaborate & explain the difference between: Per link bandwidth utilization report on daily basis. Per link data usage report on daily basis,	see the revised bid document.
232	General	General		The Annual Rates should be fixed for a 5 year contract period.	As per RFP document.
233	General	General		Operational Penalty should be in service credit days & not in rupee value. Operational penalty should be quarterly only.	As per RFP document.
234	General	General		Whitelisting feature – how frequently the changes will be done / asked for.	As per RFP document.
235	General	General		Commercials will be proposed for the listed 1587 locations given in annexure A. Incase of any different /additional location, the commercial would be treated differently.	As per RFP document.
236	General	General		In case of shifting requests for temporary / make shift / permanent locations, shifting charge should be applicable basis the new location feasibility / service availability.	see the revised bid document.
237	General	General		Bid validity will be of 6 months from the date of financial bid opening. A bid valid for shorter period shall be rejected as non-responsive. If required, GIL may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.	As per RFP document.
238	General	General		Service Provider shall ensure that no cyber crime or compromise of data should take place at any level – Kindly elaborate & explain --- the links shall be operational on white listing features only.	As above (Sr. No. 98)
239	General	General		The Service Provider will have to Monitor the Outgoing traffic, Internet Bandwidth utilization on daily /Weekly / monthly basis, vis-à-vis thresholds and overflow. The Service Provider will have to generate Daily usage log report for the same, which will be sent to respective HoDs, SCRB, SP, CP, Range Incharge and Home Department.	see the revised bid document.

Response to Queries

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Tender No. HWT131216401

Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
240	clause-2		The Bidder must have sufficient experience and expertise in providing Internet Bandwidth. 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 and must have minimum 20 customers of 2 Mbps across Gujarat. 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.	Kindly allow us to use ISP license of our 100% Subsidiary company which is approx one year older. We shall provide sufficient documents to backup our claim.	As per RFP document.
241	General	General	Additional Query	Who will manage first level helpdesk call from police station.	first level helpdesk will be eGujcop's Helpdesk.
242	General	General	Additional Query	Do we have to also monitor GSWAN (Primary Network of Home Department)	As per RFP document.
243	General	General	Additional Query	Payment finalization period?	As per RFP document.
244	Page no.4	Scope of Work		Actual No. of locations less in price bid than annexure A.i.e. 1587.	As per RFP document.
245	Page no.4	Scope of Work		Manpower of maintenance can be changed than their procedure 24x7x365.	As per RFP document.
246	Page no.4	Scope of Work		List of white listing sites.(what if any one demands).	As per RFP document.
247	Page no.4	Scope of Work		Also search engine to be allowed or not& web mails.	As per RFP document.
248	Page no.4	Scope of Work		Revision of white listing would be @ no associated cost.	As per RFP document.
249	Page no.4	Scope of Work		Helpdesk/Call center @ SCRB- More specification required how many.	As per RFP document.
250	Page no.4	Scope of Work		1 dedicated manpower@ scrb. Any space to be provided by Govt. what if dedicated person need to be changed temporarily or permanently.	As per RFP document.
251	Page no.4			20% more capacity of total terminals (Details further on this requirement.	As per RFP document.
252	Page no.4			NMS feature other than 4 mentioned, may result in extra cost than will we have additional payouts for the same.	As per RFP document.
253	Page no.5			Frequency for reports to be submitted to SCRB. Upgradation may have time lines based on the activities. Accordingly we also need time.	As per RFP document.

Response to Queries

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
254	General	General		Delivery of Bandwidth : a. Providers cost? B. 12 weeks of workorder but what if challenges of RoW/Power/Railway Etc.	As per RFP document.
255	Page no. 5	Rate Contract		01.12.2018 rates for discounts/revised rates.	see the revised bid document.
256	General	General		valid for 1 year to be quoted.	As per RFP document.
257	General	General		Whose ownership would be. GoG/GTPL rather owned by (Fiber N/W.).	see the revised bid document.
258	General	General		Tender duration for 5 years maintenance	As per RFP document.
259		Project Management		Any specific make of hardware,Software,N/W, MCBs, Switches Etc.	As per RFP document.
260	General	General		Clarify on Bandwidth requirement. Test Required.	As per RFP document.
261	General	General		SLA of RFP	As per RFP document.
262	General	General		Scalable & upgradable upto what capacity?	As per RFP document.
263	General	Contract Period		5 Years period extendable to what years and at what financials upward revision for manpower is possible.	As per RFP document.
264	Page no.6	Eligibility Criteria		Last Mile Fiber- Under ground- Aerial.	As per RFP document.
265	General	General		Also for other tender	As per RFP document.
266	General	General		Bidder to have local presence & service support infrastructure	As per RFP document.
267	General	General		Consortium is not allowed- subletting	As per RFP document.
268	Page No. 7			EMD- Natinallize/Public Sector/Private Sector bank Etc?	As per RFP document.
269	General	General	Forfeeted	During the period of Bid validity (1 Year). From the date of bid validity?	As per RFP document.
270	Page No. 8			Amendments- will emails be received.	As per RFP document.
271	Page No. 8			Incremental Bandwidth rates- Calculations?	As per RFP document.
272	Page No. 8			Line Items: Schedule of Requirements.	As per RFP document.
273	Page No. 8			10 to 20 Mbps@ 40% extra of 10 Mbps.	As per RFP document.
274	Page No. 8			Financial Bid: Point by Point Discount	As per RFP document.
275	Page No. 9			when to submit financial bid?	As per RFP document.
276	General	General		When tech Bid opening?	As per RFP document.
277	General	General		When financial bid opening?	As per RFP document.
278	General	General		Award of Contract elaborate	As per RFP document.
279	Page no. 10/clause no		Payment Terms (ii)	Annual advance or post paid model.- Payment.	see the revised bid document.

Response to Queries

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Sr. No.	RFP Reference			Query/Suggestion	Responses to the Queries
	Page no./clause no	Item	RFP Specs/Clause		
280	Page no. 11/closure no		Schedule of Requirements	We are providing 1 Year rate, rate for 5 years. How is been calculated for L1.	As per RFP document.
281	General	General		Bandwidth hvn't slab but on page 8 said 40%	As per RFP document.
282	General	General		Suggest TRAI base rate site.	see the revised bid document.

					<u>District Nodal Officer</u>				<u>District Liason Officer</u>			
Sr No	Dist./ Commrs./ HOD	Range	Unit	Address	Name --	Designation --	Phone No.(Office) --	E-mail address --	Name --	Designation --	Phone No.(Office) --	E-mail address --
1	Commrs.	-	Ahmedabad City	Ahmedabad CP Office, Shahibag, Ahmedabad.	SHRI R.V.JOTANGIYA	JCP HQ(I/C)	25633131	acp1-hq-ahd@gujarat.gov.in	Shri BALRAM MEENA	DCP Cont.Room(I/C)	079-25633434	dcp-control-ahd@gujarat.gov.in
2	Commrs.	-	Rajkot City	CP Office, Near Race Course, Rajkot	Shri M J Solanki	ACP H.O.	0281-2472483	cp-raj@gujarat.gov.in	B D Joshi	ACP East,Rajkot City	0281-2442757	cp-raj@gujarat.gov.in
3	Commrs.	-	Surat City	Commissioner of Police, 1st Floor, Police Bhavan, Opp. Jilla Seva Sadan-2, Athwalines, Surat.	S.G. Bhati	J.C.P.	0261-2244446	acp-r1-sur@gujarat.gov.in	Jagdish Patel	D.C.P.	0261 2554760	dcp-z1-sur@gujarat.gov.in
4	Commrs.	-	Vadodara City	Police Commissioner Office,Police Bhavan,Jail Road, Raopura Vadodara 396001	Hiteshkumar Joysar	DCP (South)	2652432626	dcp-south-vad@gujarat.gov.in	M.D.Puwar	PI	2652427455	cor-city-vad@gujarat.gov.in
5	Dsitric	Ahmedabad	Ahmedabad Rural	Office Of The Supdt. Of Police, Ahmedabad Rural, Nr. Divya-Bhaskar Press, S.G.Highway Road, Makarba, Ahmedabad.	Shri Tejas V. Patel	Dy.S.P. , HQ	079-26890886	sp-ahd@gujarat.gov.in	Pankaj Zala	WPSI	079-26891158	sp-ahd@gujarat.gov.in

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6	Dsistrict	Junagadh	Amreli	SP Office, Chital Road,Near Comuniti Hall, Amreli	Shri B.G.Bharvad	DYSP HQ	02792 -225534	0	Shri C.J.Goswami	PI Savarkundala Town	02845-242499	polstn-sav-amr@gujarat.gov.in
7	Dsistrict	Ahmedabad	Anand	Office Of The Supdt. Of Police, Near Jilla Seva Sadan, Anand-Borsad Chokdi, Tal. & Dist. Anand	Komal Vyas	Dy. S. P.	02692 262033	sp-and@gujarat.gov.in	A.H.Rathod	WPSI	02692 260015	sp-and@gujarat.gov.in
8	Dsistrict	Gandhinagar	Arvalli	Office of The Supdt.of Police, ITI Compound, Near Circuit house, Modasa, District-Arvalli	Shri V.M.Chauhan	Dy.S.P. H.O. Modasa	2774248404	dysp-hq-arv@gujarat.gov.in	Shri H.J.Banker	Circle Police Inspector	2779222044	cpi-bayad-arv@gujarat.gov.in
9	Dsistrict	Border	Banaskantha (Palanpur)	SP Office, Joravar Palace, Behind Jilla Seva Sadan, Palanpur. Ta-Palanpur Pin-385001	Shri. B.A. Chavda	D.y.s.p.H.O.Banaskantha, Palanpur	2742 253243	dysp-palan-ban@gujarat.gov.in	K.J.Suthar	WPSI	02742 256260	compcell-sp-ban@gujarat.gov.in
10	Dsistrict	Vadodara	Bharuch	SP Office Bharuch, Civil Lines, Bharuch	Shri B.B.Rathod	DySP (H.Q)	02642-223433	Dysp-hq-bha@gujarat.gov.in	Shri S.N.FATKAR	PSI Wireless	02642-225312	polstn-cdiv-bha@gujarat.gov.in

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11	District	Junagadh	Bhavnagar	SP Office, Navapura, Bhavnagar.	Shri.I.G.Shaikh	DySP	0278-2518091	sdpo- bav@gujarat.gov.i n	Shri. S.R.Vanakar	JUNIOR CLERK	0278-2513720	os-spoff- bhav@gujarat.gov.in
12	District	Junagadh	Botad	SP Office,Gadhada Block,Govt.High school Botad	Shri A.R.Desai	Dysp Hq	02849-231406	sp- botad@gujarat.go v.in	Shri M.M.Parmar	Wireless Police Sub Inspector	02849-231409	sp- botad@gujarat.gov.in
13	District	Vadodara	Dahod	S.P. Office City Ground Dahod	Shri D.A.Desai	Dy,S.P.H.Q	02673-220300	tp-dah@ gujarat.gov.in	Shri J.S.Nayak	P.I.	02673-221134	pi-sogbr- dah@gujarat.gov.in
14	District	Surat	Dangs	SP Office, Police Bhavan, Main Road,Ahwa.	Shri A.M.Muniya	S.P.	02631 220248	sp- dan@gujarat.gov.i n	Shri R.N.Nakum	Dy S.P.(H.Q)	02631 220200	dysp-hq- dang@gujarat.gov.in
15	District	Rajkot	DevbhumiDawarka	0	Shri J.B.Gohil	DySP HQ	0	SP DEVBHUMI DWARCA (plskhambhaliya@ yahoo.in)	Shri S.K.Mehta	PSI	0	0

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16	Dsistrict	Gandhinagar	Gandhinagar	SP Office Sector 27 ,Gandhinagar	J.M.PATEL	DySP HQ	079 23210106	cr- gnr@gujarat.gov.i n	K.R.Patel	PSI	23259135	cr-gnr@gujarat.gov.in
17	Dsistrict	Junagadh	GirSomanath	Superintendent Of Police, nagar palika kampaunad veraval	K.M.joshi	DySP HQ	02876 231101	hq-sp- gir@gujarat.gov.in	0	0	0	0
18	Dsistrict	Rajkot	Jamnagar	Police Bhawan, Opp-Aryuvedic Hospital, Nr-City-B Police Station, Jamnagar	S.M.SAIYED	DySP H.Q.	0288-2550317	0	J. A TANK	PWSI	0288 2551087	compcell-sp- jam@gujarat.gov.in
19	Dsistrict	Junagadh	Junagadh	Superintendent Of Police, Sardar Baug , Junagadh	V.G.Patel	DY SP HQ	285 2634401	dysp-hq- jun@gujarat.gov.i n	K.K.HANSALIYA	WPI	0285 2654088	cor-police- jun@gujarat.gov.in
20	Dsistrict	Border	Kachchh East (Gandhidham)	A Divison Gandhidhampolice Station,	M.K.GOHIL	Police Inspector	0	0	0	0	0	0

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21	Dsitric	Border	Kachchh West (Bhuj)	SP Office, Kutch Bhuj	JAYANTILAL K JAYSWAL	DySP,HQ	02832-252396	cor-police- kut@gujarat.gov.i n	1. VIKASH H SITAPARA 2. AFRIN Y SHAIKH	1. WPSI 2. COMPUTER OPE.	1. 02832-225762	cor-police- kut@gujarat.gov.in
22	Dsitric	Ahmedabad	Kheda	Office Of The Superintendent Of Police Nr.Rly. Over Bridge, Ashram Road.Nadiad. Pin- 387001.	Shri mati A.D.Chaudhri	Dy SP	0268-2564350	cor-police- kheda@gujarat.go v.in	Shri S.V .Changawala	PWSI	0268 -2550111	cor-police- kheda@gujarat.gov.in , suketu2050@gmail.co m
23	Dsitric	Gandhinagar	Mehsana	Police Adhikshak Ni Kacheri,Rajmahel Road,Mahesana	Shri V.S.Sarvaiya	DySP	02762-222128	dsp-meh- legal@gujarat.gov .in	Shri V.A.Patel	WPSI	02762 222132	compcell-sp- meh@gujarat.gov.in
24	Dsitric	Rajkot	Morbi	NCC Campus Building,Opp Court, Morbi Pin- 363641	J.I.Vasava	Dysp HQ	02822 243473	dysp-hq- morbi@gujarat.go v.in	V.K.Vidja	PWSI	02822 243481	sp- morbi@gujarat.gov.in
25	Dsitric	Vadodara	Narmada	SP Office, Near Collector Kacheri, Rajpipla Town.	SHRI M N JADEJA	Incharge Dy.S.P.	02640 222218	sp- nar@gujarat.gov.i n	SHRI MUKESH V RATHVA	WPSI	2640251108	tp-nar@gujarat.gov.in

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26	Dsitric	Vadodara	Chhotaudepur	0	Shri H.D.Mevada	Dy.S.P.(H.Q)	0	SP CHHOTAUDEPU R (control-sp- cpr@gujarat.gov.i n)	SHRI A C Soni	WPSI	0265-2438300	0
27	Dsitric	Vadodara	Mahisagar	S.P. Office dholi road, near police line, lunawada	Shri S.A.Zabha	DYSP HQ	02674 250803	dysp-hqo- lunav@gujarat.go v.in	Shri C.C.KHATANA	I/C PI SOG	02674 250199	0
28	Dsitric	Surat	Navsari	Lunsikui, Near Sub Jail, Gandevi Road, Navsari	Shri R.C.Faldu PI	I/C Dy.S.P. HQ	02637-247501	cr-nav@gujarat. gov.in	Shri N.N.Gamit	PWSI	02637-246303	cor-police- nav@gujarat.gov.in
29	Dsitric	Vadodara	Panchmahals (Godhra)	S.P. Office Godhra Civil Lines Road Godhra	Shri. B.C.Thakkar	DYSP HQ	02672 243160	sp- pan@gujarat.gov.i n	Shri. V.K. Nai	DYSP	2672243162	sdpo-godhra- pan@gujarat.gov.in
30	Dsitric	Border	Patan	SP Office,Shiddhpur Char Rasta,Near Shiddhraj Hotel,Patan	L.J.SOLANKI	DySP	02766-230103	sp- patan@gujarat.go v.in	Sueshbhai N.Patel	WPSI	02766-231501	cr- patan@gujarat.gov.in

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31	Dsitrict	Junagadh	Porbandar	Wadia Road, Near New Fountain	P.D.MANVAR	DY.S.P., HQ	0286-2240957	dysphq-sp- por@gujarat.gov.i n	M.S.RANA	DySP	0286-2222956	sdpo-rural- por@gujarat.gov
32	Dsitrict	Rajkot	Rajkot Rural	S.P. Office , Opp.Girnar Cinema,M.G.Road Rajkot-360001	R I Desai	I C Dysp HQ	0281 2447317	dysp-hq-raj@ gujarat.gov.in	P K Ranpariya	PWSI	0281 2450646	sp-rural- raj@gujarat.gov.in
33	Dsitrict	Gandhinagar	Sabarkantha	DSP OFFICE, NEAR SUB JAIL, HIMATNAGAR, DIST. SABARKANTHA	Shri H.R.Baloch	Dy.S.P. H.O.	02772-247133	dysp-hq- sab@gujarat.gov.i n	Shri A.M.Gangwal	PSI	2772241708	#REF!
34	Dsitrict	Surat	Surat Rural	Supdt.Of Police, Surat Rural, " Jilla Police Bhavan " Nr.Surat City Police Head Quarters, Surat - 395001	Shri S.I.Patel	DySP	0261 2651830	dysp-hq-sur@ gujarat.gov.in	Shri B.S.Patel	PSI WIRELESS	0261 2651836	0
35	Dsitrict	Rajkot	Surendranagar	Office Of Suprintendent Of Police, Police Head Quarter, Surendranagar	B.M.VASAVA	Dy. S.P.	02752 285600	sp- srn@gujarat.gov.i n	B.B.BHAGORA	I/C PI SOG	02752 282852	sp-srn@gujarat.gov.in

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36	Dsistrict	Surat	Tapi	SP Office, Jilla Seva Sadan, block no-15, panvadi,vyara, tapi.	Shri K.M.Gohil	Dy.S.P. HQ	02626-222900	sp- tapi@gujarat.gov.i n	Shri K.D.Gohil	PSI Vyara	02626-220033	polstn-vyara- sur@gujarat.gov.in
37	Dsistrict	Vadodara	Vadodara Rural	DSP Office, Vadodara, Kothi Building, Vadodara.	Khumansinh D. Parmar	Dy.S.P Head Quarter	0265 - 2435400	sp- vad@gujarat.gov.i n	U.B.Barot	P.I	0265-2415487	sog-sp- vad@gujarat.gov.in
38	Dsistrict	Surat	Valsad	S.P. Office, Dharampur Road, Valsad Ta.Valsad	D.M.Parmar.	Dy.S.P. HQ	02632-253082	sdpo-hq- val@gujarat.gov.i n	Z.P.Patel.	WPSI	2632243322	tp-val@gujarat.gov.in
39	Dsistrict	Railways	W Rly Ahmedabad	Bunglow No. 30, Duffnala, Shahibag, Ahmedabad.	Shree P. M. Parmar	Dy.S.P., H.Q.,	079-22863141	-	Shree P. P. Pirojiya	PI	079-22863009	-
40	Dsistrict	Railways	W Rly Vadodara	Supdt.Of Police Western Railway, Rail Police Bhavan, Near Crossbar Telephone Exchange Kothi, Vadodara	Shri P.S.Valvi	I/C D.Y.S.P. H.Q.	0265-2417400	sp-wr- vad@gujarat.gov.i n	M.N.VAGHELA	P.I	0265-2417100	sp-wr- vad@gujarat.gov.in

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41	HOD	-	ACB	Bunglow No. 17, Dafnala, Shahibag,Ahmeda bad	K.T. KAMARIYA	Dy.S.P.	079-22860341 22860342 22869225	cr-acb- ahd@gujarat.gov.i n	H.P.PANDYA	PWSI	079-22860341 EX 139	cr-acb- ahd@gujarat.gov.in
42	HOD	-	ATS	ATS, Office Of The ADDL. D.G. Of Police (Ops), Anti Terrorism Squad, Nr. Nirma University, Opp. Hiramani School, S.C. Highway At	B. M. DESAI	I/C DySP ADMIN	02717-241104	spigp-ats- ahd@gujarat.gov.i n	-	-	-	-
43	HOD	-	AUT	Armed Units, Police Bhavan, Sector 18, Near Air Force, Gandhinagar	VIJAYRAJSINH GAUTAM	IG, AU	079 232 54414	igp- augnr@gujarat.go v.in	Ajit.S.Parmar	OS	079 232 59966	compr- au@gujarat.gov.in
44	HOD	-	Civil Defence	0	Shri R.P.VYAS	Civil Defence HQ	0	sc2stt-dcd- ahd@gujarat.gov.i n	0	0	0	0
45	HOD	-	CID Crime	CID Crime Police Bhavan, Sector-18,Near Air Forse, Gandhinagar	Su.Shri.Sujata Majmudar	SP(Admin)	079-23257133	cor- crime@gujarat.go v.in	SHRI. M.V.Bhankharia	PWSI	0	cor- crime@gujarat.gov.in

Sr No	Dist./ Comms./ HOD	Range	Unit	Address	Name --	Designation --	Phone No.(Office) --	E-mail address --	Name --	Designation --	Phone No.(Office) --	E-mail address --
46	HOD	-	CID IB	OFFICE OF THE ADGP INTELLIGENCE, 2ND FLOOR, POLICE BHAVAN, SECTOR-18, GANDHINAGAR	Shri R.B.Brahmbhatt	IGP-Int-II	079 232 54439	compr- ib@gujarat.gov.in	Dr.KANAN DESAI	ACI	079 232 54364	compr- ib@gujarat.gov.in
47	HOD	-	Communication- WL	Police Bhavan, Sector-18,Nr. Air Force, Gandhinagar	Shri M.M. Damor	SP -Wireless	079-23259404	cr- comm@gujarat.go v.in	Shri J. K. MOTHALIYA	Police Wireless Inspector	079-23259405	-
48	HOD	-	Communication- MT	0	Shri M D Jani	SP -MT	079-54416	sp-mt- comm@gujarat.go v.in	Shri N G Kumpavat	i/cDySP(MT)	079-23259403	-
49	HOD	-	DFS	DFS Nr.Police Bhavan,Sector- 18,Gandhinagar	Shri H. P. Sanghvi	Asst. Dir.	079 23256265	lib-fsl- gnr@gujarat.gov.i n	Shri H. J. Trivedi	Sci. Officer	079 23256253	hiteshtrivedi@gmail.c om
50	HOD	-	DGP	DGP Police Bhavan, Sector 18,Near Air Force, Gandhinagar	Shri Vinod Kumar Mall , IPS	ADGP (P&M)	079-23254252	spligp- pm@gujarat.gov.i n	-	-	-	-

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51	HOD	-	GSPHC	Civil Supplies Building, "Ch" Road, Sector-10/A, Gandhinagar - 382010	Shri Sunil Shah	Sr.Manager(F&A)	07923256801 to 805	mfa.gspnc@yahoo.in	Shri Sunil Shah	Sr.Manager(F&A)	07923256801 to 805	mfa.gspnc@yahoo.in
52	HOD	-	Home Guard	Homegaurd HQ, Laldarwaja	Shri B V Rana	Sr Staff Officer-2	25506213	jrssoff-homegrd-ahd@gujarat.gov.in	Shri D P Mehta	SI & L O IT	7925506338	sc-homegrd-ahd@gujarat.gov.in
53	HOD	-	Prison	Office Of The Addl. D. G. P. & I.G. Of Prisons, Gujarat State, 'Jail Bhavan', Near Subhash Bridge Circle, Ahmedabad	Shri L. A. Patel	Admn Officer	079-27560403	ao-jail-ahd@gujarat.gov.in	Mahesh Jambu	Clerk-cum-Typist	079-27550818	ao-jail-ahd@gujarat.gov.in, jambu.mahesh@yahoo.com
54	HOD	-	Prohi. & Excise	Director Of Prohibition & Excise,O-2 New Hospital Building,Asarwa,Ahmedabad	S.D.PATEL	Dy. Dir.	079-22682361	pne-ahd@gujarat.gov.in	Bharat Purohit	Asst. Dir.	079-22680632	pne-ahd@gujarat.gov.in
55	HOD	-	SCRB	-	Shri.K.S.Savani	Dy.SP	0	cc-scrb@gujarat.gov.in	0	0	0	cc-scrb@gujarat.gov.in

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56	HOD	-	SWR	Director Sainik Welfare & Resettlement, Gujarat State, Gaurav Senani Bhavan, Shahibaug-Airport Road, Shahibaug	Major Vikramsinh Jadeja (Retd)	Dy. Dir.	079-22868348	rsb_guj@rediffmail.com	Major Vikramsinh Jadeja (Retd)	Dy. Dir.	079-22868349-51	rsb_guj@rediffmail.com
57	HOD	-	Training	ADGP(Trg) Office, Gujarat State, Sector-18, Police Bhavan, Gandhinagar	T.D. Machhar	POLICE INSPECTOR	0	compr- trg@gujarat.gov.in	D.K. KOSHTI	PWSI	23259448	compr- trg@gujarat.gov.in
58	HOD	-	Ahmedabad Range	IGP Office,Ahmedabad Range,Nr.Adani Cng Pump,S.G.Highwa y Road,Makarba,Ah medabad	Shri M.A.Patel	PI Reader	079-26891143	spigp- ahd@gujarat.gov.i n	shrimati P.G.Shrinivasan	OS	079-26890931	spigp- ahd@gujarat.gov.in
59	HOD	-	Bhavnagar Range	0	0	0	0	0	-	-	-	-
60	HOD	-	Border Range	IGP Office,Border Range, Haripar Road, Bhuj	P.A.RANA	PI Reader	02832-232335	digp- kut@gujarat.gov.i n	M.T. RUPAREL	HEAD CLERK (I/c OFFICE SUPERITENDEN T)	02832-232335	digp- kut@gujarat.gov.in

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61	HOD	-	Gandhinagar Range	Block No. 190/3-4, Sector- 3, G1- Type Gandhinagar	SHRI M.G.PATEL	l/c. OS	079- 23260615	igp-admin- gnr@gujarat.gov.i n	-	-	-	-
62	HOD	-	Junagadh Range	A.A.Vaishnav	H.S.Ratnu	PI Reader	0285 2626550	rdr-igp- jun@gujarat.gov.i n	D.K. Dhaduk	l/c OS	0285-2624201	os-igp- jun@gujarat.gov.in
63	HOD	-	Panchmahal Range	0	0	0	0	0	0	0	0	0
64	HOD	-	Rajkot Range	O/O. I.G. Of Police, Rajkot Range, Nr. Jam Tower, Jamnagar Road, Rajkot.	K J Ninama	DySP HQ	0281 2447317	dysp-hq- raj@gujarat.gov.in	P K Ranpariya	PWSI	0281 2450646	sp-rural- raj@gujarat.gov.in
65	HOD	-	Surat Range	IGP Office, Surat Range, Near Police Head Quarter Athwalines, Surat	Jayantilal Mafatlal Patel	Dy. S.P.	0261-2650332	compcell-igp- sur@gujarat.gov.i n	Chatrasinh Bakabhai Rathwa	O.S.	0261-2650032	compcell-igp- sur@gujarat.gov.in

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66	HOD	-	Vadodara Range	IGP Office, Vadodara Range, Kothi Building, Raopura, Vadodara-390001	Shri M.G.Trivedi	Head Clerk	0265 - 2418245	splig- vad@gujarat.gov.i n	Shri P.L.Chaudhary	PI Reader	0265 2413355	splig- vad@gujarat.gov.in
67	HOD	-	SRPF Gr-01- Vadodara	O/O The Commandant, SRPF Gr-I, Vadodara.	P.V.CHAUDHARI	GPS I/C COMDT.	0265-2433401	cdt-au- vad@gujarat.gov.i n	H.J.GANDHI	PWSI	0265-2433401	cdt-au- vad@gujarat.gov.in
68	HOD	-	SRPF Gr-02- Ahmedabad	R.C.Rahevar	R. C. RAHEVAR	Comndt.	079 22823597	srpdiv2-amdavad- ahd@gujarat.gov.i n	S. J. ACHARYA	DYSP	079 22823597	srpdiv2-amdavad- ahd@gujarat.gov.in
69	HOD	-	SRPF Gr-03-BK	O/O The Commadant,SRP F Gr-III, Madana, Dist B.K	V.R.ULVA	Bn.quarter.Master	02742- 283658 Ext-105	cmdr-gr3- ban@gujarat.gov.i n	AJAYKUMAR AMRUTLAL PATEL	I/C PWI	02742-283658 Ext- 107	cmdr-gr3- ban@gujarat.gov.in
70	HOD	-	SRPF Gr-04- Dahod	S.R.P.F Gr- 4,PAVDI AT & POST :- PAVDI (DAHOD-LIMADI HIGWAY) TA:- ZALOD. DIS. :- DAHOD.PIN NO.389151	SHRI B D MALI	Dy.SP	02673-248899	co-grp4-pavdi- dah@gujarat.gov.i n	SHRI K M CHAUDHARI	PWSI	02673-248899	co-grp4-pavdi- dah@gujarat.gov.in

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71	HOD	-	SRPF Gr-05- Godhra	S.R.P.F. Gr-V, Lunawada Road, Godhra, District- Panchmahal- 389001	Shri Madhubhai M. Gavit	I/c BQM (PI)	02672-262859	cdt-au- godhra@gujarat.g ov.in	Shri Rahuamin Sathiya	PWSI	02672-262859	cdt-au- godhra@gujarat.gov.i n
72	HOD	-	SRPF Gr-06- Idar(SK)	O/O The Commandant, SRPF Gr-VI, Mudeti (Sabarkantha)	Shri B.K.JHALA	I/C COMNDT DYSP	02778-253173	srpf-gr6-ider- sab@gujarat.gov.i n	Shri K.D.RAJPUT	PWSI	-	srpf-gr6-ider- sab@gujarat.gov.in
73	HOD	-	SRPF Gr-07- Kheda	O/O The Commandant, SRPF Gr-VII, Kapadvanj Road, Post. Nadiad, Dist. Kheda. Pin- 387001	K P Parekh	Asst. Comndt.	2682566935	tp-nadiad- khe@gujarat.gov.i n	M. G. SHAH	PWI	2682566935	tp-nadiad- khe@gujarat.gov.in
74	HOD	-	SRPF Gr-08- Gondal	O/O The Commandant, SRPF Gr-VIII, Gondal.	K.V.Parikh	Dysp (Adjutant)	02825 220046	tp-gondal- raj@gujarat.gov.in	D.B.PACHANI	PWSI	02825 220046	tp-gondal- raj@gujarat.gov.in
75	HOD	-	SRPF Gr-09- Vadodara	O/O The Commandant, SRPF Gr-IX, Makarpura Road, Vadodara.	R.S. Yadav	IPS	0265-2637100	cmdr-gr9- vad@gujarat.gov.i n	H.A. Patel	Dy.S.P.	0265-2637100	cmdr-gr9- vad@gujarat.gov.in

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76	HOD	-	SRPF Gr-10- Bharuch	O/O The Commandant, SRPF Gr-X, Rupnagar, Dist. Bharuch.	C.B.DALASANIYA	PWI	2643 290641	tp-gr-10-val- bha@gujrat.in	I/C B.O.M.	DYSP	02643 290641	tp-gr-10-val- bha@gujrat.in
77	HOD	-	SRPF Gr-11-Surat	O/O The Commandant, SRPF Gr-XI, Vav, Ta. Kamrej, Dist. Surat.	Shri L.D. RATHOD (GPS)	Assistant Commandant	02621- 295675	cmdr-gr11- sur@gujarat.gov.i n	Mrs. V.S. Chaudhari	O.S	02621- 251010	cmdr-gr11-sur @gujarat.gov.in
78	HOD	-	SRPF Gr-12- Gandhinagar	O/o the Commandant, SRPF GR-XII, Sector-27, Gandhinagar.	Shri BHARATKUMAR PUNJABHAI PATEL	DySP(Asst. Comndt.)	23210923/24	cmdr-gr12- gnr@gujarat.gov.i n	Shri M. M. JODHA	PI	23210923/24	cmdr-gr12- gnr@gujarat.gov.in
79	HOD	-	SRPF Gr-13- Rajkot	S.R.P.F. GR-13, GHANTESHWAR DIST. RAJKOT	A, N. BARAD	DySP(A.C.)	0281-2488794	cmdr-gr13- raj@gujarat.gov.in	M. M. TANK	PWSI Comp.	0281-2488529	-
80	HOD	-	SRPF Gr-14- Narmada	O/O The Commandant, SRPF Gr-XIV, Kalgam, Ta.Umargam, Dist.Valsad.	B.R.Pandor (IPS)	COMMADANT	0260-2996715	srp14- val@gujarat.gov.i n	S.J.PATEL	PWSI	-	srp14- val@gujarat.gov.in

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81	HOD	-	SRPF Gr-15- Mehsana	O/O The Commandant, SRPF Gr-XV, Ongc, Palavasna, Mehsana.	L.P.ZALA	Asst.Comndt.	02762-262722	srpf- meh@gujarat.gov. in	R.M.SHAIKH	PWI	02762-225258	srpf- meh@gujarat.gov.in
82	HOD	-	SRPF Gr-16- KachchhWest (Bhuj)	O/O The Commandant, SRPF Gr-XVI, Bhuj,Haripar Police M.T. Line , Dist. Kachchh West (Bhuj).	-	-	-	-	-	-	-	-
83	HOD	-	SRPF Gr-17- Jamnagar	O/O The Commandant, SRPF Gr-XVII, Chela, Near Lalpur Cross Road, Dist. Jamnagar.	SHRI S.B. GUJAR	BATTALIYAN QURTER MASTER (Dy.S.P.)	0288-2911317	polstn-srpf17- jam@gujarat.gov.i n	V.M. JOTANIYA	WIRELESS P.S.I.	0288-2911317	polstn-srpf17- jam@gujarat.gov.in
84	HOD	-	SRPF Gr-18- Narmada	O/O The Commadant,SRP F Gr-18, Kevadia Colony, Dist Narmada	K.L. MAKWANA	B.Q.M.(Dy.S.p)	02640- 233018	sp-dem- nand@gujarat.gov .in	G.B. Chauhan	PWSI	02640- 233018	sp-dem- nand@gujarat.gov.in