

**Response to pre-bid queries**  
**RFP for Rate Contract for selection of Agency for Supply, Installation, Commissioning, Testing and O&M of RF connectivity on Service/Rental model for Last Mile connectivity of GSWAN.**  
**(Tender No.: GIL\DST\RC\RF connectivity Services Dated 11.07.2017)**

Sr. No.	Page No./Section No./ Clause No.	Tender Description	Query / Clarification / Suggestions from the Venders	Responses to Vendors
1	Page No. 14/Section No.2/ 3. Operations and Maintenance/5) Manpower/b)/Point No. 2	1 dedicated Technical Support Engineer in district having more than 50 RF links	Engineer has cable and experience ; BE is it necessary?	Pls. see the revised bid document.
2	Page No. 15/Section No.2/ 4. Functional/Technical Specifications/Sr.No. 7	Should have 10/100/1000 Base-Tx Ethernet interface to connect to WAN/LAN port	Throughput only 30mbps so why it is required 1000 LAN Port ?	Pls. see the revised bid document.
3	Page No. 23/SECTION: IV INSTRUCTIONS TO BIDDERS/16. FORCE MAJEURE	3 FORCE MAJEURE	If it comes under Force Majure what it consider as new installation or clear of billing	Pls. see the revised bid document.
4	Page No. 31/SECTION: IV INSTRUCTIONS TO BIDDERS/ 28. PAYMENTS TERMS/ 2) Shifting Charges	The following charges would be paid for the shifting purpose: 1. Shifting of Radio link along with support structure and accessories: Rs. 25000/- per link 2. Shifting of Radio links without relocating of support structure: Rs. 10000/- per link	in case Pole and other equipment what would be the chargible? It is better if it is one charge for shifting.	Pls. see the revised bid document.
5	Page No. 31/SECTION: IV INSTRUCTIONS TO BIDDERS/29. SERVICE TERMS	3) The Bidder will have to carry out reinstallation of any of the equipment 'Free of Cost, if required.	Q : Reinstallation and shifting are consider different job aspect ? Q: In case of new installation in fixed rate, is there any need of device description? Or Payments will be based on link test report.	Pls. see the revised bid document.

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6	Page No. 31/SECTION: IV INSTRUCTIONS TO BIDDERS/30. IMPLEMENTATION TIMELINES, SERVICE LEVEL AND PENALTY CLAUSE/ 1) IMPLEMENTATION TIMELINES	Delay in Installation & Commissioning :- if I&C work has not done within 15 working days from, then Penalty for 0.5% of Total value of order	Not possible to do big order within 15 days only. Remove 0.5% penalty clause or extend period of I&C up to 60 days	No change
7	Page No. 31/SECTION: IV INSTRUCTIONS TO BIDDERS/ 28. PAYMENTS TERMS/ 2) Shifting Charges	The following charges would be paid for the shifting purpose: 1. Shifting of Radio link along with support structure and accessories: Rs. 25000/- per link	Shifting charges Rate was earlier Rs. 47000/- but now they fixed up to 25000/-. This is not acceptable. keep same as earlier.	Pls. see the revised bid document.
8	Page No. 31/SECTION: IV INSTRUCTIONS TO BIDDERS/ 30. IMPLEMENTATION TIMELINES, SERVICE LEVEL AND PENALTY CLAUSE/2) SERVICE LEVEL	a) 99.748.50% or Better= NIL b) 98.00% to 99.73 = 5% of QP per link c) 96.00% to 97.99% = 10% of QP per link d) 90.00% to 95.99% = 20% of QP per link e) 80.00% to 89.99% = 40% of QP per link d) if the link is not available for 80% or less in a quarter, the link will be considered as unavailable and the payment for the said link will not be considered in the QP.	Link is down due to electricity down issue & no fault of radio since we are getting penanlised. Penalty should be maximum upto 10%.	No change

Sr. No.	Page No./Section No./ Clause No.	Tender Description	Query / Clarification / Suggestions from the Venders	Responses to Vendors
9	Page No. 35/SECTION: V PRICE BID	<p>Aerial Distance                      Capex Opex Up to 2 Km 50,000/-                      20,000/- 2-5 Km 60,000/-                      20,000/- 5-10 Km 75,000/-                      20,000/- 10-30 Km 1,00,000/-                      20,000/-</p>	Increase Capex + Opex cost. Earlier cost was 64000/- plus AMC for 2 years @ 10% p.a. 6400 + 6400 = 81000/-	No change
10	Page No. 35/SECTION: V PRICE BID/Note 2	2) The above-mentioned line items should comply to Technical specifications and Scope of work including all applicable Licenses, Cables and Accessories, Installation, Commissioning and Configuration with 5 Year Warranty and onsite Support.	10 Earlier warranty period was 3 years. Now warranty period increase to 5 years, But expected commercial is decrease	No change
11	SECTION: II PROJECT PROFILE AND SCOPE OF WORK/ 2. Scope of Work/Point No.4	The RF links connected in the GSWAN should be able to deliver minimum throughput of 30mbps from day one.	it is only upload & download 30Mbps or only upload 30Mbps	The throughput refers to device throughput

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12	Page No. 30/SECTION: IV INSTRUCTIONS TO BIDDERS/ 28. PAYMENTS TERMS	<p>As per the scope of work of this RFP document bidder is required to provide ordered services on Service/Rental model.</p> <p>1) Payment Schedule:  1. Delivery, installation, Commissioning, Integration, FAT of link : 30% of unit Price as per Price Bid  2. The remaining 70% will be released to successful bidder in 20 equal installments on Quarterly basis on acceptance of the invoice by the TENDERER or its designated agency.</p>	<p>We request to kindly amend the payment terms  " * 50% of the sum total against the Successful Delivery and Inspection of Hardware/Equipment at the central location/ Bidder's Warehouse at Gandhinagar /Ahmedabad.  * 30% of the sum total against the Successful Installation and commissioning.  * 20% of the sum total in 20 equal Quarterly Installments after the end of each quarter".</p>	No change
13	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 02	<p>Average Annual Sales Turnover generated from IT/ITeS Services (as per the published Balance sheets), should be at least Rs. 15 crores during last three financial years as on 31 March 2017.  AND  Total annual turnover of last three years as on 31st march 2017 solely generated from Wireless links/ Wi-Fi business should be Rs. 5 crores.</p>	<p>We request to amend as "Average Annual Sales Turnover generated from IT/Telecom /ITeS Services (as per the published Balance sheets), should be at least Rs. 15 crores during last three financial years as on 31 March 2017.  AND OR  Total annual turnover of last three years as on 31st march 2017 solely generated from Wireless links / Radio links/ Wi-Fi business should be Rs. 5 crores."</p>	Pls. see the revised bid document.
14	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 06	<p>The OEM should have minimum Annual Turnover of Rs. 100 Crore generated from sale of Wireless Radio devices, globally during the financial year ending 31st March 2017</p>	<p>We requested to kindly amend as "Audited and Certified Balance Sheet and Profit/Loss Account of Financial Years ending 31st March 2017 should be enclosed.  In case of Unaudited Balance Sheet for FY 16-17, Provisional CA Certificate is allowed/ OEM self declaration letter and CA certificate should be allowed.</p>	Pls. see the revised bid document.

Sr. No.	Page No./Section No./ Clause No.	Tender Description	Query / Clarification / Suggestions from the Venders	Responses to Vendors
15	Page No. 06/Important Dates	Bid Security (EMD)- Rs. 40,00,000/-	it should be less. Upto 10 lacs	Pls. see the revised bid document.
16	Page No. 12/SECTION: II PROJECT PROFILE AND SCOPE OF WORK/ 2. Scope of Work/Point No.09	9) It will be responsibility of the bidder to arrange and obtain all the necessary permissions at the base and remote location for the required erection of the support structure and installation.	as links to be installed in govt. premises, we insist GIL/DST to provide permission	DST will assist, but the responsibility will be of bidder
17	Page No. 30/SECTION: IV INSTRUCTIONS TO BIDDERS/ 28. PAYMENTS TERMS	As per the scope of work of this RFP document bidder is required to provide ordered services on Service/Rental model. 1) Payment Schedule: 1. Delivery, installation, Commissioning, Integration, FAT of link : 30% of unit Price as per Price Bid 2. The remaining 70% will be released to successful bidder in 20 equal installments on Quarterly basis on acceptance of the invoice by the TENDERER or its designated agency.	it should be 50% after FAT and rest 50% in equal Installment	No change

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18	Page No. 32/SECTION: IV INSTRUCTIONS TO BIDDERS/ 30. IMPLEMENTATION TIMELINES, SERVICE LEVEL AND PENALTY CLAUSE/2) SERVICE LEVEL	a) 99.748.50% or Better= NIL b) 98.00% to 99.73 = 5% of QP per link c) 96.00% to 97.99% = 10% of QP per link d) 90.00% to 95.99% = 20% of QP per link e) 80.00% to 89.99% = 40% of QP per link d) if the link is not available for 80% or less in a quarter, the link will be considered as unavailable and the payment for the said link will not be considered in the QP.	Availability of Link- 99.74%, generally link down due to power off from end user	No change
19	Page No. 15/Section No.2/ 4. Functional/Technical Specifications/Sr.No. 7	Point no 10 :- Should support IPv6 from day 1	IPv6 is in Roadmap and its comes before October and easy to software upgradable... Please allow for Future roadmap products also.	No change

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20	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 06	The OEM should have minimum Annual Turnover of Rs. 100 Crore generated from sale of Wireless Radio devices, globally during the financial year ending 31st March 2017	<p>We request you to following below for OEM criteria insted of 100 crore to have more participation..</p> <p>i. OEM of Radio should have deployment with 3 or more majorTelecom Operators in India for at least 2 years or more. Certification on OEM letter head will be required in this regard with Customer details..</p> <p>ii. OEM should have installed base of more than 50,00000 radios globally or at least more than 40000 radios in India. Certification on OEM letter head will be required in this regard.</p> <p>iii. OEM of the Radio should have its registered office for 3 years or more in India. Certification on OEM letter head with address and Contact number will be required in this regard.</p> <p>iv. OEM of Radio to have ISO Certification for design and wireless communication products and solutions. Certification in this regard will be required.</p> <p>v. OEM should have design and Development and 24x7 TAC Support Facility in India, Toll free no should be provided on OEM letter Head.</p> <p>vi. Proposed equipment must have installed for similar government application worth the same or higher value.</p>	Pls. see the revised bid document.
21	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 02	Average Annual Sales Turnover generated from IT/ITeS Services (as per the published Balance sheets), should be at least Rs. 15 crores during last three financial years as on 31 March 2017. AND Total annual turnover of last three years as on 31st march 2017 solely generated from Wireless links/ Wi-Fi business should be Rs. 5 crores.	<p>The EMD being asked is for 40L but turnover being asked is very less. Pls. Clarify Why?</p> <p>Pls. Change the Turnover Criteria to atleast 40 CR, as per EMD Calculation it seems the project size will be atleast 20CR. How can a Company with 5CR turnover deliver the same.</p> <p>This will ensure right SI/Bidder will participate and you can deliver the project successfully</p>	Pls. see the revised bid document.

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22	Page No. 30/SECTION: IV INSTRUCTIONS TO BIDDERS/ 28. PAYMENTS TERMS	<p>As per the scope of work of this RFP document bidder is required to provide ordered services on Service/Rental model.</p> <p>1) Payment Schedule:  1. Delivery, installation, Commissioning, Integration, FAT of link : 30% of unit Price as per Price Bid  2. The remaining 70% will be released to successful bidder in 20 equal installments on Quarterly basis on acceptance of the invoice by the TENDERER or its designated agency.</p>	<p>The payment terms are very harsh and will lead to huge loading? Pls. Clarify.</p> <p>The payment Terms may be changed as under - 1. 85% against delivery of material at site as per PO 2. 15% after successful Installation 3. 10% PO Value PBG to be submitted by SI valid upto Warranty period + 3 Months</p> <p>Since, Cash flow will be manageable, the SI will deliver the project faster and in much better way. As the entire execution is Labour Centric and hence cash flow will be crucial here</p>	No change
23	28, Payment Terms, SI. No. 1 Pg. No 30/31	<p>2) Shifting Charges: If in case, there is shifting of office from one building to another, the bidder will be responsible for unmounting of the Radio and necessary support structure from the existing location to new location.</p> <p>The following charges would be paid for the shifting purpose:  1. Shifting of Radio link along with support structure and accessories: Rs. 25000/- per link  2. Shifting of Radio links without relocating of support structure: Rs. 10000/- per link</p>	<p>The prices for Shifting Radio with support structure is very less? As the Support structure can be LWM/GI Pole/Concrete Mounting/GUY Wire etc which once dismantled cannot be re-use fully? Pls. Clarify</p> <p>The LWM is required to be mounted using Concrete/Brick work pillar. We have to dismantle the same and shift the Mast. Further to remount anywhere we again need to conduct site survey related to roof strength, LOS, Power, parapet etc which involves cost, hence the current cost mention is very low. Pls. increase the same @40000/-</p>	Pls. see the revised bid document.



Sr. No.	Page No./Section No./ Clause No.	Tender Description	Query / Clarification / Suggestions from the Venders	Responses to Vendors
24	28, Payment Terms, Sl. No. 1 Pg. No 31	3) The invoice would be processed for release of payment within 45 days after due verification of the invoice and other supporting documents by the TENDERER or its designated agency.	<p>The payment processing time is very high? Any specific reason?</p> <p>The payment processing time should not be more than 15 days from the date of delivery of material at-site. Further once we submit the Installation bill duly signed by End user then again all payments must be released within 15 working days</p> <p>Long gestation payment release will load finance Cost and increase the bid price and will be become veery expensive</p>	No change
25	30, IMPLEMENTATION TIMELINES, SERVICE LEVEL AND PENALTY CLAUSE, Sl. No. 1 Pg. No 31	Maximum Penalty cap of 10% of contract value for Penalty for Delay in Implementation.	<p>This CAP is very steep and which means delay by 20 Weeks is also acceptable to you since you are asking 0.5% per Week? Pls. Confirm</p> <p>The CAP is very steep and should not be more than 5%</p>	No change
26	Price Bid, Pg. No 35	Price Bid - Base Price to P2P RF Link	<p>What is the Mounting device you have considered both in CAPEX / OPEX? Whether Mast / GI Pole? What is the minimum Height you have assumed?</p> <p>The Cost of the Mast / GI Pole will depend on the height? Hence, the Cost considered is too low? Pls. ask SI to quote the cost per link instead of discount on your assumed pricing?</p> <p>The prices should be such which is workable and SI do not end into losses</p>	No change
27	4. Functional/Technical Specifications, Sl. No. 11, Pg. No. 15	Should be discoverable in the existing NMS tool	<p>Pls. confirm which existing NMS you have? Pls. Clarify</p> <p>Every OEM has it's own NMS or we need to use tools like - HP Opnview, CA etc. which are Costly?</p>	The existing NMS tool deployed is CA NMS.

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28	4. Functional/Technical Specifications, Sl. No. 12, Pg. No. 15	The outdoor unit should be IP65 compliant	<p>Even in Gujarat there is lot flood scenario hence any specific reason asking for IP65 pls. confirm?</p> <p>IP 67 rating ensure safe guard of Radio even if it is submersed in water upto 1 Mts Height, and environmental protection. Whereas IP 66 can only prevent Water entering when thrown from Water Pump. Hence, IP 67 is very essential as this is must for Radio being installed in Outside Environment</p>	No change
29	4. Functional/Technical Specifications, Sl. No. 13, Pg. No. 15	Operating Temperature 0 to 55 °C	<p>These devices will be exposed to Sun and in the state the temperature will be on peak during summer. Hence, pls. clarify why OT is being asked upto max 55 C? Pls. Clarify as if temperature is higher the RF will fail and will amount to penalties.</p> <p>Gujarat is a state where temperature is very high during Summer time. Hence, the radio being installed must be capable to work seamlessly even when directly exposed to high temperature</p>	Pls. see the revised bid document.
30	General Query/Suggestion	General Query/Suggestion	To match the qualification of the Tender whether Consortium between companies would be allowed.	No change
31	General Query/Suggestion	General Query/Suggestion	Whether Any specific requirement for 2 Ethernet Ports on Radio.	Port level redundancy
32	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 06	The OEM should have minimum Annual Turnover of Rs. 100 Crore generated from sale of Wireless Radio devices, globally during the financial year ending 31st March 2017	<p>1. OEM should have minimum turnover of Rs. 30 Crore generated from sale of wireless radio devices, globally during the Financial Year ending 31st March 2017 OR</p> <p>2. OEM should have installation base of more than 30,000 radios Globally OR</p> <p>3. OEM should have single order for Supply, installation, commissioning &amp; AMC of Wireless radios in India during last 5 years from the date of opening of tender not less than Rs 12 Crores"</p>	Pls. see the revised bid document.

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33	Page No. 15/Section No.2/ 4. Functional/Technical Specifications/Sr.No. 17	Should be TEC approved	Please consider ETA certificate from Ministry of Communication/WPC Wing	No change
34	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 02	Average Annual Sales Turnover generated from IT/ITeS Services (as per the published Balance sheets), should be at least Rs. 15 crores during last three financial years as on 31 March 2017. And Total annual turnover of last three years as on 31st march 2017 solely generated from Wireless links/ Wi-Fi business should be Rs. 5 crores.	As per the RFP; Average Annual Sales Turnover generated from IT/ITeS Services should be at least Rs. 15 Crores during the last three financial yeas.  We are able to provide RF connectivity on Service / Rental model for last mile connectivity of GSWAN; kindly consider ISP too along with IT / ITes.	No change
35	Page No. 17/SECTION-III ELIGIBILITY CRITERIA/Sr. No 06	The OEM should have minimum Annual Turnover of Rs. 100 Crore generated from sale of Wireless Radio devices, globally during the financial year ending 31st March 2017	1. OEM should have minimum turnover of Rs. 30 Crore generated from sale of wireless radio devices, globally during the Financial Year ending 31st March 2017 OR 2. OEM should have installation base of more than 30,000 radios Globally OR 3. OEM should have single order for Supply, installation, commissioning & AMC of Wireless radios in India during last 5 years from the date of opening of tender not less than Rs 12 Crores"	Pls. see the revised bid document.
36	Page No. 15/Section No.2/ 4. Functional/Technical Specifications/Sr.No. 17	Should be TEC approved	Please consider ETA certificate from Ministry of Communication/WPC Wing	No change