

**Request for proposal (RFP) for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance of Leased Bandwidth for "Safe and Secure" -Gujarat project on behalf of Home Department, Government of Gujarat (Tender No. HWT180717447)**

**Responses to the Pre-bid Queries**

Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
1	SoW: 2.3	9	7) Necessary approvals at building, RoW and from authorities at various locations for last mile related equipment is under bidder scope of work.	Support - Single Window for ROW permission in each city to meet timeline.	As per RFP
2	SoW: 2.5	11	2.5.2 The Uptime of the Network shall be monitored through the NMS Tools being procured through a separate tender by the TENDERER. The Successful bidder will be responsible for discovery, O&M and monitoring of links during the contract period through that NMS system only.	Which NMS Tool being procured through a separate Tender. Any Specification...	Please refer the RFP "Request for proposal (RFP) for selection of Implementing agency for Supply, Installation and Operations & Maintenance of State Wide Surveillance and ITMS project across the State of Gujarat" available on the Website: <a href="https://gil.gujarat.gov.in">https://gil.gujarat.gov.in</a>
3	SoW: 2.5	11	2.5.4 The successful bidder will have to make provision in the terminal equipment at their end for providing scalability in terms of bandwidth. The TENDERER may order an increase or decrease in bandwidth as and when required.	The duration of increasing the BW might vary depending on the requested BW (in case BW need to be upgraded 4 to 5 time of the Existing BW) - requested time line 1 week minimum	<b>Please read the revised Clause as</b> "The successful bidder will have to make provision in the terminal equipment at their end for providing scalability in terms of bandwidth. <b>The TENDERER may order an increase or decrease in bandwidth based on his requirement and the bidder will have to do so within 1 weeks time from the date of the request by the TENDERER.</b> "
4	SoW: 2.6	11	2.6.5 Whenever the TENDERER wishes to withdraw/terminate a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the location within 1 weeks, no charges shall be paid beyond the 1 Weeks Duration.	Please increase notice period for minimum 1 Month	Agreed, Clauses Revised as: "Whenever the TENDERER wishes to withdraw a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the said location within <b>30 days</b> . further no charges shall be paid for withdrawal of the said link beyond the <b>30 days</b> ".
5	SoW: 2.6	11	2.6.6 Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within 2 weeks from the date of work order.	Please extend delivery schedule upto 4 week	Please refer the Revised RFP Clause as "Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within <b>4 weeks from the date of work order.</b> "

<b>Responses to the Pre-bid Queries</b>					
<b>Sr. No.</b>	<b>Product/ Clause /Section</b>	<b>Page no.</b>	<b>RFP Description/Clause</b>	<b>Amendment/Clarification Required by vendor</b>	<b>Response to the queries</b>
6	SoW: 2.8.1-e	12	ii. Further successful bidder shall be required to Increase/decrease the bandwidth required at any location (after one time commissioning) within 3 Days from the date of issuance of the written Order/Communication.	The duration of increasing the BW might vary depending on the requested BW (in case BW need to be upgraded 4 to 5 time of the Existing BW) - requested time line 1 week minimum	Please Refer the Revised RFP Clause as "Further successful bidder shall be required to Increase/decrease the bandwidth required at any location (after one time commissioning) within <b>1 Week</b> from the date of issuance of the written Order/Communication."
7	2.8.1-e	12	iii. The bidder must deliver the required bandwidth on a fiber optic network at the respective locations as per Annexure-A & B. The TENDERER will provide necessary space and raw power for termination of the links.	UPS / Power bkup shall be provided by GOG or to be arranged by Bidder. Kindly specify the space dimensions and availability of racks from GOG.	As per RFP
8	ARTICLE – 35: SERVICE TERMS	26	35.3. The Bidder will have to carry out reinstallation or shifting of the Local Leas Circuit and related equipment 'Free of Cost', if required.	Request to consider shifting charges / reinstallation charges as this activity will involve capex on the base of requested location.	The Scope of the reinstallation and shifting shall be limited to a maximum distance of 100 meters , beyond 100 meters the link will be considered as a new link and the charges shall be paid in accordance to the price bid.
9	ARTICLE – 37: APPROVALS / CLEARANCE		37.1. Necessary approvals/ clearances concerned authorities, for establishing the proposed project are to be obtained by the Bidder, in case if any assistance is required from the TENDERER the same shall be extended accordingly after due consideration. 37.2. Necessary approvals / clearances from concerned authorities, as required, for fire protection, government duties / taxes are to be obtained by the Bidder. 37.3. Necessary approvals / clearances, from concerned authorities (like Nagarpalikas, Public Works Department (PWD), Department of Irrigation, State Electricity Board etc. for "Right of way"), as required, are to be obtained by the Successful bidder for laying their own cables to meet system requirements. 37.4. Necessary approvals/ clearances from DoT/TEC/TRAI/ Concerned authorities, for establishing the network and connecting different Network elements shall be obtained by the Bidder.	Tenderer is requested to provide full support by providing permission authority letter in respect to the project, to the selected bidder. This will enable bidder with faster permission from various department.	As per RFP
10	Section 5: Price Bid Format: Note	34	An amount of Rs. 1 Lac shall be paid extra as "one time charges" for the links with distance up to 10 Kmand Rs. 2 Lac for the links with distance beyond 10 Km. Further, one time charges shall not be considered while arriving at the L1 bidder.	An amount of Rs. 1 Lac up to 10KM & 2 Lacs for beyond 10 KM is not suffisient so request to increase OTC to Rs 5 Lacs up to 10 KM and 10 Lacs beyond 10 KM and should be release with mobilisation of Project against Advance Bank Gurantee	No Change, As per RFP
11	2.3 Scope of Work		Necessary approvals at building, RoW and from authorities at various locations for last mile related equipment is under bidder scope of work.	ROW and IBD at IGL /Govt locations shall supoorted by customer.	As per RFP
12	2.3 Scope of Work		The TENDERER or its designated agency will be responsible for verification, validation of all works/services under the terms & conditions of the agreement	Any contract to be signed between AGENCY and BIDDER post order confirmation ?	No, the third party agency or designated agency shall be appointed by the TENDERER

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
13	2.3 Scope of Work		Full Duplex Bandwidth as Per Schedule of Requirement (price bid) has to be provisioned and implemented by the bidder. The bidder has to keep provision of increasing the bandwidth as per requirement and the rates will be as per finalized rates. The bidder will have to arrange fiber & other last mile equipment accordingly including media convertors wherever required.	Subjected to Price BID connurance	As per RFP
14	2.3 Scope of Work		16) The bidder shall not cause any damage to the TENDERERs (or any otherfs) premises and property and shall perform restoration if any damage occurs. Trenches, path]cutting etc. shall be back]filled and restored to the original condition immediately after laying of the conduit/cable. The bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material to restore it to its original/best state. Wherever needed, the bidder shall have to retrofit existing facilities in order to install the new system.	The additional utility /repair charges shall be bear by customer/GIL.Also during link shifting (in future)	As per RFP
15	2.3 Scope of Work		The bidder must ensure that all statutory and regulatory approvals (if required) are obtained for the laying of the said network within or outside the building (building in]charge, owners of the building etc.) and from various other authorities such as municipal bodies, central government, electricity utility companies etc. Bidder shall also be responsible to get required documentation completed for obtaining such approvals from time to time. This should not affect the timelines	ROW and IBD at IGL /Govt locations shall supooorted by customer.	As per RFP
16	2.3 Scope of Work		The TENDERER has already issued another tender for procurement of hardware, software required for hardware and network equipment's required for the project. The Successful bidder will have to work in close coordination and synchronization with the SI of above mentioned tender selected by the TENDERER for timely Implementation of the SASGUJ Project. All locations must be connected on Optical Fiber only. No other last mile media type will be accepted.	Please specify the Hardware requirement if any	The Bidder will have to consider hardware for its own premises and use only to provide the required bandwidth as per the conditions of the RFP
17	2.4 Proposed Network Architecture		Network solution offered by the bidder should have the security provisions to prevent any unauthorized access to anybody including bidder or its partners.	Since link /O&M support is being required from BIDDER therefore, permissble access will be allowed to BIDDER (NMS and other report)	Bidder will have to make provisions for monitorong and managing the proposed network on its own. Access to the TENDERER's NMS shall not be given to the bidder except for the complaint resolution module
18	2.4 Proposed Network Architecture		Bidder should adhere and conform to the Network Security Policy and guidelines of issued by DoT/TRAI/Gol/GoG from time to time.	RCOM as ISP compliaeces to all TRAI rules/ policies-GIL shall specify any other Network Policy being addressed in this RFP	As per RFP
19	2.5 Operation and Management of the Network		The Uptime of the Network shall be monitored through the NMS Tools being procured through a separate tender by the TENDERER. The Successful bidder will be responsible for discovery, O&M and monitoring of links during the contract period through that NMS system only	NMS tools specification and technical details shall share to BIDDER to have better understanding for synchronizing with all O&M	Please refer Sr. No. 2
20	2.6 Project Management		Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within 2 weeks from the date of work order`	Subjected to Price BID connurance	As per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
21	ELIGIBILITY CRITERIA		Bidder should be a company registered under Companies Act, 1956/2013 and should have been operating for the last three years as on bid issuance date. The bidder should be in the business of Voice or Data Bandwidth services. doc support Certificates of incorporation AND Self Declaration Certificates	Get more clarity on type of document to be share	As per RFP
22	ELIGIBILITY CRITERIA		Average Annual Sales Turnover should be at least Rs. 500 crores during last three financial years as on 31st March 2016. In case if the bidder is a wholly owned subsidiary/ Subsidiary Company wherein parent company having at least 75% stake, the Turnover of parent company would be considered for the eligibility. doc support: Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. AND Certificate from the statutory auditor	Get more clarity on type of document to be share	Please Read the revised Clause"Documents Required: Certificate from the statutory auditor/ <b>CA has to be submitted"</b>
23	ARTICLE – 11: BID PRICE		The priced bid should indicate the prices in the format/price schedule only.	Subjected to Price BID connurance	Please Refer the revised cluase as" <b>The price bid should indicate the Percentage of Discount/ Premium in the format/price schedule only."</b>
24	ARTICLE – 11: BID PRICE		The Financial bid shall indicate charges payable as per Section]5 and terms thereof for providing required connectivity under the SASGUJ Project. The bidder shall quote a uniform discount against the per link annual recurring charges defined in the price bid. A bid uploaded with an adjustable price quotation will be treated as non] responsive and rejected.	Subjected to Price BID connurance	Please Refer the revised cluase as"The Financial bid shall indicate charges payable as per Section 5 and terms thereof for providing required connectivity under the SASGUJ Project. The bidder shall quote a uniform discount/ <b>Premium percentage in the format</b> as defined in the price bid. A bid uploaded with an adjustable price quotation will be treated as non] responsive and rejected.
25	ARTICLE – 39:ACCEPTANCE TEST		The successful bidder shall intimate the TENDERER about provisioning of bandwidth at the designated site(s) at least one week in advance so that necessary Inspection/testing required can be organized.	As per delivery schedule/it may early too-GIL should fix TAT for FAT once link gets active from Rcom.	As per RFP
26	ARTICLE – 39:ACCEPTANCE TEST		Final Acceptance Test (FAT): After successful installation of the System in accordance with the requirements as mentioned in Schedule of Requirement, Final Acceptance Test will be conducted based on the successful link discovery in the NMS. After successful testing by the designated Agency appointed by the TENDERER, Acceptance Test Certificate will be issued by such agency which shall be considered as the successful commissioning of the required links	Any specific format to be followed for FAT ? GIL should also fix TAT for issuing FAT through Agency.	As per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
27	ARTICLE – 39:ACCEPTANCE TEST		Type of test: As per TEC, acceptance test to be conducted on leased line and provision of testing equipment to conduct such test will be provided by the Successful bidder. The Successful bidder will provide necessary support & logistics to staff who will be interested to carry out the test and also technical support	Transport to be manage by Agency eng/staff who wants to supervise/conduct AT-Rcom shall not bear the cost for AT	Please refer Revised Clause as " <b>Type of test: As per TEC, acceptance test to be conducted on leased line and provision of testing equipment to conduct such test will be provided by the Successful bidder. The Successful bidder will provide necessary technical support to TENDERER staff to carry out the test.</b>
28	ARTICLE – 41: INSTALLATION OF ADDITIONAL HARDWARE (IF APPLICABLE)		During the currency of the Agreement, for any additional requirement of equipment including interface equipment's/ devices will be provided by the successful bidder. The TENDERER or its designated Agency will verify suitability of the specifications of such equipment's/devices installed by Successful bidder and recommend for acceptance. The Successful bidder will be obligated to undertake integration, operation and maintenance for all additional equipment if required.	Any Hardware shall in GIL scope	Please refer Sr. No. 16
29	ARTICLE – 33: PAYMENTS TERMS		The Commissioning Date will be the date of successful FAT sign off of that particular link.The billing for these links will start from the commissioning date till the end of the active quarter on pro rata basis.	Link Commissioning shall be the date when link gets live..FAT Sign Off will be done in coordination /availability of GIL's Agency team.	As per RFP
30	ARTICLE – 33: PAYMENTS TERMS		The successful bidder shall submit reports for link availability, downtime, usage, fault & rectification (if any) etc. for each link separately, as generated by its monitoring system on monthly basis.	CNM Portal would be provided for report extract.It may not be feasible to share monthly report for 1000+ locations	As per RFP
31	Form A: FINANCIAL CAPABILITIES		Note: 1. Upload the audited financial statement/ audited annual report of the last three financial years. 2. Annual financial turnover during the last three years is ____ Crore (each year) on account of required services.Bidder shall upload documentary evidence. <b>3. Bidder should have a positive Net worth. In this regard bidder, should upload a certificate in original from a chartered account</b>		Please Refer Revised Form A in the Revised RFP Document
32	FORM C: COMPLIANCE STATEMENT		Note: The Clause by Clause Technical Compliance should be submitted by bidder <b>duly signed by Power of Attorney.</b>	Instead of POA sign-Circle Head (Gujrat) Authorised Signatory shall be acceptable	Please Refer Revised Form C in the Revised RFP Document
33	Technical Specifications		The bidder has to use the IP addressing schema provided by the TENDERER/DST	Please specify the IP requirement	Will be shared with the successful bidder
34	Page :15 SECTION -3: ELIGIBILITY CRITERIA Clause No:02		Average Annual Sales Turnover should be at least Rs. 500 crores during last three financial years as on 31st March 2016.	We request GIL to amend the same to Average annual Turnover should be atleast 100 Crore for Last three FY ending March 2017 to encourage more participation from potential bidders we request to relax the turnover criteria as per our ask.	No Change, As per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
35	Licensing		The bidder should hold any of the following licenses to operate: Unified Access License or Class 'A' /Class 'B' (for Gujarat) ISP license	The bidder must have NLD License from DoT Valid until contract period And Class 'A' /Class 'B' (for Gujarat) ISP license Since project scope is for provisioning of leased bandwidth / circuits National Long Distance License is mandatory for DoT Compliance. Hence requesting to make NLD license mandatory with Class A/Class B License.	No Change, As per RFP
36	Experience		No Experience asked	We request you to ask for some experience with government organisation for similar project undertaken by bidder  This will ensure technical capability of the bidder and project completion in time.	No Change, As per RFP
37	Last Mile Connectivity		Underground fiber	We request you to relax this to OFC/RF This would give flexibility to bidders for non-feasible locations and would enable faster implementation.	No Change, As per RFP
38	SECTION -3: ELIGIBILITY CRITERIA		The bidder should hold any of the following licenses to operate: Unified Access License or Class 'A' /Class 'B' (for Gujarat) ISP license All Licenses should be valid for at least 5 years from the date of Bidding. In Case the State/Central PSU is quoting in this RFP, then Unified Access License/ UASL is not required in Operational Licenses	As per DOT guideline to provide MPLS/LL services, Service provide must have UASL with NLD license. ISP Class A & B is for internet services only. Hence pls request to amend the clause accordingly	Please Refer Sr. No. 35
39	2.3 Scope of Work		1) The TENDERER intends to procure Leased bandwidth for the SASGUJ Project. The details of the locations and required bandwidth is as per Annexures A & B to this document	In Bid its mentioned Leased bandwidth, We understand bidder can propose MPLS here. Pls confirm.	The leased bandwith has to be provided on Point to Point Links
40	2.3 Scope of Work		7) Necessary approvals at building, RoW and from authorities at various locations for last mile related equipment is under bidder scope of work.	Approvals at building & RoW shall be under the scope of tenderer as this project is being executed by government, approval process will be faster when compared with approval process by bidder	No Change, As per RFP
41	2.3 Scope of Work		13) The solution should be capable of supporting the communication requirement, which includes voice, video and data applications of the TENDERER over the contract period. The bidder is not only required to provide Leased connectivity at the locations given in Annexure A and B, but also maintain and upgrade this connectivity for the entire contract duration.	Any upgrade on bandwidth depends upon the feasibility and has to be considered as new link deployment. Please confirm.	No Change, As per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
42	2.3 Scope of Work		17) The bidder must ensure that all statutory and regulatory approvals (if required) are obtained for the laying of the said network within or outside the building (building in-charge, owners of the building etc.) and from various other authorities such as municipal bodies, central government, electricity utility companies etc. Bidder shall also be responsible to get required documentation completed for obtaining such approvals from time to time. This should not affect the timelines.	Approvals at building & RoW shall be under the scope of tenderer as this project is being executed by government, approval process will be faster when compared with approval process by bidder	No Change, As per RFP
43	2.3 Scope of Work		18) The TENDERER has already issued another tender for procurement of hardware, software required for hardware and network equipment's required for the project. The Successful bidder will have to work in close coordination and synchronization with the SI of above mentioned tender selected by the TENDERER for timely Implementation of the SASGUJ Project. All locations must be connected on Optical Fiber only. No other last mile media type will be accepted.	Request to provide the details of terminating equipment & interface as bidder of this RFP does not have visibility to the equipments being ordered to be deployed in the network. This information is required to match with appropriate interface & speed requirements on the network.	Please refer Sr. No. 2
44	2.5 Operation and Management of the Network		2.5.2 The Uptime of the Network shall be monitored through the NMS Tools being procured through a separate tender by the TENDERER. The Successful bidder will be responsible for discovery, O&M and monitoring of links during the contract period through that NMS system only.	Does this mean that tenderer will have a captive NMS tool deployed and the network to be monitored through this NMS? Where is the NMS planned to be deployed and what are the access mechanisms available for the bidder to access NMS tool for monitoring & management?	Please refer the Revised Clause as "The Uptime of the Network shall be monitored through the NMS Tools being procured through a separate tender by the TENDERER. <b>The Successful bidder will be responsible for discovery of the provided links during the contract period through that NMS system only. However it shall be the bidder responsibility to monitor the system for the day to day operations and mangementtn through its own monitoring tool.</b> "
45	2.5 Operation and Management of the Network		2.5.3 The Successful bidder will have to do the following task and activities but not limited to during the O&M period: d) Monitoring of Bandwidth Utilization, identification of unusual traffic e) Preparation & submission of MIS reports as and when asked by the TENDERER	Reports required / listed are based on the capability of NMS tool being deployed. Since NMS tool is not under bidder's scope as part of this RFP, request to remove this clause or modify the clause as "To generate & provide utilization reports available on the NMS tool whenever Tenderer asks for"	These are the indicative list of Reports the Bidder will have to provide through its own monitoring system
46	2.6 Project Management:		2.6.5 Whenever the TENDERER wishes to withdraw/terminate a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the location within 1 weeks, no charges shall be paid beyond the 1 Weeks Duration.	Request to change the notice period as 30 days for termination of deployed links.	Please refer Sr. no. 4
47	2.6 Project Management:		2.6.6 Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within 2 weeks from the date of work order.	Request to change as 6 weeks for deployment of new links.	Please refer Sr. no. 5

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
48	2.8 Technical Specifications		2.8.1 Leased Bandwidth: e) Delivery of bandwidth: ii. Further successful bidder shall be required to Increase/decrease the bandwidth required at any location (after one time commissioning) within 3 Days from the date of issuance of the written Order/Communication.	Request to change the upgrade timeline as 30 days as new feasibility study has to be conducted for bandwidth availability.	Please Refer Sr. No. 6
49	2.8 Technical Specifications		2.8.1 Leased Bandwidth: e) Delivery of bandwidth: iv. The Bidder will have to terminate the required bandwidth at the L2 Switch provided by the TENDERER at the end locations/points.	Request to confirm the support of VLAN, Layer-3 termination, STP, REP, BPDU on the L2 switches provided by tenderer	Please refer Sr. No. 2
50	2.9 MIS Reports:		2.9.1 The Bidder should submit the reports on a regular basis in a mutually decided format.	Reports are based on the capability of NMS tool being deployed. Reports can be provided only based on the data being available on NMS tool used for monitoring. Hence any custom based reports / customization on NMS tool shall be under the scope of tenderer. Please confirm.	These are the indicative list of Reports the Bidder will have to provide through its own monitoring system
51	2.9 MIS Reports:		2.9.2 Soft copy of these reports shall be delivered automatically via email at specific frequency and to the predecided list of recipients.	This is the capability of NMS tool & its integration with mailing system. Hence request to remove this clause.	Please refer revised clause as " <b>Soft copy of these reports shall be delivered/submitted via email/on paper at specific frequency and to the pre-decided list of recipients</b> "
52	2.9 MIS Reports:		2.9.3 The detailed list of reports as well as templates will be decided once the bidder is on-boarded.	This is the capability of NMS tool. Hence request to remove this clause.	This Clause stands deleted
53	2.9 MIS Reports:		2.9.4 The Bidder should also submit certain information as part of periodic review as and when required by the TENDERER.	This is the capability of NMS tool. Hence request to modify this clause as "The Bidder should also submit reports available from NMS tool as part of periodic review as and when required by the TENDERER."	As per RFP
54	2.9 MIS Reports:		2.9.5 The minimum set of reports required are as given below. The TENDERER may request such reports at any time irrespective of a predefined scheduled. Moreover, any new report may be requested by TENDERER during the tenure of the contract.	This is the capability of NMS tool. Hence request to remove this clause.	As per RFP
55	ARTICLE – 33: PAYMENTS TERMS		33.3. The successful bidder shall submit reports for link availability, downtime, usage, fault & rectification (if any) etc. for each link separately, as generated by its monitoring system on monthly basis.	NMS tool has to provide necessary data points to generate these reports. Requesting to confirm on availability of these data points.	Based on the Report Submitted by the bidder, the same shall be scrutinized and verified through the TENDERER's NMS
56	ARTICLE – 33: PAYMENTS TERMS		33.5. The successful bidder's request for the payment shall be made at the end of each quarter by submission of invoices along with following supporting documents: a) Performances statistics b) Log of network parameters along with Service Down time calculation and uptime percentage. c) Any other documents necessary in support of the services performances acceptable to the TENDERER.	This is the capability of NMS tool. Hence request to remove this clause.	Based on the Report Submitted by the bidder, the same shall be scrutinized and verified through the TENDERER's NMS



<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
57	ARTICLE – 34: COMMERCIAL ISSUES		34.2. In the event, the bandwidth requirement by the TENDERER exceeds the bandwidth capacity supplied, the TENDERER at their discretion may request the successful bidder to arrange for such additional bandwidth. When so requested, the successful bidder will facilitate to provide additional bandwidth on behalf of the TENDERER and as per the requirement of the TENDERER within 2 weeks working days. The payment of such additional bandwidth shall be done based on the price discovered in the Rate Contract or as approved by the TENDERER shall be made to the Successful bidder.	Request to change the upgrade timeline as 30 days as new feasibility study has to be conducted for bandwidth availability.	Please Refer Sr. No. 5
58	ARTICLE – 35: SERVICE TERMS		34.2. In the event, the bandwidth requirement by the TENDERER exceeds the bandwidth capacity supplied, the TENDERER at their discretion may request the successful bidder to arrange for such additional bandwidth. When so requested, the successful bidder will facilitate to provide additional bandwidth on behalf of the TENDERER and as per the requirement of the TENDERER within 2 weeks working days. The payment of such additional bandwidth shall be done based on the price discovered in the Rate Contract or as approved by the TENDERER shall be made to the Successful bidder.	New site is subject to feasibility & may incur additional costs for deploying the link at new site. Hence requesting clause to be modified.	Please Refer Sr. No. 5
59	ARTICLE – 35: SERVICE TERMS		35.10. The Bidder needs to make alternate arrangement in case of major failure happens in the network, due to which services may be effecting for longer period.	Request to remove this clause as the links delivered as point to point and restoration requires new point to point link to be deployed and doubles the cost.	No Change, As per RFP
60	ARTICLE – 35: SERVICE TERMS		35.12. Bidder shall submit details of various reports generated by NMS like link availability, downtime, usage, fault & rectification, BER etc. which are required for link(s) monitoring.	NMS tool has to provide necessary data points to generate these reports. Requesting to confirm on availability of these data points.	Please refer Revised RFP
61	36.2. Operational Penalties		c) Exclusions / conditions for which Downtime will not be considered as Downtime: Note: For any planned downtime, the Successful bidder will inform the TENDERER, in writing at least 7 working days in advance and will take prior written permission. All planned activities for which downtime is required would be carried out in non-peak hours only and it is desirable to carry out such activities during non-working hours and off day i.e. public holiday only.	Since this network is built for safety & security, we don't see any non-peak hours as mentioned in this clause. Request to clarify on "non-peak hours" along with start time & end time for better understanding.	No Change, As per RFP
62	ARTICLE – 38: PROJECT IMPLEMENTATION		38.6. The Successful bidder shall not disturb or damage the existing network of communication if any. If in case any damage to the network is done, the same shall be corrected with no extra cost to the TENDERER. The Successful bidder shall also be responsible for paying penalty, as imposed by the service owner to which the damage is incurred.	Request to remove "The Successful bidder shall also be responsible for paying penalty, as imposed by the service owner to which the damage is incurred."	No Change, As per RFP
63	ARTICLE – 39: ACCEPTANCE TEST		39.1. Acceptance Test will be conducted in as follows: c. Type of test: As per TEC, acceptance test to be conducted on leased line and provision of testing equipment to conduct such test will be provided by the Successful bidder. The Successful bidder will provide necessary support & logistics to staff who will be interested to carry out the test and also technical support.	Need to understand "The Successful bidder will provide necessary support & logistics to staff who will be interested to carry out the test and also technical support." Which staff is being referred here, is it bidder's or tenderer's?	Please refer Sr. No. 27

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
64	ARTICLE – 40: INSTALLATION REQUIREMENTS		40.2. The necessary Civil & Electrical work has to be carried out by the Successful bidder as may be required for the delivery of the services as per the scope of work. The TENDERER will not reimburse any cost towards the same. The Successful bidder need to take necessary permission if require from concerned authority. The TENDERER will only provide space and RAW power at each of its node.	UPS power is required for the equipments. Hence request to consider provisioning of UPS power at each of the nodes as the same will be used for powering up other IT equipments.	No Change, As per RFP
65	ARTICLE – 41: INSTALLATION OF ADDITIONAL HARDWARE (IF APPLICABLE)		41.1. During the currency of the Agreement, for any additional requirement of equipment including interface equipment's/ devices will be provided by the successful bidder. The TENDERER or its designated Agency will verify suitability of the specifications of such equipment's/devices installed by Successful bidder and recommend for acceptance. The Successful bidder will be obligated to undertake integration, operation and maintenance for all additional equipment if required.	Request to clarify on "all additional equipment"	No Change, As per RFP
66	ARTICLE – 44: TERMINATION OF SERVICE		44.1. Termination by the TENDERER – As the continuity of connectivity is one of the major issues to any public service communication, the TENDERER reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 15 days' notice in writing if: -	Request to change to 30 days notice by both the parties.	No Change, As per RFP
67	ARTICLE – 45: PROVISION OF SPACE / UTILITIES		45.2. The TENDERER may decide at its discretion to change the location of sites during implementation or after implementation but during the Agreement period. The services shall be operational within a period of 15 days from the date the said request is made by the TENDERER.	New site is subject to feasibility & may incur additional costs for deploying the link at new site. Hence requesting clause to be modified with standard delivery timeline for new site.	No Change, As per RFP
68	SECTION -3: ELIGIBILITY CRITERIA		Certificate from the statutory auditor	It not possible to get certificate from SA however we can provide P&L statements duly signed by SA/ Board of Directors of company OR Certificate from CA. Pls clarify	Please refer Revised RFP Document
69	Section 5: Price Bid Format		Section 5: Price Bid Format	In price Bid format, prices are mentioned against respective bandwidth and distance. Please advice reference of this pricing, and there are TRAI rates there for such requirement on which discounts are generally offered. Request to take those rates as reference	No Change, As per RFP
70	Eligibility Criteria Turnover		Average Annual Sales Turnover should be at least Rs. 500 crores during last three financial years as on 31st March 2016.	Average Annual Sales Turnover should be at least Rs. 15 crores during last three financial years as on 31st March 2016. This would enable participation of Potential Gujarat Based ISP Providers.	No Change, As per RFP
71	Last mile connectivity		UG Fiber	We request to allow UG OFC/OG OFC /RF for last mile connectivity As some location may not be feasible on UG Fiber bidders should be given other options to connect the locations.	Please refer revised RFP

<b>Responses to the Pre-bid Queries</b>					
<b>Sr. No.</b>	<b>Product/ Clause /Section</b>	<b>Page no.</b>	<b>RFP Description/Clause</b>	<b>Amendment/Clarification Required by vendor</b>	<b>Response to the queries</b>
72	DoT License Compliance		The bidder should hold any of the following licenses to operate: Unified Access License or Class 'A' /Class 'B' (for Gujarat) ISP license	The bidder must mandatorily have following license from DoT Valid until contract period. NLD License Class A/ Class B License As per compliance from DoT only NLD License holder can provide lease circuits/bandwidth hence NLD is a mandatory license for this project.	As per RFP
73	Section 3 Point No. 2 - Eligibility Criteria, Documents required		Certificate from the statutory auditor	Please confirm if a certificate from CA is acceptable.	Accepted, Please refer revised RFP
74	7 & Article 37		Necessary approvals at building, RoW and from authorities at various locations for last mile related equipment is under bidder scope of work.	Bidder would like to confirm that All clearances, wherever required, in respect of the mast/pole/antenna/cable routing at customer site, from any government/local /statutory bodies, building authority etc. like municipal corporations, airport authorities are the responsibility of the customer. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the customer.	As per RFP
75	16		The bidder shall not cause any damage to the TENDERER's (or any other's) premises and property and shall perform restoration if any damage occurs. Trenches, path-cutting etc. shall be back-filled and restored to the original condition immediately after laying of the conduit/cable. The bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material to restore it to its original/best state. Wherever needed, the bidder shall have to retrofit existing facilities in order to install the new system.	Site related access permissions (building owner permission, terrace access, in-building cabling permission, availability of local electrician) to be managed by customer. Bidder will do the cabling unto customer end equipment except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts. Additional work like cabling under-duct, false-ceiling, etc to be managed by customer.	As per RFP
76	17		The bidder must ensure that all statutory and regulatory approvals (if required) are obtained for the laying of the said network within or outside the building (building in-charge, owners of the building etc.) and from various other authorities such as municipal bodies, central government, electricity utility companies etc. Bidder shall also be responsible to get required documentation completed for obtaining such approvals from time to time. This should not affect the timelines.	Site related access permissions (building owner permission, terrace access, in-building cabling permission, availability of local electrician) to be managed by customer.	As per RFP
77	2.6.6		Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within 2 weeks from the date of work order.	Please note: Any link delivery is subject to feasibility and site permission / site readiness in scope of customer.	Please Refer Sr. No. 5

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
78	2.8.1 e i		Installation & Commissioning of bandwidth: The Bidder is required to complete the Installation, commissioning of the leased bandwidth 5 cities (Junagadh, Jamnagar, Valsad, Narmada, Banaskantha) within 10 weeks from the day of issuance of work order. All other Leased bandwidth has to be provided within 16 weeks from the date of Work Order and 4 weeks from the date of work order for the additional links.	Delivery timeline of 10 week for 5 cities mentioned (approx - 180 circuits) cannot be matched. Delivery timeline of 16 week for the remaining 1000+ circuits also cannot be matched. Suggest link delivery timeline to be relaxed to 12 - 14 week for 5 cities mentioned (approx - 180 circuits) and 12 - 16 week for every 250 remaining circuits, subject to feasibility and feasibility timeline. Also any delivery timeline calculation will be after receiving installation permission. If the permission and site readiness is received post expiry of feasibility then the feasibility needs to be revalidated, timeline will be informed by project manager and hence penalty should not be applicable.	Please refer Revised RFP
79	2.8.1 e ii		Further successful bidder shall be required to Increase/decrease the bandwidth required at any location (after one time commissioning) within 3 Days from the date of issuance of the written Order/Communication.	Bandwidth upgrade is subject to feasibility. Timeline should be 4 week if no change in the last mile.	Please Refer Sr. No. 6
80	35.8		In case of outages, the Bidder needs to replace or repair the faulty part/component/device to restore the services at the earliest. The cost of the repairing or replacement of faulty Cable/component/device has to be entirely born by the Bidder.	Any failure of hardware due to basic hygiene factors (UPS Power, earthing with E/N Voltage Less than 2 V, dust free environment, and Air Conditioner)not available at customer site, will be replaced on charged basis.	No Change, As per RFP
81	39.1		ACCEPTANCE TEST	Link commissioning / acceptance will be individual site wise. In case of failure to conduct the acceptance test within 5 days of completing the particular deliverable, the same shall be deemed to have been accepted and commissioning will be done.	As per RFP
82	40.1		The Successful bidder needs to pull necessary media/cables up to required place, using approved PVC Piping/Channel/CAT6 or Fiber Cable and required necessary media convertors.	Bidder will route cable through the duct available. If any PVC piping / channel required, customer need to arrange the same.	As per RFP
83	40.2		The necessary Civil & Electrical work has to be carried out by the Successful bidder as may be required for the delivery of the services as per the scope of work. The TENDERER will not reimburse any cost towards the same. The Successful bidder need to take necessary permission if require from concerned authority. The TENDERER will only provide space and RAW power at each of its node.	Site related access permissions (building owner permission, terrace access, in-building cabling permission, availability of local electrician) to be managed by customer. Basic Hygiene Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free environment, and Air Conditioner to be provided by customer.	As per RFP

**Responses to the Pre-bid Queries**

Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
84	2.6.5		Whenever the TENDERER wishes to withdraw/terminate a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the location within 1 weeks, no charges shall be paid beyond the 1 Weeks Duration.	In such event of termination Tenderer shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by selected Bidder in respect of the terminated order (including any local loop charges).	Please Refer Sr. No. 4
85	4		The Bidder should not be under the effect of blacklisting by any Ministry/Department of Government of India or by any State Government department/agency in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	The selected bidder will submit a self declaration that it is not being blacklisted by any government or PSU department.	No Change, As per RFP
86	38.9 and (xiii)		Any damage caused to the property of the TENDERER or any other department/agency while executing the job shall be sole responsibility of Successful bidder. In case any damage to the property is caused, the same will be recovered from the Successful bidder. No extra cost shall be paid to the Successful bidder for such reasons.	Bidder request to make it subject to bidder's gross negligence or willful misconduct only and should remain limited to damage to tangible property of Tenderer.	As per RFP
87	38.12 and (iii)		In the event of the delay in delivery of contracted services or services is not satisfactory the TENDERER, may procure goods/ services from else ware as prescribed in bid and Successful bidder shall be liable without limitations for the difference between the cost of such substitution and the price set forth in the contract for the goods involved i.e. at the risk and cost of the Successful bidder.	In presence of liquidated damages and penalty provisions imposed on the Bidder on its failure to deliver the services then why the Tenderer has imposed direct damages on the Bidder. This provision should be striked off.	As per RFP
88	38.14		The Successful bidder shall be responsible for taking required insurance for all of their representations working on the site at their own cost. The TENDERER will not be responsible for any loss or damage to any of the representatives of the Successful bidder during the said contract.	Bidder request that if any loss or damage is caused due to Tenderer's gross negligence must be borne by the Tenderer.	As per RFP
89	44.1		Termination by the TENDERER	Can bidder consider the notice period of 15 days as a defect cure notice period.	As per RFP
90	iv		In case of breach of any terms and condition the contract,the Successful bidder shall be given a notice to rectify it. However, if they fail to rectify it within 72 hours, then they will be liable to pay compensation to the TENDERER at the rate decided by the TENDERER and same shall be sufficient cause for termination of contract.	What we mean by compensation here? Please elaborate.	Compensation here refer's to the price that shall be paid by the tenderer for getting the similar services from other vendors in case of material breach by the successful bidder.

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
91	General Legal Query		Limitation of liability: Since there is no provision for limitation of liability, hence we propose this.	Limitation of Liability: Notwithstanding anything to the contrary, Tata Communications shall in no event be liable for any indirect, consequential, cost for replacement services, special, punitive damages etc. Tata Communications overall liability in the contract/ applicable purchase order shall not exceed, the most recent twelve (12) month of charges collected by Tata Communications. Tata Communications sole liability and Gujrat Informatics Limited sole remedy for damages relating to services is limited to any applicable credit allowances/penalties due	Please Refer Revised RFP
92			(General Technical query)	Is the bidder required to bid for Layer-2 service connecting all the locations, or can it be Layer-3 service like MPLS.	Please refer Sr. 39
93			(General Technical query)	Is bidder required to provide any managed device at any locations. • If yes, is it required for all the locations, or can the bidder do it for certain major locations only.(if yes, please share details.)	Please refer Sr. 16
94			(General Technical query)	For Monitoring and management, is the bidder expected to do is using polling its own device and NMS. Or can it be done using customer's own placed devices and NMS.	Monitoring and Management of the links has to be done by the bidder through its own Device
95			(General Technical query)	What kind of traffic will be used over these P2P links. Is there any type of common traffic like Internet needs to be shared among different locations over P2P.	As per RFP
96			(General Technical query)	For locations mentioned in Annexure – A, please confirm if the site readiness such as proper space (temperature controlled) and power (with UPS), earthing will be provided.	As per RFP
97			(General Technical query)	For some locations such as traffic signals, parks etc., please confirm that customer would be responsible for providing site permission, site facilities such as space, power, air conditioning etc.	As per RFP
98	Annexure A		General Query	Request customer elaborate Address inputs and drop-points + supported with individual Local Contact details who have complete idea of the delivery points in each town.	As per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
99	2.3 Scope of Work - Point no.6		All costs to connect the links to last mile node has to be borne by the bidder. The TENDERER/GIL will not pay or reimburse any last mile of extra work cost.	A) Pls elaborate what does "all cost connect to link" 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 ?	All the Cost related to the Connectivity till the last mile Switch /Router
100	2.3 Scope of Work - Point no.8		The TENDERER or its designated agency will monitor the performance of the links during operation period.	We have a self care portal with login details for performance monitoring the bandwidth utilisation, Uptime Availability details. SASGUJ 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.	The Same will be Acceptable
101	2.3 Scope of Work - Point no.9		The TENDERER or its designated agency will be responsible for verification, validation of all works/services under the terms & conditions of the agreement.	Please elaborate about terms & conditions?	As per RFP
102	2.3 Scope of Work - Point no.11		Full Duplex Bandwidth as Per Schedule of Requirement (price bid) has to be provisioned and implemented by the bidder. The bidder has to keep provision of increasing the bandwidth as per requirement and the rates will be as per finalized rates. The bidder will have to arrange fiber & other last mile equipment accordingly including media convertors wherever required.		No Change, As per RFP
103	2.3 Scope of Work - Point no.12		The bidder shall ensure that the network deployed is IPV4 as well as IPV6 compliant.	Please clarify IP requirement at each site for both IPV4 and IPV6.	will be shared with the Successful bidder
104	2.3 Scope of Work - Point no.13		The solution should be capable of supporting the communication requirement, which includes voice, video and data applications of the TENDERER over the contract period. The bidder is not only required to provide Leased connectivity at the locations given in Annexure A and B, but also maintain and upgrade this connectivity for the entire contract duration	Vodafone has different Class of service to categorize network traffic. Pl provide detailed information at which location you have planned for Voice/Video/Data.	As per RFP
105	2.3 Scope of Work - Point no.14		As part of the preventive maintenance services the bidder shall be required to maintain the upkeep of the medium of connectivity, reinstating the medium, any other maintenance job required to meet the redundancy and SLAs as stipulated in the RFP	Vodafone has defined SLA. In fibre last mile, we provide 99.5% uptime in protected mode and in wireless lastmile, we provide 98.5% uptime in unprotected mode.	No Change, As per RFP
106	2.3 Scope of Work - Point no.15		The successful bidder must deliver these bandwidth on Gigabit Ethernet optically or electrically which will be taken as input on the Router provided by the TENDERER. This is to ensure no physical changes are to be done in future up gradations.		As per RFP
107	2.3 Scope of Work - Point no.16		The bidder shall not cause any damage to the TENDERER's (or any other's) premises and property and shall perform restoration if any damage occurs. Trenches, path-cutting etc. shall be back-filled and restored to the original condition immediately after laying of the conduit/cable. The bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material to restore it to its original/best state. Wherever needed, the bidder shall have to retrofit existing facilities in order to install the new system.	Home Department 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 per RFP

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
108	2.3 Scope of Work - Point no.18		The TENDERER has already issued another tender for procurement of hardware, software required for hardware and network equipment's required for the project. The Successful bidder will have to work in close coordination and synchronization with the SI of above mentioned tender selected by the TENDERER for timely Implementation of the SASGUJ Project. All locations must be connected on Optical Fiber only. No other last mile media type will be accepted	Please clarify if department is procuring Hardware and software for each site/particular link? If yes, share more details once available.  Also, please allow if bidder is not feasible on fiber, they can provide link on wireless media.	1.) For Further Details on Hardware please refer Sr. No. 2 2.) No Wireless Link shall be allowed
109	2.4.2 Proposed Network Architecture:		Bidder is also required to aggregate all the Leased bandwidth and terminate them as a single fibre port (In multiplication of 10 G Ports) per the below mentioned Annexures :  a. Annexure A: The Edge/City Locations to District/City Control Centre b. Annexure B: The District/City Control Centre to District Control room of GSWAN	Please share more details about architecture of the Leased circuit coming at respective zonal office and terminate them as a single fiber port (In multiplication of 10G ports)	As per RFP
110	2.4.3 Proposed Network Architecture:		Network solution offered by the bidder should have the security provisions to prevent any unauthorized access to anybody including bidder or its partners	Please elaborate, Is it for access related to CPE, Modem, Mux and any type of network device for leased line?	This Clause is valid for equipment's/ devices, link to be utilized by the bidder to provide the required Leased Bandwidth for the project
111	2.4.4 Proposed Network Architecture:		Bidder should adhere and conform to the Network Security Policy and guidelines of issued by DoT/TRAI/Gol/GoG from time to time.	Please provide complete details about Policies and Guidelines	As per RFP
112	2.5.2 Operation and Management of the Network		The Uptime of the Network shall be monitored through the NMS Tools being procured through a separate tender by the TENDERER. The Successful bidder will be responsible for discovery, O&M and monitoring of links during the contract period through that NMS system only.	We have a self care portal with login details for performance monitoring the bandwidth utilisation, Uptime Availability details. Home Department personal will have a user id & password to login to this self care portal and view th performance reports. Pls confirm whether this setup is acceptable or some modifications required. Also, requesting Home Department team 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.	Please refer Sr. No. 100



<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
113	2.5.3 Operation and Management of the Network		<p>The Successful bidder will have to do the following task and activities but not limited to during the O&amp;M period:</p> <p>a) To day to day check and monitor the Link availability and Network</p> <p>b) Testing and troubleshooting of the Network and Links as and when required</p> <p>c) Complaint, incidents resolutions as per the SLA terms and conditions</p> <p>d) Monitoring of Bandwidth Utilization, identification of unusual traffic</p> <p>e) Preparation &amp; submission of MIS reports as and when asked by the TENDERER</p> <p>f) Any other activities</p>	<p>We have a Customer self care portal whrein 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.</p> <p>We have centralized customer support center which operates 24x7 for basic troubleshooting over call/email.</p> <p>Complaints will be logged by Customer at Service provider help desk number, Once complaint is logged, SP generates a trouble Ticket and share regular updates on email/ phone. RCA shall be</p>	Please refer Sr. No. 100
114	2.5.4 Operation and Management of the Network		The successful bidder will have to make provision in the terminal equipment at their end for providing scalability in terms of bandwidth. The TENDERER may order an increase or decrease in bandwidth as and when required.	Please provide more clarity about Terminal equipment requirement	The Bidder will have to consider hardware for its own premises only as per the requirement to provide the Leased bandwidth as per the conditions of the RFP
115	2.6.1 Project Management:		The bidder will be responsible to undertake and complete the works related to supply, installation and commissioning of leased bandwidth at any location (as and when required) in the State of Gujarat promptly and within the duration prescribed by the TENDERER.	<p>Please elaborate about service provider's responsibility related to supply, installation and commissioning--</p> <p>Do we need to offer the LAN switches and cables per site wise or it is limited to the CPE router only ?</p> <p>Is local LAN setup available at each site or Service provider has to offer the same too ?</p>	As per RFP
116	2.6.4 Project Management:		The Bandwidth shall be supplied strictly in accordance with the specifications and SLA's as stated in this RFP.	<p>Vodafone has defined SLA.</p> <p>In fibre last mile, we provide 99.5% uptime in protected mode and in wireless lastmile, we provide 98.5% uptime in unprotected mode.</p>	No Change, As per RFP
117	2.6.6 Project Management:		Whenever a new location/Link is identified for the leased bandwidth requirement, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location for connectivity. Bidder is required to implement and commission the new link within 2 weeks from the date of work order.	2 Weeks time to commission new link is too short, please extend the timeline up to 4 Weeks	Pleas refer Sr. 20

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
118	2.6.7 Underground Fiber Laying Best Practices:		<p>Bidder may leverage its existing capacity for providing required bandwidth and he need not necessarily lay the dedicated OFC for the project.</p> <p>Where ever required the bidder will have to lay the Fiber cable, the same has to be underground only, except for the length less than 10 Meters. The Below mentioned best practices to be followed for Underground Cable Laying:</p> <p>The Under-Ground Cables should be buried to a depth such that the top of the cable is One meter (1 Meter) below the normal ground level.</p> <p>Excavations of trench up to a depth such that the top of the cable is 1 meter below the normal ground</p> <p>Laying and pulling of cables in trenches are through pipes/ ducts.</p> <p>Placing of Half round RCC Pipes / Stones slabs /Pre-cast RCC Slabs /Layer of Bricks 12</p> <p>All the cables should be weather proof, outdoor grade &amp; as per BIS standard.</p> <p>OFC should be of TEC approved/reputed make only.</p> <p>Proper Route marker/indicators for OFC cable should be placed for every 100 meters.F22</p> <p>Digging and burying of OFC cable 1Km. Length and the OFC cables are to be laid in buried HDPE pipes.</p> <p>Back filling in compacting of the excavated trenches according to the constructions specifications and E20removal of excess earth from the site.</p> <p>Restoration of site in original condition upon completion of work.</p>	Is it possible if bidder allow to lay over head cable at any location for more than 10 meters?	Please Refer Revised RFP
119	2.8.1 Leased Bandwidth: Technical Specifications		Up time guarantee must be 99.5 % failing which a relevant penalty will be applicable.	Vodafone has defined SLA. In fibre last mile, we provide 99.5% uptime in protected mode and in wireless lastmile, we provide 98.5% uptime in unprotected mode.	No Change , As per RFP
120	2.8.1 Delivery of bandwidth: Technical Specifications - Point no. 2		Further successful bidder shall be required to Increase/decrease the bandwidth required at any location (after one time commissioning) within 3 Days from the date of issuance of the written Order/Communication.	Please exnted timeline up to 7 Days	Please refer Sr. No. 6
121	2.8.1 Delivery of bandwidth: Technical Specifications - Point no. 4		The Bidder will have to terminate the required bandwidth at the L2 Switch provided by the TENDERER at the end locations/points.	<p>Please provide clarification, Bidder has to provide CPE, L2 Switch also at each location along with link?</p> <p>Does Home Department is looking for any particular OEM for such equipments? Please provide more clarity</p> <p>This will add extra cost for each link price.</p>	As per RFP
122	2.8.1 Delivery of bandwidth: Technical Specifications - Point no. 6		The bidder has to use the IP addressing schema provided by the TENDERER/DST	What will be the required IP addressing schema? Please provide more details.	Will be shared with the successful bidder

<b>Responses to the Pre-bid Queries</b>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
123	2.9.1 MIS Reports		The Bidder should submit the reports on a regular basis in a mutually decided format.	Please provide more clarity about required reports and format. What would be the frequency to require such report? I.e, weekly, monthly, quarterly or yearly?	As per RFP
124	2.9.4 MIS Reports		The Bidder should also submit certain information as part of periodic review as and when required by the TENDERER.	We have a Customer self care portal whrein 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.	Please refer Sr. No. 100
125	ARTICLE – 33: PAYMENTS TERMS  Point No. 33.2		The Commissioning Date will be the date of successful FAT sign off of that particular link. The billing for these links will start from the commissioning date till the end of the active quarter on pro-rata basis	a) What is the acceptance criteria ? b) Since it is Point to Point Leased circuit 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.  c) Bandwidth recurring charges are Annual advance pls confirm	As per RFP
126	36.2. Operational Penalties:		The successful bidder shall be responsible for maintaining the desired performance and availability of the services. The Successful bidder should ensure the prompt service support during Contract period. The Successful bidder 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 thereof delay, until actual availability of agreed Leased Bandwidth. The overall penalty cap would be 10% of the Quarterly Invoiced amount.		As per RFP
127	36.2. Operational Penalties: Point A- Leased Line Links:		1- 99.50% or better No Penalty 2- 99.49% to 99.00 % Rs. 1,000/- per link per hour beyond agreed down time or Part thereof 3- 98.99% to 98.50% Rs. 2,000/- per link per hour beyond agreed down time or Part thereof 4- Below 98.50% Rs. 5,000/- per link per hour beyond agreed down time or Part thereof	We can provide 99.5% uptime on Fiber but for RF/Copper/UBR media, we can provide 98.5% uptime.	No Change , As per RFP
128	36.2. Operational Penalties: Point A-Latency and Packet Loss		1- Leased line link- Latency 20 ms - Rs. 5000/- (beyond agreed quarterly down time) per Link per Hour or part thereof. 2- Packet Loss across any Network Link - Less Than 1% - If the Packet Loss is not resolved within 6 Hour, Rs.1000 per instance per Hour or part thereof		As per RFP

<u>Responses to the Pre-bid Queries</u>					
Sr. No.	Product/ Clause /Section	Page no.	RFP Description/Clause	Amendment/Clarification Required by vendor	Response to the queries
129	ARTICLE – 39: ACCEPTANCE TEST Point no. 39.1 (B)		Final Acceptance Test (FAT): After successful installation of the System in accordance with the requirements as mentioned in Schedule of Requirement, Final Acceptance Test will be conducted based on the successful link discovery in the NMS. After successful testing by the designated Agency appointed by the TENDERER, Acceptance Test Certificate will be issued by such agency which shall be considered as the successful commissioning of the required links.	a) What is the acceptance criteria ? b) Since it is Point to Point Leased circuit 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.  c) Bandwidth recurring charges are Annual advance pls confirm	As per RFP