

Corrigendum in RFP NO: GIL/DST/SICN/2019 dated 11.11.2019

Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2 years.

Responses to the queries pursuant to the RFP

The bid queries have been responded in this document. RFP Document stands modified to the extent clarifications have been made as enclosed below. In addition, DST makes following changes in the RFP bid document itself.

Eligibility Criteria

Existing	Revised
The Manufacturer of the product (OEM) should have ISO 9001:2008 and 14001:2004 certification for manufacturing of items like Copper/JFC Cable, Jack/Patch Panels, telephones, Information Outlets and OEM must have minimum presence of 5 years in India (Form - E8)	The Manufacturer of the product (OEM) should have ISO 9001:2008 and 14001:2004 certification for Copper/JFC cable and OEM of Copper/JFC cable must have minimum presence of 5 years in India (Form - E8)
Bidder must have Average Annual Turnover of at least Rs. 25 crores for the last three financial Years as on 31 st March 2018 AND Bidder must have Average Annual Turnover of at least Rs. 10 crores for the last three financial Years as on 31 st March 2018 Solely generated on account of business from Telephony (Analog or IP)/Unified Communication (Supply/Implementation/O&M). Note: Bidder should enclose Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years and Statutory auditor/CA certificate mentioning turnover of the bidder as per the eligibility criteria.	Bidder must have Average Annual Turnover of at least Rs. 25 crores for the last three financial Years as on 31st March 2019 AND Bidder must have Average Annual Turnover of at least Rs. 10 crores for the last three financial Years as on 31st March 2019 Solely generated on account of business from Telephony (Analog or IP)/Unified Communication (Supply/Implementation/O&M). Note: Bidder should enclose Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years and Statutory auditor/CA certificate mentioning turnover of the bidder as per the eligibility criteria.

Revised Financial Bid Format (Section 7)

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Tender Document including cost of add-on functionality/features proposed by bidder over and above the scope of work:

Amount in Rs.

S/N	Item Description	UOM	Qty	Unit Rate	Total Amount (W/o tax)	Rate of Tax (%)
A	B	C	D	E	F = E x D	
1	Comprehensive AMC (Inclusive of all as per the technical & functional scope of work, material, labour, repair cost for the entire contract duration period of 2 years)	Nos	1			
2	Operations and Maintenance Support for 2 Years from the date of issuance of work order (as per the scope of work, inclusive of all the cost such as manpower for the entire contract duration)	Nos	1			
JFC cabling work related items						
3	New Analog Telephone Connection (Cabling work end node including RJ11 termination, 2 pair cable, rosette box, RJ11connector, Casing & Capping including all other required accessories for configuring & installation of node in network. (without telephone instrument)	Per User End Point	800			
4	New Plan Telephone Connection (Cabling work end node including Cat6, IO Box, RJ11 termination, RJ11 connector, Casing & Capping including all other required accessories for configuring & installation of node in network. (without telephone instrument)	Per User End Point	200			
5	New Analog Telephone Supply, Installation & implementation of analogue telephone instrument along with all the required accessories (Push Button Type with speaker) as per the scope of work of RFP with 3years of warranty	Nos	800			
6	New Plan Telephone (1+1 for Boss Secretary feature) Supply, Installation & implementation of plan phone instrument along with all the required accessories (with speaker) as per the scope of work of RFP with 3years of warranty	Nos	200			
7	<u>Jelly Filled Cable (armoured 0.5 JF cable)</u> [Unit price should inclusive of JFC cabling work including supply, installation and termination inclusive of all the required line items like JFC Cost, Labour charges, digging/boring trenching/laying, Brick work, Clamping, Distribution Point, Route-marker/Indicator (Iron Made with Reflective Painting- with Min. height of 1ft) at every 100 MTRs and any other item, if any as per the Specification of this RFP]	Per Mtr				

	10 Pairs		1000			
	20 Pairs		400			
	50 Pairs		673			
	100 Pairs		2000			
	200 Pairs		583			
8	Riser Cable Supply and laying of Vertical Riser Cable pair on walls/as per requirement in PVC pipe including supplying and laying of PVC pipe, labor charges inclusive of all required line items like cable cost, labour charges, mounting on wall, clamping, Distribution point, digging /other civil works(in case of required).	Per Mtr				
	10 Pairs		50			
	20 Pairs		50			
	50 Pairs		100			
	100 Pairs		200			
	200 Pairs		200			
9	<u>Supply installation & commissioning of krone type Distribution point (DP)</u> with Lock and shelter, (Including CRCA sheet, 18 Gauge powder coated both side (inside and outside), rubber sealing, Cable Entry-Exit whole at both side (Top & Bottom), back mounting frame, Jumper wires, ferruling, labeling, rosset etc..)	Nos				
	For 10x10 Pairs		50			
	For 20x20 Pairs		200			
	For 50x50 Pairs		100			
	For 100x100 Pairs		50			
	For 200x200 Pairs		25			
10	Laying of Jelly filled underground cable in the existing trench including supply and labour work	Per Mtr				

	Up to 10 pairs		100			
	Up to 20 pairs		100			
	Up to 50 pairs		100			
	Up to 100 pairs		50			
	Up to 200 pairs		50			
11	Supply, installation, jointing & testing JFC jointing kit inclusive of all (Material, Labour etc..)					
	10 pair JFC jointing kit	Per Jt	100			
	20 pair JFC jointing kit	Per Jt	100			
	50 pair JFC jointing kit	Per Jt	100			
	100 pair JFC jointing kit	Per Jt	50			
	200 pair JFC jointing kit	Per Jt	50			
12	Krone strips inclusive of all accessories	Nos	1000			
13	line cord extension cable with RJ-11 at both end					
	3 mtrs	Nos	500			
	5 mtrs	Nos	200			
14	Repairing Charges for faulty telephone instruments of any make which are not covered under warranty repairs	Nos	1000			
15	Repairing Charges for faulty push button of analogue telephone	Nos	1000			
16	Repairing Charges for Faulty 1+1 plan phones	Nos	100			
17	Removal of Old cabling work including shifting/ rework, Bidder is required to remove the same & shift at new place or at DST store.	Mtr	1000			
18	Power Adaptor for 1+1 Plan telephone compatible with existing system/instrument.	Nos	100			
Grand Total						

Note:

- 1) The quantity mentioned above for Line item no 3 to 18 is notional for evaluation purpose only. However, actual quantity may vary during the period of contract depending upon the actual requirement of the Government of Gujarat and price quoted shall be valid for the contract duration.
- 2) Non-acceptance of the above condition(s) or Conditional bid shall be rejected.
- 3) L1 will be the lowest sum total of rates of all line items without taxes.

Additional Clause

Hand-over/take-over existing Operations (Duration 1 Month)

- If, other than the existing agency is awarded the work, the selected agency will be responsible to complete the transfer of Knowledge & Handing/Taking over activity from existing agency within one month of issuance of LOI/WO.
- After successful completion of H/T over process, all supporting documents will be handed over to the Selected Agency.
- During this period, only O&M charges will be paid to Selected Agency on pro-rata basis. SLA or Penalty clause will not be applicable during 1 month of Hand-over/Take-over process. Selected Agency will responsible to provide confirmation about successful Hand-over/Take over operations from existing agency at the end of 1 month period. The selected agency shall depute the required resources as per the requirements of tender document for carrying out the operations activity.
- Successful agency is required to issue Completion certification for completion of this H/T over process. Existing Agency will provide necessary handholding and transition support to new agency.

Note: Those bidders who have submitted financial bid on n-procure website are required to re-submit price as per revised financial bid on nprocure website.

All other tender terms & conditions remain unchanged.

Clarifications of the queries received from the interested bidders for Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2 years. (RFP NO: GIL/DST/SICN/2019 dated 21.10.2019)

Sr. No.	Page No/ Section No/ Clause No	Tender Description	Query/Clarification/Suggestions from Bidders	Responses to the Queries
	7, Section 2: Eligibility Criteria	Bidder must have Average Annual Turnover of at least Rs.25 crores for the last three financial Years as on 31st March 2018 AND Bidder must have Average Annual Turnover of at least Rs. 10 crores for the last three financial Years as on 31st March 2018 Solely generated on account of business from Telephony (Analog or IP)/Unified Communication (Supply /Implementation/O&M). Note: Bidder should enclose Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years and Statutory auditor/CA certificate mentioning turnover of the bidder as per the eligibility criteria.	<p>The ultimate objective of the turn over eligibility criteria is to be capability of the bidder to execute the project inclusive the strength in the similar field working experience. Hence considering the same fact we request to change it as below,</p> <p>Bidder must have Average Annual Turnover of at least Rs. 25 crores for the last three financial Years as on 31st March 2018 AND Bidder must have Average Annual Turnover of at least Rs. 10 crores for the last three financial Years as on 31st March 2018 Solely generated on account of business from Telephony (Analog or IP)/Unified Communication (Supply/Implementation/O&M)/ITES business.</p>	No change, As per the RFP.

2	7, Section 2: Eligibility Criteria	The Bidder must have executed at least 1 Project of PABX/IPPBX having minimum order value of Rs. 2 crores in India during the last 03 years as on bid Issuance date. Copies of Purchase orders and Certificates of Successful Completion from Customer should be submitted. Experience details should be given in the Form-E1.	The said tender scope also involves JFC cabling work including Supply, installation and Termination of JFC cables, PVC flexible Pipes and accessories, RJ11 termination at work station along with I/O boxes, Face Plates, Casing & Capping, conduits, RJ-11 Connector and configuring node in network. which implies that bidder should have experience in the field of LAN/OFC cabling work. so considering the same fact we request allow the LAN/OFC cabling work experience and amend the eligibility criteria as below, The Bidder must have executed at least 1 Project of PABX/IPPBX/ LAN/OFC cabling work having minimum order value of Rs. 2 crores in India during the last 05 years as on bid Issuance date. Copies of Purchase orders and Certificates of Successful Completion from Customer should be submitted. Experience details should be given in the Form-E1.	No change, As per the RFP.
3	Section – 2: Eligibility Criteria, Page-7	The Manufacturer of the product (OEM) should have ISO 9001:2008 and 14001:2004 certification for manufacturing of items like Copper/JFC Cable, Jack/Patch Panels, telephones, Information Outlets and OEM must have minimum presence of 5 years in India	Pls. specify product for certificate is require. for items like jack panel information outlets etc. all OEM does not have both certification, we suggest to remove this clause and mention make and model instead of certificate for the same.	See the Corrigendum.

4	Page No: 8	Bidder is also responsible for providing O&M support of backbone (OFC, JFC & CAT-5/2-pair telephone cables), DPs, DFs, Pillars, Concealed cabling (DP to end user) and all related accessories and equipments, laid under SICN project will be part of scope of this tender.	We require list of material and drawings for cable laid. Also pls. clarify how handover for system and backbone will be provided from existing vendor to new vendor	See the Corrigendum.
5		Preventive maintenance: At least once in a month which includes configuration backup, OS update/upgrade, software update/upgrade, if any. Bidder is required to submit the detailed report to the DST/GIL/TPA. All such activities should be done preferably in non-working hours.	pls elaborate on patches as system is EOS from OEM	Bidder shall carry out installation of patches on System Software, Operating System etc. for bug-fixing as and when required. Bidder will also have to perform quarterly system performance tuning – changing the system configuration parameters.
6		Bidder shall carry out installation of patches on System Software, Operating System etc. for bug-fixing as and when required. Bidder will also have to perform quarterly system performance tuning – changing the system configuration parameters.	Pls. elaborate on patches as system is EOS from OEM	Please refer clarification of query No: 5

7		Call billing software and voice mail system	Pls. provide product detail	Call Bill processing software: Cube & Voice mail system: Intuity
8		The Bidder has to ensure availability of man power round the clock. There has to be availability of Bidder's human resources 24 hours * 7 days a week through-out the year.	Pls specify numbers of person in out of office hours and off days.	Bidder shall ensure availability of one technician in off working hours, weekend and holidays to ensure 24x7x365 days support. The Bidder shall submit regular records of manpower availability and daily activity carried out.
9	Section 2. Page 16/54	Severity clause	S1 calls must be within 2 Hrs as security checking at Hon'ble C M & Ministers Offices & Hon'ble C M & Minister Residences take time also many time officers are busy in meeting so they not allowed to attend complaints.	Revised: S1 calls must be closure within 2 Hrs. If not closed within 1 Hours, Rs. 1500 per Hr and part thereof.
10	Section 3. Page 9/54	As a normal practice at DST/GIL all the items/cables installed under the SICN project are covered under warranty period, hence bidder needs to verify the availability of warranty services on case to case basis with the TPA, DST before ascertaining actual responsibility.	Can DST/GIL provide such data in advance to carry out fast solution of complaints?	See the Corrigendum.
11	Section 3. Page 11	Call Bill Processing: Bidder shall process the call records office-wise and extension wise on monthly basis and shall submit the summary of extension wise bill in soft form as and when	Can be available only 12 month old records not more than that, due to existing server storage capacity.	Back up policy as per the Govt rules (DoT/TRAI/GOG) and if any additional storage is required to fulfill the backup policy then the same will be provided by the TENDERER. Any change in Back up policy as per the Govt rules

		required by DST/GIL.		(DoT/TRAI/GOG); bidder to comply for the same.
12	Other		OFC backbone of SICN is not covered under AMC, if entire remote unit is down due to OFC link problem than no penalty impose to bidder.	In such cases, bidder has to forward the complain/problem/ request to concern stakeholders for further resolution.
13	Section 3 – B, Point No. 3, Page No. 13.	Bidder is required to Supply / Install / testing/ Commissioning of SICN project related work (JFC Cabling, Telephone Instrument, RJ11 clamping, I/o box, and other applicable H/w component & accessories) as per the specifications mentioned in the Bid document.	For new connection it has not been specified that which type of cable shall be used i.e. 2 pair PVC cable or Cat 6 cable. Please specify this requirement and mention separate line item in price bid.	See the Corrigendum.
14	Section 2 – Point No. 8, Page No. 7	The Manufacturer of the product (OEM) should have ISO 9001:2008 and 14001:2004 certification for manufacturing of items like Copper/JFC Cable, Jack/Patch Panels, telephones, Information Outlets and OEM must have minimum presence of 5 years in India.	As Land line telephone instrument market is very limited now a days, mostly such instrument get imported. In this case it is difficult to get ISO certificates. So Instead of requesting for ISO certificates, requesting to specify the preferred brands. Same is with JFC cables and passive materials.	See the Corrigendum.