

**Bid for Selection of Agency for providing Bandwidth for VATIS Project on behalf of Office of the State Tax, Government of Gujarat**  
**(Tender No. HWT241019590)**

Sr. No.	Tender Page No	Description	Request to Change / Suggestion	Final Clarification
1.	05:05	The bidder has to be a licensed ISP by Dept of Telecommunications for the state of Gujarat. Bidder is required to enclose valid ISP license with the bid	The bidder has to be a licensed NLD and ISP by Dept of Telecommunications for the state of Gujarat. Bidder is required to enclose valid NLD & ISP license with the bid  As per DoT Guideline for MPLS / Point to Point the License required is NLD (National Long Distance). Please Find Attached Supporting docs from DoT for the same.	Please see the corrigendum.
2.	05:04	The bidder must have supplied at least 200 Mbps internet bandwidth across India and must have provided connectivity to at least 300 sites during the last three years as on bid submission date.	The bidder must have supplied at least 200 Mbps MPLS Solution across India and must have provided MPLS connectivity to at least 50 sites during the last three years in single order as on bid submission date.  The Scope of RFP is asking for MPLS Solution, So the asked Experience of Bidder must be from MPLS Solution.	Please see the corrigendum.
3.	05:01	The bidder should have a total sum of turnover of Rs.100 Crore (Minimum) of last three financial years as on 31.03.2019	The bidder should have a total sum of turnover of Rs. 100 Crore (Minimum) from ISP / MPLS Services of last three financial years as on 31.03.2019. As per Scope Bidder's core Strength Should be in ISP / MPLS Business, So the Asked turnover should clearly define for ISP / MPLS Domain Only.	No change. As per RFP
4.	New Point	Bidder's Eligibility	The Bidder Should have Positive Net worth and must be Profit Making since last 5 Years.  As the Contract Period is 5 Years, by adding this Criteria in eligibility, Customer can ensure stable & long run services.	No change. As per RFP
5.	3	Earnest Money Deposit	(E.M.D.) of Rs. 10,00,000/- (Refundable).EMD as mentioned above, shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks	No change. As per RFP
6.	5	1 Eligibility Criteria for the Bidder	The bidder should have a total sum of turnover of Rs. 100 Crore (Minimum) of last three financial years as on 31.03.2019. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid. In Case of Unaudited Balance sheet for the financial year 18-19, provisional CA certificate is allowed.	As per RFP.

				<b>Kindly Remove the clause for CA Certified Statement as Audited Balance sheet is itself CA Certified</b>	
7.	5	6	Eligibility Criteria for the Bidder	The bidder should not have insolvency proceedings pending/No case of Bankruptcy should be pending against the company as on the date of bid submission. Affidavit duly notarized to be submitted. <b>Kindly remove this clause</b>	No Change, As per RFP
8.	9	13	Scope of Work - PBG	The Successful bidder has to submit Performance Bank Guarantee @ 10 % of total order value within 15 days from the date of issue of Purchase order for the duration of contract period + extra 3 months from any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks  The Successful bidder has to <b>submit Performance Bank Guarantee @ 5 % of total order value within 30 days from the date of issue of Purchase order for the duration of contract period + extra 3 months</b> from any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks	No Change. As per RFP.
9.	13	6	Late Commissioning Penalty	Bidder fails to install and commission the MPLS VPN at all locations within 8 (Eight) weeks from the date of signing of contract, CTD will impose the penalty 0.5% of onetime cost per location per week or part thereof. Subject to a maximum 10% of onetime cost.  <b>Bidder fails to install and commission the MPLS VPN at all locations within 10 (Ten) weeks from the date of signing of contract, CTD will impose the penalty 0.2% of onetime cost per location per week or part thereof. Subject to a maximum 5% of onetime cost.</b>	No Change. As per RFP.
10.	13	6	Uptime Penalty	In case of uptime of 99.5% (for MPLS VPN connectivity at 103 sales tax office +8 check-post, Internet connectivity at Primary and NR DR. S/N SLA Compliance Penalty (%) applicable on quarterly amount 1 >= 99.5% No Penalty 2 > 98.00% to < 99.49% Rs. 1,000/ - per link per day beyond agreed down time or Part thereof 3 > 95.00 to 97.99% Rs. 3,000/ - per link per day beyond agreed down time or Part thereof 4 < 95% Rs. 5,000/ - per link per day beyond agreed down time or Part thereof <b>max penalty not to exceed 20% of Quarterly billing of that link</b>	No Change. As per RFP.
11.	14	6	Uptime Penalty	In case of uptime of 99.5% (point to point connectivity between Ahmedabad HO (DC) to Gandhinagar SDC (Near DR) and for MPLS aggregation link at Ahmedabad HO (DC) and Gandhinagar SDC (Near DR)) S/N SLA Compliance Penalty (%) applicable on quarterly amount 1 >= 99.5% No Penalty 2 > 98.00% to < 99.49% Rs. 500/ - per link per hour beyond agreed down time or Part thereof 3 > 95.00% to 97.99% Rs. 1,000/ - per link per hour beyond agreed down	No Change. As per RFP.

				<p>time or Part thereof Rs. 2,000/ - per link per hour beyond agreed down time or Part thereof</p> <p><b>max penalty not to exceed 20% of Quaterly billing of that link</b></p>	
12.		1	<p>Last Date of Submission of Bid: 25.11.2019 up to 1500 hours</p>	<p>Extension by 20 days</p>	See the corrigendum.
13.		Section 1 point 5	<p>The bidder has to be a licensed ISP by Dept of Telecommunications for the state of Gujarat. Bidder is required to enclose valid ISP license with the bid.</p>	<p>Please change to ISP/USAL license to be added</p>	As per corrigendum
14.		Section 2 Common scope to all the above 3 sub- items of the connectivity( 7)	<p>Point 1 to 11</p>	<p>Point 1 to 11 mentioned SI scope. Along with bidder is SI is involved in project.</p>	As per RFP.

S. No.	Clause No.	Page No.	Tender Clause	Clarification to RFP clauses	Final Clarification
15.	SECTION II Scope of Work 1) Intranet connectivity: Point no.3	6	Minimum SLA – uptime shall be of 99.5% for the connectivity provided by SI/Connectivity provider (CP) at all commercial tax offices and check post sites	Vodafone Idea has defined specific SLAs. In fibre last mile, we provide 99.5% uptime in fiber last mile / protected mode and in wireless last mile, we provide 98.5% uptime in unprotected mode. <b>Please confirm, what would be the calculation method for calculating percentage downtime.</b>	As per RFP.
16.	SECTION II Scope of Work 3) Point to Point Connectivity. Point no.3	7	Latency shall be less than 5 MS. (Milliseconds)	Vodafone Idea can commit <80 ms latency from domestic PoP to PoP. Latency is defined as round trip time taken by a packet within Vodafone Idea Network excluding last mile access. Latency is measured in seconds. This is calculated by taking an average of latency figures for the SLA measurement period between Vodafone Idea's PoP locations from where Customer has availed of the Service.	As per RFP.
17.	SECTION II - Scope of Work - Common scope to all the above 3 sub- items of the connectivity. Point no.5	7	SI shall ensure that their connectivity provider has proper upgradeability availability for primary links and secondary links.	Please confirm tentative future bandwidth for specific link. For each link upgrade, we will need to raise feasibility and accordingly, we can execute for upgradation.	As per RFP.
18.	SECTION II - Scope of Work - Common scope to all the above 3 sub- items of the connectivity. Point no.7	7	SI will be solely responsible for all liaison work, project requirements, follow up etc. during project planning, execution, and tenure of contract. CTD to obtain any statutory and regulatory approval required	Please clarify detailed scope of each mentioned parameters. Any kind of permissions that are needed has to be managed by the department.	As per RFP.
19.	SECTION II - Scope of Work - Common scope to all the above 3 sub- items of the connectivity. Point no.8	7	SI has to ensure Interface handoff at CE router as Ethernet or FE connectivity at all locations.	Please confirm, bidder has to provide managed services or un-managed services for this tender? For managed services, Bidder will provide CPE/ Router and for un-managed service, Bidder will provide last mile FE drop for each link. So department has to manage last mile CPE / Router. If bidder has to provide router, is there specific make	To provide router is not in the scope of this bid. The bidder shall have to provide the bandwidth only.

				and model required?	However, the bidder shall have to coordinate for necessary configuration.
20.	SECTION II - Scope of Work - Common scope to all the above 3 sub-items of the connectivity. Point no.13	7	Bidder has to carry out shifting of the bandwidth/connectivity in case of shifting of office location or closing of particular office location without any additional cost	For link shifting, Bidder will need to check the feasibility status of new location. It will cover last mile feasibility and bandwidth feasibility. If it identify specific Capex value, Bidder may need to charge onetime cost for the same.	As per RFP.
21.	SECTION II - Scope of Work - PERFORMANCE MEASUREMENT Point B	7	Latency: Maximum Latency has to be less than 50 ms for each MPLS link provided at each of the 103 commercial tax offices and 8 check posts. The average Latency will be measured in a quarter. The connectivity provider shall submit quarterly latency report per link to CTD or its designated agency.  For point to point connectivity (Point to point connectivity without intervention of any active device /digital lease circuit between Ahmedabad and Gandhinagar), Latency shall be less than 5 MS. (Milliseconds). This latency will be measured on average per day.	Vodafone Idea can commit <80 ms latency from domestic PoP to PoP.  Latency is defined as round trip time taken by a packet within Vodafone Idea Network excluding last mile access. Latency is measured in seconds. This is calculated by taking an average of latency figures for the SLA measurement period between Vodafone Idea's PoP locations from where Customer has availed of the Service.	See the corrigendum
22.	SECTION II Scope of Work 1) Internet Connectivity. Point no.6	6	While the connectivity provided by the Service provider shall be primary and it is important for the Service provider to deliver the SLAs, in an unlikely event of disruption in SLAs of the Service provider, GSWAN shall be configured in such a way that it works as an alternate connectivity.	Bidder will not be able to manage configuration of GSWAN link since it is configured and managed by other provider. Request CTD to remove the point and manage the GSWAN connectivity / config / maintenance with existing service provider.	The bidder shall have to coordinate with GSWAN vendor for necessary support and configuration.
23.	SECTION II Scope of Work 3) Point to Point Connectivity. Point no.1	6	Point to point connectivity of min 155 Mbps with redundancy required between Ahmedabad HO (DC) and SDC Gandhinagar (Near DR) with FC connects for SAN to SAN replication.	Please clarify, here bidder has to provide 2 different links for redundancy or has to provide single in ring network.	The bidder shall have to provide two different link from different ISP for internet.

24.	SECTION II Scope of Work 3) Point to Point Connectivity. Point no.3	6	The Service provider should provide Point to point connectivity without intervention of any active device in between DC to Near DR site. Customer should be able to increase/decrease the bandwidth depending upon the usage requirement. However, Service provide bidder can optionally provide Digital Leased Circuit (DLC) connectivity matching given SLA requirement.	What is DLC	Clause removed.
25.	New		Please share the complete list of 103 office location and 8 checkpost - Latlong - Complete address with Pincode - Local contact person name & contact no		-
26.	Page 6	Intranet Connectivity	Minimum SLA – uptime shall be of 99.5% for the connectivity provided by SI/Connectivity provider (CP) at all commercial tax offices and check post sites	Request you to please consider the same as 98.5% uptime for spoke locations	<b>No Change</b>
27.	Page 7	Common scope to all the above 3 sub- items of the connectivity	GSWAN connectivity will be used as fall back network. SI/CP needs to configure CPE/routers at all end-point locations. GSWAN shall provide connectivity with required equipment's to achieve fail-over to GSWAN in case of failure of MPLS VPN provided by SI/CP.	Request you to please help remove this clause as router is not been provided by bidder and its management is not under bidder scope.	The bidder shall have to coordinate with GSWAN vendor for necessary support and configuration.
28.	Page 7	Common scope to all the above 3 sub- items of the connectivity	SI is expected to do a complete site survey for feasibility for positioning of the terminating equipment	Request you to please help share the detailed address along with contact details	-
29.	Page 11	SLA & Penalty Clause	The Service Window for GUJ-VATIS Application at DC, NDR and check posts– 24 hrs x 7 Days ; for other locations – Com. tax department working hours (8 AM TO 12 PM )	as the spoke location will be connected on RF last mile , any downcall in late evening hours should be excluded from penalty due to constraint of working on BTS .	As per RFP.