

**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.	Request to Change / Suggestion	Final Clarification																
1.	<p>This is further to inform you that as per the tender terms in Point to Point Link the Latency required should be below 5 ms. The penalty for breach is as per the below table is very high.</p> <ul style="list-style-type: none"> <li><b>Latency and packet loss Penalty</b></li> </ul> <p>In case of average Latency in the quarter for the link falls above the guaranteed level, CTD will impose the penalty as below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S/N</th> <th style="text-align: center;">Network Segment</th> <th style="text-align: center;">Threshold</th> <th style="text-align: center;">Penalty</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Latency</td> <td style="text-align: center;">&gt;50 ms</td> <td>Rs. 2000 per link per day beyond agreed quarterly down time or Part thereof</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Latency for Point to Point internet</td> <td style="text-align: center;">&gt;5 ms</td> <td>Rs. 1000 per link per day beyond agreed quarterly down time or Part thereof</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Packet Loss</td> <td style="text-align: center;">&gt;1%</td> <td>If the Packet Loss is not resolved within 6 Hour, Rs.100 per instance per Hour or part thereof</td> </tr> </tbody> </table> <p>Hence we request the Department to consider our request of 30 ms latency for each Point to Point link instead of 5 ms, which is applicable for only one link. Latency and Packet Loss is depend on Network of each Telecom operator. As per our understanding the applications which the Department will use will work on 20ms latency.</p>	S/N	Network Segment	Threshold	Penalty	1	Latency	>50 ms	Rs. 2000 per link per day beyond agreed quarterly down time or Part thereof	2	Latency for Point to Point internet	>5 ms	Rs. 1000 per link per day beyond agreed quarterly down time or Part thereof	3.	Packet Loss	>1%	If the Packet Loss is not resolved within 6 Hour, Rs.100 per instance per Hour or part thereof	No change. As per RFP
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2.	<p>Though as per the corrigendum <b>“for calculating three years contract period and date, the project go-live date will be the date when 90% of ordered link are commissioned”</b>, we assume that the billing of the project will start post-delivery of 90% link, however we will be able to bill the link delivered from the date of individual link delivery date. Request you to please provide confirmation on the same.</p>	Accepted																
3.	<p>The required 99.5% uptime is for DC &amp; DR locations only. For rest of the locations uptime will be 99.0% please provide confirmation on the same.</p>	No change. As per RFP																
4.	<p>We request you to change the latency parameter to less or equal to 120ms for MPLS. And less or equal to 15ms for NLD</p>	No change. As per RFP																