

Response to Pre-bid Queries

Bid for fixing of rates of Postpaid Mobile Phone Services for Government Dignitaries and Officials on behalf of General Administration Department, Government of Gujarat. Tender No. HWT130422631

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No. 4, 3-Part III, financial bid section – I – Basic Rate Schedule	Monthly Charges (Monthly rental per postpaid connection (Total Free Calls) – Rs. 150	We request Department to increase current base rental from 150 to 299/-	No change, as per RFP
2	Page No. 5, 3- Part III, financial bid section – III – Data Plan	4G data pack (30 GB free per month) – Rs. 100 4G data pack (60 GB free per month) – Rs. 250 4G data pack (Unlimited data download) – Rs. 500	We request Department to increase current proposed data plan rental to below rentals. 4G data pack (30 GB free per month) – Rs. 200 4G data pack (60 GB free per month) – Rs. 400 4G data pack (Unlimited data download) – Rs. 1599	No change, as per RFP
3	Page No. 4, III Optional services – A : ISD services	ISD rates are mentioned for different countries	We request department to exclude ISD rates from overall discounting.	No change, as per RFP
4	Page No. 9 and 10, Annexure 1 – point 1, 2, 4, 7, 8, 9, 10.	Multiple parameters have got marking pattern which has more than "1" point -	We request department to have a re look at the same and revise with uniformed marking of difference points to have parity on technical scoring. i.e. point 1 – Highest – 10, second – 9, third – 8, fourth, 7.	See the change in the revised bid document
5	Page No. 5/ B : Data plan	As per RFP - there is a difference in commercials of 3G data pack and 4G data pack	We request department to make commercials of data packs equal for 3G and 4G.	No change, as per RFP
6	Page No. 8/Terms and conditions – Point 20	As per RFP - service provider will have to install 2 PRI / SIP trunk at Sachivalaya for internal calling.	We request department to keep separate rental for PRI/SIP services and also should be brought under fair usage policy and ceiling of calling on monthly basis.	No change, as per RFP
7	Page No. 9/ Annexure 1 – Point 3	Total 3G sites in Gujarat	We propose department to remove this clause.	No change, as per RFP
8	Additional	Additional	We request department to consider national network footprint also as one of the parameter.	No change, as per RFP

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9	Page No. 9/ Annexure 1 – technical scoring	technical scoring	We propose department to out equal or more weightage on 2G sites as a part of evaluation like 4G sites parameters.	No change, as per RFP
10	Page no 3 and 4, Base Rate Schedule. 1 . Basic Services	Basic Services Base Rate Monthly Charges - Rs 150	Request the Govt increase the base rate of Rs 400 as per the market rate for postpaid services	No change, as per RFP
11	Page no 5, Base Rate Schedule. Data Plan	4 G data pack 30GB, 4 G data pack 60 GB, 4 G data pack unlimited	Rs 200 Rs 400 Rs 800	No change, as per RFP
12	Page no 9/ Annexure - 1	Technical Scoring Sheet Sr No 4 - 4G Sites in Gujarat : Points 15	We request the Govt to remove this as a seperate parameter carrying high weightage of 15 points. As 4 G sites are already covered in point no 1 and 2 with a weightage of 20 points. This point with a high weightage of 15 points gives unfair advantage to a particular Service Provider who has more number of 4G sites as compared to other Service Providers.	See the change in the revised bid document
13	Page no 9 and 10/Annexure - 1	ANNEXURE - 1 (Technical Scoring Sheet) Sr No 4 / Sr No 8 / Sr no 9 / Sr No 10 -	Request the Govt to correct the scoring methodology and make it consistent. The Scoring Methodology for parameter with 15 points is inconsistent. Highest-15, Second- 12 , Third - 9 , Fourth - 6 for Sr No 4 . For other Parameters with a score of 15 Points (Sr No 8, 9, 10) the Scoring Methodology is - Highest-15, Secdond- 13 , Third - 11 , Fourth - 9 , Fifth - 7. Request the Govt to correct it to make it consistent as follows- Highest-15, Secdond- 13 , Third - 11 , Fourth - 9 , Fifth - 7 for all parameters carrying 5 points	See the change in the revised bid document
14	Page no 9 and 10/ Annexure - 1	ANNEXURE - 1 (Technical Scoring Sheet) Sr No 3 / Sr No 6 / Sr No 7	Request the Govt to correct the scoring methodology and make it consistent. The Scoring Methodology for parameter with 5 points is inconsistent. Highest-5, Second- 3 , Third - 1 for Sr No 7 . For all other Parameters with a score of 5 Points (Sr No 3, 6) the Scoring Methodology is - Highest-5, Secdond- , Third - 3 , Fourth - 2 , Fifth - 1. Request the Govt to correct it to make it consistent as follows - Highest- 5, Second- 4 , Third - 3 , Fourth - 2 , Fifth - 1 for all parameters	See the change in the revised bid document
15	Page no 9 and 10/ Annexure - 1	Additional	We request the Govt to keep a separate parameter for 2G towers in Gujarat with a weightage of 10 points. Currently 15-20% of the industries Postpaid users use 2G hansdet. It is critical to keep the interest of these 2G users in this tender.	No change, as per RFP

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16	Additional	Additional	<p>We request the Govt to keep Total Spectrum Holding in Gujarat as a separate parameter.</p> <ul style="list-style-type: none"> • Spectrum is the basic raw material which Service Provider buys from the Govt to operate telecom services • Higher spectrum also allows operators to offer quality of service of voice & data and hence improved customer experience • Allows more customers to be served for higher data consumption (high GBs of data) per customer. Some customers may need UNLIMITED data which is impossible to provide with limited spectrum • Vodafone Idea in Gujarat is having largest 4G spectrum amongst all operators in Gujarat <ul style="list-style-type: none"> • With the current holdings of spectrum, Vodafone Ideas single site capacity is 1160 GB <ul style="list-style-type: none"> • Vodafone Idea has 20% more capacity per site due to higher spectrum holding • Our 4G network is planned based on 1800 MHz coverage -Low frequency band provide wider coverage compare to higher frequency bands <p>Free Space Path Loss : Telecom networks are designed considering free space path loss which is calculated as per the standard formula.</p> <ul style="list-style-type: none"> •Every Service provider designs their network and calculates the total number of sites considering the frequency of the bandwidth they possess (e.g 850/900 , 1800 , 2100 , 2300 , 2500 Mhz) •Therefore a Service Provider with higher number of sites in Gujarat may not be superior to a Service Provider with lesser number of sites. 	See the change in the revised bid document
17	Page no 10/ Annexure - 1	ANNEXURE - 1 (Technical Scoring Sheet) Sr No 8 / Sr no 9 / Sr No 10 -	Request the Govt to give full points/marks to all Service Providers if they are above the TRAI - Benchmark. All service providers are much above the TRAI Benchmark and there is a very small difference in the scores for e.g 99.43% and 99.45% This difference does not impact the Services to the Govt but has an impact on Commercial Working. Earlier there were 12 Service Providers and there could be Service Providers who were below TRAI Benchmark, but now there are only 4 Service Providers who are much above the TRAI Benchmark. All Service Providers who are above the TRAI Benchmark should be awarded 15 points for each parameter.	No change, as per RFP
18	Page no 1	BID Submission Date	Requesting Department to extend the Bid submission date to 6th June	We have extended the last date of bid submission up to 23.08.2022
19	Page no 3 and Annexure -1 on page no 9/ Technical Score	Nos. of BTS in cities / town (Above 10,000 population) (Please attach list).(Please indicate the no. of towers separately if they are operated on different frequency band)	Request the Department to share the list of Towns in excel sheet with population ABOVE 10,000 so that all Service Providers can give details as per same no of Towns only.	No change, as per RFP
20	Page no 3 and Annexure -1 on page no 9/ Technical Score	Nos. of BTS in villages (Below 10,000 population) (Please attach list).(Please indicate the no. of towers separately if they are operated on different frequency band)	Request the Department to share the list of Towns in excel sheet with population BELOW 10,000 so that all Service Providers can give details as per same no of Towns only.	No change, as per RFP
21	Page No. 6	If tendering authority desires to negotiate then it will negotiate with only the bidder with the highest overall score (Bn	Requesting Department to confirm on there expectation on Negotiation	No change, as per RFP

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22	Page No. 7/ Terms and Conditions/ point no. 3	The Tariff plan can be changed & the rates can be revised with mutual consent.	Requesting Department to confirm under what circumstances rates will be revised	No change, as per RFP
23	Page No. 8/ Terms and Conditions/ point no. 20	Bidder will install at least two PRI/SIP trunk if Required by Govt	As per the tender all voice call are free. Please elaborate why the Govt requires PRI/SIP at SICN. Service Provider can make capex investment to connect to The SICN. However monthly rent / charges will have to be borne by the Govt as operational charges. Request the Govt to have a seperate Tender for this service as this is not a Postpaid Mobile Phone Service.	As per above
24	Additional	Additional	Will the Department allow the L-2 Bidder to match the rates of L- 1 Bidder and offer the rates to all Govt Departments	No change, as per RFP
25	Additional	Additional	International Roaming Tie - Ups parameter - 10 Points: We request the Govt to consider International Roaming Tie Ups for Service Provider as International Roaming is a service used by Govt Officials. This is an expensive service therefore if the Service provider has more Tie-Ups they can offer unlimited usage IR Packs to the Govt. The Govt could save a lot of money through better International Roaming Services.	No change, as per RFP
26	Additional	Additional	Total Spectrum Huldng in Gujarat: We reiterate the point on Spectrum Holding and request the Govt to please consider Spectrum Holding as a parameter because it has been technoligacally proven that 1800 Mhz is the best spectrum for 4G services. It allows efficient use of BTS enabling better coverage and higher data usage.	As per above
27	Additional	Additional	AS discussed during the pre-bid meeting and as per our representations we request the Govt to remove VoLTE from this parameter so that justice can be done to 2G customers. It is suggested because you have already given separate parameters for 4G. Accordingly 10 Points should be allocated to 4G and 10 Points should be allocated to 2G. As already discussed we have 15 to 20% of customers using 2G	No change, as per RFP
28	Pg 3-2. Part II: (Eligibility and Technical section)	a) Nos. of Towers in cities / town (Above 10,000 population) (Please attach list) b) Nos. of Towers in villages (Below 10,000 population) (Please attach list).(Please indicate the no. of towers separately if they are operated on different frequency band)	We request to consider Self Declaration of BTS summary along with the frequency band of operations, for total BTS operational in Gujarat. We request Tarang portal (DoT)/EMF Self Certified Data to be considered for this criteria as on 15th April 2022. Please confirm	See the change in the revised bid document
29	Pg 3-2. Part II: (Eligibility and Technical section)	No. of Post Paid Customer Service Center / Touch Points in Gujarat (No. of centers with list offering services of Post Paid payments, MNP, SIM related services, New Connection, VAS, Service Requests, etc.	We request GIL-GoG to consider only TSP owned customer centers touch point for the purpose of evaluation of this criteria. This will ensure quality of Service to be maintained uniformly across all locations in Gujarat	No change, as per RFP
30	Page No. 4, Rate for Services:	Beyond Free Limit- (a) Free SMS (Local) per month- Nos 3000 mentioend	We understand that you are looking for up to 100 /SMS per day (i.e max 3000 SMS in a month) in the base plan and then under this category, bidder need to quote for charges per SMS beyond free limit. If the understanding is correct, pls ammend the clause with separate rows for "Free SMS local under base plan with up to 100 SMS/day withup to 3000 SMS /month" and "Per SMS charges (local) Beyond Free limit"	See the change in the revised bid document
31	Page No. 4, Rate for Services:	Beyond Free Limit- (b) SMS – International- Rs 5.00	Is this the rate for per SMS charges for International SMS? If yes, please ammend the clause to "Per SMS - International". AND remove "Beyond Free limit" clause mentioned on the left of this text. There is no free SMS limit for International SMS.	See the change in the revised bid document

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32	Pg 4, SI N05, Rate for Services:,	(viii) VMS (Voice Mail Services)	With free CUG calling and lowest data rates in the world, this feature is not relevant any longer and therefore, requested to pls delete the clause.	No change, as per RFP
33	Pg 4 III.Optional Services: A: ISD Services:	ISD rates for other countries	We request you to kindly remove III.Optional Services: A: ISD Services rate from the discount/premium rate calculation and price discovery. 1. As specified in the document, the discount/premium rate (% figure) to be quoted against the base rate to be uniform across I to III services. Service I- basic services, II- Common services and III – Optional Services (ISD and Data Plans). a. It means, Discount on monthly rental (plan, Data plans) and ISD rate per min should be same. This condition will limit the ability to quote competitively. b. Providing one uniform discount rate and uniform rate at country level is NOT possible. Also across countries i.e for example – for US, Canada the discount which operator can offer vs Gulf countries would vary significantly	No change, as per RFP
34	Pg 5 B: Data Plan:	SI NO 8, A, B and C (3G rates)	We request you to please delete the 3G Traiff option as 3G Services are already withdrawn or in process of getting withdrawn by all TSP. Same may be excluded from Evaluation and if being retained, rates for 3G should not be benchmarked to 4G Rates, as 3G is a inferior technology.	No change, as per RFP
35	Pg 5 B: Data Plan:	If any bidder providing 4G data plan instead of 3G data plan. then it is acceptable, in such case the base rate for 3G data plan will be applicable for 4G data plan	All TSPs have formally annouced withdrawal of 3G Services in India. In view of the same, expecting to receive an offer on 3G Rates will not help GIL-GoG avail 3G Services. Further in the interest of providing Level playing field and maintaining parity among all TSPs for this tender, we request GIL-GoG to completely delete all offers requested for 3G Services.	Please read as below: Bidder can provide 4G/3G connectivity data plans as per his availability & the same is acceptable.
36	Pg 5 B: Data Plan:	E. 4 G Data pack (60 GB FREE) +ABOVE DATA USAGE AT 2 G Speed rollover up to 1 month.	We understand that 2G speed will be considered as upto 64 Kbps. Please confirm	No change, as per RFP
37	Pg 5 B: Data Plan:	F. 4 G Data pack (unlimited data download)	For 4G high speed internet connections, we request to allow keeping reasonably high fair usage limit for the unlimited data pack ask. Recommended to keep the FUP @150Gb/month limit (10X of Avg. consumption), since the Avg. Data consumption in India today is approx. 15Gb/month.	No change, as per RFP
38	Pg 6, Financial Offer Schedule:(60% weightage)	2. Only Single Rate Quote, Which will apply uniformly against all services mentioned at I to III services against base rate schedule. More than one rate quote or differential quote for different services or conditional quotes will not be accepted and will lead to disqualification.	We request you to kindly remove III.Optional Services: A: ISD Services rate from the discount/premium rate calculation and price discovery. 1. As specified in the document, the discount/premium rate (% figure) to be quoted against the base rate to be uniform across I to III services. Service I- basic services, II- Common services and III – Optional Services (ISD and Data Plans). a. It means, Discount on monthly rental (plan, Data plans) and ISD rate per min should be same. This condition will limit the ability to quote competitively. b. Providing one uniform discount rate and uniform rate at country level is NOT possible. Also across countries i.e for example – for US, Canada the discount which operator can offer vs Gulf countries would vary significantly	No change, as per RFP
39	Pg 6	For Financial Score: Fn = Fb / Fmax * 100 Fb = Value as arrived at in para-4 above	May please calrify the reference to para-4 in RFP and page no?	Please read as below: Fb = Value arrived from the financial offer

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40	Pg 8, Sec 19. Quality of Coverage	<p>1. Bidder will install additional Base Transceiver Station (BTS) wherever required for overall coverage improvement in the state.</p> <p>2. Bidder will daily monitor the congestion on each Base Transceiver Station (BTS). If any BTS is found overloaded, additional outdoor BTS will be installed with 15 days as per requirement.</p>	<p>1. Bidder will install additional BTS if the need arises and GoG / respective Dept. would provide necessary support to enable instillation of the new Network Infrastructure.</p> <p>2. BTS utilization is measured as network feature periodically. Based on higher congestion site optimization and augmentation is done. However, some augmentation and approval for new network infrastructure is also subject to approvals from relevant authorities. Once approval is received, immediate action will be taken by us to augment, if and wherever necessary</p>	No change, as per RFP
41	Pg 8, Sec 19	20. Bidder will install at least two PRI line/ SIP trunk if required by Govt, with facility for minimum 30 simultaneous connections for Sachivalaya Integrated Communication Network (SICN) at his own cost, if he doesn't already have one. So that all outgoing traffic through SICN should not cause added cost burden in form of inter connecting or carrier charges.	We understand that bidder will only provide the PRI lines/ SIP trunk with 30 simultaneous channels. Necessary infrastructure required for termination of the 30 Voice Channels and other hardware equipment will be under GIL-GoG scope. Please confirm.	No change, as per RFP
42	Pg 8	18. Customer Care and Helpline: Bidder will nominate a Dedicated Service Manager for customer care and Helpline facilities, which would be available 24 hours during the entire agreement period.	Please confirm is GIL-GoG will provide necessary space and desk to the Service Manager at GoG location OR we have to make own arrangement ?	You have to make your own arrangement.
43	Annexure- I Technical Scoring Sheet (To calculate Tb) - 3G Sites in Gujarat)	3G Sites in Gujarat	<p>We request you to delete the 3G Sites Technical Score Criteria as 3G Services are already withdrawn or in process of getting withdrawn by all TSPs.</p> <p>All TSPs have formally announced withdrawal of 3G Services in India. In view of the same, request you to delete the 3G Sites Technical Score Criteria.</p> <p>Further in the interest of providing Level playing field and maintaining parity among all TSPs for this tender, we request GIL-GoG to completely delete this 3G Sites Technical Score Criteria.</p>	No change, as per RFP
44	Annexure- I Technical Scoring Sheet (To calculate Tb) - 2G or Edge / VoLTE Gujarat (Town-Village name- Yes/No)	Of 18,812, total number of villages covered:	Request to please share the list of 18,812 villages against which we are expected to share the network coverage response and details. This would ensure there is no discrepancy between the expected inputs	No change, as per RFP
45	Annexure- I Technical Scoring Sheet (To calculate Tb)- Total GSM/VoLTE subscribers (base in Gujarat)	Total GSM Subscriber base in Gujarat. (please provide latest TRAI Report to support)	Request you to kind amend format in Annexure- I in line with the RFP clause to be submitted as part of technical submission: Total GSM/VoLTE Subscriber base in Gujarat. (please provide latest TRAI Report to support)	Please read as below: Total GSM/VoLTE Subscriber base in Gujarat
46	Billing	Billing Cycle: Monthly	We assume the monthly Billing cycle and payemnt refers to payment within 30 days post bill generation. Please confirm ?	yes
47	Terms and Conditions Clause 8 Page 7	In case of termination, the service provider shall continue to provide services till the alternate arrangements are made	It is assumed, that GIL-GoG will continue to make payments till the services are being provided by TSP and till alternate arrangements are made. Please confirm?	yes

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48	Additional	Additional	<p>The tender has been published by M/s GIL fixing of rates of Postpaid Mobile Phone Services for Government Dignitaries and Officials on behalf of General Administration Department, Government of Gujarat" vide Bid Number HWT130422631.</p> <p>In this regard, an O.M. has been issued from the Department of Telecommunication for the mandatory utilization of the BSNL/MTNL Network and the same was endorsed by the Dept. of Science and Technology, Govt. of Gujarat. (Letter attached herewith)</p> <p>Moreover, BSNL is 100 % Govt of India enterprise and at presently operates on the 3G services widely and processing for the full-fledged roll out of 4G services shortly Hence It is requested to consider 3G services of the BSNL for your requirement.</p> <p>In view of the above, it is requested to consider the above matter for the Bid HWT130422631 for the mandatory utilization of the BSNL/MTNL Network.</p>	No change, as per RFP