

**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 HWT 021122634**

Sr. No.	Tender Reference	Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Tender Description		
1	Basic Services Base Rate Monthly Charges - Rs 150	Request the Govt to continue with base rate of Rs 150 and consider minor increase in Data Pack rates as below	No Change as per RFP
2	4 G data pack 30GB - Rs 100	Increase data pack rate to Rs 150	No Change as per RFP
3	4 G data pack 60 GB - Rs 250	Increase data pack rate Rs 300	No Change as per RFP
4	4 G data pack unlimited - Rs 500	Request the Govt to consider the fair usage policy and cap the 4G data pack to 200GB this will prevent misuse and help provide better network experience	No Change as per RFP
5	Whenever 5G Technology is rolled out / implemented the bidder has to provide 5G Services immediately at the same / finalized rate of 4G services in the bid	Unlimited 5G cannot be offered as all Service Providers have bought 5G spectrum from the Govt of India at a huge cost. No unlimited data plan can be offered considering high fixed and variable cost.	No Change as per RFP
6	Sr No -1 , 2 , 3 - No of antenna above 10,000 population , below 10,000 population , 4G Sites	40 points have been allocated to 4G sites in Gujarat in three parameters, the weightage should be reviewed as only one TSP operates only 4G. Coverage in Gujarat has been adequately covered in Sr No - 5 - 2G or EDGE or VoLTE coverage in Gujarat. Excessive weightage to 4G will disqualify Govt owned service provider BSNL and create a big gap in technical scores for VIL and Airtel leading to non-competitive commercial offer defeating the purpose of the tender and the Department may not derive the best rate/cost.	No Change as per RFP
7	Sr No - 4 Total Spectrum purchased by service provider.	We request the Govt not to consider 5G spectrum in this technical bid as 5G spectrum is not yet commercially deployed. Its relevance keeping in mind that substantial population of current mobile user does not even have 3G/4G compliant handsets. Allocating sizeable points in technical evaluation for 5G which is more expensive may convey the message of elite class focus rather than masses. Unless the Govt of Gujarat is planning to provide free / subsidized handset ranging between 10,000 to 15,000 per handset.	No Change as per RFP
8	2G Sites in Gujarat. Considering the criticality a separate point for evaluation to be allocated.	Currently 15-20% of the Population still uses 2G handset. It is critical to keep the interest of these 2G users in this tender. There are 80,000 Govt users who still use 2G handsets. We request the Govt to allocate 10 points to 2G antenna / sites	No Change as per RFP
9	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) A self-declared data will be validated with the latest data available on National EMF Portal Site NEP Portal	No Govt authorized agency has provided data for verification against each telecom service provider. We request GIL to have a live demo of the NEP portal with all Service Providers so that correct data can be provided for evaluation.	Bidder is responsible to map the NEP data with census data available and give the self-declaration for the same

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10	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) A self-declared data will be validated with the latest data available on National EMF Portal Site NEP Portal	No Govt authorized agency has provided data for verification against each telecom service provider. We request GIL to have a live demo of the NEP portal with all Service Providers so that correct data can be provided for evaluation.	Bidder is responsible to map the NEP data with census data available and give the self-declaration for the same
11	If tendering authority desires to negotiate then it will negotiate with only the bidder with the highest overall score (Bn	In order to draw maximum benefit of commercial offer, serviceable network and users experience GAD may like to empanel top 3 successful bidder subject to L-2 and L-3 matching the final commercial offer of L-1 bidder.	No Change as per RFP
12	Scoring Methodology - Highest scorer gets full marks and other bidders get proportionate marks in relation to the highest scorer	Request the Govt to change this scoring methodology as it gives a big advantage to Reliance JIO and is unfavorable to VIL, Airtel and BSNL. The Technical score gap / difference allows Reliance JIO to win the tender by offering higher rates as compared to VIL, Airtel and BSNL. This is direct loss to the Govt exchequer and Govt Employees. In other words, technical score and normalization is designed in such a manner that JIO would be the only winner by huge margin enabling them to save minimum Rs 42 from the existing rate therefore JIO can ask much higher rate from the existing rate and will still be declared as winner.	No Change as per RFP
13	Total GSM / VoLTE subscribers base in Gujarat ( please provide latest TRAI report to support )	Since this is a Postpaid tender for the Govt Officials the Department should keep postpaid subscriber base as a parameter for evaluation as service requirement for postpaid is different compared to prepaid. Accordingly instead of total subscriber base it should be evaluated as per postpaid base of each TSP.	No Change as per RFP
14	No of customer care service centers in Gujarat	In the current era of digital transformation, Postpaid services are delivered digitally in the shape of mobile apps. We are sure that each and every official can relate to this through their personal experience " how many times they were required to visit any touchpoint / retail store, company owned store etc. " However only for International Roaming activation / deactivation for GoG Officials paid by the Govt an official letter is issued for any desired action and acted upon by the TSP as per the instruction. Accordingly this evaluation parameter should be deleted and the point should be allocated to 2G which is left out due to oversight.	No Change as per RFP
15	Latest published report of TRAI my speed portal will be considered for evaluation	Request GIL to conduct a live demo of the portal for clarity on the format in which data is sought by the Govt. Request GIL to explain how the Upload score and Download score will be calculated. The portal does not have standard inputs its dependent on number of users who use the portal which is different for different service providers.	No Change as per RFP
16	Latest published report of TRAI my speed portal will be considered for evaluation	GIL should keep 2G / 3G upload / download speed as separate parameters because Govt Official require and are also using 2G / 3G services. By not keeping 2G/3G the Govt is clearly favoring Reliance JIO. Request the Govt to please allocate 10 point score for 2G speed.	No Change as per RFP
17	C. 4 G Data pack (unlimited data download)	Request to put upper limit of 4G speed say 100 GB/month.	No Change as per RFP
18	Bidder will install at least two PRI line/ SIP trunks if required by Govt, with the facility for minimum of 30 simultaneous connections for Sachivalaya Integrated Communication Network (SICN) at his own cost	Since the requirement is related to mobility SIMs only, requested to delete the clause as the same is not relevant in SIMs scope.	No Change as per RFP

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19	Note: Whenever 5G Technology is rolled out/implemented, the bidder has to provide the 5G Services immediately at the same/ finalized rate of 4G Services in this bid.	1. Customer handset should be 5G enabled. 5G plans have not been rolled out yet. However, we understand that monthly data at limit will be same as in 4G plans with throttleat 2G speed once the monthly data quota is consumed.	Yes
20	Billing Cycle: Monthly	1.The standard timeframe for accepting payments for JIO is 18 days from the date of submission of invoice. Request Gujarat Informatics to make payments within 18 days from date of invoice 2. Additionally in the absence of payment as per the agreed timelines, Service Provider shall have the right to suspend/terminate services along with levy of penal charges	No Change as per RFP
21	Additional	1. Any conditions regarding termination of contract for default or convenience? 2. Incase of termination of contract by Gujarat Informatics without cause or for convenience, Gujarat Informatics shall be required to pay exit charges (termination convenience fee) to cover for all losses to Service Provider for terminating the contract without cause. Request Gujarat Informatics to revise the clause accordingly.	No Change as per RFP
22	Additional	Request Gujarat Informatics to note that any Liquidated damages or penalties shall be settled in the form of credit note	No Change as per RFP
23	Additional	1. Request Gujarat Informatics to note that Security deposit shall have to be paid for Sim Cards? 2. Incase of lost sim cards charges shall have to be paid to RJIL	No Change as per RFP
24	Additional	Kindly note: 1) In case of Mobility sim connections, we have data rollover facility upto 200 gb per month only. 2) Data rollover can be offered either by Limited Volume based or Limited Period Based. Data rollover for unlimited period is not possible.	No Change as per RFP
25	5. In case of termination, the service provider shall continue to provide services till the alternate arrangements are made. 7. Airtime rates quoted by the service provider should be in accordance with the TRAI Regulations. It is expected that a favorable special package will be offered. 8. In case of downward revision of rates by the Company for the public at large, appropriate downward revision in the special package shall be made. 9. No upward revision in prices shall be allowed except Government taxes & levies as applied and circulated by TRAI during the course of validity of contract	1. The prices varies based on various factors including competitive bidding environments, volumes, terms and conditions of the contract, deliverables, payment credit terms and therefore strictly not comparable to provide price benefits. 2. The termination assistance is not capped to time period and further it should not be applicable in case of forced termination like non payment by the customer.  Request you to please delete clause no. 5,7,8 and 9 of page no. 7	No Change as per RFP

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26	If Selected as service provider, the Bidder should extend the tariff plans as finalized to the organisations mentioned in above item no. 8 & to Govt. employees as well as retired Govt. Officers on individual payment basis and include their mobile connecting the CUG without additional inclusion fees.	As this is going to be specific designed plan for GoG and its organisations, the same will be highly aggressive plans as well. We request department to specify how many IOIP connections should be activated for each Govt employee as part of this offerings	No Change as per RFP
27	Request for extension of bid submission	As currently date of bid submission is 29th november, ee request Department to extend the bid submission timeline by 2-3 weeks post final pre bid response and corrigendum.	Please refer the GIL and n-Procure websites for extedned date
28	Total number of 4G coverage 4G Download Speed / 4G Upload Speed	Recently, the allocation of 4G spectrum to BSNL and roll out of 4G services of BSNL is under process. As BSNL being a 100% Govt. of India Enterprise and promoting the initiative taken by Hon'ble Prime Minister for indigenou equipment for 4G services and is in process of rolling out is underway. In view of above, it is requested to consider the 3G Services along with 4G services	No Change as per RFP