

Response to pre-bid queries

Bid for Secured connectivity for setting up an intercity surveillance network at locations of Police station level, SP/CP office level and Police Bhavan. Gandhinagar level. RFP No: GEM/2023/B/3303825 dated 28-03-2023			
Sr No	Details of Clause	Clarification Sought	GIL/GoG Submission
1	Bidder has to provide secured connectivity (i.e. internet lease line/ MPLS/SDWAN)	Need clarification what do you mean by "Secure" connectivity? Are you looking for bidder to deploy security devices along with Internet OR VPN Connectivity?	Bidder may provide Point to Point / MPLS / SDWAN Connectivity.
2	B. The protocols support required for setting up the necessary configuration for remote viewing, NAT forwarding, port forwarding, NAT configuration, logs/MIS report generation and providing it to CCTV Camera vendor / The Office as and when required.	Please revert whether NAT forwarding, NAT translation is required only for CCTV traffic only OR for users Internet Traffic also?	NAT Forwarding will be configured for CCTV traffic.
3	Cluster-1 Pg 5 - The ISP/The bidder has to ensure security of data/bandwidth. For e.g. this can be achieved through VPN configuration. The bidder shall provide Secured connectivity as per detail provided in below:	Need clarity whether MPLS VPN L3 based connectivity is required in Cluster-1 sites?	Bidder has to review and provide solutions to meet the objective of this RFP.
4	Cluster-2 Pg 5 - The ISP/The bidder has to ensure the security of data/bandwidth. For e.g. this can be achieved through VPN configuration. The bidder shall provide internet lease line as per the detail provided in below:	Need clarity whether Internet Leased Line based connectivity is required in Cluster-2 sites?	Bidder has to review and provide solutions to meet the objective of this RFP.
5	Cluster-3 Pg 6 - The ISP/The bidder has to ensure security of data/bandwidth. For e.g. this can be achieved through VPN configuration. The bidder shall provide internet lease line as per detail provided in below:	Need clarity whether Internet Leased Line based connectivity is required in Cluster-3 sites?	Bidder has to review and provide solutions to meet the objective of this RFP.
6	Cluster-4 Pg 6 - The ISP/The bidder has to ensure security of data/bandwidth. For e.g. this can be achieved through VPN configuration. The bidder shall provide internet lease line as per detail provided in below:	Need clarity whether Internet Leased Line based connectivity is required in Cluster-4 sites?	Bidder has to review and provide solutions to meet the objective of this RFP.
7	Pg 7 - 3. During the implementation, bidder have to ask rack space at nearest network switch of existing LAN.	Need Clarity whether Rack space will be provided by customer at all sites?	Yes
8	Pg 7 - 7. The Secured connectivity should be fully secured and should fulfill the security requirements as per the IT-Act applicable from time to time.	This is very generic clause. IT act does not say about security except for specific URLs blocking in compliance to periodic notifications from DoT. Do you mean URL blocking as per TRAI/DOT regulations towards security requirements for the link?	Bidder has to provide secure connectivity to ensure end to end security of traffic running through bidder's network.
9	Pg 8 - 12. Bidder has to supply, install, commissioning and provide CAMC support and configuration of Router/ network device/CPE/network accessories. Bidder has also to supply necessary hardware like Rack, connector, etc at each locations.	Does it mean that network rack will be supplied by bidder at all locations?	Bidder has to use existing rack available at the site / Rack will be provided by the customer
10	Pg 10 - 16. E-Gujcop should work on proposed internet connectivity	Please note that bidder scope is to provide Internet connectivity. Running any application over the Internet is customer's responsibility. Therefore, please provide details of L4 ports and application level details of this application for bidder to check feasibility at its end.	This link is dedicated to use of Police station CCTV camera system purpose.
11	Pg 10 - 17. The bidder has to terminate link in network switch available at various offices of Home Department. It will be bidder's responsibility that Internet should be available at each computer and it is working.	Bidder's job is to terminate Internet Link at bidder supplied router. Thereafter it is customers' responsibility to connect the link to the switch and configure computers to access the Internet. Bidder will not set up customer computers for Internet working test and operations. Please revert.	This link is dedicated to use of Police station CCTV camera system purpose.

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12	5. Project Implementation: Pg 10 - 3. Bidder will implement the project strictly as per the plan approved by GoG. The bidder shall install and implement the proposed system at such locations as may be selected by GoG within 180 days from the date of purchase order, which will be considered as a 'Kick Off' date.	Does this mean that implementation timeline of the project is within 180 days from PO issue date?	Please read as: The bidder shall install and implement the proposed system at such locations as may be selected by GoG within 120 days in each cluster from the date of the purchase order. Bidder has to complete the task within 120 days with the priority mentioned as per below: City/ District = T + 60 Days, Police Station(urban) = T + 90 days Police station (rural) = T + 120 days. (T= work order date) Further bidder has to complete reinstallation / Shifting within 4 Weeks & bandwidth upgradation within 2 weeks from the date of confirmation letter issued by the office.
13	6. Time Line: pg 11 The selected bidders is required to implement the project within 60 days in each cluster from the date of Purchase order/Work order...	On Pg 10, the implementation timeline mentioned is 180 days. Please revert on following: 1. Implementation timeline of each cluster 2. Implementation timeline of whole project comprising of all four clusters.	As per above,
14	7. Service Level agreement : Pg 12 - SP/CP/Central offices: - More than or up to 99.85% uptime then penalty = 0% of billed value	On pg 10 sl No 15, the SLA uptime mentioned as- "The service provider has to provide uptime as 99.5% for Fiber last mile & 98.5% for RF last mile". Please revert with the required value of link uptime on fiber and RF last mile.	The bidder has to consider the SLA as per clause No. 7. Please see the changes in the corrigendum
15	11. Over and above Bidder have to consider following points: Pg 16 - The Office requires one (1) static IP at each location of Secured connectivity as per site requirement. Further, there may be approx. maximum 5% location (mostly district level office), where we may need 10 or 20 static IPs. The tenderer may ask for such provisioning as per actual site requirement at no additional cost.	Please mention fix number of IPv4 addresses as IPv4 is scarce commodity and nothing is flexible enough to be provided on demand without limit.	As per RFP
16	1. The scope of work will include the following : The protocols support required for setting up the necessary configuration for remote viewing, NAT forwarding, port forwarding, NAT configuration, logs/MIS report generation and providing it to CCTV Camera vendor / The Office as and when required	as a service provider we can bundle the router with internet , NAT/DHCP is part of customer scope to configure in their IP devices, if NAT is required then customer to arrange the SYSLOG server to point out all the IP logs to customer server.	As per RFP
17	2. Architecture - The last mile connectivity i.e. police station Location should be connected through Fiber Cable only. In case Fiber connectivity is not possible then only RF connectivity shall be accepted but the bidder shall not connect through a wireless (RF) link more than 15% of the total last mile. (Type of Media – fiber, 15% Radio (wireless))	if the bandwidth is <=200 Mbps Please consider for RF last mile, To connect the location on fiber for small bandwidth requirement required huge fiber capex , Please consider both RF and fiber last mile.	As per RFP
18	Annexure A, B, C & D	Please share the exact address details which needs to have Door no, street name, area name with Pincode and Lat/long details	Please see the changes in the corrigendum

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19	2. Architecture - Cluster –I connectivity . The ISP/The bidder has to ensure security of data/bandwidth.	as a Service provider we can bundle the router with internet and configure the WAN & LAN IP's apart from this what are all the security options required Please share the exact requirement.	As per RFP
20	Bid Document Bid to RA enabled - Yes RA Qualification Rule - H1-Highest Priced Bid Elimination	We understand Reverse Auction and RA Qualification Rule H1 Bid Elimination will be Cluster wise. RA will be conducted Cluster Wise. Please Clarify	Yes
21	Page 8 - This Bid is governed by the General Terms and Conditions/सामा य िनयम और शत , conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामा य िनयम और शत is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions	Requesting customer to issue clairfiaction in regards to certain clauses of General terms and conditions whcih are not applicable and relevant scope of services under RFP. Also we understand that Service level agrement overrides GTC, however requesting customer to clarify that if any non contradicting or additional terms of General terms and conditions which are not specifically incorporated in Service Level Agreement or which is not relavnat to scope of services shall be construed as not applicable ?	General Terms and conditions applicable to this bid would be applied.
22	Scope of work Page 12 - 7. Service Level agreement	Requesting Customer to please add exclusions to Service Levels as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of RJIL through the process defined by RJIL of a Service Disruption ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company. iii. The failure of Customer's applications, equipment, or facilities including any third party equipment iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Company personnel, v. Customer not providing stable power and the other infrastructure	As per RFP
23	Additional - Documents to be executed by Customer	The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license , in compliance with applicable laws. 2. Customer shall execute documents as may be required for subscribing to the services in compliance with regulatory requirement.	As per RFP

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24	Additional - Limitation of Liability	Requesting customer to cap over liability of bidder to Annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities	As per RFP
25		As per GEM criteria, RJIL is exempted from EMD basis turnover criteria of More than 500 Cr. Please confirm if we will need to submit any EMD towards bidding of any clusters.	EMD exemption will be allowed, as per GeM GTC
25	Scope of work and terms and conditions	Request you to provide the Lat-Long of all the locations. This is essential for doing a feasibility study.	Please see the changes in the corrigendum
26	Page No. 15 10. Payment terms : 5 years of O&M period and regular Quarterly billing cycle will start after commissioning the last link i.e. Go-live of the Network. However, due to technical feasibility issues for connectivity at last mile Police station level office 90% completion of overall last mile locations can be sufficient for considering Go-live and start of O&M period.	Request customer to change the term to give FAT certificate and start the quarterly billing of links site wise or in a lot of 25 sites. For eg. On Completion of first 25 sites, customer to give FAT Certificate and start the billing for the commissioned links	As per RFP
27	Page No. 15 The successful bidder shall raise invoices on quarterly basis at the end of each quarter. Invoices issued shall be payable within 60 days of submission of the same.	The successful bidder shall raise invoices on quarterly basis at the end of each quarter. Invoices issued shall be payable within 30 days of submission of the same.	As per RFP
28	Page No. 7 The last mile connectivity i.e. police station Location should be connected through Fiber Cable only. In case Fiber connectivity is not possible then only RF connectivity shall be accepted but the bidder shall not connect through a wireless (RF) link more than 15% of the total last mile. Type of Media – fiber, 15% Radio (wireless)	We Request customer to restrict the fiber connectivity clause to only DC-DR locations as this will be commercially feasible for both the parties. Bidder will be able to connect more locations and Customer will be able to connect all locations at lower cost with same level of service	As per RFP
29	Page No. 1 Scope of work and terms and conditions	Bidder has to provide secured connectivity (i.e. internet lease line/ MPLS/SDWAN)>>>> we request ADGP to please confirm that these connectivity technology should be separate and different for each cluster.	It may be separate or different, however, it is bidder's responsibility to integrate each cluster for smooth operation
30	Page No. 4 Scope of work and terms and conditions	Bidder have to supply, Install, commissioning required Router/network device/CPE/network accessories & other customer premises equipment and other hardware with each Secured connectivity (internet lease line/MPLS/SDWAN)....>>>>>> we request ADGP to confirm that for SDWAN on premises controller required or cloud controller required.	Controller and all the accessories should be on premise only.

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31	Page No. 7 Scope of work and terms and conditions	The last mile connectivity i.e. police station Location should be connected through Fiber Cable only. In case Fiber connectivity is not possible then only RF connectivity shall be accepted but the bidder shall not connect through a wireless (RF) link more than 15% of the total last mile. (Type of Media – fiber, 15% Radio (wireless))>>>>>> We request ADGP to give permission to deliver 50% sites on RF and Provide the RIGHT OF REFUSAL for non feasible sites.	As per RFP
32	Page No. 8 Scope of work and terms and conditions	13. All the locations listed have to be covered and no exclusion for any location shall be allowed. The successful bidder will have to ensure that all locations are connected within specified time frame and all locations should be technically and commercially feasible.>>>>> we request ADGP to Provide the RIGHT OF REFUSAL for non feasible sites.	As per RFP
33	Page No. 9 - Service Terms	2. The Bidder will have to carry out reinstallation (within 100 meters) of the Local Lead Circuit and related equipment 'Free of Cost, if required. Beyond the 100 meters, it will be treated as a new location provided its outside the respective location/site boundary>>>>> we request ADGP to provide more clarification on this clause.	Pleaser Read as The Bidder will have to carry out reinstallation (within 100 meters) of the Local Lead Circuit and related equipment 'Free of Cost, if required. Beyond the 100 meters, it will be treated as a new location provided its outside the respective location/site boundar. The CAPEX cost will be given for all such links as per rate mentioned in the RFP & reccuring charges will be considered as finalized in the RFP from the date of confirmation of the shifted link
34	Page No. 10 - Service Terms	12. All Router/network device/CPE/network accessories, and Rack shall be covered under comprehensive Maintenance Contract inclusive of all type of spares. No extra payment towards this additional spares will be given.>>>>> we request ADGP to confrm the quantity of spares.	As per RFP
35	Page No. 11 - Time Line:	Time line for Project implementation at all locations : The selected bidders is required to implement the project within 60 days in each cluster from the date of Purchase order/Work order issued by the office as per scope of work defined in this RFP. Any delay in Implementation, the necessary penalty will be levied as defined in the RFP.>>>>>>>>we request ADGP to to extend the time line from 60 days to 120 days for delivery as hardware delivery is required.	As per above,

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36	Page No. 13 - Penalty Clause	The maximum Liquidated damages would be limited to 10% of the total Implementation cost of PRICE BID as per above and also the Service Provider will be paid only from the date of actual commissioning of the link.>>> We request ADGP to reduce the LD from 10% to 5 %.	As per RFP
37	Page No. 14 - Payment Terms:	we request customer to provide the clarification on this as mention here that the payment has been made quarterly except capex but customer has requested router with link. please confirm. if router requirement is there then we request customer to change the payment terms to 80 % on delivery of hard ware and 20% on installation.	As per RFP
38	General : SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Power and earthing has to be covered up by bidder. Water seepage or stolen would be exempted from SLA. Access and local contact not available will be exempted. Further for all the beyond control and above scenarios for which exception has been given, bidder has to submit documentary evidence on which exemption will be given.
39	General : Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work	As per RFP
40	General : Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Bidder has to use existing rack available at the site / Rack will be provided by the customer
41	General : Network equipment safety	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	The Goods supplied & installed under this Contract (All the items covered under BoQ of the RFP) shall be fully insured by the selected bidder, against any loss or damage at the Tenderer's designated location for the entire contract period. The insurance taken should cover risks such as flood, theft, fire, earthquake, and cyclone

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42	General : Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	As per RFP
43	Page No 4, Scope of Work document : Bidder have to supply, Install, commissioning required Router/network device/CPE/network accessories & other customer premises equipment and other hardware with each Secured connectivity (internet lease line/MPLS/SDWAN).	Please confirm whether CPE need to be provided by the bidder or it will be supplied by the client?	As per RFP
44	Page No 7, Point No 2 : Any extra material/ quantity required for the project execution shall be supplied and deployed by the bidder at no extra cost to Office of the ADGP (TS). Rack space will be provided by Police station/The Office.	It's an open ended clause, please specify the material/quantity.	As per RFP
45	Eligibility Criteria Page 1 : Three orders each executed for similar item(such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed value is not less than the amount equal to 30% of the estimated cost.(i.e Rs. 6 Crores)	Request you to ammend it as - Three orders each executed for similar item(such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed at least 100 links.	As per RFP
46	EMD : Earnest Money Deposit (EMD) Bidder has to provide separate EMD for each cluster bidder wants to bid for	Is it possible to have single EMD for all Clusters & can the value be reduced to 5 lacs?	No
47	Eligibility Criteria Page 1 : Years of Past Experience required The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year	Request you to accept the experieice of services provided by Bidders to Private Established Organizations also instead of limiting only to Govt / PSUs. Request you to not restrict the order copies for each financial year, instead allow bidders to submit order copies within last 5 financial years.	As per RFP
48	Specification : Latency within India - Less than 60 ms	Request to ammend as Latency within India- Tier 1 cities <= 70 ms , Tier 2 <=cities 90 ms, Tier 3 <= 110 ms	As per RFP
49	Scope of Work : 13. All the locations listed have to be covered and no exclusion for any location shall be allowed. The successful bidder will have to ensure that all locations are connected within specified time frame and all locations should be technically and commercially feasible.	Need relaxation in this clause since it practically not possible for any single telecom operator to be present @ each location	As per RFP
50	Scope of Work : The Bidder will be solely responsible for all liaison work, ROW permissions, statutory and regulatory approvals, project requirements/submission of payments, follow up etc. during project planning, execution, and tenure of contract.	Request Authorities to help bidder for Waiver of ROW cost	As per RFP

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51	<p>Page 11, 4. Service Terms : 13. The Bidder shall provide repair and maintenance service, in response to oral, including telephone, notice by The Office and such services should be available for a period of 10 hours from 10 a.m. to 8 p.m. on all working days. However, due to any reason if the offices will remain open on any public holiday then the bidder has to provide service on the request of The Office.</p> <p>SLA shall be calculated on the base of availability of links from 10:00 AM to 8:00 PM. Any complain raised between 8:00 PM to 10:00 AM shall be considered under exclusion till 10:00 AM. However, in case of emergency bidder have to provide necessary service during night time.</p>	<p>Bidder has an established Service Management Desk & the priority is given to the resolution of every trouble ticket raised by customer through Bidder's Service Management Desk. hence Oral notices shall be out of scope of bidder.</p> <p>SLA will be calculated from the time when customer logs in the ticket to Bidder's contact centres and downtime will be calculated from opening the TT time to resolution time</p> <p>Request Acceptance</p>	As per RFP
52	<p>4Page 11, . Service Terms : 10. In the event of the delay in delivery of contracted services or services is not satisfactory the GoG may procure goods from else ware as prescribed in bid and Bidder shall be liable without limitations for the difference between the cost of such substitution and the price set forth in the contract for the goods involved i.e. at the risk and cost of the Bidder.</p>	<p>This clause is very vague.. Need clarity on circumstances. It should be ideally treated for situations or reasons attributable to the Bidder only.</p> <p>GOG should also intimate the Bidder about the fault and also give some time to rectify the fault rather than taking any stern action as mentioned in the said clause</p>	As per RFP
53	<p>Page No 12,13. 6. Time Line & 9. Penalty Clause :</p>	<p>Any delay which is not attributable to the Bidder shall not be considered for this penalty</p> <p>No penalty shall be applicable, but not limited to following reasons attributable to GoG-</p> <ol style="list-style-type: none"> 1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Permission for installing the Fiber & Ethernet device inside server room, Delay in getting the In building permission 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. Permission not available. 5. Force Majeure Situation like (Flood, Riots, Political Instability, Bandh, Terrorist attack, Pandemic, Epidemic situation etc) 	Please refer Sr. No. 38
54	<p>Page 14, 10. Payment Terms: 10. Payment Terms: Bidder may consider the one time CAPEX cost per link as per following: 1. One time CAPEX cost at each Police station will be Rs. 30,000/- (all inclusive with tax) (Per link per Police station) 2. One time CAPEX cost at each SP office will be Rs. 25,000/-(all inclusive with tax) (Per link per SP office level) 3. One time CAPEX cost at Central level/Police Bhavan will be Rs. 25,000/- (all inclusive with tax)</p>	<p>OTC is normally decided on various components such as Distance, Expenses incurred to connect etc. it cannot be capped.</p> <p>Jayant pls check</p>	As per RFP

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55	Page 2, point No 9 : The Bidder will have to carry out reinstallation (within 100 meters) of the Local Lead Circuit and related equipment 'Free of Cost, if required. Beyond the 100 meters, it will be treated as a new location provided its outside the respective location/site boundary	Shifting will be subject to feasibility only.	As per above,
56	Page 10, Point 17 : it will be bidder's responsibility that Internet should be available at each computer and it is working	Bidder's scope is till WAN part of connectivity.	This is dedicated connectivity for Police CCTV camera system(CCTV, NMS, server access etc.)
57	Page 10, Point 19 : TENDERER/The Office wishes to withdraw/terminate a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the location within 1 month, no charges shall be paid beyond the 1 month Duration	If links are getting disconnected than ETC will be applicable.	As per RFP
58	Annexure A : List of Police Stations	Request you to provide lat-long and proper address of the Police Stations.	As per above,
59	Page-2, Eligibility Criteria for the bidder: 2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year	Kindly consider past experience of 7-years (due to Covid-19 impact) Kindly also consider group company Experience	As per RFP
60	Page - 7, Architecture Point - 6: The last mile connectivity i.e. police station Location should be connected through Fiber Cable only. In case Fiber connectivity is not possible then only RF connectivity shall be accepted but the bidder shall not connect through a wireless (RF) link more than 15% of the total last mile. (Type of Media – fiber, 15% Radio (wireless))	Kindly allow RF link upto 35% considering very remote locations.	As per RFP
61	Page - 7, Architecture Point - 6: 8. Bidder has to supply, install, commissioning and provide CAMC support and configuration of Router/network device/ CPE/network accessories. Bidder has also to supply necessary hardware <u>like Rack, connector, etc</u> at each locations.	As per Point -no.2 on page-no-7, for Architecture "Rack space will be provided by tenderer" - Kindly confirm.	Bidder has to use existing rack available at the site / Rack will be provided by the customer
62	Page-8, Network Monitoring: The bidder should have state-of-art Network management center for troubleshooting round the clock to ensure uninterrupted services. This NOC should be manned by technical staff (24X7) and have call logging and escalation procedures.	Kindly confirm regarding man-power deployment at tenderer end.	In order to effectively manage the daily complaint and maintain a smooth and efficient routing of tasks, it has become necessary for us to require the presence of at least one designated agency person at the Police Bhavan, Gandhinagar, office (only for office hours). However, the bidder has to ensure technical staff (24X7) and have call logging and escalation procedures at the bidder end.

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63	Page-12, Service Terms Point-19: 19. In case, the office will avail the facility from GFGNL/Bharat net for connectivity, then whenever the TENDERER/The Office wishes to withdraw/terminate a link, a written intimation will be placed with the selected bidder. Bidder is required to withdraw services at the location within 1 month, no charges shall be paid beyond the 1 month Duration.	Kindly consider notice period of at least 3-to-6_month instead of 1-month.	As per RFP
64	Page-10, Project Implementation: Bidder will implement the project strictly as per the plan approved by GoG. The bidder shall install and implement the proposed system at such locations as may be selected by GoG within 180 days from the date of purchase order, which will be considered as a 'Kick Off' date. The bidder will have to complete provisional Acceptance Test of the equipment to the satisfaction of GoG. This period may be extended depending upon the fulfillment of Conditions Precedent.	Kindly clarify number of days for Implementation of project.	As per above,
65	Page-12, Time-Line: o Time line for Project implementation at all locations : The selected bidders is required to implement the project within 60 days in each cluster from the date of Purchase order/Work order issued by the office as per scope of work defined in this RFP. Any delay in Implementation, the necessary penalty will be levied as defined in the RFP.	Kindly clarify number of days for Implementation of project.	As per above,
66	Page-13, Penalty Clause A. Penalties for Delay in Implementation: 3. The maximum Liquidated damages would be limited to 10% of the total Implementation cost of PRICE BID as per above and also the Service Provider will be paid only from the date of actual commissioning of the link. The damages would be recovered from the dues payable to service provider. Delay in excess of 10 weeks after completion of actual delivery time, The Office/GIL reserves right to terminate the contract. In that case, the Performance Bank Guarantee of the bidder will be forfeited.	Kindly clarify maximum limit to 10% is of total implementation cost of respective delayed link/site(s)/circuit(s).	Total Implementation cost of PRICE BID
67	Page-15, Payment Terms: Quarterly Payment: 6. The successful bidder shall raise invoices on quarterly basis at the end of each quarter. Invoices issued shall be payable within 60 days of submission of the same.	Kindly consider payment release within 30-days after bill submission.	As per RFP
68	Page no-1, Scope of Work: The project shall cover 743 nos. of Police Station (622 old police station + 127 Newly constructed police station) and 130 nos. of various branch LCB,SOG, LIB, cyber police station, etc., 38 SP/CP office and 1 Police Bhavan, Gandhinagar	Pls share us the Latlong	As per above

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69	General - Bidder has to provide secured connectivity (i.e. internet lease line/ MPLS/SDWAN)	Whats is the exact requirement - ILL/MPLS/SDWAN	Please refer point no.1
70	Cluster-IV, SR. No. 7, Page 7 of 53 - In case of a last mile on wireless (RF) link, the bidder will ascertain that there is no interference in the channel provided to Tenderer by other Radio devices in the neighborhood. In case the channel provided has interference, then the bidder will apply and make available a licensed channel and compatible Radio Modems at its own cost. The Office/Tenderer, will not bear any extra cost towards the same. The Secured connectivity should be fully secured and should fulfill the security requirements as per the IT-Act applicable from time to time.	Kindly Confirm SI can Select The Band 2.4 Ghz / 5 Ghz based on the Line of Site Survey.	Bidder is requested to provide RF link on 5Ghz Band.
71	3. Commercial Experience Eligibility Criteria - Three orders each executed for similar item(such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed value is not less than the amount equal to 30% of the estimated cost.(i.e Rs. 6 Crores)	Kindly clarify the defination of 'executed value'.	The value of order should be 30% (6 crore) of estimated cost and should include only the scope of MPLS VPN, Point to Point and SDWAN.
72	BOM Requesting to please Look the BOM; Our Suggssion is to club all links below 50 Mbps as min 50 Mbps. 300 to 500 as min 500 Mbps 550 to 1000 mbps as Min 1G	This will Provide Cost benefit to user as well as the Application will run Smoothly.	As per RFP
73	Last Mile upto 50 Mbps on RF / Copper / OFC More than 50 Mbps on Dual Last mile (RF / Copper / OFC)	This will improve Uptime of Links and Overall Solution.	As per RFP
74	Time Lines The Link Delivery with in 60 Days is Not possible due to the volume of the links; we request Min time lines should be 210 Days.	Please Consider Delivery time lines 210 Days.	As per above
75	OTC Cost per Link The OTC cost 25000 / 30000 Per link is Very Low; We reuest you to please increase the same to 70,000 / 100000.	Requesting to please increase OTC.	As per RFP
76	PQ Bidder Should have valid NLD License from DoT since last 5 years.	Please Add NLD License as Mandaory PQ to Comply DoT / TRAI Guidelines.	The License of internet lease line (ILL)- Class A stands to delete. And License of lease line (LL/PP) - Class A/ NLD/Universal License
77	RA Kindly Remove RA Caluse for the RFP	Very Limited Participation in the bid so RA is not suggested for similar bid.	As per RFP

Sr No	Details of Clause	Clarification Sought	GIL/GoG Submission
78	<p>Service & Support</p> <p>AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.</p>	<p>Request to kindly modify the clause as:</p> <p>An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED". In case office is not located in the state of consignee, the bidder has to give a declaration that "If contract is awarded to the bidder, office will be opened in the state of consignee within 30 days of award of contract."</p>	<p>Please Read as:</p> <p>An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED". In case office is not located in the state of consignee, the bidder has to give a declaration that "If contract is awarded to the bidder, office will be opened in the state of consignee within 30 days of award of contract</p>
79	<p>Commercial Experience Eligibility Criteria</p> <p>Three orders each executed for similar item(such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed value is not less than the amount equal to 30% of the estimated cost.(i.e Rs. 6 Crores) OR</p> <p>Two orders each executed for similar item (such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed value is not less than the amount equal to 40% of the estimated cost.(i.e Rs. 8 Crores) OR</p> <p>One order executed for similar item (such as Internet lease line or MPLS/VPN or Internet broad band or lease line or SWAN) where executed value is not less than the amount equal to 50% of the estimated cost. (i.e Rs. 10 Crores) The last date of order execution may fall in the above mentioned period.</p>	<p>Request to kindly modify the clause as:</p> <p>Three orders each executed for IT Infrastructure Projects where executed value is not less than the amount equal to 30% of the estimated cost.(i.e Rs. 6 Crores) OR</p> <p>Two orders each executed for IT Infrastructure Projects where executed value is not less than the amount equal to 40% of the estimated cost.(i.e Rs. 8 Crores) OR</p> <p>One order executed for IT Infrastructure Projects where executed value is not less than the amount equal to 50% of the estimated cost. (i.e Rs. 10 Crores) The last date of order execution may fall in the above mentioned period.</p>	<p>As per RFP</p>
80	<p>NA</p>	<p>Request to kindly add below note as part of financial and technical criteria</p> <p>Note: In case the bidder is a wholly owned subsidiary of a foreign parent company, the financial and technical credentials of the parent company will also be considered for meeting the qualification requirement.</p>	<p>As per RFP</p>
81	<p>Point 6 The last mile connectivity i.e. police station Location should be connected through Fiber Cable only. In case Fiber connectivity is not possible then only RF connectivity shall be accepted but the bidder shall not connect through a wireless (RF) link more than 15% of the total last mile. (Type of Media – fiber, 15% Radio (wireless))</p>	<p>We can Propose below 100 Mb on UBR</p>	<p>As per RFP</p>

Sr No	Details of Clause	Clarification Sought	GIL/GoG Submission
82	Time line for Project implementation at all locations : The selected bidders is required to	Considering Product completion will be 180 Days	As per above
83	SLA based on location: - More than or up to 99.85% uptime then penalty = 0% of billed value Less than 99.85% and more than or equal to 98.5% then penalty = 1% of billed value Less than 98.5% and more than or equal to 97.00% then penalty=5% of billed value	On LM fiber 99.5% LM Offnet 98.5%, LM RF 98.5%	The bidder has to consider the SLA as per clause No. 7. The Clause No. 4, Point no. 15 stands to be deleted
84	Internet/MPLS/SDWAN	please specify Product	Please refer point no.1
85	for raising Feasibility	Please share Lat Long	As per above
86	While bidding on GEM portal, it is mentioned that Companies have turn over more than 500 Cr. Are exempted from EMD payment.	We need clarification that will the EMD get exempted for this tender if yes then what will be the process to get the exemption?	EMD exemption will be allowed, as per GeM GTC
87	Additional	In the Eligibility criteria stated for this bid there is absolutely no requirement for internet connectivity or Internet / Broadband related experience for this project which is requested to be omitted. The eligibility and experience criteria to be asked for Lease Line.	Please see the changes in the corrigendum
88	Additional	It is suggested to merge all schedules for technical as well as administrative convenience and faster implementation.	As per RFP
89	Additional	The lat long for all the locations should be shared for the last mile connectivity termination	as per above
90	13. The Bidder shall provide repair and maintenance service, in response to oral, including telephone, notice by The Office and such services should be available for a period of 10 hours from 10 a.m. to 8 p.m. on all working days. However, due to any reason if the offices will remain open on any public holiday then the bidder has to provide service on the request of The Office. SLA shall be calculated on the basis of availability of links from 10:00 AM to 8:00 PM. Any complaint raised between 8:00 PM to 10:00 AM shall be considered under exclusion till 10:00 AM. However, in case of emergency bidder has to provide necessary service during night time		It was observed that, the CCTV camera system will be working 24 X 7. Hence, it is suggested to not to ask the said terms in the RFP. . However, office of the ADGP (TS) may decide the same as per the requirement.

Sr No	Details of Clause	Clarification Sought	GIL/GoG Submission
91	Additional	NMS Discovery	Please read as: The Successful bidder will be responsible for discovery of the provided links and devices during the contract period through the TENDERER's NMS. However, it shall be the bidder responsibility to monitor the system for the day to day operations and management through its own monitoring tool also."
92	Additional	ELIGIBILITY CRITERIA	Please read as: "The bidder should have its own Optical Fiber Backbone with minimum 1 POPs of its own, across one city of each cluster area , If POP is not available Bidder has to give undertaking that he/she should setup it 45 days from the award of work order."
93	Additional	Performance Guarantee	Please Read as: Performance Guarantee should be "10%" of the order value instead of 5% of the order value