

Pre-Bid Queries Response for Implementation of Leased Line/MPLS/Dark Fiber for SMC Locations

Tender No: SSCDL-ConnectedSurat-LL-RFP-01-2017

Sr No	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification
1	3	7	Extension		Extension of minimum 25 days is required for Last date of Online price bid submission and to carry out the technical feasibility at all locations and Planning effectively.	Please refer to the Addendum & Corrigendum 1
2	3	7	EMD	50% amount shall be in the form of Demand Draft and 50% as BG	Request you allow 100% on BG	RFP Clause remains unchanged.
3	3	7	EMD	EMD of Rs. 25,00,000 (Rupees Twenty Five Lakhs Only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank and 50 % amount shall be in the form of Bank guarantee of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening.	EMD of Rs. 25,00,000 (Rupees Twenty Five Lakhs Only) whereby 100% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank or in the form of Bank guarantee of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening.	RFP Clause remains unchanged.

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4	6	12	Turnover	Page no. 12: Pre-Qualification/Eligibility Criteria Point No. 2: Bidder should have a minimum average annual turnover of Rs. 100 crores for last three financial years i.e. FY 2015-16, FY 2014-15, FY 2013-14	Bidder should have a minimum average annual turnover of Rs. 15 crores for last three financial years i.e. FY 2015-16, FY 2014-15, FY 2013-14 Turnover criteria is kept very high. It will limit the participation of Gujarat Based potential ISP providers and only few large telco players would be able to qualify this. Requesting you relax the turnover criteria to enable competition in the bid.	Please refer to the Addendum & Corrigendum 1
5	6	12	Turnover	Bidder should have a minimum average annual turnover of Rs. 100 crores for last three financial years i.e. FY 2015-16, FY 2014-15, FY 2013-14 :- Copy of the Audited Profit and Loss statement and statutory auditor / CA certificate from a regarding turnover. The certificate should be originally signed or notarized	Copies of Audited profit and loss Statement are enough for the Eligibility criteria as Audited Financials are certified by the Auditors only. So request to waive off the Statutory auditor / CA certificate requirement.	RFP Clause remains unchanged.
6	6	12	Turnover	Bidder should have a minimum average annual turnover of Rs. 100 crores for last three financial years i.e. FY 2015-16, FY 2014-15, FY 2013-14 Note: For a 50% or above subsidiary, parent company average annual turnover would be considered for evaluation purposes.	Request to change Annual turnover to 25CR	Please refer to the Addendum & Corrigendum 1

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7	6	12	Networth	Bidder should have a positive net worth as on 31st March 2016	Copies of Audited profit and loss Statement are enough for the Eligibility criteria . So request to waive off the Statutory auditor / CA certificate requirement.	RFP Clause remains unchanged.
8	6	12	License	Page no. 12: Pre-Qualification/Eligibility Criteria Point No. 4: National Long distance license is option	National Long Distance license is mandatory Since department wants the Lease Line/MPLS VPN Service it is mandatory for service provider to have NLD License as per compliance from DoT. Hence we request SMC to make NLD as compulsory to avoid any compliance issues.	Please refer to the Addendum & Corrigendum 1
9	6	12	License	DoT License Validity	Bidders should have validity of license{Class A & NLD} for entire 7 years contract period...	Please refer to the Addendum & Corrigendum 1
10	6	13	Office in Surat	The bidder must have office in Surat with sufficient technical personnel to provide 24* 7* 365 customer support.	Requests to modify the said statement viz The Bidder must have registered office in Gujarat with technical personnel to provide 24* 7* 365 customer support	RFP Clause remains unchanged.
11	6	13	JV Consortium /	The Bidder is NOT allowed to form Consortium or Joint Venture for any specific service within the scope of the tender.	Please allow consortium	RFP Clause remains unchanged.
12	6	13	JV Consortium /	Page no. 13: Note :Consortium Condition: The bidder is not allowed to form the Consortium or joint venture	We request SMC to allow consortium or JV for this bid. This will allow and encourage more participation in the bid.	RFP Clause remains unchanged.
13	6	13	JV Consortium /	Note: The Bidder is NOT allowed to form Consortium or Joint Venture for any specific	Request to please allow the Bidder to form Consortium as it's a Big value Tender and	RFP Clause remains unchanged.

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				service within the scope of the tender.	bidding alone will be difficult for the Bidder.	
14	7.8	17	Commercial Bid Rejection		Can you remove this clause of Commercial Rejection criteria point no.(Iv) Arithmetic discrepancy?	RFP Clause remains unchanged.
15	7.22	22	Commercial Bid Evaluation	Bid Evaluation for L1	Pls clarify if L1 will be decided on schedule wise lowest total or culumilative lowest total for all the three schedules.	Please refer to the Addendum & Corrigendum 1
16	7.24	23	Quantity Variation	1. Number of locations - SSCDL at their discretion can increase / decrease / terminate the number of locations/links/Bandwidth after the signing of the Agreement and adjust the payments proportionately. The quoted rate will remain firm for all bandwidth quoted in this RFP. The successful bidder shall not object to the upward or downward variation in quantity requirements.	Please define variation percentage in the number of locations on the lower side , required as minimum business commitment from SSCDL.	Please refer to the Addendum & Corrigendum 1
17	7.25	24	PBG		We request SMC to ask for 10% of the PBG for the yearly contract value which can be renewed every year from the bidder. since it is 7 yr project asking for 10% of PBG for full contract value will increse the overall financial cost on bidder and ultimately the project cost.	Please refer to the Addendum & Corrigendum 1

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18	7.25	24	PBG	<p>1. The successful bidder shall at his own expense, deposit with department, within 10 days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, in favour of Surat Smart City Development Ltd for the due performance and fulfilment of the contract by the bidder. Failing which a penalty @ 0.065% of the amount of PBG will be imposed for delay of each day.</p> <p>6. If the Bidder, fails to furnish the Performance Guarantee, it shall be lawful for the Authority to forfeit the EMD and cancel the contract or any part thereof</p>	Request to give one month's time to submit PBG . Till the time PBG is submitted, the EMD may be retained by SSCDL. Also , if this request is accepted then penalty clause on PBG delay may not be required.	Please refer to the Addendum & Corrigendum 1
19	7.25	24	PBG	This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value.	This Performance Bank Guarantee will be for an amount equivalent to 10% of One year Contract value which is renewable each year based on Annual year Contract value.	RFP Clause remains unchanged.

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20	7.28	25	Approvals & Clearances		SMC/SSCDL will arrange the digging/trenching permission from competent authority for creation of City wide OFC network to provide the Lease line at all locations. SMC/SSCDL will pay the compensation for any damage to utilities provider during the work. No Rent will be given on land utilized for OFC cable and No demand note will be paid for digging charges.	RFP Clause remains unchanged. There will be no waive off for RoW / RI charges. Bidder to take care of all permissions. In case if any assistance is required from SSCDL/SMC the same shall be extended accordingly after due consideration
21	7.28	25	Approvals & Clearances	It is the responsibility of the successful bidder to get the necessary permission from all the regulatory bodies for laying of underground optical fiber or copper cables / erection of RF tower to provide the ordered bandwidth. In case if any assistance is required from SSCDL/SMC the same shall be extended accordingly after due consideration	We request that roof top or ground place permission shall be arranged by SSCDL/SMC for the roof top or ground based tower	RFP Clause remains unchanged. Bidder to take care of all permissions. In case if any assistance is required from SSCDL/SMC the same shall be extended accordingly after due consideration
22	7.27	25	Tax	Any reduction in charges or government taxes due to the Government policy or else, the subsequent price reduction shall be applicable to the service contract after mutual discussion at the beginning of the subsequent quarter.	Any increase or decrease or introduction of new government tax will be borne by the customer.	Please refer to the clause 7.14 of the RFP.

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23	8	28	SLA	SLA Terms and Last Mile Options	Since overall SLA is so stringent bidders should be given liberty of choosing last mile as Wireless upto say around 100 Mbps capacity of b/w.	RFP Clause remains unchanged.
24	8	28	SLA	However, SSCDL shall have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value.	This Clause should be removed, as its too Stringent.	RFP Clause remains unchanged.
25	8	29	SLA		Can you remove this clause of Theft cases by default would not be considered as "beyond the control of Bidder"?	RFP Clause remains unchanged.
26	8	29	SLA		Downtime penalty should be levied on quarterly Leased line charge only and not on One time installation charges(CAPEX).	RFP Clause remains unchanged. One time installation charged (Capex) is not asked for in the price bid. All penalties will be levied on quarterly payment quoted by the bidder
27	8	29	SLA		We require relaxation in penalty clause which is very strict. It should be diluted though there will be penalty for down time . There should not penalty for Mean Time To Repair (MTTR). Maximum Penalty should not exceed more than 10% in any circumstances.	The penalty wrt MTTR is removed. Please refer to the Addendum & Corrigendum 1

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28	8	29	SLA		Will Penalty be calculated on Quarterly billing amount or it may more than the billing amount.(MTTR penalty) ?	The penalty wrt MTTR is removed. Please refer to the Addendum & Corrigendum 1
29	8	29	SLA	Link Uptime	Penalty mentioned for uptime is very high, as standard practice its in slab of 1%, 2%, 3 % and also capped at 10%, but in RFP its mentioned in slab of 10%, 20% Upto100% of Quarterly charges. Request you to change the same.	RFP Clause remains unchanged.
30	8	29	SLA	99.5% on Quarterly basis [for both internet (Fiber/RF) or intranet (Fiber)].	98.5% on Quarterly basis [for both internet(Fiber/RF) or intranet(Fiber)]	RFP Clause remains unchanged.
31	8	29	SLA	99.5% on Quarterly basis [for both internet(Fiber/RF) or intranet(Fiber)].	It should be Calculated link wise basis.	The calculation is link wise only. Please refer to the clause 8.3

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32	8	29	SLA	<p>Mean Time To Resolve (MTTR) - for each Link failure (For total link network availability including Bidder's CPE) MTTR shall be monitored on the time taken between logging of complain against the link fault resolution & its closure i.e. per incidence.</p> <p>> 6 working hours</p> <p>Penalty of Rs 500 to be charges per hour of delay at each location</p>	Penalty is very high , consider reducingto Rs. 100 per hour of delay and caping it to maximum of quarterly charges as the over all penalty on a perticular circuit.	The penalty wrt MTTR is removed. Please refer to the Addendum & Corrigendum 1
33	8	29	SLA	The successful agency shall supply, install and commission and maintain the Leased Line/MPLS VPN/Dark Fiber link as detailed in this bid as per delivery schedule specified in this RFP. A penalty of 0.2% of the consideration of contract for a particular Leased Line/MPLS VPN/Dark Fiber will be charged for delayed delivery for delay of each day thereafter.	Late delivery penalty is very high at 0.2% of contract value per day for the undelivered service. Please consider 0.2% of contract value per week of the undelivered service.	RFP Clause remains unchanged.

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34	8	29	SLA	A penalty of 0.2% of the consideration of contract for a particular Leased Line/MPLS VPN/Dark Fiber will be charged for delayed delivery for delay of each day thereafter.	A penalty of 0.5% of the consideration of contract for an Undelivered Leased Line/MPLS VPN/Dark Fiber will be charged for delayed delivery for delay of each week thereafter. It should be calculated link wise basis.	RFP Clause remains unchanged.
35	8	29	SLA	For Internet Bandwidth: 4. Packet Losses: Less than 1 % at any given point of time to any part of globe. 5. Domestic Latency < 80 Millisecond during peak traffic hours. 6. International (Google, Yahoo and NIXI peering 7. Latency < 250 Millisecond during peak traffic hours.	Technical parameters of packet loss and latency can be committed only upto service provider pop location (considering no load condition). Beyond service provider network, multiple conditions come in to play which are beyond service provider's control to commit packet loss or latency parameters.	RFP Clause remains unchanged.
36	8	29	SLA	99.5% on Quarterly basis [for both internet(Fiber/RF) or intranet(Fiber)]	98.5% on Quarterly basis [for both internet(Fiber/RF) or intranet(Fiber)]	RFP Clause remains unchanged.
37	8	29	SLA	99.5% on Quarterly basis [for both internet(Fiber/RF) or intranet(Fiber)]	It should be Calculated link wise basis.	The calculation is link wise only. Please refer to the clause 8.3
38	8	29	SLA	Mean Time To Resolve (MTTR) - for each Link failure	Request to remove this penalty as there is already a penalty on the downtime, this will be over and above that imposing dual penalty for the same incident.	The penalty wrt MTTR is removed. Please refer to the Addendum & Corrigendum 1
39	8	29	SLA	The Successful Bidder (refer as Service Provider, SP) has to supply software/automated tools to monitor all the SLAs mentioned below.	Request to please specify if any specific tools are required or a portal will also suffice showing the SLA related parameters	Bidder must provide solution meeting functional and technical requirements as per RFP.

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40	8	29	SLA	SLA Penalty/link(per Quarter) >=99.5% No 99.49 to 98.5 10% of total O&M charge 98.49 to 97.5 20% of total O&M charge 94.99 to 90 50% of total O&M charge <90 100% of total O&M charge	SLA Penalty/link(per Quarter) >=99.5% NO 99.49 to 98.5 2% of total O&M charge 98.49 to 97.5 5% of total O&M charge 97.49 to 95 10% of total O&M charge 94.99 to 90 15% of total O&M charge <90 30% of total O&M charge	RFP Clause remains unchanged.
41	8	29	SLA	SLA Penalty/link(per Quarter)	What is O&M Charges ?	Bandwidth recurring charges for particular link.
42	8	31	Payment Terms	The payment shall be made on quarterly basis after deducting necessary penalties as per SLA calculations Bidder is required to submit SLA/Downtime reports for each link with quarterly invoices provided to SSCDL/SMC.	Clarification Required: - The payment will be made site wise ?	Please refer to the Addendum & Corrigendum 1
43	8	31	Payment Terms	Request Order 1,2, and 3	Kindly allow delivery time lines to be 180 days and also request payment to be done link wise for the completed links	RFP Clause remains unchanged.
44	8	32	Payment Terms	60% of ordered quantity in 60 days and remaining 40% in 90 days post issuance of request order.	60% of ordered quantity in 75 days and remaining 40% in 120 days post issuance of request order.	RFP Clause remains unchanged.
45	8	32	Payment Terms	4. The contract period of 7 years are considered from the Go-Live date of 1st Request Order.	4. The contract period of 7 years for each site should be considered from the Go-Live date of that respective link/site.	RFP Clause remains unchanged.

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46	8	32	Payment Terms	The date on which Final Acceptance Certificate is issued shall be deemed date of the Go-Live of SMC/SSCDL network.	The date on which Final Acceptance Certificate is issued shall be deemed date of the Go-Live of SMC/SSCDL respective site wise.	RFP Clause remains unchanged.
47	9	32	Payment Terms	The contract period of 7 years are considered from the Go-Live date of 1st Request Order. The payment of subsequent Request Orders will be made from the Go-Live date of that request order till the remaining years of the Contract period i.e. 7 years.	Request to release the payment link wise for the completed links for each quarter.	Please refer to the Addendum & Corrigendum 1
48	9	32	Payment Terms		SMC/SSCDL is required to count delivery period from the date of digging/trenching permission received from competent authority. Delivery period after receiving the work order is to be change to 180 days for 60 % of order quantity and 360 days for remaining 40% links.	RFP Clause remains unchanged.
49	10	33	Earthing	Summary of the Scope of Services from Service Provider page	Need clarification on Earthing that we need to put separate Earthing pit or just we have to connect in existing Earthing pit.	Earthing required for devices provided by the bidder is under bidder's scope of work and should be deployed by the service provider only.

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50	10	33	CCC Shifting		There should be actual applicable charges for shifting all links from DC to CCC or to shift any link to new address. Also there should be One time charges for new lease line not mentioned in this project. There should be actual applicable charges for demanded bandwidth or any equipment technology up gradation of any link provided in this project.	No extra charge will be paid for shifting of links from DC to CCC. For any new Link to be installed the bidder will be paid as per the rates discovered in Price bid
51	10	33	CCC Shifting	In future separate location for Command Control Center (CCC) will be identified which will be shared with service provider, where service provider shall require to transfer all links from DC to CCC, without any additional cost implied to SMC/SSCDL.	We request for the one time shifting charges shall be considered as it will require project management, field engineers and NOC reprovisioning which is the major cost implication for this work	No extra charge will be paid for shifting of links from DC to CCC. For any new Link to be installed the bidder will be paid as per the rates discovered in Price bid
52	10	33	CCC Shifting	In future separate location for Command Control Center (CCC) will be identified which will be shared with service provider, where service provider shall require to transfer all links from DC to CCC, without any additional cost implied to SMC/SSCDL.	Kindly share CCC detail address	Please refer to the "Revised Location List.xlsx" for details.
53	10	33	CCC Shifting		What is New address of Command control center for diversion of all links from DC?	Please refer to the "Revised Location List.xlsx" for details.

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54	10	33	Location details		Request to share permission letters to do feasibility at all the locations and also inform all the concern location authority to give access to the site for feasibility	Taking necessary approvals for same is under bidder's scope. However, SMC/SSCDL will extend their support if required.
55	10	33	Location details		Please provide Longitude and Latitude of all locations.	Detailed addresses are already shared for all locations.
56	10	33	Bandwidth	Service Provider has to keep provision of giving burstable Bandwidth and the rates will be as per finalized rates.	Please specify burstable bandwidth ratio	The network should be capable of providing Bandwidth on Demand/ Burstable bandwidth of minimum 2x capacity for planned as well as for unplanned activities.
57	10	33	Contract Period	The Service Provider shall be responsible for supply, installation, commissioning and maintenance of intranet and internet leased line on managed services basis for a period of 7 years from Go-live date of 1st Request Order.	Will the contract period remain same for 2nd and there after request orders or it will be with respect to issue date of 2nd Request Order respectively?	The contract period will be considered from Go-live date of 1st Request Order.
58	10	34	Space		Whether Space, Security and Power supply responsibility is of SMC/SSCDL?	Understanding is right that Raw power and space will be provided by SMC.
59	10	34	Racks / UPS	As part of the project, at certain locations the bidder will be required to provide necessary sized (capable of mounting at least CPE device, UPS for CPE with minimum 30 minutes backup, Network switch) racks with proper earthing/Ground.	Please specify number of locations. Earthing should be under SMC scope.	RFP Clause remains unchanged. The total no of locations will be decided based on the As-Is study which is the scope of work for Vendor. Earthing required for devices provided by the bidder is under bidder's scope of work and

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						should be deployed by the service provider only.
60	10	34	Racks / UPS	As part of the project, at certain locations the bidder will be required to provide necessary sized (capable of mounting at least CPE device, UPS for CPE with minimum 30 minutes backup, Network switch) racks with proper earthing/Ground. Raw power and space at SMC/SSCDL locations will be provided by SMC/SSCDL.	We understand that earthing will be one time activity and SMC/SSCDL will take care of it's maintenance part.	RFP Clause remains unchanged. It is bidder's responsibility till the contract period.
61	10	34	Racks / UPS		Bidder will only provide Leased line Bandwidth connectivity with Ethernet output. SMC/SSCDL or its authorized agency is required to commission and maintain the LAN Network/UPS/12U Rack at each location i.e. Supply Installation and maintenance of the Network Infrastructure.(Same has been amended in Ahmedabad Municipal corporation Smart City Tender successfully).	RFP Clause remains unchanged

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62	10	34	LAN Connectivity	The bidder is required to provide end to end connectivity along with all the necessary networking equipment (i.e. Router, Switch, Converter etc.) so that the connectivity is provided in the form of Ethernet Output. As per current scenario at the branch locations L2 unmanaged switch , L2/L3 Managed Switch or Individual PCs are available for Ethernet termination and at DC/CCC (hub location) L3 Switch/L3 Router will be available for termination with either on 10G Ethernet Ports or 10G Fiber Ports.	Kindly confirm whether switch for LAN connectivity will be under Bidder scope in case of unavailability. Also would request you to share location details/number wherever switch is available.	Switch for LAN connectivity will be under SMC/SSCDL scope. However, CPE device - Router / L3 switch for WAN connectivity will be provided by the bidder.
63	10	34	LAN Connectivity	The bidder is required to provide end to end connectivity along with all the necessary networking equipment (i.e. Router, Switch, Converter etc.) so that the connectivity is provided in the form of Ethernet Output. As per current scenario at the branch locations L2 unmanaged switch , L2/L3 Managed Switch or Individual PCs are available for Ethernet termination and at DC/CCC (hub location) L3 Switch/L3 Router will be available for termination with either on 10G Ethernet Ports or 10G Fiber Ports.	Request for clarity as on how many locations we need to provide the L2 unmanaged switch as it is written that at few locations switches are already available	SMC LAN switch requirement is not under bidder's SOW. However, CPE device - Router / L3 switch for WAN connectivity will be provided by the bidder.

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64	10.4	35	AS IS and Gap analysis		We require the details of existing Network Infrastructure with Network diagram and IP address at each location including DC/CCC because is not possible to do network survey in short duration.	The information will be provided to successful bidder
65	10.4	35	AS IS and Gap analysis		Need time to study their existing network infrastructure.	RFP Clause remains unchanged.
66	10.5	36	3rd Party DC	request Order 1,2, and 3	Please clarify that 3rd Party Data Centre Location will be Surat or somewhere of Outside Surat ?	The information will be provided to successful bidder
67	10.6	37	Network Design	The number of users/locations accessing the SMC/SSCDL network will increase over a period of time.	Specify no. of locations	Please refer to the Addendum & Corrigendum 1
68	10.6	37	Network Design		Specific quantity of Local Network node should be declared by SSDCL.	The information will be provided to successful bidder
69	10.6	37	Network Design		Clarification on IP network: suggested by SSDCL/SMC or Vendor.	The information will be provided to successful bidder
70	10.6	37	Network Design	The network solution as designed by the selected Bidder shall be based on Multi-Protocol Label Switching (MPLS) L3 VPN / Point to Multipoint Leased Line VPN platform to manage the traffic flow (data, video and voice) with managed QoS (Quality of Service) as per the best practices efficiently without any compromise of features	We request SMC/SSCDL to specify the QoS breakup in terms of voice, video and data as per the requirement.	QoS shall be provisioned for various requirements as per best practices standard.

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71	10.6	37	Network Design	The number of users/locations accessing the SMC/SSCDL network will increase over a period of time.	If Possible, kindly share the data of increased users / location accessing the SMC / SSCDL for the last 2 years, As well as estimation for the next 7 years to have the idea about keeping provision for same, while designing the network solution.	Please refer to the Addendum & Corrigendum 1
72	10.6	37	Network Design	As part of designing the network the bidder shall study the existing IP addressing scheme and shall revise the same to suit the new architecture.	Please share location wise existing IP scheme	The information will be provided to successful bidder
73	10.6	38	Network Design	Also in case of office renovation or due to any other circumstances if network rack shifting along with the all active & passive components attached to it, bidder is required to relocate to new location within same premise at no extra cost to SSCDL/SMC.	We request that OTC shall be considered for this activity.	RFP Clause remains unchanged.
74	10.7	39	MPLS L3 VPN/ Leased Line WAN	The bidder shall be responsible for upgrading its infrastructure, including the last mile, to meet the requirements of the SMC/SSCDL, at no additional cost to the SMC/SSCDL	Upgrade cost needs to be considered.	RFP Clause remains unchanged.
75	10.7	39	MPLS L3 VPN/ Leased Line WAN	For locations where bandwidth required is 5 Mbps and above, last mile for such locations must be (100%) on fiber media.	Request you allow RF as lastmile media for bandwidth upto 40 Mbps	RFP Clause remains unchanged.

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76	10.7	39	MPLS L3 VPN/Leased Line WAN	The bandwidth must be provisioned on Optical Fiber Media.	We understand that the last mile fibre being extended to your premises should be laid underground only and cannot be provisioned on aerial / overhead optic fiber being deployed to your premises. The bandwidth has to be provisioned only on Service provider's own optical fiber media and cannot be provisioned on 3rd Party optical fiber. Pls. confirm.	Bidder to ensure that all the fiber laid shall have to be underground through proper ducting as per the prevailing guidelines by the statutory authority. Bidder must ensure SLAs to be maintained.
77	10.7	39	MPLS L3 VPN/Leased Line WAN	The bandwidth must be provisioned on Optical Fiber Media.	Request you waive the RoW charges.	There will be no waive off for RoW / RI charges. Bidder to take care of all permissions. In case if any assistance is required from SSCDL/SMC the same shall be extended accordingly after due consideration
78	10.8	39	Bandwidth Provisioning	Certain locations covered in BRTS OFC RFP are also included in this RFP to provide the connectivity till the same locations commissioned and made go live in BRTS OFC RFP. Connectivity of same shall be terminated once they go live in other RFP.	Request you to kindly confirm the minimum period for BRTS location links will be with service provider.	Minimum period 6 months, which may be extended if required.
79	10.8	39	Bandwidth Provisioning		Whether BRTS 163 locations leased line connectivity will not continue after RFP part-1 of BRTS corridor implementation? Please separate it and don't club with this RFP	RFP Clause remains unchanged.

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80	10.8	39	Bandwidth Provisioning		If required by SSDCL in future for backup connectivity then extra charges will be applicable for commissioning / upgrading hardware.	RFP Clause remains unchanged.
81	10.1	40	Supply, Installation and Commissioning of Network Infrastructure	Scope of Work	All hardware like, Routers, Switches, modem etc... supports only specific protocols/features related to this connectivity. (will be charged extra as per actual if required in future)	Bidder must ensure that hardware proposed must meet all functional and technical requirements as asked in RFP. Any upgrade requirement to support functionality should be supported and is under bidder's scope of work.
82	10.1	40	Supply, Installation and Commissioning of Network Infrastructure	The supply and installation of all connecting cables between routers, modems and other equipment shall also be the bidder's responsibility. The bidder to also ensure proper structured cabling at each office location/ wherever required. It shall be the responsibility of the bidder to bring all the tools required for the installation, upgrading and commissioning of the equipment/ network	Our understanding is that structured cabling for the LAN segment will be in SSCDL/SMC Scope	Structured cabling for LAN requirement will be under SMC scope of work. However structured cabling required for provisioning of WAN connectivity till CPE is under bidder's scope
83	10.1	40	Supply, Installation and Commissioning of Network Infrastructure	It shall be the responsibility of the bidder for providing required "Electrical ground" at all points, as required by the bidder, if necessary. SMC/SSCDL will not take any responsibility of equipment going bad due to non-availability of proper earthing and unstable power.	Power fluctuations can come at any point of time and SMC/SSCDL shall deploy the required electrical devices to ensure that residual currents and power fluctuations shall not affect the equipment.	RFP Clause remains unchanged.

Sr No	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification
84	10.13	42	PAT	The Service Provider should complete the transition within shortest time after acceptance of PAT.	If Any Roll Back is required after migration, Downtime will be required accordingly.	Downtime can be provided if requested well in advance and within non-business hours.
85	10.15	43	New offices	Whenever SMC/SSCDL opens a new office, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location over wired or wireless connectivity as per the bandwidth and last mile criteria shared in the RFP. Bidder is required to implement and commission the location within 4 weeks from the date of work order. Payment liability for any such new links will commence after successful PAT. The payments will be made as per the approved rates for respective bandwidth.	Request time of 8 weeks for circuit delivery of new office.	Please refer to the Addendum & Corrigendum 1
86	10.15	43	New offices	Bidder is required to implement and commission the location within 4 weeks from the date of work order. Payment liability for any such new links will commence after successful PAT. The payments will be made as per the approved rates for respective bandwidth.	We request to increase the implementation time to 10-12 weeks as the hardware procurement takes time.	RFP Clause remains unchanged.
87	10.18	44	RACI	Patching between existing network infrastructure (Managed switch provided by ITCS vendor through separate tender) and lease circuit.	Need more detailed clarity on it as what kind of patching will be required and number of locations	Patch cord to be provided for connectivity between CPE provided by bidder and SMC LAN switch.

Sr No	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification
88	10.19	46	Network Performance Monitor	Shows performance statistics in real time via dynamic, drillable network maps	Real time monitoring is not possible on portal, it can be seen on the router as per the manual login.	RFP Clause remains unchanged.
89	10.21	48	Change Requests (Rate Contract)	It has been observed that there is a considerable price reduction in cost of Domestic and Internet bandwidth during last few years. Hence, SMC/SSCDL will review the prices at end of every year and Service Provider is required to match the prevailing market prices as per TRAI regulations.	Prices shall not change during the period of contract	Please refer to the Addendum & Corrigendum 1
90	11.1	50	Technical Specification	Specify Technology Offered	Kindly clarify that which kind of connectivity will be required - Point to Point or Point to Multipoint connectivity? (As Per Section 10.21 Page-36.)	Please refer RFP for details.
91	11.1	50	Technical Specification	The international connectivity must have at least One of Trans-Atlantic or Trans pacific routes.	Please clarify why the international connectivity of trans-atlantic /trans pacific route required. It's not needed.	To ensure that bidder in their core network have adequate redundancy for internet gateways through two different paths, bidder's must own or leased connectivity through available trans-atlantics /trans pacific routes.
92	13	67	Commercial Format	One time installation cost	One Time Installation Cost column should be introduced in price format to separate it from annual recurring cost.	RFP Clause remains unchanged.
93	13	67	Commercial Format		Would you consider any change in government Tax/GST after commercial bid submitted?	Please refer to the clause 7.14 of the RFP
94	13	69			If any Leased line is closed before 7 year then interest of CAPEX will be applicable.	RFP Clause remains unchanged

Sr No	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification
95	13	70	Commercial Format	Schedule-II A: Leased Lines/MPLS/Dark Fiber for City Wide Network	Request to consider Leased Line, MPLS and Dark Fiber commercials separately for final L1 calculation.	Please refer to the Addendum & Corrigendum 1
96	13	70	Commercial Format		Separate columns are required for Leased line Charge and One time Installation charges (CAPEX) to be paid in first quarterly bill (OFC/RF Infrastructure cost and Hardware, Software cost or any other cost required for implementing this project)	RFP Clause remains unchanged.
97	14	88	Sub Contracting		Sub-contracting for Networking or any active/passive equipment and other LAN infrastructure with NMS should be allowed.	Please refer to the Addendum & Corrigendum 1
98	14	88	Compliance with Labor regulations	e.) The SP shall pay fair and reasonable wages to the workmen employed by him, for the contract undertaken by him and comply with the provisions set forth under the Minimum wages Act and the Contract Labor Act 1970.	we request SMC to ask for Valid PF Registration and min of 10 manpower on payroll	RFP Clause remains unchanged.
99	General	General		General	Is 4G as the last mile technology acceptable to SMC/SSCDL for locations having BW upto 2 Mbps for MPLS	RFP Clause remains unchanged.
100	General	General	Scope of Work	Security	There were no provisioning on cyber security as firewall/UTM/Anti-APT is must for sharing internet bandwidth to avoid cyber-attacks like Dodos, Ransomware, malware etc...	RFP Clause remains unchanged.

Sr No	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification
101	General	General	RoW	ROW/RI Charges	SMC/SSCDL should consider giving ROW/RI waiver to bidders in order to reduce project's overall cost.	RFP Clause remains unchanged.
102	General	General	RoW	ROW Permissions	Since delivery timeline asked is of 60/90 days which is quite aggressive SSCDL is being requested to arrange single window clearance of ROW & RI to bidders.	There will be no waive off for RoW / RI charges. Bidder to take care of all permissions. In case if any assistance is required from SSCDL/SMC the same shall be extended accordingly after due consideration ion