

Reply to Pre Bid Queries

Name of work: Selection of service provider for providing telecom services at NHIDCL Headquarter, Corporate Office, Regional Offices and Branch Offices (Second Call).

Sl. No	Clause No	Issue	Query	Reply
1	Part II - TOR Page no. 25	TOR The Service Provider should arrange for the connectivity at NHIDCL offices, the list of such locations is at Annexure - I. These locations will undergo change during the course of project and it is the responsibility of the bidder to provision for the connectivity at the new locations. The number of field locations may increase/decrease during the period of the contract.	Request you to please confirm how many sites may shift during the contract and if new location is not feasible then there will be no penalty on bidder.	As per RFP - The number of field locations may increase/decrease during the period of the contract. New Locations have to be added within a duration of 60-90 days Incase new location is not feasible on a particular type of media then alternate media technology like VSAT etc. as mentioned in RFP can be used.
2	Part II - TOR Page no. 25	TOR NHIDCL shall not procure the IT infrastructure but shall pay for services on quarterly basis. The Service Provider will supply, install & configure all the WAN devices like Switches, Antenna, Routers & Modems or any other suitable equipment for making the WAN operational at the Site.	As per understanding bidder is responsible till WAN part and LAN part should be in Customer SOW	As per RFP – bidder has to make the WAN operational at the Site.
3	Part II - TOR Page no. 25	TOR Network topologies	Request you to please provide the network topologies for the network	As per RFP
4	Part II - TOR Page no. 26	TOR Single point of contact during implementation and for post implementation support will be provided by the Service Provider.	Request customer to provide the team sizing and location for the team	Lat-Long locations at Annexure - II
5	Part II - TOR Page no. 26	TOR Supply installation and configuration of router, switch and UTM appliance at NHIDCL premises, and configuration of redundancy at (NHIDCL HQ) of the MPLS link Lines and integration with our existing HQ Network and other networking components.	Request customer to please provide the details in more elaborate way	As per RFP

6	Part II - TOR Page no. 26	TOR Providing 10 Public IP Address for NHIDCL HQ.	In MPLS connectivity we cannot provide the public IP	Internet Lease Line with 30 Mbps (1:1) to be provided at NHIDCL HQ along with 10 Public IP Address for NHIDCL HQ.
7	Part II - TOR Page no. 26	TOR Existing Internet leased line connectivity at NHIDCL HQs is 30 MBPS (1:1) through M/s. Tata Communications Ltd and 80 MBPS (1:1) has been provided by MTNL. HO is already using this for Internet access. The last mile connectivity for above links has to be provided and provisioned by the service provider through optical fiber medium.	Need more clarity whether bidder need to provide the internet connectivity also along with MPLS connectivity	As per RFP
8	PART-V Service Level Requirements Page no. 61	PART-V Service Level Requirements (i) If the End-to-end Network Availability of any individual site for the applicable quarter is below the uptime guaranteed as mentioned above, then a rebate of 2% of the rental of the MPLS Port Charges per month shall be given for every 10 hours or part thereof downtime in excess of 22 hrs in one quarter during service hours	Request customer to reduce the penalty from 2% to 1 % of monthly charges	As per RFP
9	Part II - TOR Page no. 26	TOR The minimum bandwidth has been specified in the table at Annexure - I.	a. Request customer to recheck the ask bandwidth on VSAT b. Delivery timeline for completion of the project	a. 10% of overall sites (maximum) can be brought under VSAT or any other suitable media with a Minimum Bandwidth of 512 Kbps b. 90% locations have to be delivered within 60 days of signing of agreement. Rest 10% locations have to be delivered within 90 days of signing of agreement.
10	Clause 1.1.5 of Part I Page no. 10	SCHEDULE-A CONDITIONS OF CONTRACT 22. Termination (e) Notwithstanding the above, NHIDCL may terminate the Contract for convenience by giving 90 days prior notice without assigning any reason	Request to please change this clause. Termination for cause is not accepted. In case of Termination for convenience, Exit charges of remaining order value will be applicable for the remaining tenure	Minimum tenure of the contract to be maintained for duration of 1 Year from signing of contract.

11		<p>(i) Permission related to issue for RF installation</p> <p>(ii) Platform creation for Satellite devices</p>	<p>(i) customer need to resolve all permission related issue for the RF deliveries on the site</p> <p>(ii) bidder seek support from customer on the platform creation and protection of the satellite sites</p>	<p>(i) Authorization letter may be procured by bidder for liaisoning with various departments.</p> <p>(ii) As per RFP</p>
12		SLA Penalty	<p>NO SLA penalty will be applicable on bidder incase the location is down due to</p> <ol style="list-style-type: none"> 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. <p>RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.</p>	<p>As per RFP</p> <p>RACK and earthing arrangement for the bidder network devices will be arranged and maintained by Bidder.</p>
13		Acceptance criteria and Site access and permission	<p>Acceptance should be provided Site wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations. All kind of permission/access at site from feasibility check to link delivery will be arranged by customer.</p> <p>In-building internal cable routing in false ceiling and under POP wall will be in customer scope of work.</p> <p>Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be considered under the delivery time lines and no penalty or LD will be applicable on bidder.</p>	As per RFP
14	Clause 7.12 of Part I - Miscellaneous Page no. 22	<p>INDEMNITY</p> <p>The Bidder shall, subject to the provisions of the Contract, indemnify NHIDCL for any direct loss or damage caused on account of any act/ omission of the bidder.</p>	Request to please CAP it till last 12 months order value.	As per RFP

15	TOR of Part II Page no. 25	The entire network for NHIDCL will be built and maintained on MPLS VPN network. The last mile connectivity has to be provided by the licensed service provider. The last mile connectivity and Bandwidth should be upgradable on need basis including new generating capacity additions. The last mile connectivity can be using Copper Cable or Radio Frequency or Satellite or any other suitable media. The last mile connectivity for the links in Delhi should be on Fiber Cable.	Up gradation of feasibility will be subjected to feasibility is there any possibility of giving .Last mile of the links in Delhi on RF. Can we provide last mile connectivity on Broadband with reduced SLA.	As per RFP
16	TOR of Part II Page no. 25	NHIDCL shall not procure the IT infrastructure but shall pay for services on quarterly basis. The Service Provider will supply, install & configure all the WAN devices like Switches, Antenna, Routers & Modems or any other suitable equipment for making the WAN operational at the Site. The hardware has to be arranged by the Service Provider. The network cables, accessories etc. will be supplied by the Service Provider. NHIDCL reserves the right to get the configuration and specifications audited by a Competent Authority to ensure that the IT infrastructure used is of the latest configuration available in the market. Supply installation and configuration of router, switch and UTM appliance at IDCL premises, configuration of redundancy at (NHIDCL HQ) of the MPLS link Lines and integration with our existing HQ Network and other networking components	VIL will provide only Wan connectivity till router. All LAN devices will be under purview of NHIDCL	As per RFP
17	SLR of Part V Page no. 59	<ul style="list-style-type: none"> (i) End-to-end Network Availability- 99% & Link Availability 98% (ii) Network Performance Management Reports (iii) End-to-end Network MTTR (in hours) (Mean Time to Repair) 6 Hrs (iv) Rebates 	<ul style="list-style-type: none"> (i) VIL suggests incorporating 99% Uptime for central location (HQ) and for all other locations to have Uptime of 98% quaterly. As all the spoke locations are remote and spread across Assam Northest , Andaman, Jammu, Uttrakhand which are difficult terrain for travel in case there is a physical requirement of engineer movement. Engineer travel time can be taken from the ETR provided by NOC team for engineer to reach the fault site from base location. (ii) VIL will be able to provide web 	<ul style="list-style-type: none"> (i)End-to-end Network Availability – 98% (ii) As per RFP (iii) As per RFP (iv) As per RFP

			<p>care portal to monitor the uptime and utilization of links</p> <p>(iii) MTTR should be 12 Hrs & This should be excluding field engineer travel time. As most of the locations are remote locations. MTTR should be valid for day time only morning 8 am to night 8 PM in case it is related to any equipment faults.</p> <p>(iv) Requested to please change these clauses as below</p> <p>For Hub (HQ) link with 99% uptime guarantee, if the total downtime exceeds 22 hrs in a quarter, 2% of rebate will be charged on quarterly ARC.</p> <p>For Spoke links with 98% uptime guarantee , if the total downtime exceeds 54hrs hrs in a quarter, 2% of rebate will be charged on quarterly ARC.</p> <p>Maximum Penalty in a quarter shall be 5% of ARC.</p> <p>Since SLA is on quarterly basis, the reporting and the calculation of faults/ rebates will be on quarterly basis. SLA rebate will be calculated by totaling the total number of faults in a quarter subject to capping of 5% of the rental in a quarter. The amount of rebate calculation will be for aggregate of faults in a quarter and will be @ 2% of the monthly rental of the MPLS port. For example, if annual rental for a specific MPLS circuit (including last mile) is Rs.12 lakhs capping will be for Rs.15,000/-.</p>	
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18	Clause 6.3 of Part I Page no. 20	<p>PERFORMANCE SECURITY</p> <p>6.1 Successful bidders shall submit a Performance Security of 10% of the total contract value within 15 days of the issuance of Letter of Award".</p> <p>6.3 The Bank Guarantee should be valid for 60 days beyond the date of completion of services.</p>	<p>Successful bidders shall submit a Performance Security of 10% of the annualized contract value. Initially performance security should be valid for 12 months and same can be renewed every year</p>	As per RFP
19	Form T6 of Part III Page no. 35	<p>PART-III FORMAT FOR BID SUBMISSION Form T-6 Format of Certificate in respect of Bidder's Average Annual Turnover and Networth CERTIFICATE (To be given by a Statutory Auditor)</p>	<p>Form T-6 - Annual Turnover Certificate - To be certified by Chartered Accountant/Statutory Auditor Annual turnover can be shared for the company as a whole</p>	As per RFP CERTIFICATE (To be given by a Statutory Auditor/ Chartered Accountant)
20	SCHEDULE-A Page no. 49	<p>SCHEDULE-A CONDITIONS OF CONTRACT Assignment -This Contract Agreement shall not be assigned by the Service Provider to any person / agency save and except with the prior consent in writing of NHIDCL and NHIDCL shall be entitled to decline without assigning any reason whatsoever.</p> <p>All the Material and equipment under the project shall be owned by the service provider throughout the duration of the contract.</p>	<p>For our own network deployment the work is contracted to our partners who help us in our network deployment. Eg. Laying of fiber etc. But the responsibility is completely with us. Please confirm if this is allowed</p> <p>Request you amend the clause since equipment/ material could be provided by third party</p>	As per RFP
21	Form T7 of Part III Page no. 36	<p>PART-III FORMAT FOR BID SUBMISSION Form T-7 Details of Certification(s), Affiliation(s), Authorized Partner(s) of OEM/Other leading technology providers/System Integrators, supported with certified copies.</p>	<p>Is this applicable for us. Please Confirm</p>	Refer Eligibility And Pre-Qualification Criteria regarding Details of Certification Clause 2.1.5 Page 10
22	Part I Page no. 10	<p>ELIGIBILITY AND PRE-QUALIFICATION CRITERIA</p> <p>The Bidder shall be Telecom Service Provider involved in provision of similar nature of work i.e. Commissioning of Wide Area Network on MPLS technology to its clients in Government or PSU or</p>	<p>Requested to please change these clauses as below :</p> <p>The Bidder shall be Telecom Service Provider involved in provision of similar nature of work i.e. Commissioning of</p>	As per RFP

		private organization of repute. Total value of works completed by the Bidder to be not less than Rs 6 Crore out -of-which at-least one should be at least Rs. 3 Crore, during last three financial years	Wide Area Network on MPLS technology to its clients in Government or PSU or private organization of repute. Total value of works completed by the Bidder to be not less than Rs 6 Crore out -of-which at-least one should be at least Rs. 3 Crore, during last three financial years	
23		Right of refusal for not feasible / high capex sites	Do TSP has an option of having right of refusal for sites in case of not feasible or financially not viable sites.	As per RFP
24	TOR of Part II Page no. 25	VSAT	<p>What all applications will run primarily on VSAT?</p> <p>How many concurrent users are there per site where VSAT will be installed?</p> <p>How much Bandwidth is required per site (upload and download). As it will help us to size the Hardware like Antenna size and RF power.</p> <p>Please note uptime SLA on VSAT will be 99% annually</p> <p>for Antenna installation, we need rooftop or ground flat 6ft. X 6ft.surface with clear line of sight towards satellite.</p> <p>If RCC Rooftop is not provided, Who will provide the Ground Base for Vsat Antenna installation?</p> <p>What will be the power supply availability at these sites? Let us know, is it AC/DC and also provide ratings too</p> <p>Does Insurance cover needs to be done for all VSAT equipments too?</p> <p>NMS extension portal will provide fault management ticketing system with Site status and bandwidth utilization.</p>	As per RFP
25	TOR of Part II Page no. 25	<p>List of field offices along with detail of Bandwidth where both Bandwidth and networking equipments are required.</p> <p>The list of NHIDCL offices along with Bandwidth requirement is provided at the end of the document at Annexure – I</p> <p>These locations will undergo change during the course of project and it is the responsibility of the</p>	What about the last mile cost that shall be incurred in case of shifting of office location & also while adding a new location?	As per RFP

		bidder to provision for the connectivity at the new locations. There will be addition/ deletion in the number of locations.		
26	Annexure – I Page no. 63	Annexure - I List of field offices along with detail of Bandwidth requirement	LAT- LONG of all the locations required.	Annexure – I for Bandwidth details Annexure – II has LAT – LONG details

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