

**Pre-Bid Queries for NIT No. Internet & Locational Links at DC and DR for IT Implementation at Goa Electricity Department  
NIT No. RECPDCL/TECH/Internet-GED/e-Tender/2015-16/1223 Dated: 11.08.2015**

S. No.	Vendor	Item	Page No. / Clause No.	Parameter	Technical Specifications as per RFP	Queries / Modifications / Changes Suggested	Vendor's Remarks	RECPDCL Remarks
1	Vodafone India	Submission date	1	Submission date	Last Date of Submission of Tender -01.09.2015 @ 1500 Hrs	Considering the SOW and time required for feasibility survey for all 265 locations ,we would require 4 weeks time along with complete location & contact person information . Hence requesting RECPDCL to consider extension of Tender submission Date to 14.09.2015		Extended till 14.09.2015
2	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV a.		The scope of work covers supply, installation, commissioning and maintenance of VPN / MPLS / leased line circuit based WAN solution at Datacentre, Customer Care Centres, Sub division, division, Circle, Head Quarter and any other office of the utility.	Bidder shall only provide connectivity upto Interface of the Router provided by REC with MRTG graph and Bidder shall not be responsible to provide Database servers, It is understood Router will be given by REC as per the tender specification	Please confirm	Routers will be provided by REC-PDCL and bidder shall terminate the links on provided routers.
3	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV b		The bidder shall provide 5 years warranty and services support of all supplied, installed and commissioned equipment as per Service Level Agreement (SLA).	Bidder shall provide services of all Hardware Equipments commissioned by the Bidder to establish the Connectivity, It is understood that the warranty for Routers will be REC's responsibility. Also, Bidders will require Make and Model of the Routers to be used by REC for this connectivity for all Locations, individually for Divisional Offices, and Data Centers.		Router for Locational offices - HP MSR30-20 Routers for Data Centers - HP 6600 series
4	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV c		The bidder shall comply with the general guidelines, as well as those specified by Gol from time to time to ensure seamless inter-operability and interconnectivity.	Please elaborate upon inter-operability and interconnectivity with respect to Connectivity Project in detail.		Bidder need to adhere general guidelines specified by GOI as and when required.
5	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV d		Any WAN Network of Central or State Government may also be used for this project, subject to availability of spare capacity, technical feasibility and permission from requisite authority.	Please share who will decide and obtain permission, Here bidder who is providing connectivity to RECTDCL will only be liable to provide the connectivity at the location mentioned in PO.		If required, these details will be provided at the time of implementation in coordination with utility.
6	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV g		The bidder to ensure that WAN must use the Hardware devices such as Internet routers, terminal servers, Internet systems that interface to ethernet, or datagrams-based data based servers which support open standards and have OPEN NETWORK management system (NMS) support for monitoring, configuring and measurement of the network resources.	what is NMS -SOW in this..Please elaborate..Here we understand that Bidder will provide the MRTG ( Multirouter Traffic Graphing)		Bidder to show the bandwidth utilization of links through their own network. WAN links should use hardware devices of utility.
7	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV h		The bidder to ensure that WAN shall have the capability to run IP routing protocols like OSPF (Open Shortest Path Find) version 2, OSPF v3, RIP v2, RIP, OSPF over demand circuit, IS-IS, BGP4.	Please elaborate links inter-operability and interconnectivity means here..?.What is OSPF over Demand Circuit means		OSPF over demad circuit is used to supress the periodic link state advertisements refresh. WAN links should support this protocol.
8	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV i		The bidder to ensure that WAN may run any routing protocol (like OSPF, BGP) depending on the individual design criteria of the WAN. It is mandatory that the network should allow interaction between multiple routing protocols for keeping a unified network reach ability table across the country.	Bidder will provide MPLS connectivity with BGP, and will allow all Routing Protocols.		WAN should allow any routing protocol with MPLS technology running on WAN cloud.
9	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV J		While two routing protocols are interacting to exchange routing updates, there should be the capability to selectively filter certain routes for security reasons.	Please elabrote on the selection criteria on filters, Bidder will provide MPLS connectivity with BGP. Filtering part needs to be configured by REC at CPE/ Router Level.		Filtering part will be configured by implimentation agency but WAN should support particular filtering.
10	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV k		The bidder to ensure that WAN should be capable to provision IP multicast based services. The same would require the capability of running industry standard IP multicast protocols like Protocol Independent Multicast (PIM) Sparse Mode and Dense Mode, Multicast OSPF (MOSPF), multicast BGP (MBGP) and DVMRP or equivalent.	Please confirm, There are many attributes such as ( <ul style="list-style-type: none"> <li>• Multicast - No of Groups &amp; Group address</li> <li>• MDT default</li> <li>• MDT data</li> <li>• RP address</li> <li>• RP announcement method)</li> </ul> , of Multicasting which are to be provided by REC.	There are many attributes such as ( <ul style="list-style-type: none"> <li>• Multicast - No of Groups &amp; Group address</li> <li>• MDT default</li> <li>• MDT data</li> <li>• RP address</li> <li>• RP announcement method)</li> </ul> , of Multicasting which are to be provided by REC.	In order to run multicast protocols, WAN should be capable to provision IP multicast based services, rest bid will be evaluated as per tender specifications.
11	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV l		WAN should have the multicast group management capability through Industry standard protocols like Internet Group Management Protocol (IGMP) version 1, 2 and 3.	Please confirm, There are many attributes such as ( <ul style="list-style-type: none"> <li>• Multicast - No of Groups &amp; Group address</li> <li>• MDT default</li> <li>• MDT data</li> <li>• RP address</li> <li>• RP announcement method)</li> </ul> , of Multicasting which are to be provided by REC		Bid will be evaluated as per tender specifications.

12	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV m		The voice networking of WAN should be based on IP and should be designed in such a way that a central call processing system is able to service phones at remote locations. WAN should have the voice conferencing solution deployed based on industry standard protocols.	Vodafone will provide MPLS with defined COS/QOS Values as per mutual agreement with REC. REC has to provide confirmation on COS parameters to configuration of COS in the connectivity. What will be the Bandwidth Reservations at each location for IP Telephony over MPLS. Who will provide the WAN Conferencing Infrastructure like IP Call Manager, IP Phones etc.		QOS for voice will be configured by implementation agency, WAN should support traffic of voice as well as for Data.
13	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV n		All communications happening over various links within the WAN should be encrypted using standard protocols like IPSec, 3DES & AES to ensure highly secure communication.	Please confirm, we understand that Bidder will provide MPLS connectivity with BGP and provide the required configuration details to REC, REC shall configure the CPE router as per REC requirement, and Bidders Network shall act as transparent media for encryptions configured at the CPE.		Router configuration will be done by implementation agency but bidder to ensure secure MPLS VPN traffic as per the industry standards with provision to encrypt the traffic using IPSEC tunnel.
14	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV o		All equipment proposed shall ensure optimum throughput to take care of the connectivity requirements of the network including minimum bandwidth requirement and scalability in bandwidth	Please elaborate scalability of bandwidth required for Locations/ DC/ DR or primary and secondary links.		Scalability is required at locations offices, DC and DR as per the requirement of utility. Proposed WAN should be capable for scalability purpose.
15	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV q		The routers at Data centre shall have the provision for connecting to DR site in case the same is established at a later date. (Routers to be provided by REC-PDCL).	OK, Bidder will only terminate the connectivity on REC provided routers.		Solution should be provided as per specification.
16	Vodafone India	SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Section IV r		Bidder to ensure locational offices connectivity up and running from DR site in case of unavailability of Data Centre.	OK, Bidder will only terminate the connectivity on REC provided routers and REC shall provide all power, rack space/ number/ access in DC-DR and other required information to terminate the link		Bidder will terminate connectivity on provided routers, rest of the parameters will be fulfilled by implementation agency but bidder to ensure connectivity to be up and running from DR if DC is not available.
17	Vodafone India	Network Diagram	-		Understanding of network connectivity diagram	Is not included in the Tender document, Please provide the LAN connectivity diagram		Upon successful feasibility of locations bidder shall provide diagram of proposed solution.
18	Vodafone India	WAN at DC, NOC and Utility HQ:	a	1.2 WAN at DC, NOC and Utility HQ:	As the NOC at Data Centre shall hold the core interconnecting routers and critical servers of WAN, the availability of this Network operating centre is highly critical. Failure of any components in this centre would bring down the entire network. So, the design of the Data Centre along with the NOC should meet the high availability requirement.	Bidder will not be responsible for data center infrastructure for high uptime, Responsibility of bidder is only lies upto the router provided & configured by REDPDCL		Bidder to ensure uptime of the WAN connectivity provided.
19	Vodafone India	WAN at DC, NOC and Utility HQ:	b	1.2 WAN at DC, NOC and Utility HQ:	Utility HQ offices would be connected to the Data Centre through a minimum 2Mbps MPLS/ VPN links and ISDN links.	Bidder will provide two different media of connectivity for primary and secondary		Bid will be evaluated as per the specifications.
20	Vodafone India	WAN at DC, NOC and Utility HQ:	c	1.2 WAN at DC, NOC and Utility HQ:	Data Centre and DR Site will be connected to Internet through 4 Mbps Internet Leased Line. The Internet link shall be terminated in a separate Internet router.	OK, Router should be provided & configured by RECPDCL team		Routers will be provided by REC-PDCL but installation of links will be considered completed when link will be accessible through router.
21	Vodafone India	WAN at DC, NOC and Utility HQ:	d	1.2 WAN at DC, NOC and Utility HQ:	The Data Centre shall have facilities for connecting to Utility HQ, all the remote utility offices in Circles, divisions Sub divisions etc. as per the requirement of utility and all the Customer care centres.	Bidder will provide MPLS connectivity with BGP and provide the required configuration details to REC, REC shall configure the CPE router as per REC requirement at all location & at DC-DR		Routers will be provided and configured by REC-PDCL but installation of links will be considered completed when link will be accessible through router
22	Vodafone India	WAN at DC, NOC and Utility HQ:	e	1.2 WAN at DC, NOC and Utility HQ:	Data Centre shall be connected to DR site through 50 Mbps WAN connectivity, with provision to grow up to 100 Mbps over a period of 6-7 years.	It's a 5 year tender, why provisioning required to grow up the circuit. Please confirm, why 6-7 Years been asked		Scalability is required over the time, within warranty period and after warranty period.
23	Vodafone India	WAN at DC, NOC and Utility HQ:	f	1.2 WAN at DC, NOC and Utility HQ:	In case of a disaster strike at primary data centre, the DR site will take over and will start functioning as the primary site.	link will be Terminated & configured on the REC routers, hence this comes under REC scope, bidder will configure PE router and provide the support on connectivity. Bidder will provide the connectivity to support the network.		Connectivity of MPLS network should be accessible from DR site if DC is not available due to disaster.
24	Vodafone India	WAN at DC, NOC and Utility HQ:	Page no 10	1.3 WAN for Circle and Division offices -	There will not be any connectivity in office hierarchy. All connectivity of distant locations will be directly connected to the Data center. The proposed network has to be on a minimum 2 Mbps VPN connectivity along with ISDN BRI / PRI line as back up connectivity. The various offices like circles and divisions and various other offices as per the requirement of the utility will be connected to Data Centre via VPN cloud of the Service Provider. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability. The uplink WAN connection will terminate in a networking device, which will be connected to the switch via security equipment, which will ensure the fully secure enterprise VPN.	Bidder will provide two different media of connectivity for primary and secondary link .Configuration, installation & maintenance of REC router will not comes under the scope of work of bidder. Bidder shall terminate the link connectivity of MPLS circuit on the Specific port given by RECPDCL team and share WAN IP & Demo AS number with REC to configure the link. Please provide confirmation All security, switch/ Networking equipment shall be provided configured & managed by REC		Routers will be provided and configured by REC-PDCL but installation of links will be considered completed when link will be accessible through router

25	Vodafone India	2. LOCATION WISE INDICATIVE QUANTITY	-	2. LOCATION WISE INDICATIVE QUANTITY	A provision of upgrading of bandwidth at various locations shall be extended further to its double the required bandwidth as and when required, comes under the scope of the bidder.	what will be a bandwidth of secondary last mile and what is SLA parameters of secondary last mile, It is subjected to feasibility & commercial and will be initiated when the customer request will be raised. Please provide and elaborate		Bid will be evaluated as per the specifications.
26	Vodafone India	2. LOCATION WISE INDICATIVE QUANTITY	Page_11 S.NO	2. LOCATION WISE INDICATIVE QUANTITY	Back up / secondary Connectivity (ISDN/SAT/Any Other physical media other than primary connectivity) to DC and DR	OK, Bidder may use different ISP to provide the lastmile connectivity.		Bidder may use different ISP to provide the lastmile
27	Vodafone India	Timelines for Delivery And Installation	Page No.24	Timelines for Delivery And Installation	Bidder is required to deliver communication link with desired bandwidth along with associated equipment at the specified locations / offices within 6 -8 weeks from the date of the Release Order. Locations/Offices would be as specified in the Release Order.	Total project is huge, hence kindly provide More time on delivery, We recommend to extend the delivery time upto 10-12 weeks to deliver both the links		Bid will be evaluated as per the specifications.
28	Vodafone India	Service Level Agreement (SLA)	parameter_ Page No 25	Service Level Agreement (SLA)	SI to monitor the availability of the network link for 99% uptime. SI should measure link availability on a monthly basis	Uptime is for dual list mile _ kindly replace the word SI with bidder, Provide the confirmation on the location or delete the clause. Also SLA mention is combination of the primary & secondary link. Please mention the location where 99% uptime is required		1. please consider service provider in place of system integrator. 2. please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. 3. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. 4. Uptime shall be calculated separately for primary and secondary links.
29	Vodafone India	Service Level Agreement (SLA)	parameter_ Page No 25	Service Level Agreement (SLA)	Validation: Downtime Report	How is bidder expected to monitor the link, Our understanding is that customer will log a TT when any link goes down and call to our help desk. Downtime will be concluded basis the TT. As router is provided & configured by REC, hence bidder will not be able to provide RTP base downtime report, But we can provide the Monthly Downtime report.	Please confirm	Downtime shall be calculated by bidder from the time TT is locked at helpdesk till the time link comes up and bidder shall prepare the monthly downtime report. In case link is down due to router issue, bidder will not be responsible for owing the downtime.
30	Vodafone India	Service Level Agreement for Internet link		Service Level Agreement for Internet link	Latency to the Global IP should be less than 300ms	We understand that latency upto the global DNS should be less than 300ms as per discussion in pre-bid meeting. This change will be incorporate about the latency in tender.	Please confirm	There will be no change in the tender for this particular specification. Bidder have to ensure this latency for global DNS and any other IP.
31	Vodafone India	Service Level Agreement for Internet link		Service Level Agreement for Internet link	The Vendor Ethernet link should ensure no Packet Loss	packet drop depends on various factors, we recommend that you should change it to 1% packet loss	Please change	The vendor ethernet link should ensure not more than 0.1 % packet loss for every 1000 ping response.
32	Vodafone India	Service Level Agreement (SLA)	parameters	Service Level Agreement (SLA)	Resolution of ticket logged related to Networks	We understand the its should be resolution of TT logged by REC & Bidder should resolution the TT as per the defined TT considering the SLA's	Resolution of TT as per the defined SLA	Bid will be evaluated as per the tender specifications.
33	Vodafone India	Response Resolution time	Page 27	Response Resolution time	The payment cycle will commence only after successful installation, commissioning and testing of communication links at committed bandwidth. Bidder will require to submit a user acceptance test report duly authorized by RECPDCL/GED nodal officer as a proof for the locations mentioned in release order.	REC should share the format which cover Primary acceptance & Secondary Acceptance report separately	Billing of links can be start separately of each location, for primary & secondary circuit, post deliver of DC & DR is delivered	Bidder to ensure providing connectivity to primary and secondary links in defined timelines. Format for acceptance shall be shared at the time of implementation.
34	Vodafone India	General Conditions of Tender	Page 28	General Conditions of Tender	Special Condition of tender, bidder entities	As tender has 2 series ie ILL & MPLS. We have 2 entities in VF, One VF spacatel Ltd for ILL and VF south ltd for MPLS services , We request RECPDCL to allow us to submit the tender from both entities		Bids will be accepted as per tender specifications
35	Vodafone India	Rates and Prices	Page 30	Rates and Prices	Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.	BID with deviation allowed or Not. Please confirm as many line items are not related service provide SOW, but mentioned in the tender.		Deviations are not allowed.
36	Vodafone India	Pre-Qualifying Criteria for Bidder	page31	Pre-Qualifying Criteria for Bidder	The bidder shall have ISO 9001:2001, 14001 Certificates. Valid copy of ISO certificates are to be submitted in this regard.	It should be TL 9000 certified. Along with ILL & NLD license	Telco's have 27001 & TL9000	Amended: ISO 9001:2001 certificate is mandatory
37	Vodafone India	FORMAT FOR NO-DEVIATION CERTIFICATE	Page 38	FORMAT FOR NO-DEVIATION CERTIFICATE	By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.	It is No deviation bid or Deviation allowed, Sentence is Contradictory , Kindly confirm if we can mention deviations	Please make a correction or allow a response with deviation	Deviations are not allowed.

38	Sify Corp.	-	SECTION-IV SCOPE OF WORK & SERVICE LEVEL AGREEMENT T a.	-	The scope of work covers supply, installation, commissioning and maintenance of VPN / MPLS / leased line circuit based WAN solution at Datacentre, Customer Care Centres, Sub division, division, Circle, Head Quarter and any other office of the	We request REC to provide the complete location address for DC , DR and customer support in excel with pin code and contact person for feasibility survey. We request please provide us sufficient time for feasibility after giving the location address so request extension of bid submission by 10 days	-	Attached as annexure.
39	Sify Corp.	-	SECTION-IV SCOPE OF WORK & SERVICE LEVEL AGREEMENT T g.	-	g. The bidder to ensure that WAN must use the hardware devices, such as Internet routers, terminal servers, Internet systems that interface to Ethernets, or datagram-based database servers, which support open standards and have open Network Management System (NMS) support for monitoring, configuring and measurement of the network resources	confirmation from REC that CPE Router will be provided by REC	-	CPE routers will be provided by REC-PDCL
40	Sify Corp.	-	2.2 WAN Implementation Hardware, Software, Services	-	Back up / secondary Connectivity (ISDN/VSAT/Any Other physical media other than primary connectivity) to DC and DR	Backup or secondary connectivity could be ISDN, VSAT, any other MPLS connectivity from Other service provider with same media , or from same service provider with secondary last mile from other POP.	-	Secondary links shall be provided by same service provider but may provide last mile from different service provider.
41	Sify Corp.	-	Timelines for Delivery And Installation page no 24	-	Bidder is required to deliver communication link with desired bandwidth along with associated equipment at the specified locations / offices within 6 -8 weeks from the date of the Release Order. Locations/Offices would be as specified in the Release Order.	SIFY request to keep primary link delivery time line 6-8 week but delivery timeline for secondary link to 10-12 weeks from date of release order	-	Bid will be evaluated as per the tender specifications.
42	Sify Corp.	-	Page no 25 uptime	-	Data Centre Network including internet, MPLS, DC-DR link Availability Minimum of 99.8% uptime measured on a monthly basis	SIFY request to relax the uptime to 99.5 % for DC, DR links	-	Bid will be evaluated as per the tender specifications.
43	Sify Corp.	-	SLA for Internet Links / Locational link page no 26	-	The latency from locational offices to Data Centre / DR Site should be less than 25 ms at any given point of time.	Please suggest here what we can offer between DC Goa and DR Hyderabad	-	As per industry standards.
44	Sify Corp.	-	PAYMENT CRITERIA page no 27	-	The payment cycle will commence only after successful installation, commissioning and testing of communication links at committed bandwidth. Bidder will require to submit a user acceptance test report duly authorized by RECPDCL/GED nodal officer as a proof for the locations mentioned in release order.	SIFY understands from this clause that acceptance of primary and secondary link will be done separately and if primary link is delivered and accepted in the month of july billing will start in the month of July and if secondary link will deliver in the month of august billing will start from the month of august.	-	Bidder to ensure providing connectivity to primary and secondary links in defined timelines.
45	Sify Corp.	-	GENERAL CONDITIONS OF TENDER page no.28	-	2. RECPDCL reserves the right to conduct the reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as Annexure B of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance. In case of denial for participation, bidder shall not be entitled for any kind of claim.	We request REC to conduct the reverse auction if 2 and more bidders are technically commercially qualified	-	RECPDCL reserves the right to conduct the reverse auction on its sole discretion
46	Sify Corp.	-	SECTION- VI ELIGIBILITY CRITERIA	-	2. The bidder shall have ISO 9001:2001, 14001 Certificates. Valid copy of ISO certificates are to be submitted in this regard.	SIFY request to remove 14001 certificate as this is for environmental certificate mostly used for manufacturing you can add TL 9000 certificate for B/W services	-	Amended: ISO 9001:2001 certificate is mandatory
47	Sify Corp.	-	Section-iv- Detailed scop of work pg no 8 point no :g	-	The bidder to ensure that WAN must use the hardware devices, such as Internet routers, terminal servers, Internet systems that interface to Ethernets, or datagram-based database servers, which support open standards and have open Network Management System (NMS) support for monitoring, configuring and measurement of the network resources	Pls confirm the Hardware (CPE-router) to be provided by the bidder?	-	CPE routers will be provided by REC-PDCL

48	Sify Corp.	-	Section-iv- Detailed scop of work pg no 8 point no :g	-	The bidder to ensure that WAN must use the hardware devices, such as Internet routers, terminal servers, Internet systems that interface to Ethernets, or datagram-based database servers, which support open standards and have open Network Management System (NMS) support for monitoring, configuring and measurement of the network resources	Pls confirm all the wan links will be monitored by bidder	-	WAN links shall be monitored by bidder and accordingly shall provide the monthly uptime reports.
49	Sify Corp.	-	SLA pg no 25	-	SI to monitor the availability of the network link for 99% uptime. SI should measure link availability on a monthly basis	point no1 and point no 3&4 are contradictory.. Pls confirm the site uptime will be 99% or per link uptime is 99%.	-	1. Please consider service provider in place of system integrator. 2. Please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. all these parameters will be monitored separately. 3. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. all the locational offices shall be monitored separately. 4. Uptime shall be calculated seperately for primary and secondary links.
50	Sify Corp.	-	SLA pg no 25	-	Divisional & Other Offices Network Availability Minimum of 97% uptime measured on a monthly basis	Does it mean siteuptime requirement is 97% or per link uptime is 97%.please confirm.	-	Per link uptimes should be 97 %
51	Sify Corp.	-	SLA for Internet Links / Locational link page no 26	-	The Latency to the global IP should be less than 300 ms	International loctations/lps to be shared	-	Bidder have to ensure this latency for global DNS and any other IP.
52	Sify Corp.	-		-		What will be the traffic on MPLS cloud? Video/voice/data..Do you require QOS for any traffic priority?	-	Video/voice/data traffic on MPLS cloud. Yes, QOS will be configured for voice and data.
53	Sify Corp.	-	1.4 WAN for Sub division offices and Customer care centres –Pg no 10	-	The Sub divisional Head Quarters would be connected to the Data centre through a minimum 2 Mbps VPN connectivity from service provider along with ISDN BRI / PRI line as back up connectivity. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability The Sub divisional HQ Routers shall have ISDN BRI / PRI Card for ISDN connectivity in case of link failure.	Primary and backup link termination on same router or two seprate routers?	-	Primary and back up links will be terminated on same router.
54	Sify Corp.	-	1.3 WAN for Circle and Division offices —Pg no 10	-	There will not be any connectivity in office hierarchy. All connectivity of distant locations will be directly connected to the Data center. The proposed network has to be on a minimum 2 Mbps VPN connectivity along with ISDN BRI / PRI line as back up connectivity. The various offices like circles and divisions and various other offices as per the requirement of the utility will be connected to Data Centre via VPN cloud of the Service Provider. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability. The uplink WAN connection will terminate in a networking device, which will be connected to the switch via security equipment, which will ensure the fully secure enterprise VPN.	Primary and backup link termination on same router or two seprate routers?	-	Primary and back up links will be terminated on same router.
55	Sify Corp.	-	1.2 WAN at DC, NOC and Utility HQ:Phg no :9 point no (a)	-	As the NOC at Data Centre shall hold the core interconnecting routers and critical servers of WAN, the availability of this Network operating centre is highly critical. Failure of any components in this centre would bring down the entire network. So, the design of the Data Centre along with the NOC should meet the high availability requirement.	Primary and backup link termination on same router or two seprate routers at DC ,NOC and HQ?	-	Primary and back up links will be terminated on same router.

56	Sify Corp.	-	1.2 WAN at DC, NOC and Utility HQ:Phg no :9 point no €	-	Data Centre shall be connected to DR site through 50 Mbps WAN connectivity, with provision to grow up to 100 Mbps over a period of 6-7 years	This 50 Mb p2p link (at DC and DR) has to be terminated on a separate router?	-	It will be terminated on same router on which MPLS links will be terminated.
57	Sify Corp.	-	1.2 WAN at DC, NOC and Utility HQ:Phg no :9 (point no c)	-	Data Centre and DR Site will be connected to Internet through 4 Mbps Internet Leased Line. The Internet link shall be terminated in a separate Internet router.	So Internet link will be terminated on separate router at DC and DR, Does it mean at DC and DR location there will be total 4 routers? 2 for MPLS (Primary and Backup), 1 for DC DR P2P link and 3rd router for internet	-	At DC there will be 1 internet router and 2 MPLS router At DR, there will be 1 internet router and 2 MPLS router
58	Sify Corp.	-	1.3 WAN for Circle and Division offices – pG no 10	-	There will not be any connectivity in office hierarchy. All connectivity of distant locations will be directly connected to the Data center. The proposed network has to be on a minimum 2 Mbps VPN connectivity along with ISDN BRI / PRI line as back up connectivity. The various offices like circles and divisions and various other offices as per the requirement of the utility will be connected to Data Centre via VPN cloud of the Service Provider. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability. The uplink WAN connection will terminate in a networking device, which will be connected to the switch via security equipment, which will ensure the fully secure enterprise VPN	topology required is Hub and spoke, where DC and DR will be the hubs. Both Hubs will work in active-active mode, it means all locations will communicate to DC and DR both? Or both hubs will work in active-passive mode, where remote locations will communicate to DC primarily and will communicate to DR when DC is down?	-	Hub locations will work in active and passive mode. Locational office will communicate to DR site when DC will be down.
59	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement 1.a	-	The scope of work covers supply, installation, commissioning and maintenance of VPN / MPLS / leased line circuit based WAN solution at Datacentre, Customer Care Centres, Sub division, division, Circle, Head Quarter and any other office of the utility.	Bidder can provide mix of services like MPLS, leased line and VPN or any one service of MPLS/LEASEDLINE/VPN. Please specify the single service for all bidders.	-	Bidder can provide primary connectivity on MPLS VPN network and secondary on ISDN BRI/PRI.
60	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement 1.d	-	Any WAN Network of Central or State Government may also be used for this project, subject to availability of spare capacity, technical feasibility and permission from requisite authority.	We request the customer not to ask any incremental and additional service for central govt and state govt. Please confirm.	-	This is not an additional service, Bidder may use WAN network of central or state govt. for this project if feasible and with due permissions.
61	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement 1.r	-	The capacity of the links at various tier of WAN will be up gradable subject to actual usage and utilization for the particular channel. The Bidder shall be responsible for regular monitoring of bandwidth utilization and generating reports at regular interval.	Please confirm threshold bandwidth utilization and what should be considered for future upgrade.	-	Threshold bandwidth utilization will be 80 % of the bandwidth provided. Future upgradation is dependent on the requirement of utility but the links provided should be capable for upgradation.
62	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement 1.4.a	-	The Sub divisional Head Quarters would be connected to the Data centre through a minimum 2 Mbps VPN connectivity from service provider along with ISDN BRI / PRI line as back up connectivity.	Please explain why ISDN connectivity for back is needed.. ISDN is outdated technology. Bidder can provide the alternative backup technology. We request removal of ISDN from RFP.	-	In case ISDN PRI/BRI is not feasible at particular location, bidder may provide MPLS VPN connectivity as an alternate but primary and secondary links should be on different lastmile.
63	TCL	-	GCC 7.1	-	The Contract shall be governed by and interpreted in accordance with the laws of the India. The High Court of Judicature at <b>Hon'ble High Court of Bombay in Goa</b> and Courts subordinate to such High Courts shall have exclusive jurisdiction in respect of any disputes relating to the tendering process, award of Contract and execution of the Contract	For the sake of neutrality of parties the Jurisdiction should be of courts of Mumbai. Please confirm.	-	Bid will be evaluated as per tender specifications

64	TCL	-	GCC 14.3		Payments shall be made promptly by the Purchaser, no later than forty five (45) days after submission of an invoice or request for payment by the Supplier, and the Purchaser has accepted it	We suggest the following clause: Payments shall be made by Purchaser in advance except for charges that are dependant on usage which shall be billed in arrears. Purchaser shall pay all amounts due within thirty (30) days from the date of invoice to the bank account designated by Supplier from time to time. Please confirm.		Please refer Payment criteria mentioned in RFP in which it is mentione d- "The payment will be released on quarterly basis after usage of Communication / Internet Links at committed bandwidth at each location."
65	TCL	-	GCC 17.1		Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents which have been newly created and developed by the Supplier solely during the performance of Related Services and for the purposes of inter-alia use or sublicense of such Services under this Contract. The Supplier undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. To the extent that Intellectual Property Rights are unable by law to so vest, the Supplier assigns those Intellectual Property Rights to Purchaser on creation.	As per the scope Supplier to provide license to use only for the term of the contract only. Supplier shall not provide any source code, designs and other document that are proprietary material of the Suppler under this contract/RFP. Kindly amend the clause accordingly.		Bid will be evaluated as per tender specifications
66	TCL	-	GCC 17.2		The Supplier shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Supplier, the same shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Supplier solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser	Supplier shall provide only license to use on a non-exclusive basis for the term of the contract, kindly amend the clause accordingly.		Bid will be evaluated as per tender specifications
67	TCL	-	GCC 17.3		The Supplier shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Supplier shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Supplier or its personnel during the course of performance of the Related Services. In case of any infringement by the Supplier, the Supplier shall have sole control of the defense and all related settlement negotiations	Supplier shall change or modify the infringing material with non infringing material. Indemnity obligation should be subject to limitation of liability that is to be capped to 12 month of charges received by Supplier from the Customer under a specific purchase order giving rise to the liability. Please confirm.		Bid will be evaluated as per tender specifications
68	TCL	-	17.4		Subject to sub-clauses 17.1 to 17.3, the Supplier shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Supplier that existed before the effective date of the contract	Supplier is to provide only license to use and no ownership transfer shall be done of the intellectual property under this contract. Please confirm.		Bid will be evaluated as per tender specifications

69	TCL	-	GCC 19.5		The Supplier indemnifies and shall keep indemnified Purchaser against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such subcontractor. The Supplier shall be responsible for making all payments to the subcontractor as may be necessary, in respect of any Services performed or task executed, and the Purchaser shall not be responsible for any part or full payment which is to be due to such subcontractor.	The indemnity obligations of Supplier should be subject to limitation of liability capped to 12 month of charges received by Supplier from the Customer under a specific purchase order giving rise to the liability. Please confirm.		Bid will be evaluated as per tender specifications
70	TCL	-	GCC 19.6		All rights of use of any process, product, service or facility developed or any other task performed by the subcontractor for the Supplier, under this contract would lie exclusively with the Purchaser in perpetuity free from all liens, encumbrances and other third party rights and the Supplier shall, wherever required, take all steps that may be necessary to ensure the transfer of such ownership in favor of the Purchaser	Supplier is to provide only license to use and no ownership transfer shall be done of the intellectual property under this contract. Please confirm.		Bid will be evaluated as per tender specifications
71	TCL	-	19.9		The Supplier shall be responsible for ensuring that the Subcontractor shall comply with all relevant and applicable provisions of the Contract. In default on the part of the sub-contractor to comply with the terms and conditions of the Contract wherever applicable, shall amount to breach on the part of the Supplier, and the Purchaser in addition to all other rights, have the right to claim damages add recover from the supplier all losses/other damages that may have resulted from such failure.	The recovery of such damage shall be subject to limitation of liability capped to 12 month of charges received by Supplier from the Customer under a specific purchase order giving rise to the liability. Please confirm.		Bid will be evaluated as per tender specifications
72	TCL	-	27		Indemnity	The indemnity obligations of Supplier should be subject to limitation of liability capped to 12 month of charges received by Supplier from the Customer under a specific purchase order giving rise to the liability. Please confirm.		Bid will be evaluated as per tender specifications
73	TCL	-	28		Limitation of liability	Limitation of liability for any reason whatsoever including infringement claim should be capped to 12 month of charges received by Supplier from the Customer under a specific purchase order giving rise to the liability. Please confirm.		Bid will be evaluated as per tender specifications
74	TCL	-	33.3.1		The Purchaser, by Notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.	Termination for convenience will attract ETC charges except for performance issues not resolved as per the agreed SLAs. We suggest the following modified clause: Customer agrees to pay to Supplier which Customer acknowledges is a genuine pre-estimate of Supplier's loss, within ten (10) days of such termination: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated Order Form(s), (ii) an amount equal to one hundred percent (100%) of the Service Fees payable for the unexpired remainder of the first twelve (12) months of the Service Term plus, if applicable, fifty percent (50%) of the Service Fees payable for the unexpired remainder of months thirteen (13) through the end of the Term of the terminated Order Form(s). Please confirm.		Bid will be evaluated as per tender specifications
75	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		m. The voice networking of WAN should be based on IP and should be designed in such a way that a central call processing system is able to service phones at remote locations. WAN should have the voice conferencing solution deployed based on industry standard protocols.	Bidder will like to understand the scope related to Voice. Understanding is that Bidder will only provide MPLS connectivity and RECPDCL can use the same for Voice communication with Class of Service defined in MPLS for Voice. If any specific voice related scope is required from Bidder, detailed scope will be required to be discussed.		Provided links should support voice communication with QOS defined for data and voice.



76	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		n. All communications happening over various links within the WAN should be encrypted using standard protocols like IPSec, 3DES & AES to ensure highly secure communication.	Please let us know the requirement for encryption on MPLS as it is a private network where one customer routing is kept separate from another customer. IPSEC can be used for the backup links (if it is over Internet). Please provide concurrence.		Bidder to ensure secure MPLS VPN traffic as per the industry standards with provision to encrypt the traffic using IPSEC tunnel.
77	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		q. The routers at Data centre shall have the provision for connecting to DR site in case the same is established at a later date. (Routers to be provided by REC-PDCL).	Please let us know if managed service is required or unmanaged service. Who will provide and manage the router for each of the location ? Is separate routers are required for Primary and Secondary link (recommended)		Routers will be provided by REC-PDCL and bidder will terminate the links on these routers. Primary and secondary links will be terminated on same router.
78	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.1 Quantity Variation clause: The evaluation shall be made on the overall cost of the items and quantities mentioned in the RFP. However, while placing the order, or during the execution, the utility reserves the right to modify the quantities of individual items to the extent of +/- 20% of the mentioned BoQ subject to within a range of 10% of the value of the overall project cost.	Please provide details on this scope. Any variation in the scope and qty will have relative changes in the commercials.		Any change in Qty, will have Proportionate impact on commercials
79	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.2: WAN at DC, NOC and Utility HQ a. As the NOC at Data Centre shall hold the core interconnecting routers and critical servers of WAN, the availability of this Network operating centre is highly critical. Failure of any components in this centre would bring down the entire network. So, the design of the Data Centre along with the NOC should meet the high availability requirement.	Please provide the details of DC and DR. The Addresses for DC and DR? Will the NOC be placed in DC only ? Bidder understands that the NOC scope will be under customer. Bidder will provide connectivity with managed router(if required). Please provide concurrence. Bidder understands that Dual Last Miles with Dual routers (for HA) are required at DC and DR.		Complete address link of DC, DR and locational links is attached as annexure. NOC will placed in DC. Routers will be provided by REC-PDCL. Single lastmile for primary link and single lastmile for secondary links will be terminated at DC and DR.
80	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.2: WAN at DC, NOC and Utility HQ c. Data Centre and DR Site will be connected to Internet through 4 Mbps Internet Leased Line. The Internet link shall be terminated in a separate Internet router.	Please confirm if managed router required from Bidder for Internet links?		Routers will not be required from bidder, same will provided by REC-PDCL.
81	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.2: WAN at DC, NOC and Utility HQ e. Data Centre shall be connected to DR site through 50 Mbps WAN connectivity, with provision to grow up to 100 Mbps over a period of 6-7 years.	Understanding is that a point to point link of 50M is required for DC-DR. The same will be used for Data replication. This link will be separate from the MPLS links. The upgrade will be done based on the requirement at that time with the appropriate commercials. Please confirm.		DC-DR replication link will be separate from MPLS links.
82	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.3 WAN for Circle and Division offices – There will not be any connectivity in office hierarchy. All connectivity of distant locations will be directly connected to the Data center. The proposed network has to be on a minimum 2 Mbps VPN connectivity along with ISDN BRI / PRI line as back up connectivity. The various offices like circles and divisions and various other offices as per the requirement of the utility will be connected to Data Centre via VPN cloud of the Service Provider. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability. The uplink WAN connection will terminate in a networking device, which will be connected to the switch via security equipment, which will ensure the fully secure enterprise VPN.	Understanding is that Full-Mesh topology is required to connect all the 265 locations with the DC and DR locations. All the 265 location requires 2M of Primary and 256K of secondary links.  Please provide the scope of switch and security device. As bidder demar will only be CPE/Link, the switch and security device scope will be in customer's scope.  If any security services are required, the same can be mutually discussed. Please confirm.		There are 176 no. of physical locations where connectivity needs to be provided. At these locations, there 265 no. of offices on which bandwidth is to be provided as per tender. Primary connectivity should be of 2 Mbps on MPLS / VPN cloud and secondary link should be of 512 Kbps on ISDN PRI/BRI network. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability. Bidder needs to terminate link on REC-PDCL provided router and rest of the security equipment will be taken care by REC-PDCL.

83	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		1.4 WAN for Sub division offices and Customer care centres – a. The Sub divisional Head Quarters would be connected to the Data centre through a minimum 2 Mbps VPN connectivity from service provider along with ISDN BRI / PRI line as back up connectivity. MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability The Sub divisional HQ Routers shall have ISDN BRI / PRI Card for ISDN connectivity in case of link failure.	For the DC and DR, please provide consolidated BW required.		Bidder needs to provide bandwidth as per the tender. As per tender it is required to provide 60 % aggregated bandwidth of the total bandwidth provided at locational offices.
84	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		2.2 WAN Implementation Hardware, Software, Services A provision of upgrading of bandwidth at various locations shall be extended further to its double the required bandwidth as and when required, comes under the scope of the bidder.	This will be subject to feasibility and appropriate commercials. Please confirm.		Bid will be evaluated as per tender specifications
85	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		2.3 Bill of material – 2.3.1 – Bill of material for Locational offices – Below tables depicts Bill of material for locational offices and for DC / DR internet connectivity. For physical locations having multiple offices, bidder to quote prices for the consolidated bandwidth. For reference, please consider point no. 2.4 for list of offices, bandwidth required and physical locations.	Please clarify this point. For a location where there are multiple offices, will there be a single link of consolidated BW, or individual links of 2M each - there will be significant design changes based on this fact.		Consolidated bandwidth to be provided where there are multiple offices.
86	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		2.3.2: Bill of Material for Data Center & DR Site 1. MPLS connectivity at DC and DR site Aggregated 60 % bandwidth of the total bandwidth of locational offices	For the DC and DR, please provide consolidated BW required. From a calculation $265 \times 2 \times 60\% = 316M$ . Please confirm this is the BW required at DC and DR.		60 % aggregated bandwidth needs to be provided as and when Release order will be placed. If RO is placed for 40 locations then bidder have to provide aggregated bandwidth of these locations.
87	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		2.3.2: Bill of Material for Data Center & DR Site 4. Data Centre to DR site connectivity 50 Mbps	Bidder understands that this is a P2P link required between DC and DR for replication purpose. The link will terminate on customer provided router/switches. Please provide concurrence.		Links will be provided on REC-PDCL provided routers.
88	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		For physical locations having multiple offices, bidder to quote prices for the consolidated bandwidth	Please clarify this point. For a location where there are multiple offices, will there be a single link of consolidated BW, or individual links of 2M each - there will be significant design changes based on this fact.		There will be single link of consolidated bandwidth.
89	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement		Service Level Agreement (SLA); SI to monitor the availability of the network link for 99% uptime. SI should measure link availability on a monthly basis. 99% Downtime reports Reports on the Network performance Penalty of 2% per month will be deducted from the monthly Order Value charges of that affected link, if the reports are not submitted by the bidder	Please confirm the uptime requirement - is it 99% or 99.8%(for DC, DR) and 97%(for other locations).		1. please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. 2. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. 3. Uptime shall be calculated separately for primary and secondary links.

90	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	Data Centre Network including internet, MPLS, DC-DR link Availability Minimum of 99.8% uptime measured on a monthly basis 99.80% Report 2% of monthly Order Value charges for less than 99.8% 3% of monthly Order Value charges for less than 98.0% 5% of monthly Order Value charges for less than 95%	Please confirm this is site uptime and not individual link uptime. For penalty, please make the change in clause to "x% of monthly Order Value charges for that link".	All the components at DC and DR will be measured separately.
91	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	Divisional & Other Offices Network Availability Minimum of 97% uptime measured on a monthly basis 97% Report 2% of monthly Order Value charges for less than 97% 3% of monthly Order Value charges for less than 95%	Please confirm this is site uptime and not individual link uptime. For penalty, please make the change in clause to "x% of monthly Order Value charges for that link".	All the locational offices will be measured separately.
92	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	SLA for Internet Links / Locational link 1.The vendor should provide 4 Mbps (1:1) Internet link on Ethernet. The Termination of the link location will be at Data center and DR center. 2.The Latency to the global IP should be less than 300 ms. 3.The latency from locational offices to Data Centre / DR Site should be less than 25 ms at any given point of time.	For Internet, please change the global latency to 350ms.	Bid will be evaluated as per the technical specifications mentioned in tender.
93	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	1.The vendor Ethernet link should ensure no packet loss. The packet loss shall be measured on sample basis of 1000 PING of 64 bytes and will be measured over a period of 24hrs.	Please change the packet loss to <1% .	The vendor ethernet link should ensure not more than 0.1 % packet loss for every 1000 ping response.
94	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	1.Resolution Time - 4 Business Hours including response time	Please change the Mean Resolution time to 8hrs as the sites are in Tier-3 locations.	Bid will be evaluated as per the technical specifications mentioned in tender.
95	TCL	-	Notice Inviting Tender Scope of Work & Service Level Agreement	Timelines for Delivery And Installation Bidder is required to deliver communication link with desired bandwidth along with associated equipment at the specified locations / offices within 6 -8 weeks from the date of the Release Order. Locations/Offices would be as specified in the Release Order.	Delivery of links are subjected to 1. Feasibility as per RFP 2. Site Permission in SOW of Customer 3. Site Readiness in SOW of Customer if the permission and Site readiness is received post expiry of feasibility then the feasibility needs to be revalidated and he which shall be communicated by bidder's project manager. Hence penalty should not be applicable. Please confirm.	Bid will be evaluated as per the technical specifications mentioned in tender. Permissions and site readiness will be taken care by implementation agency and would not impose penalty to bidder under permissions and readiness circumstances.
96	TCL	-	Additional		Please confirm if site installation permission will be in the Scope of customer.	Site Permissions will be in the scope of implementation agency.
97	TCL	-	Additional		Basic Hygiene Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free environment, and Air Conditioner to be provided by Customer. Any failure of hardware due to basic pre-requisite not available, will be replaced on charged basis. Also if Basic Hygiene factor is not met, then there shall be a delay in link delivery for that location. Please confirm.	UPS power, earthing parameters will be taken care by implementation agency except air conditioning. Bidder needs to install the devices keeping in mind that providing air conditioning to WAN infrastructure at every location is not possible.

98	TCL	-	Additional			In building cabling to be in Scope of Customer. Bidder will do the cabling upto CE router except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts. Also the Distance between MUX/ RF and CPE device should be less than 100 meters, else there shall be issues in signal strength and allied parameters. Please confirm		Bidder needs to do the cabling till router in any circumstances. Bidder to look into the issue if distance is more than 100 meters.
99	TCL	-	GCC 16. Performance Security		The Supplier shall, within fourteen (14) days of the notification of Contract award, provide a Performance Security for the due performance of the Contract in the amounts and currencies specified in the SCC.	Please confirm the amount for Performance Security. Bidder will provide the performance security for its scope of work.		Kindly refer NIT document
100	TCL	-	GCC 15. Taxes and Duties		15.4 The cost of Entry Tax as applicable will be the liability of the Supplier i.e. the price quoted will be inclusive of Entry Tax. The amount of Entry Tax will be deducted from the Supplier's invoice and remittance to tax dept. will be made by the Purchaser under the TIN number of Purchaser. If any liability is raised by the commercial tax department, Govt. of Goa on account of Entry Tax at a later date, the same shall be to the Supplier's account and accordingly recovery shall be made from the supplier's pending bills/security deposit as available with the Purchaser.	All taxes and duties shall be extra and at actual. In future if there is any change in taxes & duties from Regulatory bodies, it shall be passed on to the customer at actual. Please confirm.		bid will be evaluated as per tender specifications
101	TCL	-	GCC 25. Liquidated Damages and Penalty		25.1 Except as provided under GCC Clause 30, if the Supplier fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the Goods or Related Services, supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery or performance, subject to a maximum of 10% of value of such goods and services.	We suggest the following modified clause: "Except as provided under GCC Clause 30, if the Supplier fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to <b>0.5% of the MRC</b> of the value of the Goods or Related Services, supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual delivery or performance, subject to a maximum of 10% of value of such goods and services." Please confirm		bid will be evaluated as per tender specifications
102	TCL	-	GCC 25. Liquidated Damages and Penalty		25.3. If the Goods and Related Services supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/modified by the Supplier to meet the requirements within 14 days of being informed by the Utility, the Utility <b>shall be free to impose any penalty</b> as deemed fit. In addition, the Utility shall reserve the right to terminate the contract and recover liquidated damages by forfeiting the performance guarantee submitted by the Purchaser.	Please quantify the penalty amount		Kindly refer NIT document
103	Airtel	-	Scope of work point no. d		Any WAN Network of Central or State Government may also be used for this project, subject to availability of spare capacity, technical feasibility and permission from requisite authority	Pls clarify how & what kind of existing Government network can be used for this project		If required, the details will be provided at the time of implementation in coordination of utility.
104	Airtel	-	Scope of work point no. g		The bidder to ensure that WAN must use the hardware devices, such as Internet routers, terminal servers, Internet systems that interface to Ethernet, or datagram-based database servers, which support open standards and have open Network Management System (NMS) support for monitoring, configuring and measurement of the network resources.	Do we also need to provide routers for Internet & MPLS services		Routers for internet and MPLS services will be provided by REC-PDCL, bidder needs to terminate the links on these routers.
105	Airtel	-	Scope of work point no. n		All communications happening over various links within the WAN should be encrypted using standard protocols like IPSec, 3DES & AES to ensure highly secure communication.	MPLS itself is a secure protocol, kindly help to understand why additional encryption is required		Bidder to ensure secure MPLS VPN traffic as per the industry standards with provision to encrypt the traffic using IPSEC tunnel.

106	Airtel	-	1.3 WAN for Circle and Division offices		There will not be any connectivity in office hierarchy. All connectivity of distant locations will be directly connected to the Data center. The proposed network has to be on a minimum 2 Mbps VPN connectivity along with ISDN BRI / PRI line as back up connectivity.	As SLA asked at remote offices are 99 % which can be achieved from single last mile. Pls. suggest if there is any need for taking secondary. In case of ISDN RECL should take directly from respective teleco.		It is necessary for bidder to provide secondary link as an alternate to primary link and to maintain the uptime. 1. please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. 2. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. 3. Uptime shall be calculated separately for primary and secondary links.
107	Airtel	-	Timelines for Delivery And Installation		Timelines for Delivery And Installation	Request to allow delivery time lines from 10-12 weeks		Bid will be evaluated as per terms and conditions of tender.
108	Airtel	-	page 31 clause 5		Past experience for similar work	The bidder should have similar past experience for executing minimum 3 R-APDRP project with similar scope		Bid will be evaluated as per the tender specifications.
109	Airtel	-	SOW		Back up / secondary Connectivity (ISDN/VSAT/Any Other physical media other than primary connectivity) to DC and DR	As ISDN is a old technology and have a limited bandwidth on DIAL up mode upto 128kbps only, also ISDN usage charges are on actual usage basis , which increases the project cost exorbitanteley . Uptime and feasibility of ISDN also a major concern observed in various project we suggest you to consider VSAT with pooled bandwidth option to be incorporated as Backup solution . which is already running in few APDRP's like Karnataka APDRP, Jharkhand APDRP,North east APDRP etc.		MPLS based Broadband/Leased Line as an alternative to ISDN as back up link may also be considered as per the requirement and availability.
110	Airtel	-	SOW		clear vifurcation of scope of work between SI & connectivity provider	Pls clarify Who will arrange and manage the routers for terminating these links & How uptime & SLA will be measured		Routers will be provided by REC-PDCL, bidders need to terminate the links on provided routers. 1. please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. 2. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. 3. Uptime shall be calculated seperately for primary and secondary links.
111	Airtel	-	SLA		Link Accpetence test criteria	We suggest that acceptance test should be link wise limited to service provider scope  service Provider will provide screen shot of site wise ping test of customer end WAN IP to Bharti POP Wan IP for 12 hours ,for heath verification, response time verification and enablement of Routing protocols customer Post which RECPDCL will provide the signoff site wise. LOC has to be signed off by customer / RECPDCL within 4 days of sharing the ping snapshot for respective locations. 4- BERT (bit error rate test) to be conducted successfully by service provider for 24 hours of time before the commissioning/handover.		Implementation agency will test the bandwidth provided with the coordination of bidder and will observe response time from CE router to respective base station and then PE router. Testing may take 3-4 days and accordingly report will be signed off.
112	Airtel	-	GCC		Limitation of liability	Limitation of liability should not exceed the total contract value		Bid will be evaluted as per tender specifications
113	Airtel	-	Delivery		Late delivery	Late delivery should be 0.5% per week with maximum capping upto 5% of undelivered items		Bid will be evaluted as per tender specifications
114	Airtel	-			SLA	Pls clarify what do you mean by SLA 99% with respect to report .		1. please consider to provide 99.8 % uptime for Data Center network uptime including internet, MPLS at DC and DR, DC-DR link availability on monthly basis as mentioned in SLA. 2. Kindly consider 97 % uptime for divisional and other offices network availability on monthly basis as mentioned in tender SLA. 3. Uptime shall be calculated seperately for primary and secondary links.
115	Airtel	-			SLA	Request to cap the penalty to 10 % of link Quarterly value		Bid will be evaluted as per tender specifications

116	Airtel	-			Data center's SLA	As per RFP Data center SLA mentioned 99.8% on single last mile , however as per industry standard only 99.5% SLA achievable on Ring Fiber		Bid will be evaluated as per tender specifications
117	Airtel	-			Detail Addresses with Pincode of all Locations along	Kindly share Detail Addresses with Pincode of all Locations along		Attached as annexure.
118	Airtel	-			Response Time	Response time can be 4 hours however to change the resolution time to 12 business hours		Bid will be evaluated as per tender specifications
119	Airtel	-			The vendor Ethernet link should ensure no packet loss. The packet loss shall be measured on sample basis of 1000 PING of 64 bytes and will be measured over a period of 24hrs	As per industry standard 1 % packet loss is offered on 1000 packets of 64 bytes hence request you to change the packet loss to less than 1 %		The vendor ethernet link should ensure not more than 0.1 % packet loss for every 1000 ping response.
120	Airtel	-	Eligibility criteria		The bidder shall have ISO 9001:2001, 14001 Certificates. Valid copy of ISO certificates are to be submitted in this regard.	ISO 14001 is for enviourmental management does not have any relevance with respect to tender scope of work hence request to put ISO 27001 instead of ISO 14001		Amended: only ISO 9001:2001 certificate is mandatory