



ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body under Govt. of Assam)

Project Management Unit (PMU) of the proposed World Bank funded

Assam Citizen Centric Service Delivery Project (ACCSDP)

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

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Minutes of the Pre-Bid Meeting for Procurement of 'Network Connectivity for One-Stop-Service-Access Centers and other stakeholders' offices of ACCSDP' held on 11th March'2016 at 11:00 AM in the Conference Hall, ARIAS Society, Khanapara, Guwahati-22

IFB Ref. No: ARIASS/CCSDP/37/2016/Pt/7, Dated Guwahati the 26th February, 2016

The following officials of ARIASS and representative of the prospective bidders were present in the pre-bid meeting:

PCU Officials:

1. Ms. Panchali Kakati : Social Development Specialist, ARIAS society
2. Mr. Mustaqur Rahman : OSD to SPD, ARIAS Society
3. Mr. H.C.Baishya : DDA & AC, ARIAS Society
4. Mr. Piyananda S.W : Sr. IT Specialist ARIAS Society
5. Mr. Abdul W. Choudhury : Procurement Assistant (II), ARIAS Society
6. Mrs. Sibani Borthakur : Sr. Financial Management Assistant, ARIAS Society
7. Mr. D.K.Medhi : M&E Assistant, ARIAS Society
8. Ms. Ainu M. Baruah : Office Management Assistant, ARIAS Society

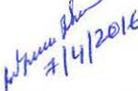
Representative of Prospective Bidders:

1. Mr. Rishi Raj Chetia : Solution Manager, Vodafone
2. Ms. Rosebee Medhi : Account Manager, Vodafone
3. Mr. Bubul Medok : Manager Sales, Airtel
4. Mr. I. Das : DGM (EB), Co, Ghy, BSNL
5. Mr. Nipan Goswami : Engineer, BSNL
6. Mr. Monmuth Bordoloi : Asst. Manager, Operation, SIQES
7. Mr. Joydeep Chakraborty : Marketing Executive, RailTel India Ltd.
8. Mr. Medini Sonowal : Sify Technologies
9. Mr. Kushal Sharma : System Administrator, Siqes Pvt. Ltd.

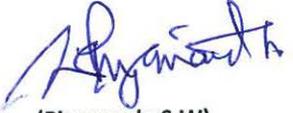
*Attendance sheet of the meeting is enclosed at **Annex-I**.*

1. At the outset the OSD to SPD welcomed all the participants of the meeting and furnished information about the ACCSDP and purpose of the procurement of 'Network Connectivity for One-Stop-Service-Access Centers and other stakeholder's offices of ACCSDP.
2. During the meeting project officials clarified the queries of the representatives of the prospective bidders. The queries raised by the prospective bidders during the pre-bid meeting and the clarifications provided is enclosed at **Annex-II**. The bidders were informed that the minutes of the pre-bid will be published on the website of ARIAS Society very shortly. Further, it was informed that in case any corrigendum is required to be issued, the last date of receipt of bids may be extended suitably.

The Meeting concluded with the request to the potential bidders to submit future queries in writing before the time limit given in the bidding document.


(M. Rahman)
OSD to SPD,
ARIAS Society


(H.C. Baishya)
DDA & AC,
ARIAS Society


(Piyananda S.W)
Sr. IT Specialist,
ACCSDP, ARIAS Society


(P. Kakati, ACS)
Social Development
Specialist, ARIAS society

Copy to:

1. PS to SPD, ARIAS Society for record.
2. Officials of the ARIAS Society present in the meeting.
3. Mr. Rishi Raj Chetia : Solution Manager, Vodafone
4. Ms. Rosebee Medhi : Account Manager, Vodafone
5. Mr. Bubul Medok : Manager Sales, Airtel
6. Mr. I. Das : DGM (EB), Co, Ghy, BSNL
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9. Mr. Joydeep Chakraborty : Marketing Executive, RailTel India Ltd.
10. Mr. Medini Sonowal : Sify Technologies
11. Mr. Kushal Sharma : System Administrator, Siges Pvt. Ltd.

Minutes forwarded with approval
of the SPD, ARIASS,



(P. Kakati, ACS)

Social Development Specialist, ARIAS society

Annex-1
Attendance Sheet

<p align="center">ATTENDANCE SHEET</p> <p align="center">Pre-Bid Meeting for Procurement of Network Connectivity for One-Stop Shop Service</p> <p align="center">Access Centres and other stakeholders offices of ACCSDP at ARIAS Society</p> <p align="center">Agriculture complex , G.S.Road ,Khanapra, Ghy -22</p> <p align="center">Date- 11th March 2016 ,Time :- 11.00 AM, Venue : Confrance Hall, ARIASS</p>					
SI No	Name & Firm	Designation with address	Email ID	Contact No.	Signature
1	Rishi Raj Chhetri, HI Vodafone	Solution Manager	rishi.raaj@vodafone.com	9706818956	
2	Rosebee Medhi Vodafone	Acc. Manager	rosebee.medhi@vodafone.com	9706818661	
3	Rukul Medda, Airtel	Manager. Sals.	rukul.medda@airtel.com	9952049198	
4	J. Das, BSNL	DGM (EB), Co, G#	dgmeb-co@bsnl.co.in	94355-99275	
5	Nipam Goswami	City Engineer	nipamgoswami@gmail.com	8876514172	
6	Monmota Bordoloi SIQES	Asst Mgr, Operation Dispur	monmota@siqs.com	8976409089	
7	Jaydeep Chakraborty RailTel Corp. of India Ltd.	Mktg. Exec. Pallanbarore	jaydeep.chakraborty@railtel.co.in	9957644126	
8	Medini Somowal. Sify Technologies.	Pambazero, Guwahati	jayanta.kalita@sifycorp.com	9679048571	
9	Kushal Sharma Siges Pvt Ltd.	System Admin Dispur. (SIQES)	Kushal.Sharma@siges.com	8390054862 9957573259	
10	Piyamanta	Sr IT specialist, CCSD	Piyamanta@ccsd.com	8876507517	

ATTENDANCE SHEET

**Pre-Bid Meeting for Procurement of Network Connectivity for One-Stop Shop Service
Access Centres and other stakeholders offices of ACCSDP at ARIAS Society
Agriculture complex , G.S.Road ,Khanapra, Ghy -22
Date- 11th March 2016 ,Time :- 11.00 AM, Venue : Conferance Hall, ARIASS**

SI No	Name	Designation	Email ID	Contact No.	Signature
11	H.P. Baishya	AC- II, PCU			
12	Mustaqur Rahman	OSD to SPD	mustaqurrahman@gnat.com	9435112972	
13	Abdul Wahid Chandhuy	PMA			
14	Sibani Boribullu	Sr. FMA			
15	Rinto Das	SFMA			
16	Dharmak. Meeki	M&E Assistant.			
17	Ainu M. Bannah	OMA			
18					
19					
20					

Annex-2
to the Pre-Bid Conference Minutes for the NCB Procurement process for hiring a firm for providing
Network Connectivity for One-Stop-Shop-Service Access-Centres and other stakeholder's offices of ACCSDP

#	Clause No./ Section	Bid Doc. Page No.	Reference of the Bidding Document	Clarification sought/ Request / Suggestion made by prospective bidders	Response of the Client
1.	Para 1 of IFB	3	Bidding is open to all eligible bidders as defined in the IBRD Guidelines for Procurement.	Please share the required guidelines	Please refer to Section-III of the Bidding Document. The guidelines "Guidelines: Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits & Grants-January 2011, Revised July 2014" is available at http://www.worldbank.org/
2.	Para 5 of IFB	4	Bids must be delivered to The State Project Director, ARIAS Society, Khanapara, Guwahati-781022, Assam, India on or before 14.00 hours on 1st April 2016 and will be opened on the same day at 14.30 hours, in the presence of the bidders who wish to attend. If the office happens to be closed on the date of receipt of the bids as specified, the bids will be received and opened on the next working day at the same time and venue. Late Bids will be rejected. Other details can be seen in the bidding documents.	Submission date : 1st April'16 is a short duration to do the feasibility survey and submitting the commercials, extension is required	Noted. There will be no change in the requirement as of now. However, if there is any change in the last date of receipt of bids, it will be published/
3.	Section II. Bidding DataSheet, ITB 5.3	24	ITB 5.3 (g) - evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);	How much working capital is required? Also, how much line of credit is needed?	Please refer to ITB clause 5.5 (e), at Bid Data Sheet, the minimum amount of liquid assets and/or credit facilities net of other contractual commitments of the successful Bidder shall be INR 100 crore
4.	Annexure I, Financial Eligibility	30	2 (B) (i) - The Bidder must have Minimum average annual turnover of INR 200 Crores in each of the last 3 financial years. The revenues must be accrued from providing network connectivity	Network Connectivity will include Mobile services, Internet services, MPLS services, Networking hardware and other related services. Please confirm	Please para 2 at page 52 of the Bidding Document for the service level requirement of connectivity. Mobile services are not included.
5.	4.C of Annex-1 to Bid Data Sheet	31	In case of VSAT, bidder should be a licensed VSAT operator from DOT, Govt. of India	The Bidder - Sole or lead bidder should have the VSAT license. Is this mandatory? We do not have the VSAT license but can offer VSAT last mile thru our partner. Can we offer the required MPLS service ? In case yes, then pls allow the Telecom Service provider without VSAT license to participate	Please refer to page 31 of the Bidding Document. As per the clause, in case of Sole Bidder, the bidder Must Meet the requirement. Further, in case of JV, the Lead Bidder, Must Meet the requirement. There shall be no change in these requirements.

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6.	Section: IV	36	1. Letter of Service Provider's Bid: Details of Quoted Price(in INR) by the Bidder	There may be the provision for item detail of as per different last mile like VSAT, RF, OFC as the rates of equipment & bandwidth are different for different last miles. This will provide clarity on the different forms of connectivity proposed for all locations.	<p>Please refer para 2 at page 52 of the Bidding Document</p> <p>The service level requirement of connectivity is-</p> <ol style="list-style-type: none"> 2 Mbps connectivity is required for upload and download both at each location on demand 128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one of the metropolitan cities such as Delhi NCR and bidder's hub/gateway with redundancy built in. <p>Bidders are encouraged to be innovative in their proposed services so as to provide the most reliable, robust and cost effective solution using various media and/or technologies excluding Dongle based technology</p> <p>Please refer to the location list too. Based on the location, bidder should come up with the reliable connectivity solution along with its costing.</p> <p>As such it is the bidder's choice what technology will be used to provide the above services and cost his bid price accordingly.</p>
7.	Section IV	36	Network connectivity at 428 locations of 2 MBPS each (see note 1)	2 Mbps per location thru VSAT is not practically possible. Hence, request customer to remove the VSAT as a must requirement.	<p>Please refer to para-2, at page 52 of the Bidding Document.</p> <p>2 Mbps connectivity is required for upload and download both at each of the 428 one-stop service centres across on Managed Service Model (Opex - Rental). Bidders are required to be innovative in their proposed services so as to provide the most reliable, robust and cost effective solution using various media and/or technologies excluding Dongle based technology. Hence, VAST could be one of the options for all or some of the locations (and not a must requirement for all the one-stop service centres), where no other form of connectivity is possible.</p> <p>The purpose of this procurement is to provide reliable and robust Network Connectivity for the one-stop-centres to ensure proper functioning of these centres to provide services to citizens under RTPS Act, and hence, there shall be no change in this requirement.</p>
8.	Section IV	36	128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one the metropolitan city and Service Provider's hub/gateway with redundancy built in. (see note 2)	Why point to point link is required between DC and Service provider HUB location ?, Pls elaborate the design requirement.	<p>Please refer to para-2 (b), at page 52 of the Bidding Document. The connectivity requirement is defined. This is to ensure the backbone/backhaul connectivity to the RTPS portal from the service provider's hub where all one-stop-centres connections converge. Bidders are required to be innovative in their proposed services so as to provide the most reliable, robust and cost effective solution using various media and/or technologies excluding Dongle based technology</p>

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9.	Section IV	36	128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one the metropolitan city and Service Provider's hub/gateway with redundancy built in. (see note 2)	Pls elaborate what does redundancy mean here ? Does customer require 2 Point to point links from 2 separate Service provider ?	The "redundancy" is for increasing reliability of the connectivity, usually in the form of a backup or fail-safe. Network redundancy is a process through which additional or alternate instances of network devices, equipment and communication mediums are installed within network infrastructure, for ensuring network availability in case of a network device or path failure and unavailability. Bidder should ensure redundancy giving 2 links.
10.	Section IV	36	128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one the metropolitan city and Service Provider's hub/gateway with redundancy built in. (see note 2)	Pls share where is the DC location . Pls share its complete address, rack details for cross connect along with contact person	Please refer to para-2 (b), at page 52 of the Bidding Document. The rack details for cross connect along with contact person will be provided after signing of the Contract Agreement with the successful bidder.
11.	Section IV	36	128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one the metropolitan city and Service Provider's hub/gateway with redundancy built in. (see note 2)	Pls elaborate what does burstability mean here ? How often this burstability is required ? How much time will be given to upgrade this bandwidth ? Once bandwidth is upgraded then how many days this will continue ?	"Burstable" means that the robustness of the system which should enable consumption of more Data traffic (i.e. over 128 Mbps and which could be upto 2GBPS), to take the load and deliver content during any temporary Internet traffic spikes. Hence, though the service plan would be of 128 Mbps bandwidth, at the same time the system needs to be setup at 2GBPS speed limit to cater for temporary traffic spikes. Please refer to page 54 for Performance level for Terrestrial links and Performance level for VSAT links as well as page 55 for Service Level Agreement (SLA) & Penalties, for the other queries.
12.	Section IV	36	Overhead Charges including charge for maintaining office and dedicated staff as mentioned in BDS at Guwahati(see note 3)	Pls elaborate which office Bidder have to maintain ? Pls share its complete address	Please refer to para ITB 5.5 (c) of Bid Data Sheet at page 25 and para 8 at page 54 of the Bidding Document.
13.	Section IV	36	Year 2 - Next lot of 155 locations. (total 255 locations)	Additional 100 sites contract will be for 4 years or 5 years as they the requirement is to be quoted in 2 nd year. Pls confirm. Similarly for 3rd year sites followed by 4th Year & 5 th Year. Is our understanding correct that 5th year sites will run for only one year. Pls confirm.	Please refer to headers of the tables at page 36 and 37 of the Bidding Document, it very clearly defines the implementation schedule including the time period by which the Service provider shall have to arrange to make the installations in lots from Year-1 to Year-5 so that the network connectivity is provided to the respective locations in time. Yes, 5 th year sites will run for a year as per the contract which can be extended by ARIAS.
14.	Section IV	36	Year 1 locations	How much time will be provide to service provider for delivery of Year 1 sites, Year 2, Year 3, Year 4 and Year 5 sites ?	Refer page 37 of the bid document under Implementation Schedule.

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15.	Section IV	37	Billing will be done on pro-rata basis per quarter for the centres/locations becoming operational phase wise. (please see Activity Schedule under section –VI for more details on phasing/lots of One Stop Shop being operational.)	Pls share how acceptance of MPLS circuits will be done ? Considering MPLS links, acceptance of the links should be done on per link basis post Hub location delivery. Pls confirm.	Please refer to page 54 for Performance level for Terrestrial links and Performance level for VSAT links as well as page 55 for Service Level Agreement (SLA) & Penalties, for the other queries. The client is concerned about the quality of services measured and monitored as per the service level agreement as cited in the Section-VI: Activity Schedule of the Bidding document. (page 51-68), and hence there will be no separate 'acceptance of MPLS circuits'.
16.	2 Qualification Information	38	Availability of Major items of Service Provider's Equipment: List all information requested below. Refer also to Clause 5.3 (d) & 5.5 (c) of the Instructions to Bidders	Pls elaborate which equipment details we have to share. Are these the Network element or CPE equipment details, pls confirm.	The bidder is required to provide details of all the existing equipment that will be used to provide the services under this assignment (if contract is awarded). Also please refer to page 24 & 25 of the bidding document, Bid data Sheet clause ITB 5.3 (d) and ITB 5.5 (c)
17.	2. Technical Requirements	52	Technical Requirement: Point-to-point network connectivity at 428 one-stop shop service centre locations across Assam on Managed Service Model (Opex - Rental). The 428 locations are divided in 4 lots (given in attachment) in order of priority.	Pls confirm whether the requirement is Point to point link or MPLS services ?	As stated in the bidding document- it is Point-to-point network connectivity.
18.	2. Technical Requirements	52	-Do-	Can the network be changed to CAPEX model as there is high investment in VSAT & onetime equipment for a period of 5 years.	Request noted. However, there will be no change in this requirement and bidder may cost his bid price accordingly.
19.	2. Technical Requirements	52	2 Mbps connectivity is required for upload and download both at each location on demand	Pls confirm what does ON demand mean here ?	The "on demand" means it should be 2 Mbps must be available whenever the service is required by any of the 428 one-stop shop service centres.
20.	2. Technical Requirements	52	2 Mbps connectivity is required for upload and download both at each location on demand	May please confirm what the minimum committed bandwidth is asked for per location whether it is minimum 2 mbps or up to 2 mbps. Whether the asked bandwidth is same irrespective of any last mile (OFC, RF & VSAT)	Minimum 2 Mbps must be available whenever the service is required by any of the 428 one-stop shop service centres.
21.	2. Technical Requirements	52	Technical Requirement: 128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one of the metropolitan cities such as Delhi NCR and bidder's hub/gateway with redundancy built in.	May kindly clarify the bandwidth requirement	Though the service plan would be of 128 Mbps bandwidth, at the same time the system needs to be setup at 2GBPS speed limit to cater for temporary traffic spikes

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22.	2.Technical Requirements	52	Service Provider: will install, commission and maintain all necessary equipment required for providing the connectivity. Service provider will own and will be responsible for all hardware, software, licenses , power sources and management necessary for these services	Pls elaborate what licenses are required from service provider ?	The service level requirements from the ISP is well defined in the bidding document and this para elaborates that the Service provider will own and will be responsible for all hardware, software, licenses, (eg: network monitoring software and its licenses) power sources and management necessary for providing these services.
23.	2. Technical Requirements	52	Service Provider: will install, commission and maintain all necessary equipment required for providing the connectivity. Service provider will own and will be responsible for all hardware, software, licenses, power sources and management necessary for these services	Pls elaborate what power sources are required from service provider ?	Power sources such as UPS, generators to run bidder's equipment.
24.	2.Technical Requirements	52	Service Provider: will install, commission and maintain all necessary equipment required for providing the connectivity. Service provider will own and will be responsible for all hardware, software, licenses, power sources and management necessary for these services. This includes equipment required at their central hub, Point of Presence (POPs) and at all the locations required to connect centres' computers/nodes. Service provider will be responsible for the maintenance, replacement and upgrades of all the above equipment during the duration of the project. Service Provider ensures replacement of any equipment required under upgrade/faulty/repairs within two days.	Pls elaborate the scope of service provider for connect centres. As per our understanding, bidder need to provide the connectivity till the WAN side. Rest all Local LAN, UPS power, Earthing, Rack space, Building permission, roof rights etc are all available at site. Pls confirm.	As stated in the para this the Service provider will be responsible for all the equipment - required at their central hub, Point of Presence (POPs) and at all the locations, required to connect centres' computers/nodes, i.e. the ISP will be responsible for both WAN and LAN side of the network. However, Building permission and roof rights of the 428 centres will be client's responsibility as mentioned at page 52 of the bidding document "ARIAS Society: will ensure providing required space for service provider's equipment and setup at each location and the central RTPS portal site".
25.	2. Technical Requirements	52	-Do-	May kindly confirm the responsibility of UPS, Power & earthing at the 428 remote CSC locations. Whether it will be taken care by the employer. Also is there any CSC that will be running on generator.	Reply same above.

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26.	2. Technical Requirements	52	Service Provider: will install, commission and maintain all necessary equipment required for providing the connectivity. Service provider will own and will be responsible for all hardware, software, licenses, power sources and management necessary for these services. This includes equipment required at their central hub, Point of Presence (POPs) and at all the locations required to connect centres' computers/nodes. Service provider will be responsible for the maintenance, replacement and upgrades of all the above equipment during the duration of the project. Service Provider ensures replacement of any equipment required under upgrade/faulty/repairs within two days.	Considering Terrain 2 days will be a lesser time to repair. Request to provide 4 days	Request noted. However, there will be no change in this requirement and bidder may cost his bid price accordingly.
27.	2. Technical Requirements	53	(a) End-to-end Quality of Service (QoS) offered (prioritization of the traffic, partitioning of bandwidth for applications etc.) etc.	Whether customer requires QoS with dedicated bandwidth per class of service. Pls confirm	As mentioned in the bidding document.
28.	2. Technical Requirements	53	(a) End-to-end Quality of Service (QoS) offered (prioritization of the traffic, partitioning of bandwidth for applications etc.) etc.	Pls confirm who will provide the required CPE router for terminating of MPLS links.	All equipment such as CPE router/switch will be responsibility of bidder. .
29.	2. Technical Requirements	53	(b) Monitoring, reporting and manageability features	Pls confirm whether proactive monitoring required or Reactive monitoring is required	Please refer to page 54, para 7 (iv) of the bidding document, i.e. Proactive monitoring of complete network (end-to-end) and registration of complaints for any issue in the network, is one of the Deliverables.
30.	2. Technical Requirements	53	The Network Monitoring Software should be based on industry standard FCAPS, which is developed by the ISO Telecommunications Management Network which is used to define the five key tasks of network management, fault, configuration, accounting, performance & security management.	NMS to be deployed at which location. Pls confirm	Please refer to page 55 of the bidding document, the Network Monitoring System (NMS) is required to be installed at bidder's premises/NOC and access for monitoring to be made available by the service provider to the client, and the client office "ARIAS Society" is located at Khanapara, Guwahati.

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31.	2.Technical Requirements	53	-Do-	All required UPS power, earthing, Equipment Server Rack , AC Dust free room to be provided by Customer for NMS location. Pls confirm	The Network Monitoring Software is required to be cloud based, hosted by the ISP in its own server and is required to be made available online by the service provider to the client. Hence, "AC Dust free room" for the NMS software is not required.
32.	2.Technical Requirements	53	It should be possible to share NMS information with other locations, to facilitate local efforts in monitoring and maintenance.	Pls confirm whether NMS User access is required at other locations. How many such users access required ?	All the 428 location shall have the viewing access (Read-only) of the NMS to share NMS information each others, to facilitate monitoring of local efforts in monitoring and maintenance.
33.	2.Technical Requirements	53	NMS should provide the statistics regarding resource utilization and faults in the network.	Pls elaborate what does Resource Utilisation mean here. As Bidder is providing network connectivity so we think it is Bandwidth utilisation report. Pls confirm	The statistics regarding Resource Utilisation means- the utilization of Bandwidth, up/ down time, performance management of links at all the 428 centres, performance of Help Desk, fault management, configuration management, accounting management, etc.
34.	2.Technical Requirements	53	Age of equipment design. The platform chosen needs to be relatively recent in design, and not an earlier design approaching obsolescence.	As per our understanding, the NMS installed should be latest and support available for 5 Years. Pls confirm	Yes.
35.	2.Technical Requirements	53	b. Upgradability. The hardware platform needs to be upgradeable in the future as new firmware is released. Firmware updates should be automatically uploaded to remote terminals.	Pls confirm on which device these firmware upgrade are expected ?	All the bidders' devices/computers in the network.
36.	3.Monitoring & measurement of performance	54	(a) Performance level for Terrestrial links: <ul style="list-style-type: none"> • Network Uptime Guarantee: 99.5 % at each location • Latency: End-to-end latency between any location and RTPS portal should not be more than 350 ms • Packet Loss: < 1% 	Network uptime guarantee may be considered 98% considering the remoteness & geographical terrain of the state.	Request noted. However, there will be no change in this requirement and bidder may cost his bid price accordingly.
37.	-Do-	54	Network Uptime Guarantee: 99.5 % at each location	The uptime per location of 99.5% is too stringent considering the terrain. As per the practical understanding, the Uptime SLA per location should be 98%. Requesting customer for this change.	Request noted. However, there will be no change in this requirement and bidder may cost his bid price accordingly.
38.	-Do-	54	Latency: End-to-end latency between any location and RTPS portal should not be more than 350 ms	Bidder has the required control only till the WAN connectivity and does not have any control till the RTPS portal. Request customer to amend this clause and limit it till the DC end.	Refer page 54. Bidder is also required to provide connectivity from its hub/gateway location to RTPS Portal.

#	Clause No./ Section	Bid Doc. Page No.	Reference of the Bidding Document	Clarification sought/ Request / Suggestion made by prospective bidders	Response of the Client
39.	-Do-	54	(b) Performance level for VSAT links: <ul style="list-style-type: none"> • Network Uptime Guarantee: 99.5 % at each location • Latency: End-to-end latency between any location and RTPS portals should not be more than 600 ms • Packet Loss: < 2% • The technology/proposed solution should cater to Rain-fade /Attenuation during rainy days to achieve desired uptime 	Employer may specify whether the service provider need to quote in KU or XC band. The size of the antenna & ODU specification may be defined for better clarity in participation & evaluation.	Please para 2 at page 52 of the Bidding Document The service level requirement of connectivity is c. 2 Mbps connectivity is required for upload and download both at each location on demand d. 128 Mbps burstable 2GBPS dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one of the metropolitan cities such as Delhi NCR and bidder's hub/gateway with redundancy built in. Bidders are encouraged to be innovative in their proposed services so as to provide the most reliable, robust and cost effective solution using various media and/or technologies excluding Dongle based technology. As such it is the bidder's choice what technology and its specifications will be used to provide the above services and cost his bid accordingly..
40.	7.Deliverables	54	(ii) Supply, installation of equipment and integration with each centre's equipment/switch/router.	Pls confirm router is available at each location or Bidder need to provide.	Bidder will provide the appropriate router/switch at each location. .
41.	7.Deliverables	54	(iv) Proactive monitoring of complete network (end-to-end) and registration of complaints for any issue in the network.	Bidder has the control till the CPE end. Hence complete network end - end means till the CPE router at location. Pls confirm	Bidder needs to have full control and monitoring over the complete network, including the LAN side of the network.
42.	7.Deliverables	54	(v) Monthly submission of reports of all the links with respect to all performance monitoring/usage and SLA parameters to ARIAS latest by 7th day of each month.	Can the submission of reports be quarterly.	As the reports will be generated from the Network Monitoring Software (NMS), this shouldn't be an issue. Hence, there will be no change in the requirement.
43.	7.Deliverables	54	(vii) (f) At-a-glance report	Pls specify what all parameters are required at a glance	The statistics regarding Resource Utilisation - utilization of Bandwidth, up/ down time, graphical presentation on link utilization..
44.	8.HelpDesk	54-55	7. HelpDesk: The Service provider will establish a dedicated HelpDesk at Guwahati with a Toll Free number for this project from 7 AM to 7 PM with a dedicated staff of qualified Network specialist / Technical engineer and three helpdesk operators. The Network specialist will attend prime time office hours. The three helpdesk operators will have the three shifts of 7AM – 3 PM, 9 AM – 5 PM and 11 AM – 7 PM respectively. These staff should be able to resolve all technical queries, fault resolution and problems related to network and/or escalate for higher technical interventions.	a) Pls share the location where Help desk is required? b)All logistics & furniture like Servers, PCs, EPABX, AC Room, PRI lines, UPS power, Table, Chair, Phones etc are available at Helpdesk and to be provided, managed by Service Provider/Customer. Pls confirm c) In case a person is on leave then managing 3 shifts with 2 people can become challenge. Hence No of resources required should be atleast 4 nos for shift management. Pls confirm	a) As indicated at Guwahati b) Yes, to be managed by bidder/service provider c) The minimum requirement is 3 persons, it is the bidder's choice if they want to engage four.

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45.	8.HelpDesk	54-55	-Do-	Can the dedicated helpdesk be at any part of the country. Most of the service providers including us have centralised Helpdesk along with toll free number with 24/7 accessibility	Noted. However, there will be no change in the requirement.
46.	9. Service level Agreement (SLA) & Penalties	55	Service Level Agreement (SLA) & Penalties: ARIAS will pay charges on per site basis depending upon the achievement of uptime. Full amount will be paid for 99.5% uptime or higher per location and the payment reduces at the rate of 10% for every 5% reduction in uptime. No payment will be made for uptime less than 70%.	Uptime guarantee and penalty clause is very stringent. Uptime for VSAT may be minimum 99% & that of other last mile may be 98% considering the accessibility & geographical terrain of the state. The penalty clause may be relaxed from 100% to a maximum of 5% for less than 70% uptime. Also per day penalty may be changed to a maximum of Rs. 5000	Noted. However, there will be no change in the requirement.
47.	Service Level Agreement (SLA) & Penalties:	57	-Do-	Penalties are very high and are not acceptable. Request you to change this to service credit, instead of financial penalty. For every hour of downtime beyond the permissible downtime, 1 hour service credit will be provided.	Noted. However, there will be no change in the requirement.
48.	9. Service level Agreement (SLA) & Penalties	55	There should be no unplanned downtime of more than 15 minutes during the peak business period (10 AM to 6 PM) and more than one hour during a period of 24 hours.	Planned down time is taken to achieve a major/ minor activity. The activity may require some time and request customer to provide atleast 4 - 6 hours.	Noted. However, there will be no change in the requirement.
49.	9. Service level Agreement (SLA) & Penalties	55	Following will be excluded while calculating the down time: Down time due to force majeure like Earthquake, Natural calamities, Riots and major power outage	Any non availability of permission at site, power, reasons attributed to site/ customer should not be part of this downtime.	Noted. However, there will be no change in the requirement.
50.	10. Payment Terms	55	10. Payment Terms: The Service Provider has to charge the link subscription charges quarterly, only for the links which are implemented, commissioned and made operational. The payment will be based on link-wise uptime report along with the achievement of SLAs defined in the contract. (The uptime of the link as specified under SLA clause will be assessed on monthly basis and the payment will be made at the end of each quarter). Payment for the dedicated 2GBPS link between the Data Centre and Service Provider hub will be paid on annual basis.	From terrestrial service provider MPLS design, please share why the 2Gbps link is required between data centre and service provider Hub. Pls share the architecture design details.	Noted. However, there will be no change in the requirement and the ISP is required to provide dedicated 2GBPS link between the Data Centre and Service Provider hub.

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51.	10. Payment Terms	55	Payment for the dedicated 2GBPS link between the Data Centre and Service Provider hub will be paid on annual basis.	Request you to make this as Quarterly Payment	Noted. However, there will be no change in the requirement. (Project may consider changing this to quarterly)
52.	11. Price Fall / Reduction:	58	<p>11. Price Fall / Reduction:</p> <ul style="list-style-type: none"> The prices charged for the bandwidth and services supplied under the Contract by the Service Provider shall in no event exceed the lowest price at which the Service Provider sells the bandwidth and services or offers to sell bandwidth and services of identical description to any persons/ organizations or any department of GOA. If the market brings down the prices of bandwidth anytime during the project duration, the Service Provider will pass on the price benefit to the Purchaser and the price payable under the contract for the bandwidth and services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced. 	Prices vary with the quantity, term of the contract, payment terms, penalties, inputs costs and many other factors. Request you to remove this clause.	Noted. However, there will be no change in the requirement.
53.	12. Schedule of Implementation	56	<p>12. Schedule of Implementation:</p> <p>Implementation will be in four lots given in the attachment. The locations given are tentative. The installation to be completed for the first lot is in the first year, the second lot in the second year, third lot in third year and then fourth lot in the fourth year. The final schedule will be prepared and finalized at the signing of the contract.</p>	We have to deliver each location of 1st Lot within 1 year. Please confirm our understanding.	No, it is not within 1 year. Please refer to page 36, 37 and 57 of the bidding document. The equipment for first 100 lot has to be installed with 3 months from the date of signing of contract and the connectivity service is required to commence from the 4 th month after the date of signing o contract agreement.
54.	Annex-2	57-67	Tentative Location details	Coordinates of all the locations are required to do the desktop feasibility as Physical survey of 428 locations will take more time and will be costly	Please refer to the ITB clause 8 of the bidding document. The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for providing the Services. The costs of visiting the Site shall be at the Bidder's own expense.

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55.	Annex-2	57-67	Tentative Location details	By when can we expect the complete address/ lat long of these 428 sites for feasibility	Reply same as above
56.	Section-VII	75	GCC 3.8- Liquidated Damages	Liquidated Damages are not clear. Request you to elaborate on the same.	Please refer to the provision of GCC clause 3.8.1 of Section VIII at page 84 (Particular Conditions of Contract). Liquidated Damage (GCC clause 3.8.1) is not applicable. However Lack of performance penalty (GCC3.8.3) shall be applicable and the performance Penalty is mentioned point 9 (Service Level Agreement & Penalties) under Activity Schedule Section VI.
57.	-	-	-	Request: Please add Limitation of Liability clause as" Under no circumstances shall the bidder be liable to the customer for any indirect, special, punitive or exemplary damages, or for any loss of business, profit, use, goodwill, reputation or data. Notwithstanding anything contained in the tender document or the contract, the maximum liability of the bidder in respect of all claims, in the aggregate, under or in relation to the tender/contract shall not exceed the total fees paid to the bidder by customer in the twelve months immediately preceding the date of the claim."	Noted. However, there will be no change in this respect in the bidding document.
58.	Clause No.7	54	Deliverables	<ul style="list-style-type: none"> To complete the entire network setup you have suggested router and switches. We are looking for minimum configuration of router such as 2 WAN port to maintain the redundancy to integrate with the existing SWAN network. In the same way numbers of ports of the switch are not mentioned. To establish structural cabling design we require to install a rack also. Power supply backup can be possible only with online UPS. Most of the locations of the Government buildings the equipment fails due to bad electrical grounding. To overcome these issues we might need chemical earthing with accessories for those locations. Most of the bidders may not quote those 	<p>Please refer to the ITB clause 8 of the bidding document.</p> <p>The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for providing the Services. The costs of visiting the Site shall be at the Bidder's own expense.</p> <p>We have mentioned that each centre will be managed by two operators, hence requirement of two ports.</p> <p>This is a primarily service level contract and not a purely equipment installation contract. The winning Bidder shall be responsible to provide the connectivity services as per standards of performance cited in the bidding document in all the 428 locations, and also for the dedicated link between RTPS portal located at third party Tier 3 Data Centre (DC) in one of the metropolitan cities such as Delhi NCR and bidder's hub/gateway with redundancy built in.</p> <p>IO Boxes and LAN setup will be responsibility of the client.</p>

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				<p>items as it is not mentioned in the tender.</p> <ul style="list-style-type: none"> • To keep the spirit of the tender and maximum uptime, the related accessories should to be mention in the deliverables with minimum technical specifications. • Whether IO box and LAN is to be established or our scope end with router and switches of the rack of remote sites? 	<p>It is clarified that service uptime necessitates provisioning of uninterrupted power by the service provider.</p>
59.				<p>Suggestion:</p> <p>As per our understanding data center will be located at NIC premises in Tier 3 cities and it is to be connected with NIC Assam with multiple redundancy networks. We therefore suggest you to take prior permission and licenses to integrate the proposed network with NIC and other agencies before tender. Without this permission the proposed solution of service provider may not be executed because of the 3rd party issue</p>	<p>Point noted.</p> <p>We have not specified data center location at NIC premises. Refer to page 37 and 54.</p>