

RFP for Provisioning of point-to-point dedicated leased line service between UIDAI Data Centers at Amaravati (AP) and Hebbal (Bengaluru)
(Replies to bidders' queries) [bid no. T-11014/72/2018-Tech dated 04.04.2018]

S. No.	Section No.	RFP Clause	RFP Pg. No.	Existing Provision in the Clause	Clarification sought by bidder	UIDAI Response
1	SECTION I	1.1	5	This invitation to bid is for "Provisioning of point-to-point dedicated leased line service between UIDAI Data Centers at Amaravati (AP) and Hebbal (Bengaluru)" from two service providers.	Please confirm: Can we propose other connectivity like L2 MPLS instead of Point-to-Point.	No change
2	SECTION II	2.21 (4)	21	Audited financial statements for the last three financial years (FY 2014-15, 2015-16, 2016-17) clearly mentioning turnover from telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services). In case the turnover on account of telecom services(i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) is not mentioned separately in the audited financial statements, the bidder shall provide a certificate from statutory auditor/ Company Secretary/ Company Auditor stating the turnover from telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) in the last three financial years (FY 2014-15, 2015-16, 2016-17), duly attested by company's authorized signatory.	Request this to be amended as Financial sheets to be shared with undertaking from authorized signatory	Pl refer corrigendum
3	SECTION II	2.21 (4)	21	Bidder shall have an average annual turnover from telecom services (i.e. provisioning of Internet leased lines/P2P	We request that figures for the specified services will not be easily available so we request to amend this clause as	Pl refer corrigendum

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				<p>links/MPLS/telephony services) of at least INR 35 Crore in the last 3 financial years as on 31.03.2017 (FY 2014-15, 2015-16, 2016-17)</p> <p>In case the turnover on account of telecom services(i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) is not mentioned separately in the audited financial statements, the bidder shall provide a certificate from statutory auditor/ Company Secretary/ Company Auditor stating the turnover from telecom services</p>	<p>"Bidder shall have an average annual turnover of at least INR 35 Crore in the last 3 financial years as on 31.03.2017 (FY 2014-15, 2015-16, 2016-17)"</p> <p>Else the required annual turnover in required format and signed by authorized signatory may be accepted</p>	
4	SECTION II	2.21 (4)	21	Bidder shall have an average annual turnover from telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) of at least INR 35 Crore in the last 3 financial years as on 31.03.2017 (FY 2014-15, 2015-16, 2016-17)	<p>Requesting to amend/delete the clause to allow new entrant.</p> <p>Also Clarify if the given INR Value is a mandatory factor in selecting the Bidder.</p>	<p>No change</p> <p>Yes</p>
5	SECTION II	2.21(5)	22	<p>Bidder shall have proven experience of providing telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) in Government/ Private sector /Autonomous organizations in previous 3 years ending on last date of previous month of bid submission closing date, as follows:</p> <p>(i) One work of providing telecom services (i.e. provisioning of Internet leased</p>	<p>Requesting to amend/delete/reduce the PO eligibility of tender clause to allow new entrant.</p> <p>OR</p> <p>Clarify if the given INR Value is a mandatory factor in selecting the Bidder.</p>	<p>No change</p> <p>Yes</p>

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				lines/P2P links/MPLS/telephony services) costing not less than the amount of Rs 1.30 Cr; OR (ii) Two works of providing telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) each costing not less than Rs 1.00 Cr; OR (iii)_ Three works of providing telecom services (i.e. provisioning of Internet leased lines/P2P links/MPLS/telephony services) each costing not less than the amount of Rs 0.70 Cr.		
6	SECTION II	2.29 (1) (b)	28	The Bidder shall be deemed to have complied with all clauses in the Bid document under all the sections/chapters of the Bidding document, including Bid Evaluation Criteria (BEC), Schedule of Requirements, and Technical specifications, Timelines and General Terms and Conditions of Contract. Evaluation will be carried out on the information available in the bid.	Please provide confirmation to submit the bid with deviation and confirm that deviation will not impact the marking of the bidder.	No change
7	SECTION III	3.11(3)	35	UIDAI reserves the right to vary the point-to-point link telecom services within the Contract Period, of up to 50% of the Contract value. In	Kindly Elaborate the clause as P2P connectivity commercials are depend on the distance between and not on unit price the locations and unit price is not applicable	UIDAI can vary the bandwidth requirement (increase or decrease the B/W requirement in multiples of 100 mbps) for a duration that may differ from the contract period, affecting up to 50% of Contract Value. UIDAI will not vary the locations

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						specified in Appendix C of Section VI of RFP.
8	SECTION III	3.16(1)	37	1) The Total Liquidated damages during the entire contract period shall not exceed 10% of the Total Contract Value (excluding taxes).	Request to reduce LD penalty to 5% .	No change
9	SECTION III	3.16 (3a)	37	SLA compliances	All SLA parameters are to be dealt as per the agreed service schedule. Customer UIADI will be shared with all relevant documents	No change
10	SECTION III	3.16 (3c)	38	Issue Resolution related Service Levels should be $\geq 99.5\%$	No queries	No change
11	SECTION III	3.16 (3c)	39	Latency shall be measured monthly, based on Contract Start date after acceptance	Request removal of clause as Provider cannot monitor P2P link latency remotely and latency can increase in case link is over utilised .	PI refer corrigendum
12	SECTION III	3.16 (3c)	39	Latency shall be measured monthly, based on Contract Start date after acceptance 125 ms	Request this clause to be amended with penalty starting if latency exceeds more than 125 ms	PI refer corrigendum
13	SECTION III	3.16 (3c)	40	100% calls to be responded within 30 minutes	Request amendment "100% calls to be responded within 30 minutes after raising service request "	PI refer corrigendum
14	SECTION III	3.16 (3c)	40	Resolution time is the time taken by the Service provider to repair or resolve the issue, measured from the time the issue is reported 100% issues to be resolved within 4 hours	Request amendment "Resolution time is the time taken by the Service provider to repair or resolve the issue, measured from the time the issue is reported 100% issues to be resolved within 4 hours except mass outages "	No change
15	SECTION III	3.20	42	The Purchaser may, by written notice sent to the Vendor, terminate the Contract, in whole or in part at any time of its	Request amendment / Removal of clause as bidder has to invest for connecting both the sites. In case Purchaser decide to	Successful bidder/Vendor shall be paid fixed one-time charges of INR 50,000

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				convenience by giving a prior written notice of Thirty Days (30) days. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.	terminate without service issue then Purchase has to pay total contract value or incurred capex.	(specified at Sr # 2 of Annexure 4.2.2) on the successful completion of installation, commissioning, testing and acceptance of the link/s provisioned by him.
16	SECTION III	3.24	44	Vendor shall furnish details of the back-up technical and systems support that will be available to the Purchaser. Vendor shall provide the necessary back up support to maintain the desired SLAs.	Need Clarity	PI refer corrigendum
17	SECTION V	5.1	53	Provision of dedicated point-to-point leased line connectivity of 100 Mbps connecting UIDAI Data Centers at Amravati (AP) and Hebbal as per the address given in Appendix 'C'. Alternate point-to-point telecom service of same capacity at both locations will also be taken from different bidder.	Please confirm: Can we propose other connectivity like L2 MPLS instead of Point-to-Point.	No change
18	SECTION V	5.1	53	Bandwidth requirement is 100Mbps	Customer to re-confirm the BW requirement	Yes, bandwidth requirement is 100 Mbps, subject to clause 3.11(3) of Section III of RFP
19	SECTION V	5.1	53	Provision of dedicated point-to-point leased line connectivity of 100 Mbps connecting UIDAI Data Centres at Amravati (AP) and Hebbal as per the address given in Appendix 'C'.	Customer to reconfirm if the delivery is to be done at/between the below mentioned addresses : Location A: Pi Data Centers, Survey #49/P, Plot No. – 12, IT Park, Autonagar, Mangalagiri, Andhra Pradesh – 525503 Location B:UIDAI Data Centre Complex CA Site No. 1, NTI layout,	Yes. Refer Appendix C of Section VI of RFP

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					Tata Nagar, Kodigehalli Bangalore 560092	
20	SECTION V	5.1(1)	53	Provision of dedicated point-to-point leased line connectivity of 100 Mbps connecting UIDAI Data Centres at Amravati (AP) and Hebbal as per the address given in Appendix 'C'. Alternate point-to-point telecom service of same capacity at both locations will also be taken from different bidder.	Tata Communications will be bidding for only one P2P connectivity between two customer locations. Customer will be purchasing the Other P2P circuit from different ISP	No change
21	SECTION V	5.1(2)	53	At each Data Centre, Bidder must provide connectivity till telecommunication room. Further connectivity to UIDAI routers to be provided by the Purchaser.	Tata Communications will be providing the P2P link till the MMR room or till the TATA mux .Cable connectiviypost TATA Mux will remain under customer scope of work	No change
22	SECTION V	5.1(2)	53	Bidder must ensure that interface for the link from telecommunication room to UIDAI's routers is either fast ethernet or gigabit ethernet.	UIDAI to confirm if they need the handoff to be Electrical in nature (Either Fast Ethernet or Gig Ethernet)	Electrical, if the length is less than 100Mtrs. Fiber, if the length is more than 100Mtrs
23	SECTION V	5.1(2)	53	At each Data Centre, Bidder must provide connectivity till telecommunication room. Further connectivity to UIDAI routers to be provided by the Purchaser. Bidder must ensure that interface for the link from telecommunication room to UIDAI's routers is either fast ethernet or gigabit ethernet.	We understand that for providing 100Mbps link the interface handoff required would be Gigethernet (Electrical). Kindly confirm	Electrical, if the length is less than 100Mtrs. Fiber, if the length is more than 100Mtrs
24	SECTION V	5.1(5)	53	Timeframe for laying of optical fiber NLD backbone from end-to-end (including service provider's link to UIDAI location) shall be 8 weeks.	As Amravati is newly developed city request to increase delivery timeline to 10-12 weeks atleast as provider has to lay new fiber & ROW permission can increase delivery time line .	PI refer corrigendum
25	SECTION	5.1(9)	53	Mechanism for logging of complaints	Request amendment Call should be	PI refer corrigendum

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	V			related to connectivity /routing problems at any point of time during the 24x7 basis service period including contact details of NOC engineers like telephone numbers, name, e-mail, fax, address etc. shall be submitted to UIDAI.	logged at Toll free or Service desk no. not on direct NOC number.	
26	SECTION V	5.1	53	At each Data Centre, Bidder must provide connectivity till telecommunication room. Further connectivity to UIDAI routers to be provided by the Purchaser. Bidder must ensure that interface for the link from telecommunication room to UIDAI's routers is either fast ethernet or gigabit ethernet.	Request to clarify if it is Gigabit ethernet Electrical? Please confirm.	Electrical, if the length is less than 100Mtrs. Fiber, if the length is more than 100Mtrs
27	SECTION V	5.1	53	Timeframe for laying of optical fiber NLD backbone from end-to-end (including service provider's link to UIDAI location) shall be 8 weeks.	Request the delivery timelines to be extended to 12 weeks	PI refer corrigendum
28	SECTION V	5.1(11)	54	The service provider would provide mechanism, to UIDAI, to measure and monitor the SLA parameters	Tata Communications SLA counts from PoP to PoP only , In case Customer wish to Measure and monitor the SLA parameters Additional NID boxes should be installed at each end. Customer to confirm if they are ok with installation of NID at both the side. Subjected to Feasibility checks	SLA to be measured between UIDAI routers across Data Centers
29	SECTION V		54	Any scheduled maintenance activity required to be carried in the ISP network which would affect UIDAI Data centre's services would be intimated 3 working days in advance and must be carried out between 02:00 to 06:00 Hrs window of Indian Standard Time (IST) but only after	Request amendment in timings as planned activity may require another window due to severity of issue . Downtime can be provided by UIDAI on basis of approval .	Planned downtime window can be availed only after approval from UIDAI

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				approval of UIDAI.		
30	SECTION V	5.2	54	The Service Provider should ensure readiness of services of point-to-point 100 Mbps dedicated leased line telecom services (i.e. Amravati (AP) DC to Hebbal DC, for acceptance of the UIDAI) within 8 (eight) weeks from the date of acceptance of Notification of award by bidder.	Request the delivery timelines to be extended to 12 weeks	Pl refer corrigendum