Corrigendum Document

Empanelment of MPLS (Multipoint Label Switching) Service Provider
For
Installation and Commissioning of MPLS Links

Request for Expression of Interest (EOI)

Chhattisgarh *i*nfotech & Biotech Promotion Society

(CH*i*PS)

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Corrigendum Reference Number:	Corrig3/CEO/CHiPS/CGWAN/2015 dated 20th November, 2015
EoI Reference Number:	08/CEO/CHiPS/2015 Raipur, dated 26/10/2015

Important Note:-

1. Bidders are requested to submit a signed copy of this corrigendum with Proposal Submission.

2. The due date of proposal submission for Expression of Interest for Empanelment of MPLS (Multi-Point Label Switching) Service Provider for Installation and Commissioning of MPLS Links has been extended to Thursday 10th December 2015 till 3.00 PM and Opening of Proposals shall start from 3.30 PM on same day.

Addenda:-

The following Addenda are to be read, as mentioned below at:

1. **The terms SMC, DMC and BMC used in the EoI are used to represent SHQ, DHQ and BHQ respectively and vice-versa.**
2. **Page no. 5, Prequalifying Criterion, S. No. 2 as** "**The Bidder should be a MPLS-VPN provider having NLD/ILD licenses** on own name and should be capable of providing Bandwidth through various Last mile media links. **Bidder shall have to submit photocopy of NLD/ILD license.** License on group or subsidiary company will not be accepted. A declaration by the authorized signatory of the bidder that the license(s) is valid and operative and has not been suspended, cancelled or terminated by the Licensor".
3. **Page no. 5, Prequalifying Criterion, S. No. 4 as** "The bidder should have been in **NLD/VPN** business for the last five financial years. Bidder shall have to submit photocopy of similar work order for last five years".
4. **Page no. 5, Prequalifying Criterion, S. No. 6 as** "The bidder should have minimum-
   - 100 operational MPLS PoPs across India.
   - **Its own Centralized NOC**

   Bidder should submit detailed address as documentary proof in respect to above criteria."
5. **Page No. 7, Prices** as "Prices charged by the Supplier for **MPLS Bandwidth** for provisioning, commissioning and maintenance performed under the relevant Order shall not be higher than the prices quoted by the Supplier in the financial bid".
6. **Page No. 8, Limitations of Liability** as "Notwithstanding any other provision of this EOI document, neither party shall be liable to the other party for any indirect, consequential, special, incidental or punitive damages, or for any lost profits of any kind or nature whatsoever, foreseeable or not, arising from its performance of its obligations under the EOI document, whether from negligence or otherwise. **The limitation of such liability would be limited to the Annual Contract Value**".

7. **Page no. 9, Evaluation Criteria –**

(a) **A: Organizational Capacity – Basic Service Operator**

Basic Service Operator	10	Having BSO/UASL license	10
		Without BSO/UASL License	0

Above criteria shall be read as below:

Basic Service Operator	10	**Having UASL license**	10
		Without UASL License	0

(b) **A: Organizational Capacity – Helpdesk**

Help Desk	10	Bidder's own Centralized Help Desk (24 x 7 support) with Toll free number. Detailed write-up to be submitted	04
		Bidder's own secondary NOC in different city with detail write up.	03
		Bidder's own Centralized Help Desk (24 x 7 support) without Toll free number.	03

Above criteria shall be read as below:

Help Desk	10	**Bidder's own Centralized Help Desk (24 x 7 support) with Toll free number. Detailed write-up to be submitted**	**10**
		Bidder's own Centralized Help Desk (24 x 7 support) without Toll free number.	**05**

(c) **E: Organization Manpower Capability**

Technical & Qualified manpower (Minimum qualification : Degree / Diploma in Engineering with minimum of 3 years experience in Network equipment and implementation etc., experience and details along with certificates	10	100-75 Qualified & Experienced Engineers with 8 CCIE	10
		75-50 Qualified & Experienced Engineers with 6 CCIE	07
		50-75 Qualified & Experienced Engineers with 4 CCIE	04
		Less than 50 Qualified & Experienced Engineers with 2 CCIE	00

Above criteria shall be read as below:

Technical & Qualified manpower (Minimum qualification : Degree / Diploma in Engineering with minimum of 3 years experience in Network equipment and implementation etc., experience and details along with certificates	20	**100-75 Qualified & Experienced Engineers**	20
		75-50 Qualified & Experienced Engineers	15
		50-75 Qualified & Experienced Engineers	10
		Less than 50 Qualified & Experienced Engineers	00

8. **Page no. 11, Service Level Agreement & Penalty:** The Clause has been amended as under:

Calculation of Uptime

'Uptime' refers to the availability of bandwidth across various segments. Uptime for each link shall be calculated based on the formula:

$$\text{Uptime (In percentage)} = 100 \times \frac{[\{\text{Total Available time per Quarter}\} - \text{Downtime of a Link}]}{[\text{Total Available time per Quarter}]}$$

Note:

i. Total Available time per month = (12 hrs * N days) – SLA Exclusion Time
ii. **N =** Number of calendar days in a Quarter
iii. Downtime of a link = Downtime of a particular link according to the Tier level
iv. SLA Exclusion Time – Scheduled downtime and Force Majeure Conditions as specified in this document
v. The uptime and downtime calculations will be measured for time between 08.00 Hrs to 20.00 Hrs.
vi. SLA Parameters:

	SHQ	DHQ	BHQ
Availability	99.5%	99%	98%
Latency	<60 ms		
Jitter	<20 ms		
Packet Loss	<2%		

Response Time and Resolution Time:

S. No.	PoP Type	Initial Response Time	Issue Resolution Time
1	SHQ	15 mins	60 mins
2	DHQ	15 mins	120 mins
3	BHQ	30 mins	240 mins

Penalty

	Service Parameters	Penalty for service Degradation
1	Uptime	• No penalty: If the uptime in a quarter is 99.5% or more, no penalty will be levied on the quarterly bandwidth charges. • In the event of the uptime of the link being below 99.5%, for every 0.25% drop in the uptime percentage, a penalty of 0.25% of the quarterly bandwidth charges shall be levied.
2	Through put	For every 10 hrs in excess of 22 hrs in a quarter a penalty of 1% of circuit per quarter shall be deducted.
3	Latency, Packet loss and Jitter	If Bandwidth Provider fails to meet the SLA parameters for Latency/Packet loss/Jitter for continuous period of 30 minutes, then the CHiPS account shall be credited on pro-rata basis by a credit equal to 5 times the period.
4	Security	For Security Breach due to attack on Provider Edge Router, a penalty of 1% of circuit per quarter shall be deducted.

Note: The penalty will be calculated on quarterly basis.

9. **Page no. 18, Annexure – I, List of Locations and Bandwidth Requirement, s.no. 120**

120	Raipur	SMC	Raipur	CGSDC, Raipur	155 Mbps

The above requirement has been amended as mentioned below:

120	Raipur	SMC	Raipur	CGSDC, Raipur	Total aggregated PoPs' bandwidth quoted by the Bidder

*Note: the bidder shall not quote price for the PoPs' aggregated bandwidth at SHQ. Hence, the column for the price quote shall be left blank.

10. **The following clause deleted from RFP:**

1) **Page no. 5, Prequalifying Criterion, S. No. 7 as** "The bidder shall have Quality Certificate (ISO 9001: 2008) for last five years. Supporting documents to be submitted.
2) **Page no. 5, Prequalifying Criterion, S. No. 8 as** "The Service Provider should be minimum TL9000 and above certified for the required services. Copy of the certificate should be submitted.
3) **A: Organizational Capacity - ISO/Quality Certificate**

ISO /Quality Certificate	10	TL9000	05
		ISO 27001:2005	05

4) **Page 10 - Note:** "*Bidders are also required to submit cost of bandwidth from 2 Mbps upto 50 Mbps for leased line circuits (distance wise) and 2 Mbps up to 100 Mbps (in multiple of 2 Mbps) for MPLS links respectively"*

11. **The following clause Added in the RFP:**

1) This EoI is exclusively for MPLS bandwidth. Hence, Bidders' are requested to submit proposals for MPLS connectivity only.

2) Empanelment Selection Criteria:
   a. The bidders having minimum 60% feasibility through own infrastructure will only be considered for empanelment.
   b. The empanelment will be done on L1 basis. The calculation for L1 will be done on basis of cost of link as mentioned below:

      Cost of Link = (OTC*1) + (ARC*3)

   c. The period of empanelment would be for a period of 3 years and may be extended on sole discretion of CHiPS.

3) Delivery Schedule:
   a. Date of Issuance of PO : T_0
   b. DHQ links : T_0 + 8 Weeks
   c. 50% BHQ links : T_0 + 12 Weeks
   d. Remaining 50% BHQ links : T_0 + 16 Weeks

4) Payment Terms
   a. Payment shall be done on quarterly basis (Financial Year) after audit of invoices submitted for the quarter.
   b. Payment shall commence after issuance of Letter of Commissioning.
   c. Advance payment will not be allowed.

List of BHQs on VSAT:

S No.	District	PoP Type	PoP Name
1	Bijapur	BMC	Usoor
2	Bijapur	BMC	Bhopalpattanam
3	Bijapur	BMC	Bhairamgarh
4	Dantewada	BMC	Katekalyan
5	Dantewada	BMC	Kuvakonda
6	Dantewada	BMC	Geedam
7	Sukma	DMC	Sukma
8	Sukma	BMC	Konta
9	Sukma	BMC	Chhindgarh
10	Sarguja	BMC	Mainpat

11	Kanker	BMC	Antagarh
12	Kanker	BMC	Narharpur
13	Kanker	BMC	Koyalibeda
14	Kanker	BMC	Durgkondal
15	Narayanpur	BMC	Orchha

S. No.	Bidder	Section	Clause	Brief Description of the clause	Ref Page no. in EOI	Comments of Bidder	CHiPS Response
1	Railtel	PRE-QUALIFYING CRITERION	Clause 3 of pre-qualifying criteria	The bidder should have register turnover of Five Hundred Cr for the last five years		Cumulative Turnover of fiffteen hundred Cr (Rs. 1500 Cr) in last five years with a minimum Rs 300 Cr in each of the year	As per EoI
2	Railtel	PRE-QUALIFYING CRITERION	Clause 8 of pre-qualifying criteria	TL 9000 Certification for the service required		to be removed	Please refer Corrigendum 3.
3	Railtel	Evaluation Criteria	Evaluation Criteria	Having BSO/UASL Licence = 10 points		to be removed since this has nothing to do	As per EoI
4	Reliance	General				Wll you float a sepaarte tender or is this EOI to be treated as tender?	As per EoI
5	Reliance	General		Media type not mentioned		Ethernet interface	Ethernet interface
6	Reliance	PRE-QUALIFYING CRITERION	14	Managed Services and Remote NOC	6	CHIPS need to provide SNMP trap for Managed Services and access to router.	Please refer Corrigendum 3.
7	Reliance	Financial Proposal	Annexure II	Router cost column not included in financial proposal		Customer to clarify router if needed. If so location where it is needed. Please provide location where router already there. Please provide minimum specifications of router.	Bidder has to quote price separately for a single router that can be used to terminate the MPLS Link (if required)
8	Reliance	General		Sites are quite remote - It won't be possible to connect all sites		What is alternate connectivity for Remote site	As per EoI
9	Reliance	MLLN and non MLLN Circuits	MLLN and non MLLN Circuits	MLLM circuit SLA is provided	11	MLLN serives is provided only by BSNL, this tender is for MPLS service only as per description. Why are LL prices being asked for ? There are different SLAs for different category of locations - plz explain in details. Will the proposed MPLS be secondary network in addition to the exiting LL	Please refer Corrigendum 3.
10	Reliance	General		Link on wireline / wireless		As SLA for wireline and wireless is same, This option should be open to bidder for delivery	As per EoI
11	Reliance	Evaluation Criteria	Proof of Job carried out	The bidder shall have independently executed similar Data connectivity order (Minimum three orders) of at least Rs.3 (Ten) Crores in total preferably PSU/ Govt. /Public or private sector bank /Insurance companies, during last Five financial years (FY 2010-2011, FY 2011-2012, FY 2012-2013, FY 2013-2014 & FY 2014-2015). References order copy along with completion certificate/MRTG Graph for the project to be provided (As per eligibility criteria clause no 8)	9	least Rs.3 (Ten) Crores to be corrected to 3 cr	The Clause should be read as "The bidder shall have independently executed similar Data connectivity order (Minimum three orders) of at least Rs.3 (Three) Crores in total preferably PSU/ Govt. /Public or private sector bank /Insurance companies, during last Five financial years"

12	Reliance	PRE-QUALIFYING CRITERION	2	The Bidder should be a MPLS-VPN provider having NLD/ILD and ISP licenses on own name and should be capable of providing Bandwidth through various Last mile media links. Bidder shall have to submit photocopy of NLD/ILD/ISP license. License on group or subsidiary company will not be accepted. A declaration by the authorized signatory of the bidder that the license(s) is valid and operative and has not been suspended, cancelled or terminated by the Licensor.	5	Since this is a MPLS tender so USAL is mandatory and ISP is not required.	Please refer Corrigendum 3.
13	Reliance	PRE-QUALIFYING CRITERION	4	The bidder should have been in NLD/VPN/ISP business for the last five financial years. Bidder shall have to submit photocopy of similar work order for last five years.	5	Would request to make necessary changes to in licences NLD/VPN/ISP / to USAL (ISP licence is not required since it's a MPLS & NLD tender)	Please refer Corrigendum 3.
14	Reliance	PRE-QUALIFYING CRITERION	5	Bidder should have minimum 100 POPs (own infrastructure) with necessary network equipment across country operational as on date. Bidder shall have to submit documentary proof in respect of the above criteria.	5	Reliance will provide declartion of POPs with address	Bidder has to provide self declaration with PoPs' address
15	Reliance	PRE-QUALIFYING CRITERION	5	The Bidder should have minimum- □ 100 operational MPLS PoPs across India. □ Its own Centralized NOC and backed by redundant NOC. Bidder should submit detailed address as documentary proof in respect to above criteria.		Reliance will provide declartion of POPs with address For NOC reliance to provide self declaration with addrss	Bidder has to provide self declaration with PoPs' address
16	Reliance	Evaluation Criteria	Organization Manpower Capability	100-75 Qualified & Experienced Engineers with 8 CCIE	9	Would request to provide relaxation in number of CCIE option it should be less then 2.	Please refer Corrigendum 3.
17	Reliance			Since this is an EoI to empanel NBSP for providing connectivity, how chips will going to evaulate L1. In case Private seriver proivde is L1, in MPLS services, shall our rate disclosed to BSNL to match the rate for MPLS serives since BSNL is the existing service provider.		Please explain in details for evaluation and order placement.	Please refer Corrigendum 3.
18	Reliance			Manpower		Is manpower posting required at NOC or other locations? Plz provide details on qualification, T&C etc	As per EoI
19	Bharti Airtel Ltd.	Annexure-II	Annexure-II	Financial Proposal format	19	Contract period of the project in not mentioned in RFP. Kindly provide the duration of MPLS connectivity required so as to provision the same in commercials.	Please refer Corrigendum 3.

20	Bharti Airtel Ltd.	Annexure-I	Annexure-I	List of locations and bandwidth requirement	15	The given list doesn't identify the DHQ and BHQ locations. Please mention the DHQ & BHQ locations in the list given. Please also provide the LAT-LONG of the locations or detailed address of the locations for feasibility. Kindly also mention which of the existing 15 BHQ locations are on VSAT.	List of locations with address provided on EoI document. For list of locations on VSAT please refer Corrigendum 3.
21	Bharti Airtel Ltd.	Scope of Work	Scope of Work	1. Installation and commissioning of Primary MPLS links across Chhattisgarh State up to block level.	5	Link wise implementation timelines is not provided in the RFP. It is suggested to provide link-wise implementation time-period and subsequent link commissioing sign-off of the link. It is proposed to inlcude acceptance ciriteria of the link as: 1. Bit Error Rate (BER) Test for the last mile. 2. PE to CPE Ping test. 3. LOC (Letter of Commissioning) will be on individual link.	As per EoI
22	Bharti Airtel Ltd.	Scope of Work	Scope of Work	2. Management and monitoring of these MPLS links on 24x7 basis (as per the SLA).	5	SOW mentions monitoring of link 24x7 as per SLA. However, SLA on pg. 10 mentions SLA of 12hrs i.e. Uptime and downtime calculations will be measured for time between 08.00 Hrs to 20.00 Hrs. Please clarify on following: 1. Scope of monitoring and management of these MPLS links should be for time between 08.00 Hrs to 20.00 Hrs? 2. The above monitoring and management of link shall be provided from service provider NOC and deployment of service provider engineer's stationed at SHQ/DHQ/BHQ is not required. 3. Please clarify if CHiPS is looking for service provider ENOC services and the IP schema to be provided by the service provider? 4. It is proposed that monitoring and management of MPLS links should be provisioned from service provider NOC and NMS only. 5. The link availability and performance reports should be accepted from service provider NOC only and paid basis these reports accordingly. 6. The downtime of link due to outage of customer owned devices/ router/ switches etc. where link of service provider will be terminated should be excluded from downtime calculation of link. 7. Who will provide the WAN IP?	As per EoI

23	Bharti Airtel Ltd.	Executive Overview	Para 5	CHiPS reserves right to decide upon MPLS connectivity at Vertical (or Horizontal or Both) to one or more than one service provider.	4	Please clarify the L1 selection criteria as mentioned CHiPS is looking to distribute SOW of connectivity to more than one service provider. Will it be link-wise or DHQ/BHQ wise? Such provision will not be practically possible to have more than one operator per DHQ. For eg. If one particular DHQ is given one operator and its subsequent BHQs are given to another operator, will have tecnhcial challenges viz. managebaility, operations etc.	Please refer Corrigendum 3.
24	Bharti Airtel Ltd.	Scope of Work	Scope of Work	Installation and commissioning of Primary MPLS links across Chhattisgarh State up to block level.	5	Please clarify: 1. If router at these locations (Annex-I) is also to be provisioned along with link by service provider and the cost of same is to be in-built or department is supplying the link termination devices viz router/CPEs? 2. Please provide the specifications of router/ CPE devices etc and type of port and capacity of port at router/ CPE device available? 3. It is required that in case of customer owned devices/ router/ CPE for link termination, Ethernet hands-off will be provided at these locations. 4. Please elaborate on topolgy required for these 151 MPLS link. Is it Hub and Spoke or Any to Any?	1. The router will be provided by CHiPS. However, bidder has to quote cost of one router which can be used for termination of these links. 2. The router shall support termination of the proposed MPLS links with 4 ethernet interfaces for LAN provisioning. 3. Yes
25	Bharti Airtel Ltd.	Service-Level Agreement and Penalty	SLA	MLLN and non MLLN Circuits, Table-1	11	1. Please specify Tier-1, Tier2 and Tier-3 Links means? 2. As per SOW, RFP mentions of providing MPLS connectivity. However, SLA mentions of MLLN and non-MLLN circuits. MLLN is specific to BSNL. It is proposed to remove the same and mention standard MPLS links connectivity to 151 locations.	Please refer Corrigendum 3.
26	Bharti Airtel Ltd.	Service-Level Agreement and Penalty	SLA	MLLN and non MLLN Circuits, Table-1	11	SLA are mentioned for MLLN and Non-MLLN circuits for Tier-1,2&3 separately. However, as per Financial Bid format on pg. 19, RFP also allows and asked to specify mode of connectivity for each locations i.e. OFC/Copper/RF. In such case the SLA mentioned separately for MLLN and Non-MLLN circuits separately Tier-wise will not be applicable. It is proposed to specify standard SLA of 98.5%	Please refer Corrigendum 3.

27	Bharti Airtel Ltd.	Service-Level Agreement and Penalty	SLA	MLLN and non MLLN Circuits, Table-2	11	Please refer RFP pg. no. 4, para3; mentions required SoW of MPLS connectivity to all vertical PoPs i.e. 151 locations. However, Table-2 mentions initial response and resolution time of links between DHQ and BHQ horizontal offices connected to SHQ at Tier-2 and Horizontal offices connected to DHQ and BHQ at Tier-3. Please clarify: 1. Scope of SLA for horizontal offices is linked to bidder/service provider in this bid? 2. Is connectivity of horizontal office's is also covered under scope of this tender? 3. Please specify such horizontal locations and mode of connectivity required?	Please refer Corrigendum 3.
28	Bharti Airtel Ltd.	Addl. Clause	Addl. Clause	Payment T&C	-	Payment Terms & Conditions are mentioned in RFP. It is proposed for link wise payment on monthly basis.	Please refer Corrigendum 3.
29	Bharti Airtel Ltd.	Service-Level Agreement and Penalty	SLA	Calculation of Uptime	10	Point 4 mentioned "SLA Exclusion Time – as mentioned in section 8.6 including scheduled downtime". However RFP doesn't have any clause 8.6. Please specify. Please specify conditions of SLA exclusion time.	Please refer Corrigendum 3.
30	Bharti Airtel Ltd.	Service-Level Agreement and Penalty	SLA	Quality of links	12	It is proposed for following changes in parameters: 2. Jitter: <25ms	Please refer Corrigendum 3.
31	Bharti Airtel Ltd.	PRE-QUALIFYING CRITERION	14. Managed Services and Remote NOC:	ii) Such NOC should be managed by a minimum of 10 certified Network engineers (Number of Engineers and their qualifications should be provided along with the technical bid).	6	Please eleborate how does certified network engineer will be evaluated. Please mention minimum qualification criteria to reach on certification.	Please refer "Organization Manpower Capability" criteris in "Evaluation Criteria" wherein " Technical & Qualified Manpower (Minimum Qualification:Degree/ Diploma in engineering and experience means minimum 3 year exp in network equipment and implementation, etc) is specified.
32	Bharti Airtel Ltd.	Evaluation Criteria	E.Organization Manpower Capability	100-75 Qualified & Experienced Engineers with 8 CCIE	9	1. Please confirm if our understanding on criterion is correct: "wherein Qualification here means minimum Degree/ Diploma in engineering and experience means minimum 3 year exp in network implementation." 2. We would like to highlight that CCIE are very few in no's available in market. It is proposed that the same is relaxed to equivalent network certification viz CCNA/CCNP which is of professional level certification.	Please refer Corrigendum 3.

33	Bharti Airtel Ltd.		Limitations of Liability	Notwithstanding any other provision of this EOI document, neither party shall be liable to the other party for any indirect, consequential, special, incidental or punitive damages, or for any lost profits of any kind or nature whatsoever, foreseeable or not, arising from its performance of its obligations under the EOI document, whether from negligence or otherwise	Page 8	We request that this liability should be capped to Annual Contract Value	Please refer Corrigendum 3.
34	Bharti Airtel Ltd.		Latency	"Latency" refers to the average time required for round-trip packet transfers between two-end points on the selected portions of the Backbone. Bandwidth Provider is expected to give end-to-end latency of less than 60ms at all the tiers as mentioned below in this section.	Page 10	Request the department to accept a latency of 140 ms. Including the last mile.	As per EoI
35	Bharti Airtel Ltd.		Penalty	Penalty applicable for services of Link Availability, Latency, Packet Loss and Jitter and Security	Page 12	Request the department to cap the penalty to a maximum of 5% per quarter	Please refer Corrigendum 3.
36	Vodafone	Evaluation Criteria	Evaluation Criteria	The Bidder should have minimum- □ Its own Centralized NOC and backed by redundant NOC.	Page 9	PLs amend the point of redundant NOC	Please refer Corrigendum 3.
37	Vodafone	Evaluation Criteria	Evaluation Criteria	The bidder should be in the business of Data Connectivity(NLD/MPLS) Being in the Business for at least 12 years	Page 9	Pls ammend the clause & allowed other TSP to Gain Points.	As per EoI
38	Vodafone	Evaluation Criteria	Evaluation Criteria	where similar connectivity has been provided (Valid order copy to submitted) For 25 or more orders in Govt./ PSU/ Public or private sector bank / Insurance companies ----------10 page 9	Page 9	Please confirm on the whether Work orders required are for MPLS or LL or both	Bidder has to provide order copies of MPLS connectivity only
39	Vodafone	Evaluation Criteria	Evaluation Criteria	Satisfactory Service Feed Back by Customer Customer feedback by 10 Clients --- 10 Customer feedback by 7 Clients ------07 Customer feedback by 5 Clients -------05 Customer feedback by 3 Clients -------03 page 9	Page 9	Please confirm on the whether Work orders required are for MPLS or LL or both	Bidder has to provide Customer Feedback for MPLS connectivity only

40	Vodafone	Evaluation Criteria	Evaluation Criteria	3 years experience in Network equipment and implementation etc., experience and details along with certificates Less than 50 Qualified & Experienced Engineers with 2 CCIE ---------- 0	Page 10	please change this to 50 - 20 Qualified & Experienced Engineers with 2 CCIE ---------- 02	Please refer Corrigendum 3.
41	Vodafone	Service Level agreement and Penalty	Service Level agreement and Penalty	Page 11 Uptime requirements Table	Page 11	In page 11 Please change uptime requirements to minimum 98% for Tier 1 Links and minimum uptime for Tier 3 links as 97%	Please refer Corrigendum 3.
42	Vodafone	Service Level agreement and Penalty	Service Level agreement and Penalty	S.No. Initial Response Time and Issue Resolution Time Level-1 links Level-2 and Level-3 links 1. Initial Response Time 30 Min. 1 Hour 2. Issue Resolution Time 2 Hours 4 Hours	Page 11	The Mean time to resolve (MTTR) varies from location to location and it is from 4 hours to 12 hours. Hence request custonmer to amend the clause.	Please refer Corrigendum 3.
43	Vodafone	Request for EoI	Executive summary	CHiPS reserves right to decide upon MPLS connectivity at Vertical (or Horizontal or Both) to one or more than one service provider. CHiPS also reserves right to decide mode of connectivity (i.e. LL, MPLS, RF, etc) to be provided at each PoP	4	Pls confirm this requirement is for point to point Leased line circuit or MPLS circuits.	Please refer Corrigendum 3.
44	Vodafone	Pre qualifying Criterion	2	The Bidder should be a MPLS-VPN provider having NLD/ILD and ISP licenses on own name and should be capable of providing Bandwidth through various Last mile media links	5	ISP license is for internet service provider. Pls confirm why ISP license is required when the services required are MPLS. Request CHIPS to amend the clause.	Please refer Corrigendum 3.
45	Vodafone	Pre qualifying Criterion	5	Bidder should have minimum 100 POPs (own infrastructure) with necessary network equipment across country operational as on date. Bidder shall have to submit documentary proof in respect of the above criteria	5	Pls confirm what documentary proof is required	Self Declaration from Bidder on Organization Letter Head with PoPs' address
46	Vodafone	Pre qualifying Criterion	7	The bidder shall have Quality Certificate (ISO 9001: 2008) for last five years. Supporting documents to be submitted.	5	Pls allow TL9000 instead of ISO 9001 as Telcos have TL 9000 as the Quality certificate instaed of ISO 9001	Please refer Corrigendum 3.
47	Vodafone	Prices	Prices	Prices charged by the Supplier for P2P Bandwidth / MPLS Bandwidth for provisioning, commissioning and maintenance performed under the relevant Order shall not be higher than the prices quoted by the Supplier in the financial bid.	7	Pls confirm the requirement is for point point circuit or MPLS	MPLS Circuits

48	Vodafone	Evaulation Criteria	Evaulation Criteria	The bidder shall have independently executed similar Data connectivity order (Minimum three orders) of at least Rs.3 (Ten) Crores in total preferably PSU/ Govt. /Public or private sector bank /Insurance companies, during last Five financial years	8	Pls confirm whether 3 Cr or (Ten) Cr is the required order value as number mentioned is 3 Cr whereas the word figure is Ten Cr.	The Clause should be read as "The bidder shall have independently executed similar Data connectivity order (Minimum three orders) of at least Rs.3 (Three) Crores in total preferably PSU/ Govt. /Public or private sector bank /Insurance companies, during last Five financial years"
49	Vodafone	Evaulation Criteria	Evaulation Criteria	Bidders are also required to submit cost of bandwidth from 2 Mbps upto 50 Mbps for leased line circuits (distance wise) and 2 Mbps up to 100 Mbps (in multiple of 2 Mbps) for MPLS links respectively.	10	Pls share the separate requirement for MPLS as the Bill of material for them will be totally different	Please refer Corrigendum 3.
50	Vodafone	Evaulation Criteria	5	Quality of any link is measured in terms of latency, packet loss and jitter.	10	Point to Point links a) Circuit switch links & hence there is no packet loss, Jitter parameters. For MPLS links only Service providers can provide latency, packet loss & Jitter. Pls confirm the requrement is for MPLS or NPLC (Point to point links)	Please refer Corrigendum 3.
51	Vodafone	Evaulation Criteria	Evaulation Criteria	“Jitter” is calculated as the variance of the round-trip delay measurements by sending out multiple packets over a network segment with equal time spacing between each interval. This is measured using UDP jitter packets or any other methodology used by Bandwidth Provider. Bandwidth Provider is expected to ensure that that the end-to-end jitter will be not more than 20ms (millisecond) at all the tiers and **is to be monitored constantly.**	11	Pls elaborate what does Monitoring mean here ?	Please refer Corrigendum 3.
52	Vodafone	Service level Agreement		MLLN and non MLLN Circuits MLLN Circuits are defined as circuits provided using Managed Leased Line Network Technology. Non MLLN circuits are defined as circuits provided using conventional method of providing leased circuits.	11	Is customer looking for MPLS or MLLN circuits ?	Please consider this for MPLS circuits.
53	Vodafone	Service level Agreement		Non MLLN Circuit	11	For non MLLN circuits i.e. traditional NPLC circuits - Packet loss, Jitter, Latency commitment is not possible. Only Availability is possible basis the Trouble ticket logged by customer. Request customer to amend the tender accordingly	Please refer Corrigendum 3.

54	Vodafone	Service level Agreement	Table 2:- Initial Response Time/ Issue Resolution Time	Issue ResolutionTime for Tier 1, Tier 2, Tier 3	11	Considering the locations, practical MTTR should be 4 to 12 Hours. Requesting customer to amend this clause	Please refer Corrigendum 3.
55	Vodafone	Quality of Links		Latency - 60ms, Jitter -<20ms, Packet loss -2	12	Pls share the locations A end to B end between which these parameters are required on MPLS circuts ? For NPLC circuits (Non MLLN) - These parameters are not available - hence request customer to amend the tender	As per EoI
56	Vodafone	Security Parameters	Security Parameters	Security Parameters: The Bandwidth Provider has to ensure security of the links and data.	12	Pls share what security parameters are required on the MPLS, NPLC links	As per EoI
57	Vodafone	Penalty	2	Latency, Packet loss & Jitter	12	These are non service impacting clauses hence No telco provide any SLA on breach of these parameters on MPLS. Requets customer to remove the same	As per EoI
58	Vodafone	Penalty	3	Security	12	Pls share what security measures are requred on the MPLS, NPLC circuits ?	As per EoI
59	Vodafone	MPLS				Pls confirm the architecture required:- 1) Hub & spoke or Any to any 2) Who is providing the CPE router and manging the end to end configuration - Customer or Bidder 3) Pls share the Hub location and how much is the Bnadwidth expected at Hub location ?	1) Hub & Spoke Architecture required 2)CHiPS would be providing routers. However, bidder has to quote price of a single router for link termination (if required) 3)As per EoI
60	Vodafone	Annexure 1	Annexure 1	List of locations & Bandwidth requirement	15	Pls share the MPLS port bandwidth required at each remote and Hub location ?	For bandwidth requirement at each spoke, please refer location was bandwidth requirement. However, at Hub location, the total aggregated bandwidth of each spoke has to be proposed (Please refer Corrigendum 3)
61	Vodafone	Annexure 1	Annexure 1	List of locations & Bandwidth requirement	15	Pls share the exact location address with contact person name and number for the required feasibilty	As per EoI
62	Vodafone	Bid submisison - 16 Nov 2015				Requesting customer to provide atleast 4 weeks extension as Telcos need to do a extensive feasibility at each location to understand the capex requirement	As per EoI
63	Vodafone	Prequalification Critera	Prequalification Critera-Pt 4	The bidder should have been in NLD/VPN/ISP business for the last five financial years. Bidder shall have to submit photocopy	5		As per EoI
64	Vodafone	Prequalification Critera	Prequalification Critera-Pt 7	The bidder shall have Quality Certificate (ISO 9001: 2008) for last five years. Supporting documents to be submitted.	5	Requesting Department if ISO 27001:2005 can be considered	Please refer Corrigendum 3.

65	Vodafone	Prequalification Critera	Prequalification Critera-Pt 11	Bidder should be a single billing entity. Consortium arrangements in any form including with group companies or subsidiaries is not allowed. License copies of required services should be furnished.	6	Requesting department if the BID can be submitted in the name of Single Entity and Separate PO's can be issued from different product lines.	As per EoI
66	Vodafone			Billing T&C's		Request Department to clarify on the T&C's related to Billing -Billing should be link wise	Please refer Corrigendum 3.
67	Vodafone			Delivery Timelines		Request Department to clarify on the delivery timelines for Project Delivery	Please refer Corrigendum 3.
68	Vodafone			Payment T&C's		Requesting department to clarify on Payment conditions	Please refer Corrigendum 3.
69	Vodafone			Roof Top/Earthing		Requesting department to confirm that Roof Top permissions on RF and Earthing will be provided by Department	CHiPS would be providing necessray permissions. However, earthing would be responsibility of the Bidder
70	Vodafone			Contract Period		Requesting Department to confirm on the Contract Period of the deal	Please refer Corrigendum 3.