

Providing IBW & MPLS-VPN connectivity at various locations of CRWC

S.No	Page No.	Clause Heading/Name	Clause	Query	CRWC Comment
1	25	1. Scope of Work	The bandwidth may increase/decrease as per the requirement of CRWC for which the remuneration shall be payable at the rates as may be settled by mutual negotiations.	Pls confirm the bandwidth requirement so that we can accordingly size the hardware.	As per tender terms & conditions
2	25	1. Scope of Work	f. The successful Bidder shall provide Public IPs to CRWC as per its requirements on mutual understanding of both the parties.	Pls confirm the requirement of public IP's (No of IP).	As per tender terms & conditions
3	26	1. SERVICE LEVEL AGREEMENT (SLA) & PENALTIES	1.2 That the Party will ensure that the capacity leased to CRWC will be available 99% (excluding 0.5% scheduled service maintenance) of time on a quarterly basis with exception for Force Majeure Events and, for reasons attributable to CRWC.	Requesting to amend the SLA for RF link as 98.5%.	As per tender terms & conditions
4	NA	General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work	As per tender terms & conditions
5	NA	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	As per tender terms & conditions
6	NA	General	Network equipment safety	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	As per tender terms & conditions
7	NA	General	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	As per tender terms & conditions
8	NA	General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	As per tender terms & conditions
9	NA	General	Acceptance criteria	Acceptance should be provided Site wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations.	As per tender terms & conditions
10	NA	General	Bidder scope of work	Bidder scope of work will be limited to provide and maintained the last mile connectivity. Bidder will not be liable to provide any service beyond LAN interface termination on customer network device.	As per tender terms & conditions
11	NA	General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	As per tender terms & conditions
12	NA	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	As per tender terms & conditions
13	NA	General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	As per tender terms & conditions
14	NA	General	Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	As per tender terms & conditions
	25	Scope of work	The no. of locations may also increase/decrease in future as per requirement of CRWC.	Kindly provide increase & decrease percentage	As per tender terms & conditions
	25	Scope of work	The successful Bidder shall provide Internet Bandwidth to the CRWC at its Corporate Office	Kindly provide increase & decrease percentage	As per tender terms & conditions
	26	SERVICE LEVEL AGREEMENT (SLA) & PENALTIES	That the Party will ensure that the capacity leased to CRWC will be available 99% (excluding 0.5% scheduled service maintenance) of time on a quarterly basis with exception for Force Majeure Events and, for reasons attributable to CRWC.	Kindly amend to Service Maintenance SLA will be treated Separately. Fiber SLA is 99% and RF/copper SLA is 98.5%	As per tender terms & conditions
	29	Payment Terms	The payment/billing cycle will start after complete provisioning & successful testing of services at all the locations, which will be certified by the CRWC.	Request to amend, acceptance and payment would site wise.	As per tender terms & conditions

*As per*

Pre Bid Queries					
Sr. No	Clause no	Page no	Description of Clause	Queries	CRWC Comment
1	Table - 2	4	Tender Processing fees - INR 2950/-	Request CRWC to consider the Tender Processing fees in form of Demand Draft	As per tender terms & conditions
2	Table - 2	4	Tender Fee - INR 2000/-	Request CRWC to consider the Tender Cost/Tender fee in form of Demand Draft	As per tender terms & conditions
3	Eligibility criteria	9	The agency with an annual turnover of Rs. 5 crore or more each year consecutively for the past three Financial Years 2018-19, 2017-18 and 2016-17. Audited copy of Profit & Loss Statement, Balance Sheet, clearly specifying turnover, of the company for the financial year 2018-19, 2017-18 and 2016-17 to be furnished as proof for the turnover	This clause is favouring to older Telecom providers in India & not to new Telecom providers. It is new Telecom service provider.  We request CRWC to review this clause to accommodate the new Telecom service provider.  We request CRWC to relax this clause as below:  ISP/Bidder to have average turnover of Rs. 100 crore or more during last three Financial Years 2018-19, 2017-18 and 2016-17. Audited copy of Profit & Loss Statement, Balance Sheet, clearly specifying turnover, of the company for the financial year 2018-19, 2017-18 and 2016-17 to be furnished as proof for the turnover	Corrigendum published.
4	Eligibility criteria	9	The Bidder should either a Layer 3 MPLSVPN Service Provider under the License of Government of India or a National Long Distance (NLD) having own MPLS VPN network.	GOR/DOT has merged multiple licenses (NLD, ISP, VSAT) in to Unified license. We request CRWC to consider the NLD/Unified license.	Corrigendum published.
5			Technical Query	Request CRWC to share us the below Technical Query: 1. Topology - Hub & Spoke 2. Routing Protocol 3. Handoff 4. Required Class of services ((i.e. Voice, Data & Video) -- With percentage of bifurcation of BW)	As per tender terms & conditions
6	SLA up time & Penalties	27	SLA up time	Request CRWC to consider the SLA up time for individual site wise.	As per tender terms & conditions
7	Penalties for not meeting the SLA up time	27	Penalties for not meeting the SLA up time	Request CRWC to consider the Penalties for not meeting the SLA up time on individual site wise	As per tender terms & conditions
8	Additional Query		Query on Site readiness	Request CRWC to have the site readiness requirement at each site as below:  Online UPS Power of 220 volts to 230 volts, E-N Voltage < 2 volts, Air Conditioning inside server room, Permission inside Data center for installation of link, Permission on roof top for installation of RF Pole/Tower, 24*7 permission inside server room for Maintenance of link, Rack space of 6U in existing rack at all sites. etc	As per tender terms & conditions
9			Acceptance of the link to be site wise	Request CRWC to consider in providing the Acceptance of link to be site wise after installing the link at DC & DR.	As per tender terms & conditions
10			UAT Criteria	Request CRWC to consider the UAT Criteria as WAN to WAN Ping test from DC to Spoke site.	As per tender terms & conditions
11			Exclusion from LD Penalty	Request CRWC to exclude the LD Penalty on below scenario. 1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Building permission for laying the fibre cable 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. Permission not available on rooftop for installation of link. 5. Force Majeure 6. Political Instability 7. Flood/Riots	As per tender terms & conditions
12			Exclusion from SLA up time Penalty	Request CRWC to exclude the Penalty for not meeting the SLA up time in below scenario. 1. Power failure. 2. Force Majeure 3. Trouble ticket not booked with ISP. 4. Permission not available for maintenance & restoration of link. 5. Earthing issue or Online UPS related Issue. 6. Political Instability 7. Flood/Riots	As per tender terms & conditions
13			Extension for Bid submission	Request CRWC to extend the Bid submission till 20th Nov 2019	Already extended till 27.11.2019

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