

Pre Bid Response & Corrigendum Document
For
Selection of Managed Service Provider (MSP) to provide internet services to Gram Panchayaths (GPs)/CSCs in the State of Chhattisgarh.



**CHhattisgarh infotech & biotech Promotion Society
(CHiPS)**
**State Data Center Building, Near Police Control Room,
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Tender Reference Number:

31/CEO/ CHIPS /MSP /2016

Dated 20/12/2016

Project Name:

Selection of Managed Service Provider (MSP) to provide internet services to Gram Panchayaths (GPs)/ Common Service Centres in the State of Chhattisgarh

Reference Number:

Pre Bid Response 01/CEO/CHIPS/MSP/2017

Dated 13th February, 2017

Last date and time for submission of bids:

23rd February 2017 at 03:00 PM

Physical Submission of EMD/DD:

23rd February 2017 at 03:00 PM to 5:00 PM

Date of Technical Bid Opening:

24th February 2017 at 11:00 AM

Note: Bidder are requested to please submit the signed copy of this corrigendum with the Technical Bid in envelope B.

Corrigendum and Addenda:-

- A. The following Addenda are to be read, as mentioned below at **Page no.40, in Minimum Requirement under Scope of Work.**
Point no. 1 is as below

The bidder who proposes immediate feasibility of atleast 20% location out of 5700+ panchayats and proposes scaling up to **50%** of the said GPs as per annexure-1 will be eligible for this Tender. The Bidder should provide the feasibility for 1200+ Schools also. CHiPS may release the work order for feasible location of Schools and Bidder should complete that location with in 3 months. There is no bounding in the technical bid to provide feasibility in schools.

- B. The following Addenda are to be read, as mentioned below at **Page no.40, in Minimum Requirement under Scope of Work.**
Point no. 4 is as below.

The Selected bidder will provide connectivity as per below timeline.

First 20% location: T+ **4months**

Additional 20% : T+ **6 months**

Additional 10% : T+ **8 months**

Additional location beyond 50% provided in bid: T+ 10 months

Balance location out of 5700 (Feasibility provided after during execution): T+15 Months

Any other additional GPs other than 5700 locations, where the successful bidder will provide the feasibility of connectivity with in 3 months from date of work order.

- C. The following Addenda are to be read, as mentioned below **Page no.40, in Minimum Requirement under Scope of Work.**
Point no. 7 is as below

Mode of connectivity to be proposed by the bidder **except VSAT (Connectivity through VSAT is not allowed).** **The Bidder should provide the feasibility of minimum 50% out of 5700 location without VSAT. Bidder should submit the feasibility report of 50% or more sites with mode of connectivity.**

- D. The following point is added, as mentioned below **Page no.41, in Minimum Requirement under Scope of Work. Point no. 14 is as below**

The Bidder should provide One Switch and One Wireless Access Point at every GP and should be monitored in NMS view provided to CHiPS. The Quoted product should be from the Same OEM. The OEM for Ethernet Switch must be from the IDC Top 5 Ethernet Switch Vendors and for Wireless Access Point must be from the IDC Top 5 Enterprise WLAN vendors. The Bidder should provide 3 years onsite warranty for the delivered equipments. The Commercial for the same should be quote in the Per GP Capex Cost as per Financial Format provided in the e-Procurement Website.

Switch Minimum Specification:

The bidder must provide atleast one 8 - port Gigabit Ethernet Switch per location with the following minimum specifications:

1. Should have 8 x 10/100/1000 Ethernet Ports
2. Should support a minimum performance of 11 Mpps and 13 Gbps
3. Should support 802.1X, 802.1D, 802.1W, 802.1P, 802.1AB
4. Should support IPv6 Neighbor and Router Discovery, Dual IPv6/IPv4 Stack.
5. Should support minimum 16 VLANs and 16 Multicast Groups

Access Point Specification:

The bidder must provide atleast one 802.11 AC Access Point per location with the following minimum specifications:

1. The access point should be 802.11ac, Wave 2
2. The Access Point should have at least 1 Port 10/100/1000Mb POE Uplink port, with Additional console port
3. Must support at least 2X2 multiple-input multiple-output (MIMO) with two spatial streams
4. AP should have -98 dB or better Receiver Sensitivity.
5. Access point must support a minimum of 867 Mbps user throughput on 80Mhz in 5Ghz Or 1Gbps aggregate data rate of both the Radios

E.

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S.No	Tender Document Reference	Content of Tender	Points of clarifications	Remarks if Any	Response From CHiPS
1	page 40, section our minimum requirements point 1	The bidder who proposes immediate feasibility of atleast 20% location out of 5700+ panchayats and proposes scaling up to 80% of the said GPs as per annexure-1 will be eligible for this Tender.	Kindly clarify if VSATs are allowed as a last mile option. VSATs can provide connectivity to 100% sites, as there is no challenge of feasibility for VSAT media. Also since the locations are remote, VSATs would definitely be required as terrestrial media will not be feasible at numerous sites.		VSAT is not allowed. Please refer corrigendum
2	page 37: taxes	Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates.	Our understanding is that any change in tax rules as per GOI will be on account of customer, please confirm if this understanding is correct.		Yes
3	page 33, payment of capex and opex	100% Capex cost will be paid by CHiPS / Department/ District Collector for of the order value of work order on supply Installation and commissioning of all components for that location. Bidder Page 33 of 310 will submit number of connections commissioned in a month at end of the month. CHiPS/Department/ District Collector will make the payment for those locations within 30 days of submission of the invoice for GPs/ CSCs/ School connected as per work order on testing of connectivity provided by GPs/ CSCs/ Schools.	We request that payment for hardware to be made on delivery of equipments at the remote sites. Payment for installation to be made on successful installation and commissioning of that remote site. Also kindly clarify/ include deemed installation clause, i.e if the equipments for providing connectivity at a site is not installed at remotes site within 30 days of delivery, due to any reason not attributed to the MSP, but due to reason attributed to customer, then the capex payment for such a deemed installed site should be made by customer/CHIPS.		As per RFP

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4	page 33, payment of capex and opex	Monthly Opex cost will be paid by GPs/ CSCs/ Schools/ Department/ District Collector on monthly basis after deduction of SLA/penalty applicable if any.	We request to have a centralised billing and payment center for the project. Submission of invoices and payment collection at panchayat level for such a big network is not a feasible opinion. So our request is that irrespective of capex or monthly payment due, it should be processed centrally.		As per RFP
5	Clause 4.19.2: Penalty	In the event of failure to maintain the SLAs, penalty would be levied up to a maximum of 10% of the total cost.	We request you to modify it as "in the event of failure to maintain the SLA's penalty would be levied up to a maximum value of 10% of the sites where SLA has been breached. Also please clarify total cost, is it total project cost, or total opex cost or total monthly cost. Since SLA is measured monthly basis, the maximum penalty should be total cost of the month and not overall project cost.		Overall penalty under this project are 10%. After successful commissioning of the equipment and during operation and maintenance, the cost of the penalty will be levied site wise and maximum capping is 10% of the order value (3 years total cost for monthly recurring)
6	General	Tender Submission Date	Request to extend the bid submission by 21 days atleast.		Please refer Corrigendum
7	General	Media type	Assuming VSATs are allowed, we request customer to leverage existing VSAT infrastructure which is available at CHiPS for the locations which would be requiring VSATs under this project.		VSAT is not allowed. Please refer corrigendum
8	general		Kindly confirm the applications to be run in the gram panchayats.		any application as per requirement.

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9	Page No 40, section- 5 (scope of work)	The bidder who proposes immediate feasibility of atleast 20% location out of 5700+ panchayats and proposes scaling up to 80% of the said GPs as per annexure-1 will be eligible for this Tender	Please clarify whether 20% location is defined or bidder can chose any location out of the list.	We suggest you to kindly amend this clause as “bidder who proposes immediate feasibility of atleast 100% location will be eligible for this tender”. This will allow only that company to participate who is having a very good existing network infrastructure. Further this will also ensure the project getting completed in definite time frame. Moreover this will also bring all the bidders into equal platform in	Bidder will be flexible to provide any 20% in location feasibility.

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				terms their credibility, strength and price competitiveness.	
10	Page 31 Clause 4.21a (SLA)	On delivery and Installation of Equipment at GPs / CSCs: All the hardware and Connectivity should be delivered & installed within 90 days of at least 20% feasible GPs... , any delay will attract penalty of 0.5% of the undelivered GPs Capex Cost value per week up to a maximum of 5% and the penalty shall be deducted from final amount payable by CHiPS against the Work Order.	Now we request you to please clarify whether there will be any penalty on not delivering balance 80% of the sites.	There is not mandate of not delivering balance 80% sites in the tender	Please refer Corrigendum for Minimum Delivery of sites during contract validity.
11	Page 31, section 4.21b (SLA)	Uptime : No Penalty: If the uptime in a month is 95% or more · If the uptime is less than 95% and upto 90% then for every 1% drop in the uptime percentage, a penalty of 1% of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis · Between 80-90% in a month: 20% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis · Below 80% in a month: 30% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis.	This clause means even if the SLA is 0% (connectivity down for the full month), still there will be only 30% penalty of the monthly billing charges. Please clarify.		As per RFP
12	Page 11, clause 3.5	The bidder (either Prime or consortium partner) should have similar experience coordinating with ISP in providing internet connections as Managed Service Provider for state/central government departments, PSUs for atleast last 3 years. The value of such work should be at least INR 5 Crore.	Please clarify whether penalty will be deducted from the payments made towards ISPs?	As per this clause, a System Integrator can also participate in this tender with multiple ISPs based solution and it	As per RFP

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				is not mandatory that the bidder should be ISP. If it is so then there will be tripartite agreements between bidder, ISP and customer because as per DOT guidelines, bandwidth cannot be resold. If that is the case then the SLA penalty will be deducted from payment towards ISP not the bidder.	
13	Page 31, clause 4,21	Maximum Penalty : The Maximum penalty should be 10% of the total order value against the agreement	if the bidder bids a solution with multiple ISPs in which payment will be made as per individual ISP/site wise then penalty will be as per individual site wise. Please confirm	As per this clause total order value will be the combined value of all the sites. If that is correct then how the	As per RFP

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				penalty will be calculated.	
14	Page 31 Clause 4.21 (a)	On delivery and Installation of Equipment at GPs / CSCs: All the hardware and Connectivity should be delivered & installed with in 90 days of at least 20% feasible GPs/CSCs proposed in the Bid at respective GPs/ CSCs from the date of placement of Work order/Agreement by CHiPS/ Department/District Collectorate , any delay will attract penalty of 0.5% of the undelivered GPs Capex Cost value per week up to a maximum of 5% and the penalty shall be deducted from final amount payable by CHiPS against the Work Order.	90 Days to connect 1140 Sites (20% of 5700) difficult to achieve. Request to change it to 9 months. Also request Chips to provide the detailed address and contact details at the time of L1 declaration		Please refer Corrigendum
15	Page 31,Clause 4.21 (a)	No Penalty: If the uptime in a month is 95% or more · If the uptime is less than 95% and upto 90% then for every 1% drop in the uptime percentage, a penalty of 1% of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis · Between 80-90% in a month: 20% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis · Below 80% in a month: 30% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis	Exclusion from SLA :- Power issue, Site permission		As per RFP
16	page 33,Clause 4.26.2	Monthly Opex cost will be paid by GPs/ CSCs/ Schools/ Department/ District Collector on monthly basis after deduction of SLA/penalty applicable if any.	Request OPEX charges to be paid by CHiPs centrally . Also the Bandwidth recurring charges should start from the day on successful Letter of Commissioning signed by the local authorized person of the said site		As per RFP

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17	Page 34, Clause 4.28	Subject to clause for Force Majeure, if the bidder fails to complete the services under Project scope of work before the scheduled completion date or the extended date or if the Selected Bidder repudiates the contract before completion of the work, the CHiPS, at its discretion, may without prejudice to any other right or remedy available to it under the contract, recover	Request to keep Force Majeure time out of Liquidated Damages		As per RFP
18	Page 34, Clause 4.28	Maximum total value of deductions including penalties and liquidated damages will be limited to 10% of value of the project	Penalties and Liquidated damages should be on undelivered links		As per RFP
19	Page 39, Clause 4.42	The Successful bidder shall sign contract with the CHiPS for a period of 3 Months supply & commissioning and 36 months O& M support.	Request to increase the contract period from 36 months to 60 months excluding the supply and commissioning time of 12 months		As per RFP
20	page 40, Point 1	The bidder who proposes immediate feasibility of atleast 20% location out of 5700+ panchayats and proposes scaling up to 80% of the said GPs as per annexure-1 will be eligible for this Tender.	Need clarity on timelines of 1200 colleges		The Bidder should provide the feasibility for 1200+ Schools also. CHiPS may release the work order for feasible location of Schools and Bidder should complete that location with in 3 months . Providing feasibility in schools is not mandatory
21	Page 40, Point 2	The bidder should submit feasibility report and delivery plan against location mentioned in Annexure-1 and Annexure-2	What is needed as feasibility report.		Confirmation required from Bidders to provide location where they will provide the connectivity out of 5700 location

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22	Page 40,Point 4	The Selected bidder will provide connectivity as per below timeline. First 20% location: T+ 3months Additional 20% : T+ 5 months Additional 20% : T+ 7 months Additional 20% location: T+ 9 months Page 41 of 310 Balance location out of 5700: T+15 Months	Request to change it to First 20% location: T+ 9months Additional 20% : T+ 12 months Additional 20% : T+ 15 months Additional 20% location: T+ 18 months Page 41 of 310 Balance location out of 5700: T+21 Months		Please refer Corrigendum
23	Page 41,Point 5	Connection required for the services delivery through CSC at panchayat level. The Bandwidth requirement for each CSC is minimum 1 Mbps and it should be upgradable up to 2Mbps with monthly download of minimum volume 5GB.	Do we need synchronous bandwidth of 1 and 2 Mbps or only the download limit is the criteria. In case of Wireless Connectivity we offer synchronous bandwidth with no cap on download usage. The same can be met on VSAT. Both the technology has its own advantages. Request clarity on this.	It is suggested to restrict internet usage on vsat sites. (Specify Websites whitelist to be allowed). Further, the pooled bandwidth considering the concurrency and VC reuirement to be specified. Percentage of links running VC on vsat at any instant to be specified.	VSAT is not allowed, Please refer corrigendum.
24	Page 41, PagePoint 7	Mode of connectivity to be proposed by the bidder.	Proposed 60 % terristrial and 40 % on VSAT		Please refer Corrigendum

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25	Page 41,Point 8	The minimum period of contract for bandwidth will be Three year and it may be extended afterward on requirement basis.	Request to change it to 5 Years		As per RFP
26	Page 41,Point 9	The Bidders must provide a Network Monitoring system to measure the availability of the Network.	Please clarify whether Dedicated NMS is required or service provider can use its existing NMS for the same.		The bidder has to provide web based NMS log in ID and Password to CHiPS. Where CHiPS will view the connectivity available or not at all location under this project. CHiPS will also download the monthly uptime report from NMS for calculation of penalty.
27	Page 41,Point 12	Providing Power to the communication Core/ Central equipments like BTS/Exchange/RF Tower equipments will be the sole responsibility of the bidder. Adequate power Backup atleast two hours for installed equipment will be also be provided by the Bidder.	Not meeting SLA because of no power beyond 2 hrs of power backup should be excluded from SLA		The bidder is sole responsible for necessary arrangements
28	Page 41,Point 13	Bidder may Set up Network Operating Center (NOC) in Chhattisgarh or set up Network operation centre from their own centre and Monitor the connection status and service quality and provide log in credential to CHiPS with view and download rights related to Network uptime.	Request that Bidder should be allowed to use the existing NOC to monitor the links		As per RFP
29	Page 296,ANNEXURE-III PRICE SCHEDULE	Total number shows 5700	request clarity on 1200 schools/colleges which are not part of price schedule		The Bidder should provide the feasibility for 1200+ Schools also. CHiPS may release the work order for feasible location of Schools and Bidder should complete that location with in 3 months . Provide feasibility

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30		<p>1. Required last mile connectivity type VSAT, RF, COPPER? If VSAT then below point need to clarify.</p> <p>Ø Provisioning of /Monkey Cage/Snow shield wherever necessary IF needed</p> <p>Ø Customer to arrange Switch at remote locations to terminate VSAT link</p> <p>Ø Customer to provide the complete location address of branches/office location with contact details of branch person for carrying the site survey.</p> <p>Ø Bidder to provide web based Monitoring tool to see the performance of links provided by them. Site related problems (Power) to be excluded from Monthly uptime report</p> <p>Ø NMS proposed in Airtel solution does not include service outages attributable to customer such as power failure at site. Request Customer to permit "Manual Uptime report" submission which could be used for SLA compliance and calculation. Further Airtel can share the VSAT Bandwidth Utilization Report. Request Customer to consider these two Report together for NMS Uptime & SLA Computation</p> <p>2. What type of Routing protocol required Static & BGP?</p> <p>3. What is required LAN IP POOL?</p>	Request to clarify on these points.		<p>in schools is not mandatory</p> <p>VSAT is not allowed. Please refer corrigendum</p>

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31		<p>4.26.2 Payment Milestones</p> <p>a) All payments will be made in INR only.</p> <p>b) No advance will be paid or no letter of credit will be issued.</p> <p>c) 100% Capex cost will be paid by CHiPS / Department/ District Collector for of the order value of work order on supply Installation and commissioning of all components for that location. Bidder will submit number of connections commissioned in a month at end of the month. CHiPS/ Department/ District Collector will make the payment for those locations within 30 days of submission of the invoice for GPs/ CSCs/ School connected as per work order on testing of connectivity provided by GPs/ CSCs/ Schools.</p> <p>d) Monthly Opex cost will be paid by GPs/ CSCs/ Schools/ Department/ District Collector on monthly basis after deduction of SLA/penalty applicable if any</p> <p>e) The payment will be subject to fulfilment of warranty obligations.</p> <p>f) The Duties and Taxes as applicable at the time of supply within the Delivery Schedule specified in theTender will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the successful bidder is liable to return the same.</p> <p>g) The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc now or hereafter imposed.</p> <p>h) Payment shall be made within 30 days of the submission of invoices.</p>	<p>Billing / Invoicing to be location wise</p> <p>For each location the date of acceptance will be the invoice start date</p> <p>Taxes will be extra as applicable at time of invoicing.</p> <p>In case of GST applicability, the same would be charged</p>		Yes

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32		Acceptance Criteria	We request department to clarify on the Acceptance Criteria. We suggest a link wise testing basis Ping from L3 Device (Laptop/Router etc.) . Further, department to provide sign-off for demonstrated location within 7 days from such test. In case of more than 7 days, the location would be deemed sign-off		As per CHiPS/ department criteria for acceptance
33		<p>4.21 Service Level Agreement (SLA)</p> <p>Penalties shall not be levied on the successful bidder in the event of force Majeure affecting the SLA which is beyond the control of the successful bidder. The following is the table providing the indicative SLA for the project:</p> <p>a) On delivery and Installation of Equipment at GPs / CSCs: All the hardware and Connectivity should be delivered & installed with in 90 days of at least 20% feasible GPs/CSCs proposed in the Bid at respective GPs/ CSCs from the date of placement of Work order/Agreement by CHiPS/ Department/District Collectorate , any delay will attract penalty of 0.5% of the undelivered GPs Capex Cost value per week up to a maximum of 5% and the penalty shall be deducted from final amount payable by CHiPS against the Work Order.</p> <p>b) Penalty on monthly Uptime</p> <p>Sr. No. Service Parameters Penalty for service Degradation</p> <p>1 Uptime</p> <ul style="list-style-type: none"> · No Penalty: If the uptime in a month is 95% or more · If the uptime is less than 95% and upto 90% then for every 1% drop in the uptime percentage, a penalty of 1% of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis 	Please clarify on this point.		As Per RFP

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		<ul style="list-style-type: none"> · Between 80-90% in a month: 20% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/ School basis · Below 80% in a month: 30% penalty of the monthly bandwidth charges shall be levied on Per GPs/CSCs/School basis c) During Warranty & support Period: The successful bidder should replace/ repair the faulty equipment's/ resolve issues in software with in 72 hours from placing the call by CHiPS/ Department/District Collectorate. <p>If bidders fail to repair/replace the faulty equipments/ issues will attract penalty Rs. 100 per day per equipment/ issues from monthly bandwidth charges per GPs/CSCs/ School basis.</p> <p>Maximum Penalty : The Maximum penalty should be 10% of the total order value against the agreement</p>			
34		<p>The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc now or hereafter imposed.</p>	<p>Service Taxes will be extra as applicable at time of invoicing In case of GST applicability, the same would be charged</p>		<p>Taxes will be paid on actual basis as applicable at time of invoicing</p>
35		<p>TAXES</p> <ul style="list-style-type: none"> · Bidders are required to quote the charges inclusive of all Taxes. The same would be shown as a separate line item in the commercial form in e-procurement portal. · Any upward/downward revision of taxes shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates. 	<p>Service Taxes will be extra as applicable at time of invoicing In case of GST applicability, the same would be charged</p>		<p>Taxes will be paid extra as applicable at time of invoicing</p>

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36		<p>Liquidated Damages Subject to clause for Force Majeure, if the bidder fails to complete the services under Project scope of work before the scheduled completion date or the extended date or if the Selected Bidder repudiates the contract before completion of the work, the CHiPS, at its discretion, may without prejudice to any other right or remedy available to it under the contract, recover a maximum of 10 percent of the project cost from the Selected Bidder, as Liquidated Damages (LD). In case it leads to termination, CHiPS shall give thirty days' notice to the Selected Bidder of its intention to terminate the contract and shall so terminate the contract unless during the thirty days' notice period, the Selected Bidder initiates remedial action acceptable to the CHiPS. The CHiPS may without prejudice to its right to affect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Selected Bidder in its hands (which includes the CHiPS right to claim such amount against Selected Bidder's Bank Guarantee) or which may become due to the Selected Bidder. Any such recovery or liquidated damages shall not in any way relieve the Selected Bidder from any of its obligations to complete the work or from any other obligations and liabilities under the Contract. Maximum total value of deductions including penalties and liquidated damages will be limited to 10% of value of the project.</p>	<p>Request department to deduct LD only on the Undelivered links Also, request LD to be calculated on ARC of the specific link viz. delayed instead of Complete project Bidder would like to suggest 0.1% of ARC per week for undelivered link capped at max. 5% of ARC</p>		As per RFP

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37		<p>Minimum Scope of Work: The minimum specified Scope of Work that needs to be undertaken by the successful Bidder or Internet Service Provider (ISP) to get Internet connectivity at Panchayat level CSCs of approx 5700 Panchayat across the State, where there is no connectivity/ low connectivity. The List of Panchayats is attached in Annexure-1. An additional 1200 approx. Schools shall be part of scope of work. A list of 1200 schools is attached in Annexure-2.</p> <p>The work is to be performed as per the specifications and conditions mentioned in different parts of this document, any further amendments issued in this regard and the Contract to be signed by the Bidder successfully.</p> <p>Our Minimum requirements:</p> <ol style="list-style-type: none"> 1. The bidder who proposes immediate feasibility of atleast 20% location out of 5700+ panchayats and proposes scaling up to 80% of the said GPs as per annexure-1 will be eligible for this Tender. 2. The bidder should submit feasibility report and delivery plan against location mentioned in Annexure-1 and Annexure-2 3. CHiPS/ District Collector /Department will release the work order for panchayat connected under this RFP. 4. The Selected bidder will provide connectivity as per below timeline. First 20% location: T+ 3months Additional 20% : T+ 5 months Additional 20% : T+ 7 months Additional 20% location: T+ 9 months Balance location out of 5700: T+15 Months Any other additional GPs other than 5700 locations the 	Request clause deletion		As per RFP

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		successful bidder will provide the connectivity with in 3 months from date of work order. Note: T is the date of confirm work order from CHiPS/ District Collector /Department			
38		The Bidders must provide a Network Monitoring system to measure the availability of the Network.	Request clear scope of work for NMS		As per RFP
39	General		a) We presume bidder need to provide connectivity to one computer at each GP/CSC/School. If multiple computers need to be connected, necessary LAN will be arranged by customer.		Please refer Corrigendum for minimum usages.
40	General		b) Proxy server, if required , will be arranged by CHiPS		NO Bidder is responsible for any hardware or software to end mile connectivity
41	General		c) Are CSCs expected to access applications hosted at State data Center. If yes, please confirm whether those applications are accessible through public domain.		Yes
42	4.18 - duration of the contract		d) We request you to make minimum contract period five years extendable to 10 years so that bidder can recover the investment made in the core and aggregation network to facilitate these connectivity.		As per RFP
43	Section : Minimum Scope of work, point no 12		e) UPS Power required at GP/school/CSC level needs to be provided to bidder free of cost. Service disruption at GP/School/CSC due to power issues at customer premise will be excluded while calculating SLA.		Bidder should provision for adequate power backup at site. At every GP location electricity point will be provided to Selected Bidder free of cost. The electricity charges will be bare by respective GPs / CSC.

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S.No	Tender Document Reference	Content of Tender	Points of clarifications	Remarks if Any	Response From CHiPS
44	Item 4.21 - SLA		f) Item 4.21 – SLA – clause A. Please revise the clause as maximum penalty shall be limited as 5% of the capex cost pertaining to the location where delivery and installation got delayed.		As Per RFP
45	Item 4.21 - SLA		g) Item 4.21 – SLA – clause B. Request you to modify the penalty clause as follows:		
46			i. 90%-95% - 3% of the monthly bandwidth charges for that GP/CSC/School.		As Per RFP
47			ii. 80-90% - 10% of the monthly bandwidth charges for that GP/CSC/School.		As Per RFP
48			iii. Below 80% - 15% of the monthly bandwidth charges for that GP/CSC/School.		As Per RFP
49	4.19.2 and 4.21 SLA		h) Penalty for uptime shall be limited to 5% of the total bandwidth value of the work order.		As Per RFP
50					
51	General		h) We presume that at customer premise, one wireless router with WAN ping option and remote management is required for monitoring purpose. Please confirm.		Please refer Corrigendum
52	Minimum Scope of work - Clause 4		i) Implementation timelines are too stringent: We request you to modify it as		Please refer Corrigendum
53			first 20% locations in T+6 months,		
54			Additional 20% locations in T+9 months		

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S.No	Tender Document Reference	Content of Tender	Points of clarifications	Remarks if Any	Response From CHiPS
55			Additional 20% locations in T+12 months		
56			Additional 20% locations in T+15 months		
57			Balance locations in 5700itional in T+18 months		
58	General		k) We presume that permission to deploy Mast at the GP/School /CSCs and other government buildings will be provided by CHiPS free of cost to the bidder.		Yes
59	General		n) Is it mandatory for ISP to be a part of Consortium?		As per Government rules
60	General		o) Please provide accurate Geocode of all the locations.		As per RFP
61	General		p) Complete Address, Contact details would be required at the time of Purchase order.		Provided by CHiPS
62	General		q) Service tax/GST as per actual at the time of billing/invoicing		Yes
63	General		r) On completion of installation, bidder will submit a completion certificate for each location to the Competent Authority (CA) at GP/School/CSC. CA will certify the completion certificate after checking the speed available at the location. Based on the signed completion certificate, CHiPS will process the Capex payment.		As per Acceptance criteria by CHiPS

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S.No	Tender Document Reference	Content of Tender	Points of clarifications	Remarks if Any	Response From CHiPS
64	General		s) Please specify the IP Pool requirement at each location (whether public or private IP pool)		As per RFP