

Pre-Bid Clarifications

Tender No. PSEGS/PAWAN/2006

Punjab State E-Governance Society, GoP

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Sr. No	Clause reference in the RFP	As appearing on the original published RFP	Addition/Modification
1	Section 5.11 Pg No 38	No product, which is out of market for sales and or is expected to stop the production and support in next one year, will be offered by the bidder. The bidder OEM agreed to provide warranty and support for five years after the closer of contract (Total 10 years from the date of supply) for the products supplied under the AMC. In case product support is stopped prior to the period, the OEM should replace the equipment free of cost.	The clause shall be read as "No product, which is out of market for sales and or is expected to stop the production in next one year, will be offered by the bidder. Further, the bidder OEM shall agree to provide warranty and support for six years for the products supplied under the AMC. Six years (5 yrs of Boot Period + 1 yr) would be from the date of FAT. In case product support is stopped prior to the period, the OEM should replace the equipment (with similar specification or higher) free of cost after taking prior permission of PSEGS."
2	Section 13.3.4 Pg No148	In the present template QGR for wireless components are not included for determining the lowest commercial bid (L1). However GoP reserves the right to include the wireless component cost for determining the lowest commercial bid. For the purpose of L1 determination cost of 140 base station and 5 remotes per base station shall be considered. Total Payout as calculated in form F8A shall be included with total payout as calculated in form F1.	The clause shall be read as – "Wireless would not be considered for the purpose of L1 determination. However, GoP reserves the right to empanel the wireless solution bidders for initiating a separate price discovery process including the empanelled bidders."
3	Section 8	Proposed implementation plan T+26 weeks.	The clause shall be read as - "Proposed implementation plan shall be increased to 34 weeks maximum, However bidder proposing lower time line shall be given additional marks in technical evaluation (Qualifying only) as mentioned in the evaluation sheet" In such case the bidder proposed timeline (less then 34 weeks) shall be considered for appropriate penalties related to delay in

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4	Section 10.4.5 Pg No - 93	Prices quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and should include all state and central taxes, Viz. excise	<p>implementation.</p> <p>The following shall be added –</p> <p>Prices quoted shall include all statutory taxes including service tax. Any subsequent increase in statutory taxes shall be borne by government. Similarly in case of any decrease in taxes, the benefit of cost reduction will go to Government. Any escalation in cost due to price rise, etc the additional burden would be borne by the boot operator. The price quoted shall be the price for F.O.R.</p>
5	Section 4.1.2 Pg No – 10	The PAWAN operator shall prepare detailed network (wired as well as wireless, data, voice, and video services) deployment schedule and design document and shall submit the same for approval within 15 days of the signing of the contract	<p>The clause shall be read as:</p> <p>The PAWAN operator shall prepare detailed network (wired as well as wireless, data, voice, and video services) deployment schedule and design document and shall submit the same for approval within 3 weeks of the signing of the contract</p>
6	Section 4.3.6 (ii) Pg No -	A tripartite agreement between GoP, BSNL, and the BOOT Operator would be formed in order to take care of all bandwidth requirements. The BOOT operator will make the payments to BSNL for all PAWAN leased lines, and GoP will in turn reimburse the same to the BOOT operator in actual along with the next payable QGR	<p>The clause shall be read as -</p> <p>"A tripartite agreement between GoP, BSNL/any alternate Bandwidth Service Provider and PAWAN operator shall be made, so as to define the roles and responsibilities clear. Leased line bills would be raised against GoP, however the bidder would make the payment to BSNL/any alternate Bandwidth Service Provider and GoP would ensure to reimburse the same within 15 working days. In the event PSEGS is unable to pay the BOOT operator with in the above mentioned period, BOOT operator would be paid interest @ 10% pa. over and above the aforesaid period of 15 working days subject to the approval of the competent authority. The payment will be considered due after the submission of bill(s) to PSEGS by the BOOT operator"</p>
7	Section 10.9.2 2j Pg No 103	Market share/reputation of the OEM - based on IDC2005 and Gartner 2005 rating (OEM) for the following segments: i) Router (ii) Switches (iv) NMS (v) Multimedia (VI) Messaging	<p>Market share/reputation of the OEM would be based on IDC Yearly 2006 report for the following segments: (i) Router (ii) Switches (iii) Network Management System</p>

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			(iv) UPS
8	Section 6.2.5 Pg No – 83	Additional Point	The following clause shall be added - "Bidder shall be entirely responsible for providing any equipments required for supporting the scope/functionality defined under this RFP, However in case of increase in scope of work, Mutually agreed terms and condition shall be worked out using the unit rates available in the financial proposal of the selected bidder as benchmark"
9	5.11 (Shall be applicable for all components wherever IPv6 has been mentioned)	IPv6 support as and when required	The clause shall be read as - IPv6 and related protocols should be supported as and when required. However the bidder shall be responsible for implementation of IPv6 through the required hardware/software changes, whenever required by GoP/Gol without any cost implication to GoP.
10	5.11.1.1, Page no 38	Additional Point	The following is added- All router throughput (process throughput) requirement as specified shall be considered after implementation of NAT, IPSec, QoS and other security features.
11	Section 5.11.1 Pg No-39	OSPF Version 2 as per RFC 1583 and OSPF On Demand as per RFC 1793	The clause may be read as – "OSPF Version 2 as per RFC 1583 and OSPF On Demand (RFC 1793) or equivalent standard protocol for backup links."
12	Section 5.11.1 Pg No-39 and wherever VoIP compression requirements are defined	Should support compression of real time application packet headers (RFC 2508)	The clause shall be read as - "Each VoIP session bandwidth shall not go beyond 14 kbps through use of any standard compression technology."

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13	Section 5.11.1 Pg No-39	Multicast Routing support such as MBGP/DVMRP, PIM-SM	The clause shall be read as- "Multicast routing should be supported through MBGP/DVMRP/PIM-SM/IGMP or equivalent standard protocol"
14	Section 5.11.1 Pg No-40	Shall support Console port for local management and Auxiliary port for remote management purposes.	The clause shall be read as "Shall support local and remote management"
15	Section 5.11.1 Pg No-40 Section 5.11.1.3 Pg No-41 Section 5.11.1.5 Pg No-43 Section 5.11.1.6 Pg No-43	Redundant power supply : Single power supply should be able to support a fully loaded chassis	The clause shall be read as "Proposed routing solution shall have Redundant and load sharing power supply however failure of one power supply should not affect the performance of the router"
16	Section 5.11.2 Pg No- 45	Dynamic Trunking Protocol or equivalent.	This clause stands deleted
17	Section 5.11.1.2 Pg No - 40	Shall support variety of interfaces like • Ch-STM1, Ch-STM4 • Ch-E3, Ch-E1 • E3, E1 • V.35, G.703 • 1000BaseSX, 1000Base LX, 1000BaseTX • 10Gigabit SR, LR, ER interfaces	The clause shall be read as "Shall support variety of interfaces like • Ch-STM1 • Ch-E3/E3, Ch-E1/E1 • E1 PRI • V.35, G.703 • Gigabit Interface • 10 Gig Ethernet Interface should be supported for data center connectivity either on the SNC router or on the LAN switch.
18	Section 5.11.1.2 Pg No - 40	2 no of ch-STM-1 (with support for 1- to-1 redundancy)	The clause shall be read as "The SNC port requirement can be proposed through individual E1 ports or STM-1 port. In case of individual links the required solution (including any additional hardware/software) has to be provided by the bidder.

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19	Section 5.11.1.2 Pg No - 40	Total E1 Links required = (B+C+D) = 69	The clause shall be read as - Total E1 Links required = (B+C+D) = 78
20	Section 5.11.1.3 Page no -41 & Section 5.5.1 (Row 1) Page no -32	DNC routing Solution	The following clause to be added- The bidder may propose a single box solution or dual box solution while keeping the total throughput at 800 + 800 Kpps. In case single box solution the router should have CPU level redundancy along with power supply redundancy. The DNC routing solution as proposed should meet the overall performance, redundancy and port requirement as previously mentioned.
21	Section 5.11.1.3 Section 5.11.1.4	Additional Point for DNC and BNC	The clause is added- Statefull firewall feature shall be provided at DNC and BNC level either integrated with router or external hardware solution.
22	Section 5.11.1.3	Should have at least 2 free slots	Scalability may be provided through 2 free slots/ or through provision for 16 additional E1 ports.
23	Section 5.11.1.5	Should have at least 2 free slots	Scalability may be provided through 1 free slots/ or through provision for 8 additional E1 ports.
24	Section 5.11.2 Pg No 44	Performance Minimum 200 Mpps performance.	The line shall be read as "Minimum chassis/platform performance of 200Mpps"
25	Section 5.11.3 Pg No46	Shall support Static routes and RIPv1 and v2	The clause stands deleted.
26	Section 5.11.26 Pg No 70	OutDoor Fiber Cable: 4Core Multimode	The line shall be read as - OutDoor Fiber Cable: Singlemode
27	5.11.11 Pg. No -57	Shall perform URL Filtering.	The line shall be read as - The firewall shall have the feature to integrate with third party URL filtering/antivirus solutions etc.

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28	5.11.12(IPS) Pg No – 57	Total Simultaneous Sessions – 500,000	The clause shall be read as Total Simultaneous Sessions – 400,000
29	5.11.12 Pg No – 57	IPS should have provision for external bypass Switch	The clause shall be read as "IPS should have software/hardware capability to bypass the IPS"
30	5.11.10 RAS Server	Local and remote configuration management using a Web browser, terminal, modem, telnet, ftp, SNMP or bundled Multi-Tech management software.	The clause shall be read as "Local and remote configuration management using a Web browser, terminal, modem, telnet, ftp, SNMP."
31	5.11.16 Wireless Base Station	Hardware and software remote reset capability	The clause shall be read as "Software remote reset capability"
32		Support for Linkwise Bandwidth management.	The clause shall be read as "Centralized bandwidth Management with support for rate limiting"
33	5.11.17 Pg No – 62	NAT Support	This clause stands deleted
34	5.11.16 Pg No- 60	Each Base Station should support at least 30 remotes	For each POP 360 degree coverage is required with support for 30 remotes in any direction. This can be provided through multiple numbers of radios.
35	Section 5.4.1	SNC component requirements: DG Set 20KVA	DG Set capacity = 30 KVA
36	Section 5.5.1	DNC component requirements: DG Set 8KVA	DG Set capacity = 12 KVA
37	Section 5.11.4	Modem: ANSI T1.601 2B1Q technology	The clause shall be read as - Modem: G.SHDSL TCPAM technology
38	Section 5.11.4	Front panel configuration, monitoring via a 2x16 characters LCD and six pieces of rubber switches.	This clause stands deleted

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39	Section 5.11.5	<p>The following Engineering reports available for troubleshooting, diagnosis, analysis and resolution purposes must conform the following:</p> <ul style="list-style-type: none"> o Trend Report o At A Glance report o Top N report o Custom report 	<p>The clause shall be read as - "The NMS should generate all reports necessary for SLA monitoring as mentioned in section 6"</p>
40	Section 5.11.20 Pg No- 65	<p>The mail server should support public folders</p>	<p>The clause shall be read as - "The mail server should support public folders/Bulletin board"</p>
41	Section 5.11.20 Pg No- 65	<p>It should provide with Up-to-date notifications synchronization with Pocket PC and Smartphones. Messaging Server can to be directly synchronized to Pocket PC Client :</p>	<p>The clause shall be read as – The messaging server should have facility to be accessible from Internet using Smart phone/PDA/Blackberry/Mobile phones or any other hand held devices.</p>
42	Section 5.11.20 Pg No- 65	<p>Integrated authentication mechanism across operating system, messaging services</p>	<p>This clause stands deleted</p>
43	Section 5.11.20 Pg No- 65	<p>Should support secure authentication between a front-end and back-end server – To help ensure that credentials are secure, Messaging Server should use Kerberos delegation when sending user credentials between a front-end server, running services such as Web Access or Mobile Access, and a back-end server such as the mailbox store.</p>	<p>This clause shall be read as "Should support secure authentication using Kerberos/PKI/Digital signature based delegation or any other suitable authentication mechanism"</p>
44	Section 5.11.20 Pg No- 66	<p>Mail server should have an ability to be accessible from Internet and Windows powered PDA's/Mobile Phones.</p>	<p>The clause shall be read as – The messaging server should have facility to be accessible from Internet using Smart phone/PDA/Blackberry/Mobile phones or any other hand held devices.</p>

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45	Section 5.11.20 Pg No- 65 Section 5.11.7.2 Pg No – 53, 54	SCCP	Support for SCCP is not required.
46	5.11.7 Multimedia Communication Solution	Video (P-P and P-MP) conference facility from the user desktop	The clause shall be read as- "Video (P-P and P-MP) conference facility from user desktop and end video terminals is required"
47	Section 5.11.18	Audio Conferencing facility from the user desktop	The clause shall be read as - "Audio Conferencing facility from the user desktop, IP Phones and other phones with accessibility to the SWAN network is required."
48	Section 5.11.18	Video Conferencing End Equipments: System Component, Video Outputs , 1 x VGA H015	The clause shall be read as "video output - VGA/DVI"
49	Section 5.11.18, Page No - 64	The system should support Superior wideband audio of 14 kHz of crystal clear audio. The audio should be comparable to CD-quality sound for solid audio performance and should help reduce meet	The clause shall be read as "The system should give crystal clear audio, the audio should be comparable to CD-quality sound for solid audio performance "
50	Section 5.11.18	Should support Audio error concealment which Reduces audio drop-out on busy IP networks and smooth, consistent verbal communications without interruptions	This clause shall be read as "Should support Audio error correction methodology which Reduces audio drop-out on busy IP networks and smooth, consistent verbal communications without interruptions."
51	Section 5.11.18 Pg No - 64	The microphone should be omni directional with integrated mute button.	" The microphone should be omni directional with mute button feature on remote control or on the Microphone"

Clarifications

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52	Section 5.7.1 , Page no 34	Additional Point	One IP phone (Specification reference -Section 5.11.15) for each type of co-located office shall be provisioned. This shall not be applicable for Horizontal offices.
53	Section 5.11.15	Inline Power (7.5W), 802.1af POE (15.4W) and Power Adapter Options for power.	The clause shall be read as " 802.1af POE support and Power Adapter Options for power."
54	Section 5.9.3 Pg No 36	Router for Horizontal Location Type-III: Section 5.11.1.8 & section 5.11.1.1	The referred section shall be read as "5.11.1.7 & Section 5.11.1.1"
55	Section 10.9.5 Pg No – 105 Section 10.9.6 Pg No – 106	The notification of award will constitute the formation of the contract. At the same time as PSEGS notifies the successful bidder that his bid has been accepted, PSEGS will send the bidder the contract form as per section 16 provided in the tender document, incorporating all agreements between the parties.	The clause stands deleted.
56	Section 5.11.5 Pg No- 47	The proposed hardware system should meet the high availability requirement.	The clause shall be read as – "Proposed NMS and help desk solution should be high available with required hardware and software."
57	Section 5.11.7 Pg No - 55	Should support through integrated video processing to compose a picture consisting of the H.261 video from different sites participating in a conference. Users should have the flexibility to view 1, 4, 7, 8 conference participants simultaneously on the same screen.	The clause shall be read as "Should support through integrated video processing to compose a picture consisting of the H.263 video from different sites participating in a conference. Users should have the flexibility to view 1, 4, 7, 8 conference participants simultaneously on the same screen. (Minimum 25 different locations should be able to take part in a conference)
58	Section 5.11.1	Additional point	Provision shall be made for connecting one analog FAX machine at each location through the required Hardware/Software.
59	Section 12.3	Additional Point	PAT shall be completed within 30 days of completion of 75% of POPs and FAT shall be completed within 15 days of completion of 90% pops. The

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60	Section 6.2 Page No -81	Additional Point	bidder shall notify GoP at least 20 days prior to the completion of both 75% and 90%.
61	Section 6.2 Page No -81	Additional Point	“PSEGS shall make QGR payment within 15 working days of end of each quarter. In the event PSEGS is unable to pay the PAWAN OPERATOR with in the above mentioned period, PAWAN OPERATOR would be paid interest @ 10% pa. over and above the aforesaid period of 15 working days subject to the approval of the competent authority. The payment will be considered due after the submission of bill(s) to PSEGS by the PAWAN OPERATOR.”
62	Section 10.9.2 Page no 101	Additional Point	PSEGS shall make 50% of the Site preparation payment for the completed POPs with in 15 days after receiving the report of inspection committee of PAT (Partial Acceptance Test) and complete payment for the completed and accepted sites shall be paid within 15 days of successful completion of FAT (Final Acceptance Test). The remaining site payment would be made within 15 days of completion of remaining site(s).
63	Section 12 Pg No - 114	Additional Point	Bidder is expected to propose scalability (primarily for bandwidth) roadmap like - - Possible up gradation without any cost to GoP - Further step wise up gradation plan with related commercial impact.
64	Section 5.11.5 Pg No – 47	The offered solution should have the suitable device specific element manager.	The bidder will have to borne the cost of any consumables required. GoP shall not be responsible for providing any consumables (e.g. Paper, CD, tape etc) The clause shall be read as - The offered solution should be able to integrate with suitable device specific element manager.
65	Section 5.11.18 Page No – 63	Additional Point	Suggested specification as follows Video conferencing end equipment: TV specification (Required Number – One for Secretariat office)

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			<p>TV Type – Plasma Screen Size – 32 inch Required TV Stand Remote control Video conferencing end equipment: TV specification (For all other locations as mentioned in the RFP)</p> <ul style="list-style-type: none"> - 29" , Color - Flat - Required TV Stand - Remote control
66		Additional Point	<p>Site Physical Security: "GoP Shall handover the site to PAWAN operator within 1 week of contract agreement. It shall be the bidder's responsibility to secure the site through appropriate locking mechanism and other security measures."</p>
67		Solvency Certificate	Solvency certificate amount shall be 15 crore.
68	Section 5.11.1.1 Page No – 38	Shall support Network address translation (NAT), GRE Tunneling	<p>The clause shall be read as "Shall support Network address translation (NAT)"</p>
69		Site Preparation	The bidder shall have to pay the electricity bill for required for maintaining the PoP. The bidder shall install duly approved digital sub meter dedicated for each PoP.
70		Resource Requirement	The resource requirement as mentioned in section 9 (Pg No - 87) is the minimum resource to be maintained for the entire PBH. However it will be responsibility of the bidder to propose the resource as required for maintaining the defined SLA during the PBH and EBH.
71		Security Services SLA	<p>Security SLA clarification - Security SLA, ensures protection of IT components used for PAWAN</p>

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			<p>backbone.</p> <p>DoS attack, Data Theft, and Intrusion SLA shall be limited to Routers, Switches and servers hosted under the secured zone through SNC firewall. Defacement SLA shall be applicable for servers accessible from Internet.</p> <p>Virus attack SLA shall be limited to Desktops and servers used for PAWAN backbone management and Messaging servers.</p>
72		Additional Clause	All equipments/services as mentioned in this RFP shall be provided by the bidder or its consortium only. No core work in this regard shall be outsourced. However for Non core business in peripheral activities may be outsourced. (site preparation, Electrical, AC, DG set fitting etc)
73		<p>PSEGS may, without prejudice to any other remedy for breach of contract by written notice of default sent to the BOOT operator, terminate the contract in whole or in part:</p> <p>i. If the BOOT operator fails to deliver any or all of the equipment and services within the time period(s) specified in the contract, or any extension thereof granted by PSEGS, OR</p> <p>ii. If the BOOT operator fails to perform any other obligation(s) under the contract, OR</p> <p>iii. If the BOOT operator fails to meet any of the SLAs listed in the section 6.1</p>	<p>PSEGS may, without prejudice to any other remedy for breach of contract by written notice of default sent to the Contractor, terminate the contract in whole or in part:</p> <p>i. If the BOOT operator materially fails to deliver any or all of the equipment and services within the time period(s) specified in the contract, or any extension thereof granted by PSEGS in writing and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice from PSEGS, OR</p> <p>ii. If the BOOT operator fails to perform any other obligation(s) under the contract and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice from PSEGS, OR</p> <p>iii. If the BOOT operator fails to meet any of the SLAs listed in the section 6.1 and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice from PSEGS</p>
74		Inclusion of new POPs for Payment	In these cases, the service period shall be the remaining period (e.g. 4 yrs, in case the pop is included after one year). Capital cost payment shall be calculated based on Form F2 (page 149 of RFP) (cumulative interest will

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			<p>depend on the remaining period i.e. 4 yrs) and will be divided in 48 month in this case.</p> <p>In such a case the payment shall be made with in four years i.e 16 quarters (QGR- Quarterly Guaranteed Revenue). The Guaranty for the equipments installed in POP shall, however, remain for 6 years from the date of completion.</p> <p>For this purpose the performance guarantee equivalent to 10% of the complete setting up cost of POPs shall be obtained in form of Bank Guarantee.</p>																		
75		UPS Requirement	All UPS proposed for PAWAN shall be from top 5 vendors as per Latest IDC report																		
76	Additional	Multiple	The draft contract agreement is enclosed separately. Bidders are advised to go through the terms and conditions indicated in the draft contract carefully. The terms and conditions indicated herein override the terms and conditions indicated in the RFP.																		
77	New	NA	The BOOT operator will provide atleast one technical resources at all PoPs till the level of Sub Division during the period of the contract																		
78	Section 6.2.1.8 Pg No- 81	POP Numbers	<p>Proposed POP numbers and classifications may be read as the following-</p> <table border="0"> <tr> <td>SNC</td> <td>-</td> <td>1</td> </tr> <tr> <td>DNC</td> <td>-</td> <td>20</td> </tr> <tr> <td>Primary SDNC/BNC-</td> <td></td> <td>179</td> </tr> <tr> <td>Total</td> <td>-</td> <td>200</td> </tr> </table> <p>In addition GoP may choose to implement the following Type I and II offices also based upon the BOM that has been provided as part of the RFP-</p> <table border="0"> <tr> <td>Type I SDNC/BNC</td> <td>-</td> <td>27</td> </tr> <tr> <td>Type II SDNC/BNC</td> <td>-</td> <td>12</td> </tr> </table> <p>Accordingly the L1 would be based upon the 200 Pop's.</p>	SNC	-	1	DNC	-	20	Primary SDNC/BNC-		179	Total	-	200	Type I SDNC/BNC	-	27	Type II SDNC/BNC	-	12
SNC	-	1																			
DNC	-	20																			
Primary SDNC/BNC-		179																			
Total	-	200																			
Type I SDNC/BNC	-	27																			
Type II SDNC/BNC	-	12																			
79	Page no 19	VPN users/clients are expected to be around 500 initially	The clause shall be read as –																		

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		and scalable upto 5000 in five years. The Bidder should keep provision for this while designing for VPN connectivity.	VPN users/clients are expected to be around 250 initially and scalable upto 750 in five years. The Bidder should keep provision for this while designing for VPN connectivity.

New Timeline

Last Date of Tender Submission	18 th June, 2007 (1200 hrs)
Tender Opening (Pre-Qualification)	18 th June, 2007 (1400 hrs)
Approval of Pre-qualified Parties & opening of Technical Bids of the pre-qualified parties	25 th June, 2007
Technical Presentation by the pre qualified parties	2 nd July, 2007
Approval of the Evaluation of the Technical Bids	5 th July, 2007
Commercial Bid Opening	9 th July, 2007