



No. SDMC/DIT/2020/D-22

Dated:- 13.05.2020

Subject:- Selection of Vendor for providing Internet bandwidth, AMC & Maintenance of IT Infrastructure, Network Management for the three Municipal Corporations of Delhi.

Prebid conference was held on 06.05.2020 in the meeting hall, O/o Commissioner SDMC at Ambedkar Stadium, New Delhi, which was attended via video conferencing/physical presence by 09 prospective bidders who were requested to send their queries on official e-mail of SDMC.

All the pre-bid queries were examined in the light of the overall objectives of the RFP. The following point wise clarifications are published for knowledge of prospective bidders.

All the prospective bidders are advised to read this document carefully in entirety before submitting their bids.

This issues with the approval of Competent Authority.

Anton
m. m. m. 13/05/2020
Administrative Officer (IT)
Admn. Officer (IT)
I.T. Department, MCD
24th Floor, Civic Centre,
Minto Road, Delhi - 110002

To,

All Concerned

Copy for kind information to: -

1. Addl. Commissioner (IT)
2. Director (IT)
3. AC (IT)
4. Office copy.

S.NO	Bidding Document Reference(s)(section number/page)	Content of RFP requiring Clarification. B	Points of clarification Required	Response
1.	RFP Vol -I, Page 55 10.2. Technical Bid qualification Criteria Point No. 8	The bidder should have minimum 250 professional employees on its payroll in IT and Technical Support / Management (as on 31st March 2019).	We request you to amend the clause as below for more participation in the bid. The bidder should have minimum 100 professional employees on its payroll in IT and Technical Support / Management (as on 31st March 2019).	No Change, RFP Conditions prevail.
2.	RFP Vol -I, Page 55 10.2. Technical Bid qualification Criteria Point No. 9	The bidder should have a valid ISO 9001 & ISO 27001 certification.	We request you to Kindly Add following Certifications : 1. ISO 9001:2008 or equivalent. 2. ISO 20000:2011 for IT Service Management or equivalent certification 3. ISO 27001:2013 for Information Security Management System or equivalent certification. 4. CMMI Level 3 or above certification for operations.	No Change, RFP Conditions prevail.
3.	RFP Vol -I, Page 40 7.1. Eligible Bidd , Point	No consortium or Joint Venture etc. is allowed to participate in the bidding Process. However, Subcontracting	We request you to Kindly allow Consortium /JV minimum Two Company	No Change, RFP Conditions prevail.

	no.4	is allowed for specific areas as defined in section 14.2 of this document.	(Lead Bidder + ISP (Internet Service Provider)	
4	General	General	We have HQ at Mumbai and regional office at Noida both locations are in red zone and are completely off. We need to do many activities related to this case like EMD process from HQ, POA process from Mumbai. Requesting you to please extend the date of submission for 3 weeks time from lockdown over.	No Change, RFP Conditions prevail. ➤ Online payment modes are available on Tender wizard portal for both EMD and Tender fee.
5	General	ISP as Consortium partner	Kindly consider and allow ISP for Bandwidth / Internet services as consortium partner, and remove ISP from Sub-contracting for Vendor.	No Change, RFP Conditions prevail.
6	14.1 / Performance Bank Guarantee (PBG)/ Page 58	The Bank guarantee will be for a value equal to 10% of the total contract value.	Please consider 10% PBG for Vendor (FMS / AMC Provider) for its part and CSV operation, and 10% PBG for ISP for the Bandwidth / Internet Services part, as it will be totally out of domain of FMS / AMC vendor. Kindly incorporate the changes.	No Change, RFP Conditions prevail.

7	7.14 Earnest Money Deposit (EMD) / Page 39	Bidders shall submit, along with their Bids, an EMD of INR 65,00,000	Kindly consider the following: 1. Consortium partners of Vendor (FMS/ AMC) and ISP 2. 50% of the EMD value to borne by Vendor (FMS/ AMC) provider and 50% by ISP (Bandwidth / Internet Services) To be submitted seperately as the business volume is around 50% for both the partners.	No Change, RFP Conditions prevail.
8	General	Penalties, LD's, Deductions	Please segregate the penalties, LD's, Deductions etc. as separate for Vendor (AMC/ FMS) and ISP for the project. Since, these are two mutually exclusive services.	No Change, RFP Conditions prevail.
9	3. Scope of Work / ii/ Page 19	Vendor shall procure provision and commission internet bandwidth at all the offices / locations as per the requirements given in this RFP.	Vendor will propose and facilitate Bandwidth Service Provider and as Consortium partner, and it will be the responsibility of Bandwidth Service provider to commission the same. Kindly consider changes.	No Change, RFP Conditions prevail.
10	XIV./ Page 21	Vendor shall provide the AMC on its own or through third party in case equipment has reached end of support from OEM.	Please clarify whether MCD is considering the AMC from OEM only Or, can the Vendor provide the AMC support on it's own.	AS per RFP. It is already illustrated in the RFP document.
11	XVII./ Page 21	In case Corporations wishes to shift the network devices, hardware peripherals from one place to another place in the Delhi or buy new equipment,	Kindly confirm who would be responsible for transportation? And, how many such events can occur in a year.	AS per RFP, ➤ The shifting of hardware from one location to other

		adequate support shall be made available by the vendor for provisioning of equipment at new location at no extra cost.		location is not done very frequently. ➤ For shifting of already installed and functioning devices/peripherals the transportation will be done by MCD however its proper dismantling and re assembling and installation will be the responsibility of the Vendor.
12	3.2 Bandwidth Requirement / Page 22	Vendor shall be responsible for procurement, provisioning, commissioning and maintenance of Bandwidth (Internet) for the entire duration of the project at various locations in confirmation to government guidelines. Vendor shall study and understand the existing setup at Corporation offices site and shall develop a project implementation plan indicating milestones and deliverables. Vendor shall not be allowed to change the ISP during the period of contract without written approval of Corporations. However, the Corporations may	Kindly consider changes in the clause as: "Vendor shall be responsible for facilitating the ISP for procurement as Consortium Partner , provisioning, commissioning and maintenance of Bandwidth (Internet) for the entire duration of the project at various locations in confirmation to government guidelines. And, ISP shall study and understand the existing setup at Corporation offices site and shall develop a project implementation plan indicating milestones and deliverables. Vendor shall not be allowed to	The clause 3.2 of RFP (page 22) may be read as; "The vendor will be responsible for providing and commissioning of Internet Bandwidth from 1 st July, 2020 till the duration of entire project."

		<p>initiate the replacement of ISP during the contract period while serving prior notice of 6 months. Vendor shall be responsible for providing Internet to all the locations as per the requirement of the RFP from 1st January 2020 till the entire duration of the project utilizing the already installed Network equipment.</p>	<p>change the ISP during the period of contract without written approval of Corporations. However, the Corporations may initiate the replacement of ISP during the contract period while serving prior notice of 6 months. ISP shall be responsible for providing Internet to all the locations as per the requirement of the RFP from 1st January 2020 till the entire duration of the project utilizing the already installed Network equipment."</p>	
13	3.2.1 Monitoring and Administration/ Page 24	<p>Vendor shall be responsible for Network Monitoring and administration including following activities but not limited to:</p> <p>a. Provide Network Monitoring tool/ Dashboard for monitoring of Network, internet Bandwidth related SLA parameters at all locations.</p> <p>d. Monitoring and administering the entire LAN set up of offices/locations including integration points with WAN.</p> <p>e. Creation and modification of LANs, assignment of ports to appropriate applications and segmentation of traffic.</p>	<p>a. Vendor can't be responsible for monitoring the Internet Bandwidth and SLA. Kindly put this responsibility under ISP.</p> <p>b. What is expectation under monitoring, kindly suggest what tool is expected</p> <p>e. How many events of LAN creation would be expected during the entire project of 3 years.</p>	<p>No change, RFP Conditions prevail.</p> <ul style="list-style-type: none"> ➤ Requirement for monitoring tool are provided in section 3.2.1 monitoring and Administration. ➤ The creation of new LAN port is not done frequently.

14	3.3 Centralized Helpdesk/ Page 25	Vendor shall establish a helpdesk with minimum 3 hunting lines and manned by at least equal number of resources. The vendor shall gradually increase the number of hunting lines and resources to meet the growth in call volumes. Also, during peak period the helpdesk should be scaled up to meet the call volumes.	How many hunting lines are to be provisioned? Is it more than 3, Kindly specify how many Maximum to be provisioned after the increase.	As per RFP ➤ Vendor to anticipate call volume and provision for hunting lines based on requirements given in RFP.
15	14.2 Liquidated Damages /IV./ Page 55	Alternatively, Corporations reserve the right to get the services delivered from elsewhere at the sole risk and cost of successful bidder and recover all such extra costs incurred by Corporations in procuring the services from the resources available including encashment of PBG or any other sources etc.	Kindly consider removing the risk purchase clause.	No change, RFP conditions prevail.

16	Other Terms of Payment/f. / Page 57	<p>If the vendor or its sub-contractors fails or refuses to perform its obligations (or any part thereof) under the Agreement, or if the Agreement is terminated (in full or in part) by Corporation due to breach of any obligations of the vendor under the Agreement, Corporation reserves the right to procure the same or equivalent goods/services/ deliverables from alternative sources. Any incremental cost borne by Corporation in procuring such goods/services/ deliverables shall be borne by the vendor provided the liability of the vendor to pay such incremental cost shall be limited to 100% of the value of the services / deliverables / obligations which the vendor has failed to perform/provide. Any such incremental cost incurred in the procurement of the such goods/services/ deliverables from alternative source will be recovered from the undisputed pending due and payable payments/ bank guarantee provided by the vendor under the</p>	<p>Not acceptable, as it is too prohibitive. Request you to remove the clause. Moreover, in regard to fault of ISP performance / obligation, why the AMC/ FMS vendor to be penalized. We request you to segregate the responsibilities of ISP and Vendor (AMC/ FMS) as separate ones.</p>	<p>No change, RFP conditions prevail.</p>
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		Agreement and if such funds are not sufficient to recover the incremental cost, the same may be recovered, if necessary, by due legal process. The procurement from alternate source shall be done, as far as possible, through Central Government's procurement guidelines as deemed appropriate by the Corporation.		
17	Other Terms of Payment/h. / Page 57	All payments are subject to the application of withheld amount, recoveries, penalties and liquidated damages defined and provided for in the Agreement and the SLA.	The payment / SLAs/ penalites / LD's / recoveries to be segregated for Vendor (AMC/ FMS) and ISP as separate account. Kindly make the changes.	No change, RFP conditions prevail.
18	Other Terms of Payment/i. / Page 57	The vendor shall be solely responsible to make payment to its subcontractors.	Payments for ISP to be made directly to ISP after considerations on deduction (if any). Request you to make the necessary changes.	No change, RFP conditions prevail.
19	14.1 Minor Civil & Electrical Work / b./ Page 58	Minor Civil Works for LAN/ WAN Installations at Corporation offices	Please confirm what type of civil work and how many times it may happen during the period of contract.	Please refer section 14.1 "Minor Civil Electrical work" of the RFP regarding the type of Civil work and this is not done very frequently.

20	14.2 Sub-Contracting /I. / Page 58	Bandwidth/Internet Services (through tripartite agreement)	ISP may not be part of Sub-contracting, it may be considered as Bandwidth Partner / Consortium.	No change, RFP conditions prevail.
21	14.5 Working Schedule/ II. / b./ Page 59	Weekend (Saturday and Sunday) or Corporation Holidays: Site will be available round the clock for work, if required.	Do the Vendor require to provision engineers during Weekend? Kindly clarify.	Please refer 14.5 "Working schedule" of the RFP.
22	14.7 Approvals and Required Consents / I. / Page 61	The vendor shall procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the vendor to provide the services. The costs of such approvals shall be borne by the vendor normally responsible for such costs according to local laws, custom and practice in the locations where the services are to be provided.	Kindly clarify what license / clearance / approvals to be procured?	It is expected that the vendor shall maintain the regulatory and government licenses, clearance etc. To work in Delhi.
23	14.11 Limitations of Liabilities / IV/ Page 63	Title and Risk of Loss: vendor shall bear the risk of loss on Project Assets; up to the time they are transferred and handed over to the Corporations - after which it shall stand transferred to the corporations. vendor shall arrange and pay for insurance to cover such item until it is	Please clarify about the insurance part.	The clause 14.11 Limitations of liabilities of read as; "Title and Risk of Loss: Vendor shall bear the risk of loss on Project Assets on or before the same transferred and

		transferred and even after the transfer of the Project Assets till the insurance policies come up for a renewal.		handed over to the Corporations.”
24	15.13.3 Termination for Convenience / Page 64	Corporations may, by written notice of 90 (ninety) days sent to the vendor, terminate the agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for Corporations’ convenience, the extent to which performance of work under the agreement is terminated, and the date upon which such termination becomes effective. Corporations may, at its discretion, relax or absolve the vendor from following the timelines and/or service levels related to the part of the agreement which is being terminated.	Kindly remove the clause. This is highly risky from the service provider's (Vendor's) point of view in terms of investment, manpower, resources deployed for the project, and is totally one sided.	No change, RFP conditions prevail.

25	2.5/17	<p>Helpdesk A centralized helpdesk has been setup by the Corporations in Civic Centre for providing the IT related support services to their employees, contractors/vendors facing challenges in IT applications. At present the helpdesk is manned by two operators hired by the Corporations</p>	<p>We understood that MCD is having their own Helpdesk setup with 2 Helpdesk Operators currently , Is their any Helpdesk tool MCD is using to log a call ? If it is which is the tool</p>	<p>It is clarified that Vendor to make provision for a tool for helpdesk as per the specifications given in the section 3.3 “Centralized Helpdesk” of the RFP.</p>
26	3.iii/19	<p>iii. Vendor shall establish a centralized helpdesk with minimum 3 hunting lines and manned by at least equal number of resources.</p>	<p>Does this means bidder has to establish a centralized helpdesk with minimum 3 hunting lines for 3 corporations, Please confirm</p>	<p>As per RFP</p>
			<p>Please confirm the Service Window for the Helpdesk support</p>	<p>AS per RFP</p>
			<p>We understood that the helpdesk will be Manned during standard Business hours only , please confirm</p>	<p>As per RFP</p>
			<p>The Helpdesk support team will be in addition to the resources needs to deploy under section 3.5 of the RFP , Please confirm .</p>	<p>AS per RFP</p>

27	3.1/20	<p>After on boarding, vendor shall prepare a comprehensive list of IT asset inventory to be covered under this contract after physically verifying the working status of equipment and labeling the hardware. Vendor shall be paid AMC charges of Hardware Peripherals as per the equipment status identified in IT asset inventory survey based on the unit cost quoted by vendor in the commercial bid.</p>	<p>We understood that the Vendor will be responsible for the IT Asset Inventory physically verification , but who will be responsible for providing the Labels of the Hardware</p>	As per RFP
			<p>Incase Vendor will be responsible then please confirm .</p>	AS per RFP.
28	3.1.IX & X /20	<p>IX. All product updates, upgrades & patches shall be provided by the vendor free of cost during AMC period.</p>	<p>We Understood that bidder will be responsible for Back to Back OEM support for the Hardware and Software Licenses installed at MCD , we request you to Confirm the list of Hardware and software along with serial numbers/Model number and licenses details for which MCD is looking for Back to Back renewal Quotes from OEM's</p>	Pease refer section 3.1 “Annual Maintenance Contract” and Annexure I and Annexure II of the RFP.
		<p>X. SI shall provide patches / upgrades of OS during the period of AMC (within one month of release of patch/upgrades), wherever applicable, without any extra cost to Corporations</p>	<p>Is their any tool for the patch management or manual Process adopted by MCD please confirm</p>	As per RFP

29	3.1.XIV /21	Vendor shall provide the AMC on its own or through third party in case equipment has reached end of support from OEM.	For EOLS Devices the MCD is looking for AMC support on Spares support model basis only , Please confirm .	As per RFP
30		XX. Vendor shall be responsible to create & maintain an online asset register by recording information like configuration details, serial number, asset code, warranty etc. and maintain updated central asset master database at Corporations. Further the vendor shall record all installation of new machines, movement as well as reconciliation thereon with Fixed Asset Register. XXI. The vendor shall carry out IT asset Inventory reconciliation at every offices / locations on quarterly basis and submit detailed report of the inventory at the location including untagged & obsolete IT equipment to the corporations.	This a Additional activity vendor has perform so does vendor has to deploy the Additional resources to perform this task , please confirm .	It is clarified that this is not an additional activity and Vendor shall be responsible for all the requirements as per the scope of RFP.
31	3.2.1/26	Monitoring and Administration	We understood that Vendor has to provide the Network monitoring tool for the Administration and monitoring for Network Infrastructure of MCD	As per RFP

			Where does Vendor has to deploy the required Network Monitoring tool , please confirm	Vendor has to deploy the required Network Monitoring tool in the Civic Center.
			Who will provide the required IT Infrastructure to deploy the Too? Please confirm	Existing infrastructure available with the Corporations may be used by the vendor.
		The tool/dashboard must be capable of monitoring the availability, health, and performance of core networking devices including but not limited to CPU, memory, temperature, interface bandwidth utilization	Number of Network Devices to be monitored	Please refer Annexure I of the RFP.
		Monitoring and administering the entire LAN set up of offices/locations including integration points with WAN.	Number of WAN Links to be monitored	Please refer Annexure I of the RFP.
			To monitor Network Devices and there are no servers in this project for availability and health, please confirm	Existing infrastructure available with the Corporations may be used by the vendor.
32	3.5.2.4/31	Installation / reinstallation of operating system, office automation software (e.g. MS - Office), patches, Antivirus update / upgrade, Domain migration, Configuration of printer / Scanner etc. at all locations of Corporations carried in coordination with the respective	Which is the existing Antivirus software in the current Environment	Existing Antivirus Software provided along with Desktop requirement in the Annexure-II “AMC Details” of the RFP.
			Does Vendor will be responsible for the Renewal licenses , please confirm .	Please refer section 3.1 ‘Annual maintenance Contract’ of the RFP.

		OEM	Who will provide the Antivirus update / upgrade , incase if it is vendors responsibility then please share the Licenses details	Please refer section 3.1 “annual maintenance Contract” of the RFP. License Details will be provided to the vendor after date of on-boarding.
33	3.5.2.7/31	Installation / deployment of software provided by Corporations as & when required at no extra cost, in case.	We understood that the MCD will be responsible for providing all the Required standard Software and Patches as and when required basis to the onsite deployed resources.	As per RFP.
34	Form C2/84	Form C2: Details of the Commercial Bid (AMC Charges)	Bidder has to consider All Network line Items 1568 from ANNEXURE-II: AMC DETAILS - Network Summary along with Network Monitoring tool for the period of three years , Please confirm .	<p>Please refer ‘C1’ Details of the price bid (AMC Charges)</p> <ul style="list-style-type: none"> ➤ Bidder has to quote for all the network equipments including network monitoring software for three years. ➤ Further all the form (C1 – C6) of price bids, the bidder has to quote the price for three years in the separate price bid templates after

				<p>downloading the same from tender portal.</p> <p>➤ Thereafter, upload the filled in templates to the tender portal under price bid folder only.</p>
35	Form C6/89	Form C6: Commercial Proposal (Overall)	Table F is missing in the Format , Please add the same incase it is required	Maintenance & Support Cost (including helpdesk software, resources etc) should be provided in form C6 under row 'F', this does not require separate form.
			For Line Items F bidder has to Factor the cost of Centralized Helpdesk team also , please confirm	As per RFP
36	Note/89	All AMC charges quoted by bidder shall be inclusive of 30 Service Support Engineers, Project Manager & Network / System Administrator (as per section 3.5 of this RFP), supply and replacement of all defective components / modules / units / parts, helpdesk software and resources (as per section 3.3 of this RFP)	As per the price format Shared we understood Vendor has to built all IT Support Resources cost under The AMC support Services only, Please confirm our understanding .	Maintenance & Support Cost (including helpdesk software, resources etc) should be provided in form C6 under row 'F', this does not require separate form.

37	General	General Queries	Who will provide the Required IT Infrastructure for the onsite Deployed resources please confirm	Please refer section 3.5.1 (Para - XII) 'Key requirements for Service Support Field Engineers'.
38	General	General Queries	The MCD will be responsible to provide the required IT Infrastructure for the CSB operators, Please confirm .	Existing infrastructure available with the Corporations may be used.
39	Section : 10.2 Page No. 55 Point no. 8	The bidder should submit the list of proof for resources are on their payroll and submit the Documentary evidence like salary slip/EPF/ESI challan.	As we are listed Company we cannot disclose our Employee credintianls . So requested you to please accept our letter/ Under taking from HR	The section 10.2 page no. 55 point no. 8 the mandatory documents, the clause may be read as; "The bidder should be submit the list of proof for resources are on their payroll and submit the documentary evidence like salary slip/EPF/ESI challan or undertaking from Authorized HR person of the bidder along with supporting documents as per format given in Form-A6 of Appendix-I of the RFP."
40	Vol. 1, Section 10.2, Page No. 54 and Appendix-I	Technical Bid Qulification Criteria	at S.No. 1 of section 10.2, it should say that bidder should be registered under the Companies Act 1956/2013	No change, RFP conditions prevail.

41	Vol. 1, Section 14.11, Page No. 62	Limitation of Liabilities	The liability of the bidder shall be capped at 30-40 % of the total contract value	No change, RFP conditions prevail.
42	Vol. 1, Section 14.13.3, Page No. 64	Termination for convenience	The corporations shall not be allowed to terminate the contract for convenience, without any compensation to the vendor.	No change, RFP conditions prevail.
43	Page 28 RFP volumn -1	Following Diagram depicts the indicative bandwidth requirement .	SDMC asked for 20 Mbps BW on EDMC, HQ on fiber/copper . We would request to add RF also.	No change, RFP conditions prevail.
44	Page 28 RFP volumn -1	Following Diagram depicts the indicative bandwidth requirement .	SDMC asked for 20 Mbps BW on Zonal Office on fiber/copper. We would request to add RF also.	No change, RFP conditions prevail.
45	Page 28 RFP volumn -1	Following Diagram depicts the indicative bandwidth requirement	SDMC asked for 4 Mbps BW on Hospital – Dispensary on fiber/copper/Broadband . We would request to add High Speed Dongles too.	No change, RFP conditions prevail.
46	Page 28 RFP volumn -1	Following Diagram depicts the indicative bandwidth requirement	Requesting SDMC to Change bandwidth on Dispensaries and schools from 4 Mbps to up to 4 Mbps on Best efforts Basis.	No change, RFP conditions prevail.
47	Page 28 RFP volumn -1	The vendor shall perform the following activities as part of this requirement. i. As defined above, vendor shall provision Internet Bandwidth with IPSec for the entire duration of the project, at various locations.	IP sec tunnel created on L3 devices/ Network connected elements not on the internet link itself . Its on the internet from the devices(like router, switches and PC's) please acknowledge and clarify .	The vendor shall perform the following activities as part of this requirement. i. As defined above, vendor shall provision Internet Bandwidth with IPSec for the entire duration of the project, at

				various locations where L3 switch/ routers are located.
48	Page 29 RFP volumn -1 point 4	Vendor shall be responsible for provisioning of bandwidth on demand for new offices set up by the corporations. For such locations, payment shall be made to the vendor based on unit rate quoted in Price Bid or the prevailing rates whichever is lower.	To provide the BW on demand Last mile need to provisioned in advance and on the requirement BW on demand get enable from backend we need to clarify how much on demand BW is required like 2x 3x and so on . Means (if its 10mbps subscribe BW and over above you required 20 mbps(2X) or up to 30Mbps(3X) please clarify	The last mile requirement may be of the field level structure/entities lies schools, dispensaries and other regional offices.
49	Page 29 RFP volumn -1 point 7	Vendor shall be responsible to restrict access for list of websites provided by Corporation to control the misuse of bandwidth provided.	Websites could be restricted by two ways by putting the UTM boxes at each location or provide the MPLS link at all location and from DC we give the internet access by applying the policy on UTM devices at central location . Moreover on Data dongle its not possible to restrict any websites.	As per RFP

50	Page 29 RFP volumn -1 point 8	Vendor shall be responsible for providing Dashboard/ NMS tools for networking monitoring to measure various network performance parameters.Vendor shall provide system generated Daily Network status reports (on network performance parameters like utilization, packet loss, jitter, latency, etc.) to the Corporations through e-mail.	Dashboard and NMS tool is available for link provided on fiber/copper media only not possible on broadband and dongle based links. Jitter reports are available on internet link . Jitter always available between to destinations	As per RFP
51	Page 96 RFP volumn -1	Network, Connectivity Infrastructure	Some of the hardware is out of support and end of life , We need to consider new hardware for those links , like cisco 1841, cisco 3825	As per RFP, the list of as-is network devices already mentioned in RFP with their make model.
52	Page 27,28 RFP volumn -1	Bandwidth Requirement	As per RFP connectivity requiremnet is for 2609 locations. Have we check the feasbility at all these locations. What is the percentage (%) to drop the site in case of non feasbility. What is be the pentality clause in case of delay	As per RFP, all the locations have to be provided with required network bandwidth.

53	Page 24,25 RFP volumn -1	3.1. Annual Maintenance Contract	do we have list of their existing hardware network inventory. Do we have vendor to manage their local network AMC. If any software licenced will expired then what will be the process to login the order in system. Is there commercials approvals required or we will got bulk approval. What will be the TAT for faulty hardware & software replacemnet. If any hardware is end of life what will be plan to provide that hardware replacment. (as per RFP hardware can't be deleared as end of life during AMC tenure)	AS per RFP
54	Page 30 RFP volumn - 30	3.3. Centralized Helpdesk	will centralized helpdesk start from 1st month to monitored handover sites.	As per RFP.
55	Page no. 24 3 Scope of Work	iii. Vendor shall establish a centralized helpdesk with minimum 3 hunting lines and manned by at least equal number of resources.	Request customer to please share the details of centralized location, business working hours, No. of resources required and business working days. All the sitting arrangements and facilities shall be taken care by customer. Also confirm, Either bidder need to provide Desktop/PC or it will be provided by customer	As per RFP.

56	Page no. 24 3 Scope of Work	v. The vendor shall deploy the Service Support Field Engineers in zonal offices and Head Quarter of three corporations. These support personnel shall be responsible for trouble shooting and resolution of issues pertaining to Bandwidth, Network Infrastructure and those Peripherals for which vendor is responsible for providing Annual Maintenance Contract.	Request customer to please specify the no. of Field engineers required in each corporation, Business hours. Also confirm, Either bidder need to provide laptop or it will be provided by customer.	As per RFP.
57	Page no. 24 3.1. Annual Maintenance Contract	Vendor shall provide comprehensive AMC, which includes on-site maintenance of hardware peripherals and network equipment, including spare parts excluding consumables. On-site comprehensive maintenance services shall include pair/replacement of faulty / defective spare parts of equipment covered under AMC. For Hardware Peripherals covered under AMC, Vendor shall provide replacement of faulty/non repairable part with equivalent or higher specification part, which is fully compatible with the existing peripheral. For Network	Bidder solicates this clause as bidder will replace the equipment if gone faulty due to the reason attributed to Bidder. In case, If equipment found faulty due to reason attributed to Customer, then cost of the equipment will be bourne by the customer. And please share the details of the equipment which need to be maintain in spare inventory.	As per RFP

		equipment covered under AMC, Vendor shall provide replacement of faulty/non repairable equipment with equivalent or higher specification equipment, which is fully compatible with the existing network setup.		
58	Page no. 25 3.1. Annual Maintenance Contract	IV. The vendor shall replace faulty hardware / Network components, as and when required, for trouble free operation of Corporations.	Bidder solicates this clause as bidder will replace the equipment if gone faulty due to the reason attributed to Bidder. In case, If equipment found faulty due to reason attributed to Customer, then cost of the equipment will be bourne by the customer.	As per RFP
59	Page no. 25 3.1. Annual Maintenance Contract	VII. The vendor shall keep the LAN up & running smoothly for the users and troubleshooting of LAN connectivity	Request customer to please share the details of LAN architecture which bideer need to maintain. Physical laying and repair of LAN cable will be under customer SOW along with the cost of LAN cable	Maintenance and troubleshooting as per RFP, however, in case physically damaged where device /equipments need to be procured and same will be provided by Corporations. For further installation and maintenance by the Vendor.

60	Page no. 25 3.1. Annual Maintenance Contract	XVI. Vendor shall have to work in co-ordination and parallel with other vendors / contractors at site in order to ensure timely resolution of the issue reported by Corporations within the agreed SLA.	Request customer to please share and specify the details of others vendors / contractors and their SOW	As per RFP.
61	Page no. 26 3.1. Annual Maintenance Contract	XVII. In case Corporations wishes to shift the network devices, hardware peripherals from one place to another place in the Delhi or buy new equipment, adequate support shall be made available by the vendor for provisioning of equipment at new location at no extra cost.	Request customer to please specify the details of equipment to be shifted and transportation facility will be under customer SOW. And also request customer to share the average shifting details happened in last 3 years to calculate the efforts.	➤ The shifting of hardware from one location to other location is not done very frequently. For shifting of already installed and functioning devices/peripherals he transportation will be done by MCD however its proper dismantling and re assembling and installation will be responsibility of the Vendor..
62	Page no. 27 3.2. Bandwidth Requirement	Vendor shall be responsible for providing Internet to all the locations as per the requirement of the RFP from 1st January 2020 till the entire duration of the project utilizing the already installed Network equipment.	Request customer to please correct the date	The vendor will be responsible for providing and commissioning of Internet Bandwidth from 1 st July, 2020 till the duration of entire project.

63	Page no. 27 3.2. Bandwidth Requirement	The vendor shall have to provision and commission the bandwidth at all locations within 45 days of onboarding.	Request customer to please revise the delivery timelines from 45 days to 90 days. Also bidder request if there is delay in ROW permission, same shall be exclude from LD calculation.	No change, as per RFP Prevail.
64	Page no. 27 3.2. Bandwidth Requirement	Corporation hosts various internet-facing applications from the Data Center located in Civic Centre, New Delhi. Vendor shall be required to make configuration changes in their network to enable Corporation to use single public IP address to make applications accessible on internet.	Need further clarity of the SOW.	Corporation hosts various internet-facing applications from the Data Center located in Civic Center, New Delhi. Vendor shall be required to make configuration changes in their network to enable Corporation to use single public IP address to make applications accessible on internet. Approximately 110 public IP addresses required as on date, which may vary.
65	Page no. 27 3.2. Bandwidth Requirement	The indicative requirements for providing Internet on the Network Infrastructure, is given in table below: Connectivity Requirement S. No. Location Connectivity Type Minimum Speed No. of Offices Indicative number of Users	Request customer to please share the correct location details as this clause is in contradiction with the Annexure II. Number of locations where internet services needs to be delivered is different to what that is shared in Annexure II	As per RFP tender document.

		Media 1. HQ, Civic Centre Internet 50 Mbps 1 2500 Lease Line (Copper / Fiber) 1:1		
66	General	Penalties, LD's, Deductions	Please segregate the penalties, LD's, Deductions etc. as separate for Connectivity and hardware, these are two mutually exclusive services.	As per RFP.
67	Page no. 24 3.1. Annual Maintenance Contract	Vendor shall be responsible for providing AMC services to operate and maintain Corporations' existing network infrastructure (LAN, WAN, Routers, Switches) and hardware peripherals i.e. Desktops, Workstations, Color Printers, Scanners (included new Desktops, new printers, scanners procured by respective departments of all the three Corporations). Above stated network infrastructure and hardware peripherals are covered under AMC by existing Sub Vendor till 30th June, 2020. Vendor shall renew the AMC contracts well before the date of expiry of respective components and	Since the AMC is expiring on 31 December, 2019, and renewal it before the finalization is Service Provider is not possible. Alternatively 15 days time of onboarding is very stiff. Kindly consider 30 days time to carry out the activity.	The last date of AMC is expiring on 30 June 2020. The vendor shall have to provision and commission the bandwidth at all locations within 45 days of date of on-boarding.

		will be responsible for maintaining AMC for the entire duration of the project.		
68	Page no. 26 3.1. Annual Maintenance Contract	XIV. Vendor shall provide the AMC on its own or through third party in case equipment has reached end of support from OEM.	Request customer to please clarify whether SDMC is considering the AMC from OEM only Or, can the Vendor provide the AMC support on it's own.	As per RFP
69	Page no. 30 3.3. Centralized Helpdesk	Vendor shall establish a helpdesk with minimum 3 hunting lines and manned by at least equal number of resources. The vendor shall gradually increase the number of hunting lines and resources to meet the growth in call volumes. Also, during peak period the helpdesk should be scaled up to meet the call volumes.	Request customer to please share the no. of hunting lines are to be provisioned. Is it more than 3, Kindly specify how many finally to be provisioned after the increase.	As per RFP ➤ Vendor to anticipate call volume and provision for hunting lines based on requirements given in RFP.
70	Page no. 33 3.4. CSB Operations	The resources should be amply qualified to handle the assigned task.	Request customer to kindly suggest the qualification criteria of the resouces for CSB operations.	Already available in RFP Point no. 3.4.

71	Page no. 60 13.2. Liquidated Damages	IV. Alternatively, Corporations reserve the right to get the services delivered from elsewhere at the sole risk and cost of successful bidder and recover all such extra costs incurred by Corporations in procuring the services from the resources available including encashment of PBG or any other sources etc.	Request customer to kindly consider removing the risk purchase clause.	No change, RFP conditions prevail.
72	Page no. 63 14.1. Minor Civil & Electrical Work	b. Minor Civil Works for LAN/WAN Installations at Corporation offices	Request customer to please confirm what type of civil work and how many times it may happen during the period of contract.	Please refer section 14.1 "Minor Civil Electrical work" of the RFP regarding the type of Civil work and this is not done very frequently.
73	Page no. 63 14.2. Sub-Contracting	I. Bandwidth/Internet Services (through tripartite agreement)	ISP may not be part of Sub-contracting, it may be considered as Bandwidth Partner / Consortium.	AS per RFP.
74	Page no. 64 14.5. Working Schedule	b. Weekend (Saturday and Sunday) or Corporation Holidays: Site will be available round the clock for work, if required.	Request customer to please specify whether Vendor require to provision engineers during Weekend. Kindly clarify.	As per RFP.

75	Page no. 66 14.7. Approvals and Required Consents	I. The vendor shall procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the vendor to provide the services. The costs of such approvals shall be borne by the vendor normally responsible for such costs according to local laws, custom and practice in the locations where the services are to be provided.	Request customer to kindly clarify what license / clearance / approvals to be procured	As per RFP.
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76	Page no. 68 14.10. Audit, Access and Reporting	IV. Title and Risk of Loss: vendor shall bear the risk of loss on Project Assets; up to the time they are transferred and handed over to the Corporations - after which it shall stand transferred to the corporations. vendor shall arrange and pay for insurance to	Request customer to Please clarify about the insurance part.	The clause 14.11 Limitations of liabilities of read as; "Title and Risk of Loss: Vendor shall bear the risk of loss on Project Assets on or before the same transferred and handed over to the Corporations."
77	Page no. 69 14.13.3. Termination for Convenience	Corporations may, by written notice of 90 (ninety) days sent to the vendor, terminate the agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for Corporations' convenience, the extent to which performance of work under the agreement is terminated, and the date upon which such termination becomes effective. Corporations may, at its discretion, relax or absolve the vendor from following the	Request customer to Kindly remove the clause. This is highly risky from the service provider's (Vendor's) point of view in terms of investment, manpower, resources deployed for the project, and is totally one sided.	AS per RFP.

		timelines and/or service levels related to the part of the agreement which is being terminated.		
78	Page no. 26 3.1. Annual Maintenance Contract	XIV. Vendor shall provide the AMC on its own or through third party in case equipment has reached end of support from OEM.	Request customer to please confirm, For EOLS Devices the SDMC is looking for AMC support on Spares support model basis only.	AS per RFP.
79	Page no. 33 3.4. CSB Operations	3.4. CSB Operations	As per bidder understanding, apart from IT Services manpower Bidder will also be Responsible for providing the mentioned number of Staff for CSB Operations ,so We request you to please share the The minimum Qualifications and Experience and the skills set required for the CSB Operators	Already available in RFP Point no. 3.4.
80	Page no. 36 corresponding duties will be arranged and provided by the vendor itself. 3.5.2. Roles and Responsibilities of the Service Support Field Engineers	4. Installation / reinstallation of operating system, office automation software (e.g. MS -Office), patches, Antivirus update / upgrade, Domain migration, Configuration of printer / Scanner etc. at all locations of Corporations carried in coordination with the respective OEM.	Request customer to please confirm whether Vendor will be responsible for the Renewal of licenses.	As per RFP.

81	Page no. 36 3.5.2. Roles and Responsibilities of the Service Support Field Engineers	7. Installation / deployment of software provided by Corporations as & when required at no extra cost, in case.	As per Bidder understanding, MCD will be responsible for providing all the Required standard Software and Patches as and when required basis to the onsite deployed resources. Please confirm	As per RFP.
82	Page no. 158 5. Service Level Requirements for Bandwidth Service Provider	Average Availability of all locations Baseline: $\geq 99\%$ of uptime	Request customer to please amend the clause as Broadband Base connectivity and High Speed Dongle connectivity is provided on Best effort basis	As per RFP
83	Page no. 158 5. Service Level Requirements for Bandwidth Service Provider	Jitter calculated between corresponding Customer Premises under observation to the 1st peer point of ISP.	Request customer to Kindly remove the clause as there is no SLA commitment for Jitter on Internet link.	The clause 5. Service Level requirements for Bandwidth service provider, it is clarified that SLA 3 of Annexure-III of page 153 is not applicable for Broadband and high speed dongle connectivity.
84	3. Network, Connectivity Infrastructure / Page 91	The details of the Network, Connectivity infrastructure utilized for the project are given in the below table:	I would like to request you to please confirm us how old is the all hardware	All the network connectivity equipment approximately 9 years old.

85	10.2 Technical Bid qualification Criteria/S.No.5 /Page 49	The bidder should have an average annual turnover of Rs. 30 Cr over last three financial years i.e. FY 1617,FY 17-18,FY 18-19 from IT Support Services.	We request you to please change this clause to " The bidder should have an average annual turnover of Rs. 30 Cr over last three financial years i.e. FY 1617,FY 17-18,FY 18-19 from IT Support Services/ IT Hardware related business	IT hardware related business is included in IT Support Service.
86	3.1./Point No.X/Page Number 20	SI shall provide patches / upgrades of OS during the period of AMC (withinvone month of release of patch/upgrades), wherever applicable, without anyvextra cost to Corporations.	Upgrades of OS has a cost so please remove this point.	The clause 3.1/Annual Maintenance Contract/ Point No. X of read as; "the Vendor shall provide patches / upgrades of OS during the period of AMC (within one month of release of patch/upgrades), wherever applicable, without any extra cost to Corporations.
87	3.2./Page Number 27	The vendor shall have to provision and commission the bandwidth at all locations within 45 days of onboarding.	Please increase the duration of provision and commision of the bandwidth at all locations withing 45 days to 90 days.	No Change, As per RFP Prevail.
88	RFP Document	RFP Document	Request you to please consider our recommendations.	
			1. Please divide the RFP & RFP scope in 3 parts/sections viz.: A)Providing Internet Bandwidth B) AMC & Maintenance of IT	No Change, As per RFP Prevail.

			Infrastructure C) Network Management (CSB IT Assistant cum Operator cost)	
			2) L1 Evaluation of each section shall be done separately.	
			3) Bidder shall have a choice to bid for all the sections or part there of.	
89	3.2. Bandwidth Requirement, Page 22	Vendor shall be responsible for procurement, provisioning, commissioning and maintenance of Bandwidth (Internet) for the entire duration of the project at various locations in confirmation to government guidelines.	We understand that existing network is currently based on the MPLS & Internet transport wherein department user access the application from Intranet & Internet respectively. However, with the current scope of RFP only Internet connectivity needs to be provided across various locations of Department and no MPLS connectivity in any form is required. Please confirm.	AS per RFP
90	3.2. Bandwidth Requirement, Page 23	4 Mbps Internet Connectivity @ Hospital/Dispensary/Schools connectivity over Broadband (Copper / fiber) / High Speed Dongle	For Hospital/Dispensary/Schools connectivity, Department has suggested following options .i.e. Broadband (Copper /fiber) and High Speed Dongle. However, Broadband or High Speed dongle doesn't provide the committed bandwidth of 4 Mbps and it will work on the best effort basis.	As per RFP

			Also, suggest on the minimum data plan (in terms of GB) required for Dispensary/Hospital/Schools connectivity.	
91	5. Service Level Requirements for Bandwidth Service Provider, Page 153	SLA Uptime/Latency /Jitter/ Packet Loss	As a telecom offering and underlying technology, Broadband (Copper /fiber) and High Speed Dongle doesn't provide the committed uptime, latency, Packet loss and jitter . Broadband and High speed dongle works on a best effort basis. Thus, we request the department to relax this clause for Hospital/Dispensary/Schools connectivity.	The clause 5. Service Level requirements for Bandwidth service provider, it is clarified that SLA 3 of Annexure-III of page 153 is not applicable for Broadband and high speed dongle connectivity for Dispensary and Schools.
92	Annexure V: Draft Tripartite Agreement for Bandwidth, Page 159	General Query	Draft Agreement has mentioned about the Internet as well as MPLS services. Please clarify where do we need to provide the MPLS services. Also, Payment for connectivity services towards telecom service provider shall be done by the South MCD . Kindly confirm	Draft Agreement has mentioned about the Internet services. Payment terms as per RFP
93	Bandwidth requirement, Page 27	Connectivity requirement	Department has mentioned for providing Internet leased line link at 93 offices which includes - Zonal, Regional offices & Large Hospitals.	As per RFP

			Request department to consider the ISP to provide standard /29 subnet of Public IPv4 address.	
94	Bandwidth requirement, Page 27	Connectivity requirement	Request Department to consider any NAT configuration on existing CPE router for this ILL link.	As per RFP
95	Additional Query	Additional Query	Request Department to provide the site readiness as Online UPS Power of 220 volts to 230 volts, E-N Voltage < 2 volts, Air Conditioning inside server room, Rack Space of 4U in existing rack, permission inside server room, permission inside bldg for laying cable, permission on roof top for installation of RF Pole / Tower at all sites etc	As per RFP
96	Additional Query	Additional Query	Request department to consider the Acceptance & Payment of link to be on individual link wise/site wise. Also request department to provide the Accpetance of link within 3 days post handover of link.	As per RFP
97	Additional Query	Additional Query	Request department to consider the Acceptance testing as PE to CPE Ping test or connecting laptop on RF Modem & checking	As per RFP

			the Internet browsing	
98	Additional Query	Connectivity requirement	Request department to take care of Procurement, Delivery, Configuration, Installation, Maintenance & Up time support of CPE router at all the sites.	As per RFP
99	Form (A1): Compliance Sheet for Online Technical Proposal Pont 5	The bidder should be registered under the Companies Act, 2013, and the bidder should be in the business of IT services for last 7 years (as on 31st March 2019)	The bidder should be registered under the Companies Act, 2013, and the bidder should be in the business of IT services for last 15 years (as on 31st March 2019)	No Change, RFP Conditions prevail.
100	Form (A1): Compliance Sheet for Online Technical Proposal		Bidder should have at-least One order of Networking equipment Services and support /services/installation of not less than INR 10 crores in last 3 years	No Change, RFP Conditions prevail.
101	Form (A1): Compliance Sheet for Online Technical Proposal --- Point 11	The bidder should have experience of	The bidder should have experience of	
		Successful completion of similar works of IT infrastructure maintenance, network management with centre government /state government / local government /urban local bodies / PSUs during last 5 years	Successful completion of similar works of IT infrastructure maintenance, network management with center government /state government / local government /urban local bodies / PSUs/Autonomous	No Change, RFP Conditions prevail.

		(as on 31- Mar 2019).	bodies / on behalf of Government of India during last 5 years (as on 31- Mar 2019).	
		4) At least 3 Projects> 3.4 Crores each	4) At least 3 Projects> 4.8 Crores each	
		OR	OR	
		5) At least 2 Projects> 5.1 Crores each	5) At least 2 Projects> 6. Crores each OR	
		OR	At least 1 Project <10 Crores	
		At least 1 Project >6.8 Crores		
102	Form (A1): Compliance Sheet for Online Technical Proposal---Point 8	The bidder should have an average annual turnover of Rs. 30 Cr over last three financial years i.e. FY 16-17, FY 17-18, FY 18-19 from IT Support Services	The bidder should have an average annual turnover of Rs. 20 Cr over last three financial years i.e. FY 16-17, FY 17-18, FY 18-19 from IT Support Services	No Change, RFP Conditions prevail.
103	Form (A1): Compliance Sheet for Online Technical Proposal ----	The bidder should have minimum 250 professional employees on its payroll in IT and Technical Support/ Management (as on 31st March 2019).	The bidder should have minimum 55 professional employees on its payroll in IT and Technical Support/ Management (as on 31st March 2019). A Letter from	No Change, RFP Conditions prevail.

	Point 10		HR should be submitted for the same.	
104	Form (A1): Compliance Sheet for Online Technical Proposal		Bidder should have an experience of running CSB operations in ULB in past 5 years from 2015 to 2020	No Change, RFP Conditions prevail.
105	Form (A1): Compliance Sheet for Online Technical Proposal—Point 19	The ISP must be a Tier – I provider or Category-A (class- A) or Unified Access Service License (UASL) license holder from DoT, Government of India	Since the network has to be provided at more than 2500 locations it is advised ISP (Category A) having an experience of more 2000 locations is required	No Change, RFP Conditions prevail.
106	CSB operators cum IT assistant - Section 3.4 page 29	Qualifications mentioned is: Graduate from a recognized University	The operator should have similar kind of experience in CSB data entry operations.”	No Change, RFP Conditions prevail.
		§ Diploma/PG Diploma in Networking/ Hardware from a reputed institution.		
		§ Typing Speed Minimum 30 words per minutes. Note:- The Corporations has selected the CSB IT Assistant cum Operators from their Typing speeds, qualifications, experience and knowledge for desktop support service	Has the corporation already selected the candidates? Please clarify then whats the need of tender ?	The Corporation will select the CSB IT Assistant cum Operators based on the candidate's typing speeds, qualifications, experience and knowledge for Desktop support service.

107	Section Payment Criteria	13.3	The payments for all activities as per the table is quarterly	Payment for all activities should be on monthly basis	No Change, RFP Conditions prevail.
108	Section 3.1		Vendor shall be responsible for providing AMC services to operate and maintain Corporations' existing network infrastructure (LAN, WAN, Routers, Switches) and hardware peripherals i.e. Desktops, Workstations, Color Printers, Scanners (included new Desktops, new printers, scanners procured by respective departments of all the three corporations). Above Vendor shall renew the AMC contracts well before the date of expiry of respective components and will be responsible for maintaining AMC for the entire duration of the project. The list of components to be covered in AMC by the vendor and the current status of AMC is provided in the Annexure II of this RFP.	The list of the new Desktops, new printers, scanners procured by respective departments of all the three corporations is not provided. The list consisting the make, model no and quantity needs to be shared.	The bidder has to provide AMC service of all the Hardware including new hardware's procured by respective departments of all the three Corporations. If exceeds the no of AMC details the no. of quantity mentioned in the Annexure II of the RFP, the corporation will pay as per quoted unit rate of respective hardware.
109	Section Infrastructure (Hardware, Network, Internet)	3.5 35	Note:- The Corporations has selected the above resources from their face to face interview, qualifications, experience of the relevant role and service	The note mentioned indicates that the candidates have been selected? Pls. clarify.	The Corporations will select the above resources from their face to face interview, qualifications, experience

	Service Support Field Engineers			of the relevant role and service
110	Section 3.2 Bandwidth requirement	The RFP mentions of providing Internet Leased Line at its locations.	It is strongly recommended that MPLS connections to be provided as it is more secure and less commercial impact.	No Change, as per RFP prevail.
			Existing connections across locations are MPLS which will be required to be replaced with Internet Leased Line.	
111	7.1.4 point 2 & 3 page 44	1. Micro and Small Enterprises who are manufacturer of the primary product category or Service provider of the Primary Product category and give specific confirmation to this effect at the time of bid submission and whose credentials are validated online through Udyog Aadhaar and through uploaded supporting	All clauses of Form (A1): Compliance Sheet for Online Technical Proposal will have to be fulfilled?	As Per RFP

		documents.2. Start-Ups as recognized by Department of Industrial policy and promotion (DIPP).		
		2. Start-Ups as recognized by Department of Industrial policy and promotion		
		(DIPP).		
		Note:- Bidder shall have to upload scanned copy of relevant Registration document in place of EMD document while bidding.		