

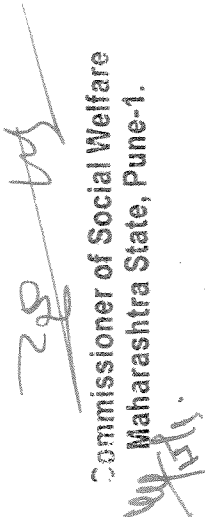
Sr. No.	RFP Document Reference(s)	Content of RFP requiring clarification(s)	Points of clarification	Response
1	5.2. Penalty for delay in Project execution Page No. 26	Availability of internet % = (Total number of hours internet was available at office of invoicing period) / (total number of hours of invoicing period) X 100	It is requested to consider working hours 10.00 AM to 5.00 PM of working days only for calculation of total number of hours internet was available. This is because, except working hours and working days, offices will remain closed & any fault diagnosis & rectification at office end will be difficult & may not be in control of agency.	Not accepted. The offices of SJA are working sometimes even on weekends and/or after office hours. It is important for the Internet connection to be working properly at all times during the period of contact.
2	Project Execution	General	Kindly requested to give necessary permission centrally for hosting mast/installing tower, trenching wherever required for setting up of passive infra to provide ILL services at all locations. UPS with requisite capacity with necessary earthing may kindly be ensured at these locations	Clarification: If at all such permission is required for hosting mast/tower it shall be given after following due process of law; however, it is clarified that the mast/tower shall be used only for the facility of Social Justice and Special Department's use only housed in the offices. No commercial exploitation will be permitted at all. Where ever UPS is available for use it will be provided but cannot be assured.

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3	Section 2.5 Point no 2, Page No 12	The bidder must have experience in at least two projects in providing internet leased line to any state / central government organization in India of amount not less than Rs. 6 crore during the last three financial years i.e year 2015-16, 2016-17, 2017-18 which shall consist of minimum number of 50 locations.	We're Gazon Communication India Limited with license of Internet Service Provider - Category B working in Maharashtra region since 2012 in the domain of providing internet connectivity PAN Maharashtra. We've our own infrastructure in terms of Fiber Laid, NOC Setup, Call-Center Machinasium & On-Field Engineers for Service Delivery & Service Assurance.	Not accepted. No change in the published clause.
			We've large pool of customer base in the domain on our network for last 5 years and our turnover for last 3 years is as follows:  FY 15-16: 8 Cr FY 16-17: 15 Cr FY 17-18: 17 Cr	
			Though we don't exactly match for experience in at least two projects in providing internet leased line to any state / central government organization in India but considering our revenue generation for last 3 year and customer pool which we serve, we're sure to deliver and maintain the said project with competency. So we request you to consider us a eligible compitator for the bid.	
4	Section 2.5 Point no 3, Page No 12	The bidder must have presence in all the Taluka of the state of Maharashtra.	We own Internet Service Provider Lience - Category B which give us a authority to serve in PAN Maharashtra & Goa, even if our presence is there or not there in said Taluka doesn't make any issues for us or rather to you as we are confidence enough to serve you as per your requirement.	Not accepted. No change in the published clause.

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5	Scope of work	The agency shall provide 3 year Accidental damage warranty on all the hardware devices.	This will cover only if any damaged happened during force majeure situation. Any incidence happened in normal situation will come under customer responsibility and damaged hardware will not be covered under AMC/warranty support.	Not accepted. No change in the published clause.
6	Scope of work	The agency shall install, configure and test all the hardware & devices at the respective location mentioned in this RFP.	Please provide the clarity on testing and acceptance criteria.	Clarification: The internet connection and firewall should be in working condition as per SLA clauses. As suggested in the RFP document, Section 4, Point 1a, the vendor has to submit work completion certificate to the concerned officer.
7	Scope of work	The agency shall configure firewall at each locations with restrictions as suggested by the concerned head of the office	The required configuration must be finalise well in time and should be shared in advance with the bidder.	Clarification: This shall be informend to the bidder in advance. Any further changes will be communicated at the time of commissioning of the firewall.
8	Scope of work	The agency shall connect the firewall with the switches and LAN available at the locations.	LAN cable will be provide, route, maintain by the customer. If need to be done by the bidder than required length for each location must be shared in advance with the customer but cable route will be done by the customer.	Not accepted. No change in the published clause. The bidder to include the cost in their Capex.
9	Scope of work	The agency shall generate monthly report of the quality of services provided to the location, the report shall be generated from the firewall installed at the location and approved by the concerned head of the office.	Please provide the clarity for the parameters will be considered to measure the quality of the services at each location. But SLA calculation will be done basis the manually prepared monthly uptime report submitted by the bidder with the customer central spoke.	Clarification: Parameters mentioned in the SLA will be considered to measure the quality of service. The SLA calculation will be based on the consolidated automatic reports generated by the firwall at each location.
10	Payment Terms	Successful installation, implementation, integration of the system at all sites with Department's acceptance testing and training of relevant officers / employee for all locations.	Please confirm the number of training sessions and number of candidates for each training. Bidder will conduct the training at customer central location and all the accomodation and conveyance will be arrange and manage by the customer.	Clarification: The training is to happen only at the said premise of the installation of the firewall/ILL. This training shall happen at the time of installation itself, for maximum of 5 people at each location.

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11	Payment Terms	The Work Completion certificate for the Successful installation and commissioning of hardware and provision of bandwidth at all locations shall be issued by the following designated officers at the respective locations:	Sitewise acceptance must be released by the customer central spoc basis which the bidder will be allowed to start the billing from the date of acceptance, completion certificate can be released later once all the feasible sites are delivered.	Not accepted. Sitewise acceptance will be issued only by the concerned officer at each site. Billing for all sites to commence together only after the successful implementation at each location as mentioned in the RFP.
12	Payment Terms	The department shall not be charged for any repairs / replacements /reinstallation /logistics of the hardware	Department has to take the ownership for the hardware which wer found physically damaged or damaged due to customer end issue or mishandling.	Not accepted. No change in clause.
13	Payment Terms	Due payments shall be made promptly by the department, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder.	Please change it to 30 days from the date of submission of invoice or request for payment.	Not accepted. No change in clause.
14	Penalty for delay in Project execution	For any delay in successful installation of hardware and provisioning of required bandwidth at locations beyond 45 days of signing the contract, the department will charge penalty @ 0.5% of the total project cost per week subjected to 10% of the total project value.	Please revise the delivery time lines to 14 weeks. Also the penalty must be applicable onto pending work instead of the total contract value.	Accepted: The delivery timeline is now revised to 60 days. Penalty caluse to remain unchanged. Section 5.2, para 1 to be now read as "For any delay in successful installation of hardware and provisioning of required bandwidth at locations beyond 60 days of signing the contract, the department will charge penalty @ 0.5% of the total project cost per week subjected to 10% of the total project value"
15	Penalty for delay in Project execution	The availability of internet at offices shall be 99.99%	Please revise it to 99% because 99.99% is not practically achivable on singal lastmile.	Not accepted. No change in clause. This is as per the recommendation of DIT in PIC.
16	Penalty for delay in Project execution	The report for availability of internet shall be taken from the firewall installed at each location and shall be system generated.	It must be basis the monthly uptime report submitted by the bidder.	Not Accepted. The SLA calculation will be based on the consolidated automatic reports generated by the firewall at each location.
17	Penalty for delay in Project execution	SLA & fiewall penalty:	SLA and firewall penalties are too steep, please reduce it some acceptable range.	Not accepted, no change in the clause.
18	General		Earthing, online UPS power, rack space at each location will be provided and maintained by the customer.	Not accepted; however, Space to be provided for firewall installation.

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19	General	<p>Roof right for feasibility check and inbuilding permission/access for fiber/ copper cabling at each location will be arrange and maintained by the customer</p>	<p>Clarified: Permission for feasibility check in the premises will be provided by the concerned officer.</p>
20	General	<p>Any location decalred technically not feasible will be excluded from the bidder scope of work and no penalty will be applicable on bidder</p>	<p>Not accepted. No change in clause.</p>
21	General	<p>FLT will be done by the LPOC at site, incase the LPOC is not available or access is not arranged for the bidder engineer to resolve the concern logged by customer with bidder for connectivity related than no downtime due to provide the access or complete the FLT will not be attribute to bidder and no penalty will be applicable for this period.</p>	<p>Accepted: The access will be provided to the bidder at all the time; however, the engineer shall inform the concerend officer in advance regarding his visit.</p>
22	General	<p>Customer should provide the central spoke for</p> <ol style="list-style-type: none"> <li>1) testing and acceptance release.</li> <li>2) invoice submission and bill clearance.</li> <li>3) Project review meeting</li> <li>4) Address and resolve the customer end concerns.</li> <li>5) Monthly review meeting for the network performance.</li> </ol>	<p>Clarified: Assistant commissioner O&amp;M will be the SPOC.</p>
23	Fully managed circuits are required to delivery. Not sure we will able to manage these circuits on firewall.	<p>We will also need to consider a router for each site for the purpose of management and monitoring of the link. Hence request to add this in to the scope</p>	<p>Not accepted. No change in clause.</p>
24	6) SLA penalty will 10,000 per 1% drop upto 94.99% and 20,000 per 1% drop upto 84.98, no payment below 99.87%.	<p>Request to remove this clause</p>	<p>Not accepted. No change in clause.</p>

  
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 Maharashtra State, Pune-1.