

राष्ट्रीय राजमार्ग एवं अवसंरचना विकास निगम लिमिटेड

सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार
तीसरी मंजिल, पीटीआई बिल्डिंग, 4-संसद मार्ग, नई दिल्ली-110001

National Highways & Infrastructure Development Corporation Limited

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BHARATMALA
ROAD TO PROSPERITY



NHIDCL
BUILDING INFRASTRUCTURE - BUILDING THE NATION
CIN: U45400DL2014GOI269062

(भारत सरकार का उद्यम)

(A Government of India Enterprise)

Reply to Pre Bid Queries

Name of work: Selection of service provider for providing telecom services at NHIDCL Headquarter, Corporate Office, Regional Offices and Branch Offices

Sl. No	Clause No	Issue	Query	Reply
1	Clause 1.1, of Part I Page no. 8	<p>1. TENDER APPLICATION FEE, BID SECURITY AND GENERAL TERMS OF BIDDING</p> <p>1.1 Bidder should pay Tender Application Fee (non-refundable) INR 5,000/- (Rupees Five Thousand) only in the form of Demand Draft/ Banker's Cheque/ Pay order, drawn on a scheduled bank in India and payable to "Managing Director, National Highways & Infrastructure Development Corporation Limited" payable at New Delhi.</p>	BSNL is a 100% Government owned CPSU and we abide by all the instructions issued by GOI and DPE. Hence it is requested to exempt BSNL from submission of Tender Application Fee.	As per RFP Only firms registered with MSME, NSCI and startups are exempted from payment of EMD.
2	Clause 1.2 of Part I Page no. 8	<p>1. TENDER APPLICATION FEE, BID SECURITY AND GENERAL TERMS OF BIDDING</p> <p>1.2 The Bid Security of INR 4,00,000/- (Rupees Four Lakh only) shall be furnished in the form of Demand Draft/ Banker's Cheque/ Pay order, drawn on a scheduled bank in India and payable to "Managing Director, National Highways & Infrastructure Development Corporation Limited" payable at New Delhi or the Bidders will have an option to provide Bid Security in the form of bank guarantee as per format prescribed in this document and in such event, the validity period of the bank guarantee, shall not be less than 180 (one hundred and eighty) days from the Bid Due Date, inclusive of a claim period of 60 (sixty) days, and may be extended as may be mutually agreed between the NHIDCL and the Bidder from time to time. NHIDCL shall not be liable to pay any interest on the Bid Security deposit.</p>	BSNL is a 100% Government owned CPSU and we abide by all the instructions issued by GOI and DPE. Hence it is requested to exempt BSNL from submission of Bid Security.	As per RFP Only firms registered with MSME, NSCI and startups are exempted from payment of EMD.
3	Clause 4.6 of Part I Page no. 23	<p>4.6 Bid Composition:</p> <p>(c) PART 3 Financial Bid (In the prescribed format on E-Tender portal of NHIDCL)</p> <p>(iii) The bid should include all statutory taxes/ levies / surcharge on tax etc. as well as GST. Any tax, and / or any other levies, if altered in future and payable under the law, the same shall be borne by the bidder.</p>	It is requested to modify this clause and provide option for quoting cost of services which will form static component while applicable taxes like statutory taxes/ levies / surcharge on tax etc. as well as GST. Any tax, and / or any other levies, shall be additional and as per actuals if altered in future and payable under the law.	As per RFP
4	Clause 6.1 of Part I Page no. 20	<p>PERFORMANCE SECURITY</p> <p>6.1 Successful bidders shall submit a Performance Security of 10% of the total contract value within 15 days of the issuance of Letter of Award'.</p>	BSNL is a 100% Government owned CPSU and we abide by all the instructions issued by GOI and DPE. Hence it is requested to exempt BSNL from submission of Performance Security.	As per RFP
5	Clause 7.12 of Part I Page no. 20	<p>7.12 INDEMNITY</p> <p>The Bidder shall, subject to the provisions of the Contract, indemnify NHIDCL for any direct loss or damage caused on account of any act/ omission of the bidder.</p>	It is requested to modify this clause as "Either parte shall, subject to the provisions of the Contract, indemnify each other for any direct loss or damage caused on account of any act/ omission of the bidder"	As per RFP

6	NIT Page no. 10	SCHEDULE OF IMPORTANT EVENTS / ACTIVITIES Bid Due Date : 03.02.2020 at 15.00 Hrs	It is requested to extend the bid submission due date by Four weeks considering the remoteness of location which need actual site survey	As per RFP
7	TOR of Part II Page no. 26	Existing Internet leased line connectivity at NHIDCL HQs is 30 MBPS (1:1) through M/s. Tata Communications Ltd and 80 MBPS (1:1) has been provided by MTNL. HO is already using this for Internet access. The last mile connectivity for above links has to be provided and provisioned by the service provider through optical fiber medium. The work would involve: (a) Installation and configuration of terminating equipments and End points devices at NHIDCL premises. (b) Supply installation and configuration of router, switch and UTM appliance at NHIDCL premises, configuration of redundancy at (NHIDCL HQ) of the MPLS link Lines and integration with our existing HQ Network and other networking components. (c) Last Mile connectivity from the service provider. (d) Connection between NHIDCL HQ and ISP. (e) Providing 10 Public IP Address for NHIDCL HQ. (f) Any other activity required for providing MPLS Connectivity, but not mentioned above.	(i) Does the selected service provider need to provide ILL also? If yes, then how much 30 MBPS or 80 MBPS. (ii) Is there any defined TS or make or model of Router and UTM to be provided? (iii) Integration of services with the existing service provider shall be joint responsibility of new service provider, existing service provider & NHIDCL. If any specific hardware / configuration required for integration, same may be specified.	(i) Statement is self-explanatory. (ii) Managed Services. It should be done by Bidder. Meet required SLA as per RFP. (iii) Managed Services. It should be done by Bidder. Meet required SLA as per RFP.
8	TOR of Part II Page no. 26	List of field offices along with detail of Bandwidth where both Bandwidth and networking equipments are required. The list of NHIDCL offices along with Bandwidth requirement is provided at the end of the document at Annexure -I . These locations will undergo change during the course of project and it is the responsibility of the bidder to provision for the connectivity at the new locations. There will be addition/ deletion in the number of locations.	What about the last mile cost that shall be incurred in case of shifting of office location?	As per RFP
9	Form - T7 of Part III Page no. 36	FORMAT FOR BID SUBMISSION Form T-7 Details of Certification(s), Affiliation(s), Authorised Partner(s) of OEM/Other leading technology providers/System Integrators, supported with certified copies.	Does this clause refer ISO certification or anything else?	Valid Telecom License. NLD of Authorised Partner
10	Clause 1.1.5 of Part I Page no. 10	2. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA 2.1.5. The Bidder should have valid telecom license [Internet Service Provider (ISP) / Unified Access Services (UAS) and/ or National Long Distance (NLD)] for providing Internet leased line connectivity and MPLS VPN connectivity services all over India.	Annexure-I (Page-63-66) have 5 locations of Nepal . As per the statutory guidelines, NLD license holder can't serve outside India.	Only Indian locations may be taken into account.
11	Schedule – A of Part IV Page no. 49	SCHEDULE-A CONDITIONS OF CONTRACT	Execution / commissioning schedule not mentioned explicitly.	As per RFP
12	NIT Page no. 10	SCHEDULE OF IMPORTANT EVENTS / ACTIVITIES Bid Due Date : 03.02.2020 at 15.00 Hrs	As per the RFP, 64 locations of NHIDCL to be interconnected. In order to work out realistic feasibility of this much locations (Few shall be on VSAT also), some more time is required. You are requested to extend last date of bid submission by 3 weeks.	As per RFP

13	TOR of Part II Page no. 25	<p>The Service Provider should arrange for the connectivity at NHIDCL offices, the list of such locations is at Annexure - I. These locations will undergo change during the course of project and it is the responsibility of the bidder to provision for the connectivity at the new locations. The number of field locations may increase/decrease during the period of the contract.</p> <p>Supply installation and configuration of router, switch and UTM appliance at NHIDCL premises, configuration of redundancy at (NHIDCL HQ) of the MPLS link Lines and integration with our existing HQ Network and other networking components.</p>	<p>Shifting of any locations will require new feasibility along with new delivery timeline.</p> <p>Firewall/UTM will not be managed by NOC, it will be managed by Partner with different SLA.</p>	<p>As per RFP</p> <p>As per RFP</p>
14	Schedule – A of Part IV Page no. 53	<p>17. Insurance cover to be maintained</p> <p>a. All the material and equipment shall be owned by the Service Provider throughout the duration of contract and the Service Provider shall ensure to maintain proper insurance coverage of its equipment against fire, theft, vandalism or any other perceived risk(s) / natural disaster etc.</p>	<p>Request to amend as theft of any material from NHIDCL locations will be their responsibility</p>	<p>As per RFP</p>
15	TOR of Part II Page no. 25	<p>The entire network for NHIDCL will be built and maintained on MPLS VPN network. The last mile connectivity has to be provided by the licensed service provider. The last mile connectivity and Bandwidth should be upgradable on need basis including new generating capacity additions. The last mile connectivity can be using Copper Cable or Radio Frequency or Satellite or any other suitable media. The last mile connectivity for the links in Delhi should be on Fiber Cable.</p>	<p>Please confirm topology to be implemented for MPLS VPN connectivity. Will it be HUB & SPOKE or any to any?</p>	<p>As per RFP</p>
16	TOR of Part II Page no. 25	<p>NHIDCL shall not procure the IT infrastructure but shall pay for services on quarterly basis. The Service Provider will supply, install & configure all the WAN devices like Switches, Antenna, Routers & Modems or any other suitable equipment for making the WAN operational at the Site. The hardware has to be arranged by the Service Provider. The network cables, accessories etc. will be supplied by the Service Provider. NHIDCL reserves the right to get the configuration and specifications audited by a Competent Authority to ensure that the IT infrastructure used is of the latest configuration available in the market.</p>	<p>Please provide network diagram of existing connectivity.</p>	<p>No such existing Network infrastructure at RO/BO/SBO</p>
17	TOR of Part II Page no. 25	<p>NHIDCL shall not procure the IT infrastructure but shall pay for services on quarterly basis. The Service Provider will supply, install & configure all the WAN devices like Switches, Antenna, Routers & Modems or any other suitable equipment for making the WAN operational at the Site. The hardware has to be arranged by the Service Provider. The network cables, accessories etc. will be supplied by the Service Provider. NHIDCL reserves the right to get the configuration and specifications audited by a Competent Authority to ensure that the IT infrastructure used is of the latest configuration available in the market.</p>	<p>Please provide exiting router make/model and other equipment provided by existing service provider.</p>	<p>As per RFP Statement is self explanatory</p>
18	TOR of Part II Page no. 25	<p>NHIDCL shall not procure the IT infrastructure but shall pay for services on quarterly basis. The Service Provider will supply, install & configure all the WAN devices like Switches, Antenna, Routers & Modems or any other suitable equipment for making the WAN operational at the Site. The hardware has to be arranged by the Service Provider. The network cables, accessories etc. will be supplied by the Service Provider. NHIDCL reserves the right to get the configuration and specifications audited by a Competent Authority to ensure that the IT infrastructure used is of the latest configuration available in the market.</p>	<p>We understand that service provider is responsible for providing an equipment to connect WAN link and provide handoff to LAN equipment which will be managed by NHIDCL. Please confirm besides of WAN Router anything else needs to be included by service provider.</p>	<p>As per RFP Statement is self explanatory</p>

19	TOR of Part II Page no. 25	NHIDCL wants Service Level Agreement (SLA) that would be applicable on the service provider as their applications are mission critical. Credit based Service Level Agreement (SLA) for Quality of Services (QoS), will be provided. The Successful Bidder will be responsible for compliance of service level objectives as asked in the tender under Part V (1).	Please provide below information what all application is currently in use and location of application servers? Will there be any voice traffic over this connectivity? What QOS parameter needs to be configured?	As per RFP
20	TOR of Part II Page no. 25	Existing Internet leased line connectivity at NHIDCL HQs is 30 MBPS (1:1) through M/s. Tata Communications Ltd and 80 MBPS (1:1) has been provided by MTNL. HO is already using this for Internet access. The last mile connectivity for above links has to be provided and provisioned by the service provider through optical fiber medium.	we understand that along with MPLS we need to provide two internet links also. Please confirm role of link will be active/active or active/passive?	As per RFP
21	TOR of Part II Page no. 25	Existing Internet leased line connectivity at NHIDCL HQs is 30 MBPS (1:1) through M/s. Tata Communications Ltd and 80 MBPS (1:1) has been provided by MTNL. HO is already using this for Internet access. The last mile connectivity for above links has to be provided and provisioned by the service provider through optical fiber medium.	Bidder will provide WAN equipment to terminate these Internet link and LNA handoff or connection will be on NHIDCL device. Please confirm existing device make and mode used for connecting these internet links. Is there any specific requirement to deploy firewall?	As per RFP
22	Part V Page no. 63	Annexure - I List of field offices along with detail of Bandwidth requirement	Since all locations are Hard to reach and installing/ Connecting these location and mainting of SLA in these locations high the CAPEX and OPEX , we request you to re-consider and re-evaluate the Bandwidth on lower side basis your applications so that VSAT can be considered at maximum locations which are hard to reach for smooth connectivity.	As per RFP
23	Part V Page no. 59	PART-V Service Level Requirements 1 End-to-end Network Availability 99% 2 Link Availability 98% 3 End-to-end Network MTTR (in hours) (Mean Time to Repair) 6 hrs	Looking at the tough terrain to connect, we request to make the SLA at 95%, 94% and 10 hr as respectively for the parameters	As per RFP


A. Chandrasekhar
 General Manager (IT)