

Sr No	RFP Page No	RFP Clause No.	Description in RFP	Clarification sought	Additional Remarks (Bidder)	MPCB Response	Additional Remarks (MPCB)
1	4	3.4 (b)	providing service on a 24x7 basis as per agreed Service Level Agreement for a period of 1 year extendable by further 2 years at the discretion of the Board	Can the contract period be made 3 years		Contract will be made for total 3 years. However contract will be terminated at any time for non performance of Service delivery as per agreed SLA	
2	6	4.4.5	Provide 30 Mbps of Primary and 10 Mbps Secondary Internet Bandwidth (1:1) at the Data Center Mumbai	Please consider providing the internet on dual LM in Active/Passive mode, since any provider cannot resale the internet bandwidth from other operator (Secondary Internet bandwidth 10Mb in this case)		Dual Last mile of should be provided from two different POPs.	
3	6	4.5	The project will have to be completed in all respects, within 2 (TWO) weeks of Bidder signing the Service Level Agreement. However, connectivity to DR Site must be completed within 1 (ONE) week of date of intimation of such addition by MPCB.	The timelines mentioned are very aggressive, especially the DR location. This is also with reference to time required for internal procedures of login the order. Request to consider 8-12 weeks for the entire set-up.		The project will have to be completed in all respects, within 8 (EIGHT) weeks of Bidder signing the Service Level Agreement.	
4	14	7.1.3	Bidder must have ISO certification valid as on date of bidding	Can a valid ISO 9001:2015 or ISO/IEC 27001:2013 be submitted against this clause		Bidder must have ISO 9000 certification valid as on date of bidding as minimum eligibility criteria	
5	14	7.1.4	The Bidder should be an Internet Service Provider license of Category A/B/C on own name for operations in Maharashtra valid as on date of bidding	Please include that bidder may provide a valid UASL licence against this clause.		Bidder may provide a valid UASL license	
6	14	7.1.5	The bidder must be TRAI approved.	Please clarify, what document is to be submitted against this clause			
		7.4.1 (1)	Sr 1 - Company Certification - TL 9000, ISO 17799, ISO 20001, ISO 27001 Certification	Can any one certificate be produced against this criteria to score the maximum or all certificates are required. Please include ISO 9001:2015. Request to consider any certificates that are under renewal process		Marking is revised as follows	Certification under renewal will be considered only if renewal process has started maximum of 3 months before bidding. Bidder must show copy of expired ISO certificate, expiration date should be not more than 3 months from date of bidding
	Total marks=5						
	TL 9000 Marks=3						
	ISO 17799 / ISO 27001 Marks=1						
7	16					ISO 20001 Marks=1	
8	16	7.4.1 (2)	Past performance	Most of the customer are under NDA and do not allow sharing the information asked under this criteria. Request to relax the same from the scoring criteria. Request to allow bidder to submit self declaration with authorised signature along with customer reference details against this clause.		Self declared List and Copies of the orders should be attached along with contact details with Name of person, designation, contact number and email.	
9	16	7.4.1 (4)	The Bidder has direct presence through own PoP in the cities where MPCB has office location. This should exclude extended / virtual PoP	Request to consider presence through own POP / MCN in the cities / vicinity where MPCB has office location		Bidder should provide self declared list of POP / MCN in the cities where MPCB has office location.	
10	17	7.4.1	If any bidder is found to be technically inadequate to the requirements of MPCB, i.e. if the technical marks are lower than 80, then that bidder's bid would be deemed non-responsive for further evaluation and would not be considered further in the bidding process.	Request to relax the scoring criteria.		Clause remains unchanged	

11	17	8.2	Within 15 days of signing the Purchase Order / Work Order Acceptance and the Service Level Agreement the Successful bidder will submit to MPCB a SPBG for 10% of the value of the contract.	Request to reduce the PBG as 10% is on the higher side		Clause remains unchanged	
12	18	8.3.1	Penalty for delay in Installation & commissioning: For any delay in installation and commissioning beyond 2 weeks from the date of signing the Contract and the Service Level Agreement (SLA), the Board reserves the right to charge an LD (Liquidated Damages) at the rate of 1% of the total contract value for the delay of every week or part thereof, subject to a maximum of 10% of the total contract value.	Request the delivery timelines to be 8-12 weeks and LD to be linkwise delay at the rate of 1% of the total contract value for the delay of every week or part thereof, subject to a maximum of 5% of the total contract value of particular link.		Clause remains unchanged	
13	18 and 19	8.3.2	Creditable Outage: In case the service is continuously unavailable beyond one hour, for any reasons, whether under control of the Service Provider or beyond, the bidder shall extend the period of service by one day for every hour of down time. However, the total downtime shall not extend 2 (two) days / 48 hours in a quarter, beyond which MPCB reserves the right to review and terminate the services of the bidder.	Request to exclude the the outages that are beyond Service providers control under SLA consideration as it will be a penalty on the provider even if it is not providers fault		Clause remains unchanged	
14	18 and 19	8.3.2	Penalties for the breach of SLAs	Request to consider the SLA penalties for a particular affected link instead of penalty on total order value of project with Max penalty capping of 5% on TCV of a particular link		Clause remains unchanged	
15	24	10 - Annexure 1	List of locations	For location where the bandwidth requirement is 1 Mb, can Reliance propose a new Branch Connect technology where the last mile is procured on Enterprise grade 4G Lastmile. This helps faster deployment for any location and do-away with mast erections		Last mile on 4G is not acceptable	
16	24	10 - Annexure 1	List of locations	For location where higher mast heights are required, is MPCB ok with the mast erection from the bidder.		Bidder may erect Mast as required. MPCB will arrange permission and access to install pole/mast on terrace including cable laying and pole installation permission	
17	24	10 - Annexure 1	List of locations	At Hub locations, can a dual LM solution be proposed with Active / Passive mode there by providing equal secondary LM whenever primary link is down.		Dual Last mile of should be provided from two different POPs at the cost of the Bidder.	
18	24	10 - Annexure 1	List of locations	Which is the DR location in the list attached.		DR-site Address to be given	
19	28	Proposed Solution Requirement	4. In the event of failure of MPLS link, all the traffic from the MPCB's locations/offices connected to the service provider network should be routed to DC through DR through the Point to Point link of the service provider between the locations.	Is point to point link between DC and DR covered under scope of this RFP. If yes, how much is the bandwidth. Will the links be connected on the same MPLS routers.		Provision of Point to point link between DC and DR is not under this scope	

20	28	Proposed Solution Requirement	6. Inclusion of DR location with L3 hub switching Dynamic Multipoint VPN (DMVPN).	Since the RFP requires full mesh topology, any spoke can directly communicated with other spoke, is this understanding correct against this requirement. Or there is any other additional requirement.		In case of disaster declaration at DC all the MPCB office locations should be connected to DR-site location seamlessly and automatically with no intervention from MPCB. The connectivity should be restored to Normal (to DC) once the links to DC are working.	
21	28	Proposed Solution Requirement	7. Bandwidth scalable on the fly	Bandwidth can be upgraded with the order placed from customer basis the feasibility done at that point of time. While ample bandwidth is available at providers network, Bandwidth scalable on the fly is not productised yet, hence request to remove this clause.		Maximum of 2 weeks time is acceptable to MPCB after raising the request to upgrade	
22	28	Proposed Solution Requirement	8. Redundant Last Mile.	Please clarify this requirement.		Redundant Last miles should be provided at DC	
23	30	22. ANNEXURE - 3 SCOPE OF WORK FOR SERVICE PROVIDER	5. In case MPCB office is relocated with in city, the SP should relocate then infrastructure with out any additional charge.	Please remove this clause, there would be a capex involved during the shifting and that will have commercial implications.		A reasonable predefined shifting charges will be acceptable to MPCB	
24	31	22. ANNEXURE - 3 SCOPE OF WORK FOR SERVICE PROVIDER	d) Undertake necessary services such as configuration, hardening, integration with existing LAN/WAN of MPCB including UTM device at DC Mumbai and at proposed DR site, proactive monitoring and reporting, change management, etc., with SLA binding the Service Provider to uptime and application / service quality commitments	Reques removal of UTM from the scope of provider. Support to be provided for all equipments and hardwares provided along with the link.		Configuration of UTM is not under scope of SP, however SP should assist MPCB in intergration of their services and equipment with existing LAN/WAN of MPCB	
25	31	22. ANNEXURE - 3 SCOPE OF WORK FOR SERVICE PROVIDER	f) Run industry standard QoS / CoS and Traffic Engineering services in the MPLS backbone and configure Qos / CoS as per Board's requirement in their network	Currently 4COS deployment is provided. Please mention if any other requirements.		No other requirement	
26			Bid Submission date	Request for extension in Bid Submission date by atleast 3 weeks considering the feasibility process required.		Bid preparation date is extended to 24/11/2017 till 17:00	
27	28	20 Annexure 2- Point 2	Proposed Solution Requirement	The proposed architecture will be "MESH" (Any to Any), including DC and DR. Any location should be accessible to any other location through hub locations.	If it has to be any to any topology then spoke/branch location need to be necessary to go to Hub locations and then to other locations	Clause to be read as "The proposed architecture will be "MESH" (Any to Any), including DC and DR. Any location should be accessible to any other location"	
28	28	Point 3	Proposed Solution Requirement	Prioritization of Bandwidth should be configured as per MPCB's requirement for Video conferencing, Business critical applications and other applications at all locations .	What is percentage of bandwidth to be allocated for Video conferencing & Business critical application ?	For video conferencing atleast 512 KB Bandwidth should be provided. Rest of the bandwidth will be used for business application. However this will be discussed during implementation.	
29	31	Annexure 3- Point 6 ; sub -point b	SCOPE OF WORK FOR SERVICE PROVIDER	The SP will provide minimum 10 (TEN) static IP addresses to MPCB	IP v4 10 or IPV6. We provide /30 WAN IP on link & /29LAN IP pool ( 5 usable ) IPV4	IP V4 should be provided	
30	30	Annexure 3 -Point 2	SCOPE OF WORK FOR SERVICE PROVIDER	SP will provide CPE to CPE, IP MPLS VPN connectivity between all the offices mentioned as per the "Schematic Connectivity Diagram" in Annexure-2 of the RFP. <b>The last mile connectivity to the offices should be either through a Fiber or RF media with redund</b>	The line Highlighted in red font contradicts the Fig 2 in Annexure 2. Where the redundant last mile is only at DC	Redundant Last miles should be provided at DC	
31	28 & 29	Point 8	Proposed Solution Requirement	Redundant Last Mile.	As per fig 2 Only required at DC - Dual PoP , Dual last mile single router	Dual POP, Dual last mile single router should be provided a DC	

32	8.2 - 4	18	An amount equivalent to 60% of the contract value will be paid on submission of invoice along with certificate of operation.	Please elaborate		An amount equivalent to 60% of the contract value will be paid on submission of invoice along with certificate of operation from MPCB.	
33	8.2 - 5	18	Balance amount of 40% of the contract value will be paid in four equal quarterly installments in arrears on submission of invoice, each for 10% value of the contract and quarterly network performance reports. Date of issue of the Certificate of Operation	Please elaborate		The clause to be read as "Balance amount of 40% of the contract value will be paid in four equal quarterly installments in arrears on submission of invoice..."	
34	8.3 - 1	18	Penalty for delay in Installation & commissioning: For any delay in installation and commissioning beyond 2 weeks from the date of signing the Contract and the Service Level Agreement (SLA), the Board reserves the right to charge an LD (Liquidated Damages)	By considering delivery timeline 6 weeks, need to amend the penalty		The clause to be read as "Penalty for delay in Installation & commissioning: For any delay in installation and commissioning beyond 8 weeks from the date of signing the Contract and ..."	
35	Specs of Router	33	Minimum 2, GE ports and 2, FE ports for WAN/ LAN connectivity.	The mazimum bandwidth requirement is 30 Mb which can be fulfill in FE port. Please specify any perticular requirement for GE port		Request accepted	
36			EMD	Request to accept EMD in the form of Bank Guarantee		EMD can be submitted in the form of Bank Gurantee. No DD will be accepted.	