

REQUEST FOR PROPOSAL FOR THE EXTENSION OF THE GFGNL CONNECTIVITY SERVICES TO CONNECT URBAN GOVERNMENT OFFICES THROUGH SPs WITH OR WITHOUT
LEVERAGING GFGNL INFRASTRUCTURE

Corrigendum VI

REQUEST FOR PROPOSAL FOR THE EXTENSION OF THE GFGNL CONNECTIVITY SERVICES TO CONNECT URBAN GOVERNMENT OFFICES THROUGH SPs WITH OR WITHOUT LEVERAGING GFGNL INFRASTRUCTURE

Reference No: **GFGNL/GFG/e-file/263/2024/0028/Commercial-Utilization**

16th March 2023



Issued By :

Gujarat Fibre Grid Network Limited (GFGNL)
A Government of Gujarat Company
Block No: 6, 5th Floor, Udyog Bhavan, Sector-11,
Gandhinagar 382010

Pre-bid Queries with response

SR.	PAGE NUMBER	Clause/ Sub-clause no	Content of the RFP Requiring Clarification	Queries	Response
1	20	3.1.1 Eligibility Criteria	The Bidder should have valid ISO 9001: 2015 and ISO 27001:2022 as on last date of bid submission.	We request to consider ISO 27001:2013 or equivalent certificate against the ISO 27001:2022	Clause to be read as: Eligibility criteria:9 The Bidder should have valid ISO 9001: 2015 as on last date of bid submission. ISO 27001:2022 is optional.

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2	40	4.38 Payment Procedure	<p>• GFGNL will pay the following One Time Connection (OTC) charges:</p> <p>1. For broadband connections (FTTX) the amount admissible as per the BNU(BharatNet U) scheme will be paid that is rupees 4000 in installment(2500+750+750).</p> <p>2. For Intranet (P2P) the amount admissible as per the BNU (BharatNet U) scheme will be paid. Over and above to support estimated capital expenditure for laying last mile/ Local lead/other equipment expenses, the GFGNL will pay 6000 rupees Per connection.</p>	<p>We are requesting to increase OTC charge as the Customer connectivity will be done in Urban/rural area and network Implementation higher that city area</p>	<p>It is well understood that for taking fiber/UBR to targeted location , requires CAPEX. It is difficult to consider back-forth determination of each location wise connectivity capex. Further it is time consuming process. To make task simpler and ease in doing connectivity Rs 10000 shall be paid for ILL, P2P, Intranet and MPLS services per location.</p>

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3	41	4.38 Payment Procedure	The Payment will be released after delivery of service and submitting customer acceptance certificate. The Payment will be released along with all the services on quarterly basis, in the subsequent quarter. The Bidder has to ensure the minimum service lock-in period of 12 Months for OTC connections. In case the connection is terminated with less than defined duration, <u>GFGNL may recover OTC from subsequent payment on proportionate basis.</u>	Kindly consider OTC recovery based on reason of customer disconnection and it will be based on TT, SLA and Network uptime.	<p>Clause to be read as: “The Payment will be released after delivery of service and submitting customer acceptance certificate. The Payment will be released along with all the services on quarterly basis, in the subsequent quarter. The Bidder has to ensure the minimum service lock-in period of 12 Months for OTC connections. In case the connection is terminated with less than defined duration, <u>GFGNL may recover OTC from subsequent payment on proportionate basis. In case the connection terminated due to relocation of customer, recovery shall not be applicable.</u>”.</p> <p>Further Stability and high network availability will also be seen reasons for waiving OTC recovery for good performance.</p>
4	46	5.1 Scope of Work	xxvi. SP’s are required to submit the FAT (Final acceptance) report as prescribed by GFGNL and signed by end customer after successful delivery of services.	we assume that Installation report and customer Signoff Is consider as FAT report.	As per RFP

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5	48	5.2 Project Implementation	xii. Preferable all the solution should be cyber security compliance and TEC compliance. Connectivity is primarily provided to government offices hence cyber security and governance related protection shall be provided by the bidder.	Kindly clarify for Cyber security compliance and TEC compliance requirement, if any	<ol style="list-style-type: none"> 1. Clause stands deleted 2. However, land border agreement to be fulfilled as per ministry of telecommunication. 3. The cyber protection related responsibility of SP is limited to his portion of Network. Beyond that SP will not be held responsible.
6	57	FINANCIAL BID FORMAT	2. The Bidder can Participate in Category-1, Category-2 or Category-3 and Quote for the same in the financial bid.	<p>Kindly clarify as per <u>Qualification Criteria</u></p> <p>i. The bidders who have participated for Category 1 will be eligible to work for Category-1, Category-2 and Category-3.</p>	The purpose is to keep things simple where bidder is to quote for category wise.

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7	17	Service Level Agreement	Proposed quarterly SLA Uptime / Availability of link per location & penalties thereof - as per given SLA Table in RFP.	we assume that SLA will be monitor based on Customer booked trouble ticket/complain only, And it should be monitor on service partner ticket management portal and NMS Portal. Service Partner can provide monitoring access to GFGNL for tracking the T.T and SLA. Based on GFGNL POP Access and Network & Infra Availability.	The TT is one of the information channel for gauging inconvenience to customer. The SLA uptime/availability of link is also essential information channel for computation of applicable penalties as per agreed SLA.

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8	19	3.1.1 - 3	<p>The bidder must have minimum average annual turnover from the point to point/ internet leased line/ Intranet leased line/ broadband leased line business as intended in the scope of the RFP in last three Financial Year as on 31st March 2024 for each category is as mentioned below.</p> <p>i. for Category 1 - 50 Cr ii. for Category 2 - 20 Cr iii. for Category 3 - 05 Cr</p> <p>Note: Higher category criteria will be considered if bidder is participating in more than one category</p>	<p>Relaxation in Turnover, Because of covid effect it is hard to maintain the average turn over of 5 cr</p>	<p>The clause to be read as :</p> <p>The bidder must have minimum average annual turnover from the point to point/ internet leased line/ Intranet leased line/ broadband leased line business as intended in the scope of the RFP in last three Financial Year as on 31st March 2024 for each category is as mentioned below.</p> <p>i. for Category 1 - 50 Cr ii. for Category 2 - 20 Cr iii. for Category 3 - 02 Cr</p> <p>Note: Higher category criteria will be considered if bidder is participating in more than one category</p>

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9	20	3.1.1 - 6	The Bidder having minimum active customer base in each district in respective category below: Category 1 – 5000/District. Category 2- 1000/District Category 3- 500/District	Enterprise model will not have large customer base in one District	Clause to be read as: Category 1 – 5000/District or 500 Enterprise customer/district Category 2 – 1000/District or 100 Enterprise customer/district Category 3 – 500/District. or 50 Enterprise customer/district
10	20	3.1.1 - 7	The bidder should have minimum technical resources on company payroll with experienced in providing wired / wireless connectivity services as below category. Category 1 - 50 Category 2 - 20 Category 3 - 10	On the basis of Revenue and Customer Base Number of Manpower can be increased even more than the minimum requirement	Its per category per district.

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11	19	3.1.1 - 5	Minimum 5 clients of sector like Gov./PSU/BFSI/Public listed which are having minimum 5 branch offices must be being served by bidder	Can have multiple POs from 2-3 PSU/Gov Organization. We have multiple orders from PSU/Gov organizations as well as we have connected many District Banks	Clause to be read as : Minimum 3 clients of sector like Gov./PSU/BFSI/Public listed which are having minimum 5 branch offices must be being served by bidder
12	21	3.1.1 - 13	Having demonstrable experience of service delivery and O&M POP base/District spread uniformly across the city for optimal coverage. Category 1 - 50 POP/Dist Category 2 - 15 POP/Dist Category 3 - 10 POP/Dist	On the basis of Revenue and Customer Base and Location Number of POPs can be increased even more than the minimum requirement	Clause to be read as: Having demonstrable experience of service delivery and O&M POP base/District spread uniformly across the city for optimal coverage. Category 1 - 50 POP/Dist Category 2 - 15 POP/Dist Category 3 - 5 POP/Dist

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13	40	-	For Intranet (P2P) the amount admissible as per the BNU (BharatNet U) scheme will be paid. Over and above to support estimated capital expenditure for laying last mile/ Local lead/other equipment expenses, the GFGNL will pay 6000 rupees Per connection.	For Intranet (P2P) the amount admissible as per the BNU (BharatNet U) scheme will be paid. Over and above to support estimated capital expenditure for laying last mile/ Local lead/other equipment expenses, the GFGNL will pay 25000 rupees Per connection. Justification-The One time Cost for P2P and other Services should be min 25000 per link Drop. Requesting to please increase the same.	It is well understood that for taking fiber/UBR to targeted location , requires CAPEX. It is difficult to consider back-forth determination of each location wise connectivity capex. Further it is time consuming process. To make task simpler and ease in doing connectivity Rs 10000 shall be paid for ILL, P2P, Intranet and MPLS services per location.

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14	53	-	SLA and penalty	Broadband Service is not carrying and SLA as its best efforts Basis. Kindly Confrim SLA is not application on BB Services.	Broadband service removed
15	53	-	SLA and penalty	Kindly Confirm Services SLA impacted due to GFGNL Network outage should not considered in downtime / SLA calculations	Clause to be read as: 7. Exclusion: If Any Outage occurs in GFGNL own network, penalty will not be levied on the service affected due to the same.

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16	48	-	Preferable all the solution should be cyber security compliance and TEC compliance. Connectivity is primarily provided to government offices hence cyber security and governance related protection shall be provided by the bidder.	Please Remove this, Justification: Under this RFP Bidder's role to provide connectivity. The Bidder can't own the Cyber security of end user. Also please remove TEC compliance as private telecom providers not following TEC.	<ol style="list-style-type: none"> 1. Clause stands deleted 2. However, land boundary agreement to be fulfilled as per ministry of telecommunication. 3. The cyber protection related responsibility of SP is limited to his portion of Network. Beyond that SP will not be held responsible.

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17	44	-	<p>Each SP shall act as a single Agency to organize and manage supply, installation, commissioning of all required Network Links, bandwidth and integrating customers locations as per customers scope of work.</p>	<p>Each SP shall act as a single Agency to organize and manage supply, installation, commissioning of all required Network Links, bandwidth and integrating customers locations as per this RFP's scope of work.</p> <p>Justification: Customer Scope of work may above and extra than the connectivity. So kindly confrim under this RFP bidder's role is only drop of connectivity port at end user location.</p>	As per RFP

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18	43	-	Intranet leased line (service location to SDC Gandhinagar)	Kindly Confirm the network topology of Intranet leased line (service location to SDC Gandhinagar). Is this MPLS Services ? Justification: Intranet leased line is not standard telecom terminology. Please help us with Topology and generic name of this service.	The objective is to connect remote location to SDC for accessibility of gov. portals/SDC services. It may be achieved by GFGNL Network leverage.
19	19	-	The bidder must have positive Net worth in last three Financial Year as on 31st March 2024.	0, Requesting to please quantify the networth and also ask for bidder's profitability during last 3 years.	As per RFP

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20	12	-	QCBS (60:40)	<p>As the bid is QCBS and equation composite L1 score is missing in the RFP. Justification: C1 = 60%(Tech Scope) + 40%(Finance Score). Requesting to please help us with clarity on the same.</p>	<p>Final evaluation will happen on QCBS (60:40) basis(60% of technical evaluation and 40% financial evaluation). QUALITY COST BASED SYSTEM</p> <p>Formula as Below $\text{Tech score} \times (60/100) + \text{Fin. score} \times (40/100)$</p>

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21	19	-	New Point in PQ	As GFGNL asking for Multiple telecom Services in this RFP; We request GFGNL to ask for Services Category wise Experience of bidder in PQ.	As per RFP
22	19	-	Any license that is prescribed by TRAI / DOT to undertake the activities mentioned in this RFP shall be submitted along with the license copy	Requesting to please help us with latest Notification / gazette from TRAI / DoT So we can follow the best compliance.	Fulfillment of regulatory compliance is the responsibility of SP.
23	19	Point No 4	The bidder must have positive Net worth in last three Financial Year as on 31st March 2024	Net Operation Profit	As per RFP

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24	1	43	The empaneled SPs shall be responsible to provide below services to all government offices/institutions that are governed by Municipal Corporation (MC), Urban Local Body (ULB), Government of Gujarat (GoG). 1. Point to Point secured leased circuit. 2. Intranet leased line (service location to SDC Gandhinagar) 3. Broadband Internet (Asymmetric BW) 4. Internet Leased Lines (ILL) Symmetric BW	What about SP who will not able to provide Broadband but able to provide Internet and MPLS service	Broadband stands deleted. IP-MPLS added.
25	2	43	SP's will be empaneled to work on revenue sharing model with sharing of 25% of the total generated revenue with GFGNL. The SP's contract shall be valid for a period of 7 years with provision to extend for additional 3 years as per GFGNL's discretion	How to calculate revenue sharing : Is it based on Delivering revenue or on profit	Based on delivering revenue
26	3	-		Share all office address	to be provided as and when available

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27	4	-		Share BW requirement and service type (Internet/MPLS) against each office	to be provided as and when available
28	35	-	The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount INR. 10,00,000 for Category 1, INR. 5,00,000 for Category 2, and INR. 1,00,000 for category 3 for Each awarded district.	The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount INR. 5,00,000 for Category 1, INR. 2,00,000 for Category 2, and INR. 1,00,000 for category 3 for Each awarded Category Justification/Query:Re requesting to please relex PBG value and Kindly make it per category.	Clause to be read as : • The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount INR. 8,00,000 for Category 1, INR. 3,00,000 for Category 2, and INR. 1,00,000 for category 3 for Each awarded district.

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29	35	-	The Performance Guarantee shall be valid for a period of 180 days beyond Contract period	The Performance Guarantee shall be valid for a period of 90 days; And Bidder required to submit PBG with per year renewal till Contract period. Query: Kindly ask for PBG for one year with Advance renewal option.	For cash flow comfort, the bidder has choice to give one year or three year PBG advance renewal option till duration of contract.

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30	43	-	SP's will be empaneled to work on revenue sharing model with sharing of 25% of the total generated revenue with GFGNL.	<p>SP's will be empaneled to work on revenue sharing model with sharing of 25% of the total generated revenue with GFGNL. Query: This Margin including DOT AGR. Requesting to please include cost of AGR in rev share.</p>	Revenue sharing will be after deduction of AGR and GST. This may mutually be resolved by way of Tri party agreement and escrow account.

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31	43	-	<p>1. Point to Point secured leased circuit.</p> <p>2. Intranet leased line (service location to SDC Gandhinagar)</p> <p>3. Broadband Internet (Asymmetric BW)</p> <p>4. Internet Leased Lines (ILL) Symmetric BW</p>	<p>1. Point to Point secured leased circuit.</p> <p>2. Intranet leased line (service location to SDC Gandhinagar) - Managed MPLS Services</p> <p>3. Broadband Internet (Asymmetric BW)</p> <p>4. 1:1 Dedicated Internet Leased Lines (ILL) Symmetric BW.</p> <p>Query: Requesting to please add Managed MPLS Services in the services Category.</p>	<p>Broadband stands deleted. IP-MPLS added.</p>

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32	44	5.1 (4)	Local district level network : The SP's shall utilize its own connectivity footprints, active/passive infrastructures across the participated district to connect the links to the customer offices. The SP shall co-locate his district connect points with GFGNL district POP for district level interconnect in between GFGNL network and SP network.	Is this mean that SP can connect customer location directly from SP's POP location	Bidder understanding is correct.

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33	45	5.1 (6)	<p>For intranet Transport layer for long distance : The SP may leverage GFGNL transport network for long distance connectivity in between district POP of GFGNL to state POP of GFGNL for providing GSWAN connect with state data center (SDC) at Gandhinagar/any long distance intranet requirements for the clients. In absence of availability constraints at the end of GFGNL, the SP may use his own statewide area network for fulfilment of long-distance connectivity requirement as part of long term partnering relationship till the time GFGNL strengthen/expand its long distance footprint. As part of commitment from the GFGNL side, GFGNL is committed to accord first priority to the SP for allowing GFGNL expanded network and strength</p>	<p>Can SP use its own network for all Intranet connectivity or SP has to delivery customer through GFGNL network only by building lastmile network from GFGNL POP to customer location</p>	<p>The objective is to connect remote location to SDC for accessibility of gov. portals/SDC services. It may be achieved by GFGNL Network leverage.</p>

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34	45	5.1 (7)	Transport layer for long distance intranet : The SP's may reach out to GFGNL for any major challenge (such as: non-availability of their footprint /last mile nodes) and seek for necessary permission to connect on GFGNL POP to deliver the service to customer.	Can SP directly delivery customer link from its nearest POP location	The objective is to connect remote location to SDC for accessibility of gov. portals/SDC services. It may be achieved by GFGNL Network leverage.
35	45	5.1 (8)	The SP shall provide the details of its PoP location / OLT / GP locations where upon approval the bandwidth may be injected in to the GFGNL's Network & taken out of the GFGNL's Network for customer connectivity. Bidder will have to provide necessary technical information like type of equipment port required to establish connectivity with GFGNL Network, bandwidth to be configured, VLAN (if any) etc. to GFGNL for circuit provisioning in GFGNL's Network	What will VLAN range ? At which location SP will inject BW to GFGNL network? Which type of service (Internet / MPLS) SP will inject at GFGNL network ?	VLAN Range will be decided mutually. SP may connect with GFGNL POP for intranet. NNI locations between SP and GFGNL will be decided as per customer location and mutual agreement. For IP MPLS and P2P LL, if customer locations shall fall in two or more districts where different SPs shall be serving then NNI among these SPs to be created at common location where all these SP can exchange the BW.

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36	46	5.1 (24)	<p>The SP must ensure upgrade/downgrade of link bandwidth as and when required by the customer within 1 week from the date of issue of WO in case of soft upgrade and downgrade. If there is any hardware changes same should be done within 2 weeks from the date of receipt of work order/LOI. For any such upgrade/downgrade One Time Charges (OTC) if any, will not be payable. SP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration.</p>	<p>Upgrade in wireless network will require Radio hardware change and downtime will require for such case. What if customer will ask upgrade at new location ? Downtime will require for such case</p>	<p>Such Upgrade and downgrade will be served with best effort basis(maximum one month). The SP would not be penalized on things which are not attributable to him. However to just set a time, the SP should not delay such request beyond a month</p>

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37	53	6.2.1	Delivery of required services (If no. of sites to be delivered is 1 to 100 then timeline = T+10 days. / Sites >=100 and <=200 then timeline =T+20 days. / Sites >200 and <=300 then timeline =T+30 days./ Sites >300 and <=400 then timeline =T+40 days.)	Please keep delivery time line as 6 to 8 week for Fiber connectivity and Radio connectivity on Tower / 4 week for Radio connectivity on Pole	As per RFP
38		3.1.3	Final evaluation will happen on QCBS (60:40), standard QCBS methodology shall be adopted	Need more clarity on how QCBS calculation will be done while awarding the winner	Final evaluation will happen on QCBS (60:40) basis(60% of technical evaluation and 40% financial evaluation). QUALITY COST BASED SYSTEM Formula as Below Tech score x (60/100) + Fin. score x (40/100)

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39	25	3.1.3	General	<p>In each category (Cat-1, Cat-2 & Cat-3) how many SPs will be empanelled? if multiple SPs are being empanelled then how the work orders will be divided amongst SPs?</p>	<p>Refer final bid evolution at 3.1.3 -> vi. Empanelment of SP and Award of Work --> ii ii. The maximum QCBS scorer of each Category will be given priority to choose the locations/District equal to 50% of the Category size. The rest 50% of the Category size will be divided among other empaneled agencies under respective Category. If any category is empaneled with only one SP, then 100% of the work in respective category will be allocated to single SP.</p>

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40	25	3.1.3	General	In case of multiple SPs empanelment in each category, will each SP get the work order on their respective price or does he have to match the L1 price of the particular category?	The intention of this partnership is fundamentally originated from existing connectivity footprint of the SP in respective district and the district level credentials are adjudged for assigning technical scores/marks. Hence the question of L1 price is irrelevant. However excessive or unreasonable quotes may give option at the end of GFGNL to either negotiate for bringing reasonability or reject the quote based on financial ground.
41	24	3.1.2 Technical Qualification Criteria	70% connectivity shall be required to complete within 14 days from the date of issuance of work order	Request to please amend to minimum 4 to 6 week time to implement 70% work	Clause to be read as: vi. 60% connectivity shall be required to complete within 14 days from the date of issuance of work order.

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42	24	3.1.2 Technical Qualification Criteria	First mode of connectivity shall be fiber. However, in case of issue in ROW permission or route not feasible, GFGNL may allow connectivity through radio.	Radio connectivity should also be allowed in case of not feasible site/location at SPs end.	As per RFP
43	14	-	The duration of the Contract period for this activity will be valid for 7 years+ extendable up to 3 years on mutual consent from both the parties.	This is the contract period for GFGNL. What will be the committed minimum contract period for the end customers ?	Usual and Mutual
44	25	-	The maximum QCBS scorer of each Category will be given priority to choose the locations/District equal to 50% of the Category size. The rest 50% of the Category size will be divided among other empaneled agencies under respective Category. If any category is empaneled with only one SP, then 100% of the work in	This does not have any right of refusal clause. Request to please include a right of refusal clause in case the location turns out to be not feasible for the SP	Refer clause: 1.1.1 Technical Qualification Criteria. Note: vii

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			respective category will be allocated to single SP		
45	25	-	In event of lack of participation of particular district, GFGNL may call the empaneled SP(s) of Category-1 to work under Category-2 or Category-3 or both, the work order will be executed as per the QCBS price discovered in respective category. Similarly, Category-2 SP's may be called to work under Category-3, the work order will be executed as per the QCBS price discovered in Category-3.	How will it function in case the SP is not feasible on the said locations and categories. Does this also apply if the bidder has not participated in 1 or more categories ?	This is optional and mutual

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46	25	-	In case any specific ask of any telecom related service by the departments over and above the generalize bouquet than instead of denying for the services because of limitation of price discovery, the GFGNL and SP may reserve the option to work out amicable solution jointly based on transparent rates displayed on web portal of multistate Telcos of India /BSNL/DoT. This provision is exceptional and is to be used in the interest of Gov. without binding on each other	Request removal of this clause.	As per RFP
47	37	-	The Bidder must submit regular schedule of manpower availability. • The Bidder will need to coordinate and approach various departments/Subdepartments/ Boards/Corporations during this contract.	Request removal of this clause. Also , please elaborate on the manpower requirement here.	As per RFP

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SR.	PAGE NUMBER	Clause/ Sub-clause no	Content of the RFP Requiring Clarification	Queries	Response
48	41	-	<p>• GFGNL will pay upfront 50% of quarterly invoice amount within 1 month from the date of Invoice submitted subject to satisfactory commissioning and running of the link/ services. For the balance 50% ,the SP's will be responsible to follow-up with the department for release of payables to GFGNL. The GFGNL will also suitably facilitate SPs and coordinate with department for timely payables. GFGNL along with respective SP will jointly approach to customer to resolve for timely resolution of any issues pertaining to particular claim</p>	<p>Request removal of the clause. Given the high costs involved in provisioning the links - The payment terms of the SP should be aligned with GFGNL and not be contingent on recovery of payment from the end customer. The SP should not be responsible for recovery of the same from the end customer</p>	<p>The SP and GFGNL will both suitably and collectively facilitate each other for recovery</p>

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SR.	PAGE NUM BER	Clause/ Sub-clause no	Content of the RFP Requiring Clarification	Queries	Response
49	43	-	SP's will be empaneled to work on revenue sharing model with sharing of 25% of the total generated revenue with GFGNL. The SP's contract shall be valid for a period of 7 years with provision to extend for additional 3 years as per GFGNL's discretion.	Request relaxation of the revenue share %% to 5% since the revenue share requirement is very high and will not be feasible for the SP given the high costs involved in provisioning and maintaining the link	As per RFP
50	45	-	The ISP should assign one SAM (Service Assurance Manager) for the customer.	An offsite resource should be allotted per determined number of links instead of 1 SAM per customer.	As per RFP
51	46	-	Bidder must coordinate with end customers for any arrangement of power, earthing, utility billing process, sub-meter for electrical connection, and other required resources.	Request removal of the same	As per RFP

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SR.	PAGE NUM BER	Clause/ Sub-clause no	Content of the RFP Requiring Clarification	Queries	Response
52	46	-	<p>The SP's will be free to sale its product as per their Product portfolio within the permissibility of the valid Telecom license available with the bidder & guidelines issued by DoT / TRAI. The empaneled SP's will have to submit the details of all the products available in their portfolio and all types of applicable rates to be charged to customers. Product rates must be within the upper limit as prescribed by DoT. Any better plans with more benefits to customer will be allowed to sale after joint discussion and consent with GFGNL. After completion of the second year, the rate will be reviewed every year and revision will be as per market eco system and approval from GFGNL. Downward revision of the rates will be allowed. For rate revision BSNL rate revision will be considered as reference.</p>	<p>Request removal of the clause. There should be no rate revision/downward revision of rates within the contract period of 7yrs and it should be a fixed rate contract for 7+ 3yrs.</p>	<p>The objective of this partnership model in between SP and GFGNL is to provide satisfactory services on the market rates and collectively match the service pricing trends more relevant for retention of the customer and addition of new customer. However, any unreasonable revision in the rates both upwards or downwards may not be entertained by anyone at any stage. This fixation of the rate is basically to commence the relationship and discovery of rate for assigning the district.</p>

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53	53	-	Delivery of required services If no. of sites to be delivered is 1 to 100 then timeline = T+10 days. Critical A Penalty of 0.5% of the total order value per week for delay subject to maximum upto 10% or the total order value. Sites >=100 and <=200 then timeline =T+20 days. Sites >200 and <=300 then timeline =T+30 days. Sites >300 and <=400 then timeline =T+40 days. Sites >400 and <=500 then timeline =T+50 days.	The delivery timelines are very stringent here. Request relaxation of the same.	Clause to be read as: vi. 60% connectivity shall be required to complete within 14 days from the date of issuance of work order.

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54	40	-	<ul style="list-style-type: none"> • GFGNL will pay the following One Time Connection (OTC) charges: <ol style="list-style-type: none"> 1. For broadband connections (FTTX) the amount admissible as per the BNU(BharatNet U) scheme will be paid that is rupees 4000 in installment(2500+750+750). 2. For Intranet (P2P) the amount admissible as per the BNU (BharatNet U) scheme will be paid. Over and above to support estimated capital expenditure for laying last mile/ Local lead/other equipment expenses, the GFGNL will pay 6000 rupees Per connection. 	OTC payment is concern	It is well understood that for taking fiber/UBR to targeted location , requires CAPEX. It is difficult to consider back-forth determination of each location wise connectivity capex. Further it is time consuming process. To make task simpler and ease in doing connectivity Rs 10000 shall be paid for ILL, P2P, Intranet and MPLS services per location.

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55	41	-	<p>• The Payment will be released after delivery of service and submitting customer acceptance certificate. The Payment will be released along with all the services on quarterly basis, in the subsequent quarter. The Bidder has to ensure the minimum service lock-in period of 12 Months for OTC connections. In case the connection is terminated with less than defined duration, GFGNL may recover OTC from subsequent payment on proportionate basis.</p>	<p>How refund will be done and how this will be calculated</p>	<p>On proportionate basis. The genesis of this partnership model is to provide telecom services which is predominantly service oriented, where in OTC is contribution for sharing pains of each other before activation of the link. The monthly revenue is the component to cover the OTC. It is perceived pains/gains for each other where in some of the poorly managed connections would last short life and highly perform connections would last long.</p>

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56	41	-	<p>• GFGNL will pay upfront 50% of quarterly invoice amount within 1 month from the date of Invoice submitted subject to satisfactory commissioning and running of the link/ services. For the balance 50% ,the SP's will be responsible to follow-up with the department for release of payables to GFGNL. The GFGNL will also suitably facilitate SPs and coordinate with department for timely payables. GFGNL along with respective SP will jointly approach to customer to resolve for timely resolution of any issues pertaining to particular claim.</p>	<p>ARC payment is concern and will have huge BD</p>	<p>Respond earlier</p>

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57	43	-	SP's will be empaneled to work on revenue sharing model with sharing of 25% of the total generated revenue with GFGNL. The SP's contract shall be valid for a period of 7 years with provision to extend for additional 3 years as per GFGNL's discretion.	Finance to confirm and how this payment will be done	This may mutually resolved by way of Tri party agreement and escrow account.
58	45	-	viii. The SP shall provide the details of its PoP location / OLT / GP locations where upon approval the bandwidth may be injected in to the GFGNL's Network & taken out of the GFGNL's Network for customer connectivity. Bidder will have to provide necessary technical information like type of equipment port required to establish connectivity with GFGNL Network, bandwidth to be configured, VLAN (if any) etc. to GFGNL for circuit provisioning in GFGNL's Network.	Need confirmation from network on it, Airtel will not allow to GFGNL to setup pop at his BTS	GFGNL has no intend to collocate at SP's facility for respecting privacy and infringement related perception if any.

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59	45	-	x. The SP's shall be responsible to obtain all the necessary clearances, permissions, licenses/permit etc. from all the authorities in concerned to provide network connectivity to end customer. In any case, GFGNL will not held responsible for any lapse in procedure, permission issue, improper procedure, etc..	LD Risk Point as GFGNL is not responsible for any permission issue resolution	It is a collective partnership model where both are sharing strength of each other for meaningfully serve the end customer on time. It is implied that in case of any permission related issue than definitely GFGNL would facilitate with best effort basis. And would not penalize /LD which is not attributable to the SP
60	45	-	xv. The SP's shall provide Software Tool / Method to measure / check the Bandwidth provided to the customer.	How this point will be address BSG to confirm	The objective is to measure parameters like BW digitally for simplification and wastage of physical papers since the services actually rendered by SP and hence SP is in better position to provide mechanism of furnish require parameters digitally.

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61	46	Repeat	Bidder must coordinate with end customers for any arrangement of power, earthing, utility billing process, sub-meter for electrical connection, and other required resources.	LD Risk Point as GFGNL is not responsible for any permission issue resolution	As per RFP
62	46	-	xxii. The SP's shall provide reliable automated source (Software/Web application) to monitor customer base, revenue stream (reliable monitoring and additional comment), and GFGNL revenue share.	Please provide clarity how will provide	The objective is to measure and visualize customer base, offered services and Revenue with GFGNL share.

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63	46	-	xxiv. The SP must ensure upgrade/downgrade of link bandwidth as and when required by the customer within 1 week from the date of issue of WO in case of soft upgrade and downgrade. If there is any hardware changes same should be done within 2 weeks from the date of receipt of work order/LOI. For any such upgrade/downgrade One Time Charges (OTC) if any, will not be payable. SP should plan for shifting without any downtime in the services except for the resilience period at the time of configuration.	Risk to LD	Such Upgrade and downgrade will be served with best effort basis(maximum one month). The SP would not be penalized on things which are not attributable to him. However to just set a time, the SP should not delay such request beyond a month

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64	46		<p>The SP's will be free to sale its product as per their Product portfolio within the permissibility of the valid Telecom license available with the bidder & guidelines issued by DoT / TRAI. The empaneled SP's will have to submit the details of all the products available in their portfolio and all types of applicable rates to be charged to customers. Product rates must be within the upper limit as prescribed by DoT. Any better plans with more benefits to customer will be allowed to sale after joint discussion and consent with GFGNL. After completion of the second year, the rate will be reviewed every year and revision will be as per market eco system and approval from GFGNL. Downward revision of the rates will be allowed. For rate revision BSNL rate revision will be considered as reference.</p>	Need compliance from Sales	As per RFP

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65	46	-	xxix. SP's will also share the agreed revenue percentage with GFGNL for the services provided from their product portfolio with approved rates by GFGNL.	Please confirm on this point	As per RFP
66	47	-	The empaneled RSAs has to sign Tri-party NDA (Non-disclosure agreement) along with each contract. NDA format will be share later with the empaneled RSA's.	Please confirm on this point	The intention is to respect privacy, confidentiality and security of each other where NDA is one of the mechanism.
67	47	-	vii. The SP's shall be fully responsible for executing the Project in totality and should include the items and their prices, if not included in price bid/quotation to complete the project on turnkey basis. Any claim whatsoever in this regard will not be entertained later.	Please confirm on sign off	As per RFP
68	48	-	d. Monitoring of Bandwidth Utilization, identification of unusual traffic for security perspective.	Please confirm do it require DDOS and in PTP how this will be managed	The fundamental principle is to take care on portion of each other and keep cyber hygiene confined to on portion of the contributory network.

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69	49	-	vi. In case, when the time period is too short to complete the work or in case of any ad-hoc requirement, the work may be entrusted to any of the onboarded SP or any other agencies which GFGNL deems to meet the deadline.	Risk point	The principle is bilateral decision in the mutual interest of partnership for finding the ways to avoid inordinate delays where reputation of the each other is of paramount important and not holding the work with excessive delays.

Corrigendum/Revised Clause/Clarification.

SR.	PAGE NUMBER	Clause/ Sub-clause no	Original Clause	Revised Clause/Clarification
1	20	3.1.1 Eligibility Criteria	The Bidder should have valid ISO 9001: 2015 and ISO 27001:2022 as on last date of bid submission.	Clause to be read as: Eligibility criteria:9 The Bidder should have valid ISO 9001: 2015 as on last date of bid submission. ISO27001:2022 is optional.

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2	41	4.38 Payment Procedure	<p>The Payment will be released after delivery of service and submitting customer acceptance certificate. The Payment will be released along with all the services on quarterly basis, in the subsequent quarter. The Bidder has to ensure the minimum service lock-in period of 12 Months for OTC connections. In case the connection is terminated with less than defined duration, <u>GFGNL may recover OTC from subsequent payment on proportionate basis.</u></p>	<p>Clause to be read as: 4.38 Payment Procedure. In case of relocation of customer location, OTC may not be recovered.</p>

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SR.	PAGE NUMBER	Clause/ Sub-clause no	Original Clause	Revised Clause/Clarification
3	48	5.2 Project Implementation	<p>xii. Preferable all the solution should be cyber security compliance and TEC compliance. Connectivity is primarily provided to government offices hence cyber security and governance related protection shall be provided by the bidder.</p>	<p>4. Clause stands deleted 5. However, land boundary agreement to be fulfilled as per ministry of telecommunication. 6. The cyber protection related responsibility of SP is limited to his portion of Network. Beyond that SP will not be held responsible.</p>
4	20	3.1.1 - 6	<p>The Bidder having minimum active customer base in each district in respective category below: Category 1 – 5000/District. Category 2- 1000/District Category 3- 500/District</p>	<p>Clause to be read as: Category 1 – 5000/District or 500 Enterprise customer/district Category 2 – 1000/District or 100 Enterprise customer/district Category 3 – 500/District. or 50 Enterprise customer/district</p>

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5	53	SLA and penalty	Additional point	<p>Clause to be read as: 7. Exclusion: If Any Outage occurs in GFGNL own network, penalty will not be levied on the service affected due to the same.</p>
6	48	1.1 <u>Project Implementation</u>	<p>Preferable all the solution should be cyber security compliance and TEC compliance. Connectivity is primarily provided to government offices hence cyber security and governance related protection shall be provided by the bidder.</p>	<ol style="list-style-type: none"> 1. Clause stands deleted 2. However, land boundary agreement to be fulfilled as per ministry of telecommunication. 3. The cyber protection related responsibility of SP is limited to his portion of Network. Beyond that SP will not be held responsible.

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7	35	1.1 <u>Performance Guarantee</u>	The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount INR. 10,00,000 for Category 1, INR. 5,00,000 for Category 2, and INR. 1,00,000 for category 3 for Each awarded district.	Clause to be read as: • The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount INR. 8,00,000 for Category 1, INR. 3,00,000 for Category 2, and INR. 1,00,000 for category 3 for Each awarded district.
8	43	Scope of work	<ol style="list-style-type: none"> 1. Point to Point secured leased circuit. 2. Intranet leased line (service location to SDC Gandhinagar) 3. Broadband Internet (Asymmetric BW) 4. Internet Leased Lines (ILL) Symmetric BW 	Clause to be read as: <ol style="list-style-type: none"> 1. Point to Point secured leased circuit. 2. Intranet leased line (service location to SDC Gandhinagar) 3. Internet Leased Lines (ILL) Symmetric BW 4. IP MPLS

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SR.	PAGE NUMBER	Clause/ Sub-clause no	Original Clause	Revised Clause/Clarification
9	43	Scope of work	New Clause added	Tri-party agreement shall be done with SP, GFGNL and Bank. Revenue sharing to be done after deduction of AGR and GST.
10	24	3.1.2 Technical Qualification Criteria	70% connectivity shall be required to complete within 14 days from the date of issuance of work order	Clause to be read as: vi. 60% connectivity shall be required to complete within 14 days from the date of issuance of work order.

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11	57	<u>7.1 FINANCIAL BID FORMAT</u>	<table border="1"> <thead> <tr> <th>Sl.No.</th> <th>Service</th> <th>Multiplying Factor</th> <th>Speed (in Mbps)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Point to Point secured leased circuit</td> <td>X1* speed</td> <td>10 to 30 Mbps</td> </tr> <tr> <td>2</td> <td></td> <td>0.70 * X1* Speed</td> <td>30 to 50 Mbps</td> </tr> <tr> <td>3</td> <td></td> <td>0.60 * X1 * Speed</td> <td>50 to 100 Mbps</td> </tr> <tr> <td>4</td> <td></td> <td>0.50 * X1 * Speed</td> <td>>100 Mbps</td> </tr> <tr> <td>5</td> <td></td> <td>0.40 * X1 * Speed</td> <td>>200 Mbps</td> </tr> <tr> <td>6</td> <td>Intranet leased line (any service location to SDC Gandhinagar)</td> <td>X2* speed</td> <td>10 to 30 Mbps</td> </tr> <tr> <td>7</td> <td></td> <td>0.70 * X2* Speed</td> <td>30 to 50 Mbps</td> </tr> <tr> <td>8</td> <td></td> <td>0.60 * X2 * Speed</td> <td>50 to 100 Mbps</td> </tr> <tr> <td>9</td> <td></td> <td>0.50 * X2 * Speed</td> <td>>100 Mbps</td> </tr> <tr> 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REQUEST FOR PROPOSAL FOR THE EXTENSION OF THE GFGNL CONNECTIVITY SERVICES TO CONNECT URBAN GOVERNMENT OFFICES THROUGH SPs WITH OR WITHOUT LEVERAGING GFGNL INFRASTRUCTURE

SR.	PAGE NUMBER	Clause/ Sub-clause no	Original Clause	Revised Clause/Clarification						
13	45	5.1 (8)	<p>The SP shall provide the details of its PoP location / OLT / GP locations where upon approval the bandwidth may be injected in to the GFGNL's Network & taken out of the GFGNL's Network for customer connectivity. Bidder will have to provide necessary technical information like type of equipment port required to establish connectivity with GFGNL Network, bandwidth to be configured, VLAN (if any) etc. to GFGNL for circuit provisioning in GFGNL's Network</p>	<p>Clause to be read as:</p> <p>The SP shall provide the details of its PoP location / OLT / GP locations where upon approval the bandwidth may be injected in to the GFGNL's Network & taken out of the GFGNL's Network for customer connectivity. Bidder will have to provide necessary technical information like type of equipment port required to establish connectivity with GFGNL Network, bandwidth to be configured, VLAN (if any) etc. to GFGNL for circuit provisioning in GFGNL's Network. For IP MPLS and P2P LL, if customer locations shall fall in two or more districts where different SPs shall be serving then NNI among these SPs to be created at common location where all these SPs can exchange the BW.</p>						
14	6	Abbreviations	New line item added	<table border="1"> <thead> <tr> <th data-bbox="1430 1162 1507 1263">Sr. no.</th> <th data-bbox="1507 1162 1749 1263">Abbreviations</th> <th data-bbox="1749 1162 2085 1263">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="1430 1263 1507 1344">4</td> <td data-bbox="1507 1263 1749 1344">BW</td> <td data-bbox="1749 1263 2085 1344">Bandwidth</td> </tr> </tbody> </table>	Sr. no.	Abbreviations	Description	4	BW	Bandwidth
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Note: The Itemized response is given for keeping track so that GFGNL do not miss any query and for convenience of all the participant.