

Queries received in Bid Clarifications for the E-Tender No.:RailTel/Tender/LT/NR/Mktg/BW in J&K/2020-21/12 dated 24.11.2020

SN	Chapter No.	Page No.	Clause / Sub Clause No.	Clause Description	Query	RailTel Remarks
1	2	8	2B.5 Services Availability and Penalty	2B.5.4 Service Parameter Service Level/Availability Penalties Link availability >= 99.5% NIL Between 99% and 99.5% 1% Between 99% and 98.5% 2% Between 98.5% and 98% 4% Between 98% to 90% 2% additional deduction for each 1% additional downtime < 90% No Payment Packet Loss 0 or < 1% NIL 1 to < 2%, Continuously for two hours or more. 1% 2 to < 5%, Continuously for two hours or more. 2% 5 to < 8%, Continuously for two hours or more. 4% 8 to < 10%, Continuously for two hours or more. 6% > 10%, Continuously for two hours or more. 2% additional deduction for each 1% additional packet loss	Please change the uptime commitment from 99.5% to 99% and change the mentioned Penalty structure accordingly. we assume the penalty is on MRC (Monthly reoccurring charges). Please confirm.	Please refer corrigendum for ammended clause.
2	2	9	2B.7 OtherConditions	2B.7.2 Right of way/permission for laying cables will be responsibility of bidder	Bidder Request Railtel not to penalise bidder due to delay in ROW Premission	Clause as per tender prevails. Necessary documents pertaining to RailTel required for ROW permission shall be provided. However, arranging ROW permission will be the sole responsibility of the Bidder.
3	2	9	2B.7 OtherConditions	2B.7.4 The bidder shall provide all the equipment's like routers, muxes, converters etc. for extending the link to RailTel's POP. The equipment's shall be provided with necessary redundancy and auto switch arrangement wherever feasible. It would be the overall responsibility of the bidder to demonstrate end to end working of the ordered links	As router is provided by Railtel, Bidder assume the optical handoff would be thru on MUX only.	Please refer clause 2B.2.2.
4	2	9	2B.7 OtherConditions	2B.7.8 Any scheduled maintenance activity required to be carried in the network which would affect RailTel's services would be intimated 3 working days in advance and must be carried out between 02:00 to 06:00 hrs window of Indian Standard Time (IST).	Bidder request Railtel to provide the downtime from 00:00 hrs to 06:00 hrs window of IST for scheduled manintenance	Please refer corrigendum for ammended clause.
5	2	9	2B.7 OtherConditions	2B.7.9 The service provider would provide mechanism, to RailTel, to measure and monitor the SLA parameters.	As these are P2P links bidder would not be able to provide any such mechanism which would measure and monitor the SLA Parameters	Clause is self explanatory. Clause as per tender prevails.
6	2	10	2B.8 Backup for Last mile	The backup for last mile shall be through OFC ring network. The bidder has to submit OFC network diagram along with bid for each of the mentioned RailTel POP locations	We assume bidder need to provide last mile in fiber ring only and no separate last mile is required , pls confirm	Clause is self explanatory. Clause as per tender prevails.
7	4	13	4.6 Delivery Period	Link(s) are required to be delivered by the supplier at the POP location within 8 weeks from the date of issue of Purchase order.	Bidder request RAILTEL to increase the delivery timeline from 8 weeks to 14 weeks as due to hard terrian and snowfall may be expected and also we request Railtel not penalise bidder if there is a dealy due to ROW premission or climate conditions	Please refer corrigendum for ammended clause.
8	4	15	4.17 Monitoring Tools& Reports	The bidder shall provide monitoring tools& reports that should provide availability &utilization of delivered links. The bidders must also provide the method for verifying the other SLAs parameters like availability & packet drop etc.	As these are P2P links bidder would not be able to provide any such mechanism which would measure and monitor the SLA Parameters like availability & packet drop etc.	Please refer corrigendum for ammended clause.
9	4	17	4.26 Liquidated Damages	The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	Bidder request to amend this clause and LD would be Max 10% on delay or pending work.	Clause is self explanatory. Clause as per tender prevails.
10			General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work	Bidder is required to submit necessary documents as per issued guidelines for working in Railway premises for obtaining permission and access at site.Please refer tender Clause 2B.7.3 , Laying and routing of cable upto RailTel equipment to deliver service shall be the responsibility of bidder.
11			General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	It is understood that delay on account of RailTel shall not be counted on bidder part.
12			General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Not agreed. RailTel shall provide site access to service provider to carry out troubleshooting & rectification activities.

13			General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	Please refer clause 2B.5 and 2B.7.7of Tender.																																								
14			General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not avaiable at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	SLA shall be applicable as per the tender. However, issues on account of RailTel shall not be counted on bidder part.																																								
15	2	7	Clause No. 2B.4 :Throughput	The leased circuit must have assured bandwidth of 1 Gbps on 10G Interface on 24X7 basis. The guaranteed throughput on the 10G Port should be indicated-	On 1G link we can commit 98% throughput on 1522 byte Frame Size. As per technology, higher the Frame size higher the throughput and vice-versa. Please go through below table showing the throughput as per Frame size. <table><tr><th colspan="4">Table 3: 1000 Mbit/s System</th></tr><tr><th>Frame Size</th><th>Data Throughput</th><th>Preamble & IGP</th><th>Frames per sec</th></tr><tr><td>64 byte</td><td>761.90 Mbit/s</td><td>238.10 Mbit/s</td><td>1,488,095</td></tr><tr><td>128 byte</td><td>864.86 Mbit/s</td><td>135.14 Mbit/s</td><td>844,594</td></tr><tr><td>256 byte</td><td>927.54 Mbit/s</td><td>72.46 Mbit/s</td><td>452,898</td></tr><tr><td>512 byte</td><td>962.40 Mbit/s</td><td>37.59 Mbit/s</td><td>234,962</td></tr><tr><td>1024 byte</td><td>980.84 Mbit/s</td><td>19.16 Mbit/s</td><td>119,731</td></tr><tr><td>1280 byte</td><td>984.61 Mbit/s</td><td>15.38 Mbit/s</td><td>96,153</td></tr><tr><td>1518 byte</td><td>986.99 Mbit/s</td><td>13.00 Mbit/s</td><td>81,274</td></tr><tr><td>1522 byte (includes VLAN)</td><td>987.02 Mbit/s</td><td>12.97 Mbit/s</td><td>81,063</td></tr></table>	Table 3: 1000 Mbit/s System				Frame Size	Data Throughput	Preamble & IGP	Frames per sec	64 byte	761.90 Mbit/s	238.10 Mbit/s	1,488,095	128 byte	864.86 Mbit/s	135.14 Mbit/s	844,594	256 byte	927.54 Mbit/s	72.46 Mbit/s	452,898	512 byte	962.40 Mbit/s	37.59 Mbit/s	234,962	1024 byte	980.84 Mbit/s	19.16 Mbit/s	119,731	1280 byte	984.61 Mbit/s	15.38 Mbit/s	96,153	1518 byte	986.99 Mbit/s	13.00 Mbit/s	81,274	1522 byte (includes VLAN)	987.02 Mbit/s	12.97 Mbit/s	81,063	Please refer corrigendum for ammended clause.
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