

REPLY TO PRE-BID QUERRIES

Name of the tender: "Procurement of Internet Bandwidth from Category-A Internet Service Providers".

Tender No.: RailTel/Tender/OT/CO/ITP/ IBW at Mum/2020-21/545. Dated: 25.09.2019

SN	Chapter No.	Page No.	Clause / Sub Clause No.	Clause Description	Query	Reply of RailTel
Queries raised by M/s Bharati Airtel Limited						
1	2	7	1.10'	Variation Clause - The purchaser reserves the right during currency of contract or during time of placing of order to increase or decrease the quantity by up to 30% of the quantity as specified in the Schedule of Requirement without any change in unit price of the ordered quantity or other terms and conditions. Bidder to deliver this within 15 days of placing such order.	Bidder request to increase the timeline for upgraation or degration from 15 days to 45 days	Tender clause shall prevail
2	2	9	2.6.2	The bidder must sign a Services Level Agreement (SLA) to provide minimum services availability of 99.95%. The availability of the link shall be computed on monthly basis and the uptime shall be computed on monthly basis separately for each link. If link is down for more than one hour continuously, then outage time will be counted as double the actual downtime for calculation of SLA for the month for that Link	The bidder must sign a Services Level Agreement (SLA) to provide minimum services availability of 99.95%. The availability of the link shall be computed on monthly basis and the uptime shall be computed on monthly basis separately for each link. If link is down for more than one hour continuously, then outage time will be counted for only one hour for calculation of SLA for the month for that Link	Tender clause shall prevail.
3	2	11	2.8.2	The bidder shall provide all the equipment's like routers, muxes, converters etc. for extending the IBW to RailTel's POP/POI. 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 IBW.	All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device. Further bidder would help in provding the link test	Tender clause shall prevail.
4	2	11	2.8.5	The tenderer shall provide the IP addresses for WAN link connectivity between the router of the tenderer and RailTel's router.	Bidder request customer to confirm the number of IPs required for solution	The number of WAN IPs required for solution is slash 30 (/30).
5	2	8	2.2.4	Bidder shall also submit the details of POIs Locations in the mentioned city. In case of multiple POIs Locations within city, connectivity shall be done at mutually agreed location. In case bidder is delivering IBW from its collocated POI Location, the rack space, power supply, fiber extension, cross connection, permissions etc. shall be provided by bidder at no additional cost to RailTel.	Rack space, power supply, fiber extension, cross connection, permissions etc. arrangement for the bidder network devices will be arranged and maintained by customer.	Rack space, power supply, fiber extension, cross connection, permissions etc. arrangement for the bidder network devices will be arranged by RailTel only when it is being done at RailTel's location otherwise this will be the responsibility of bidder if arranged at third party (w.r.t. RailTel) location.

6	2	10	2.6.4	The following penalties will be imposed in case of violation of SLA: Table-III <table><tr><th>Service Parameter</th><th>Service Level</th><th>Penalties</th></tr><tr><td>Link availability</td><td>>= 99.95%</td><td>NIL</td></tr><tr><td></td><td>Between 98.96% and 99.95%</td><td>Amount equivalent to 2 days</td></tr><tr><td></td><td>Between 98.96% and 97.95%</td><td>Amount equivalent to 4 days</td></tr><tr><td></td><td>Between 97.96% and 96.95%</td><td>Amount equivalent to 7 days</td></tr><tr><td></td><td>Between 96.96% to 95%</td><td>Amount equivalent to 10 Days</td></tr><tr><td></td><td>< 95%</td><td>Amount equivalent to 30 days</td></tr></table>	Service Parameter	Service Level	Penalties	Link availability	>= 99.95%	NIL		Between 98.96% and 99.95%	Amount equivalent to 2 days		Between 98.96% and 97.95%	Amount equivalent to 4 days		Between 97.96% and 96.95%	Amount equivalent to 7 days		Between 96.96% to 95%	Amount equivalent to 10 Days		< 95%	Amount equivalent to 30 days	<table><tr><th colspan="2">Bidder request to reduce the penalty for violation of SLA:</th></tr><tr><th>Service Level</th><th>Penalties</th></tr><tr><td>>= 99.95%</td><td>NIL</td></tr><tr><td>Between 98.96% and 99.95%</td><td>Amount equivalent to 1 day</td></tr><tr><td>Between 98.96% and 97.95%</td><td>Amount equivalent to 2 days</td></tr><tr><td>Between 97.96% and 96.95%</td><td>Amount equivalent to 3 days</td></tr><tr><td>Between 96.96% to 95%</td><td>Amount equivalent to 4 days</td></tr><tr><td>< 95%</td><td>Amount equivalent to 5 days</td></tr></table>	Bidder request to reduce the penalty for violation of SLA:		Service Level	Penalties	>= 99.95%	NIL	Between 98.96% and 99.95%	Amount equivalent to 1 day	Between 98.96% and 97.95%	Amount equivalent to 2 days	Between 97.96% and 96.95%	Amount equivalent to 3 days	Between 96.96% to 95%	Amount equivalent to 4 days	< 95%	Amount equivalent to 5 days	Tender clause shall prevail.
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9	4	21	4.14	The bandwidth must be supplied in full as per ordered specification. Testing and acceptance will be done at RailTel offices and the nodes where the bandwidth is installed. RailTel can reject bandwidth if it is not conforming to the approved specification. No payment will be made for the rejected items. Any delay in delivery and installation will result in the bidder being liable for damages as per clause	Bidder request to specify the acceptance and testing criteria	The acceptance criteria shall be as per the quality of service related clauses as incorporated in the tender document.																																					
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	The permissions required at RailTel PoPs/location shall be the responsibility of RailTel. However feasiblty shall have to be done jointly at RailTel's location.																																					

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.	No LD shall be applicable for the delay on the part of RailTel.
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.	RailTel may assist in FLT however the availability of RailTel person at site may also not be ensured all the time. Hence the quality of cross connect etc. at site should be such as to avoid such a scenriao. Therefore this can be tackeled on case to case basis by RailTel engineer-in charge.
13			General	SLA calculation	SLA/downtime calcaultion will be done basis the trouble ticket rasied 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.	SLA calculations will be done on the basis of trouble ticket opening and closing timings.
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.	No SLA/Penalty agreed as under: 1. Agreed for power issue at RailTel end. 2. Vendor to ensure proper earthing in the beginning and through checking at regular intervals. (not agreed unless informed in advance in writing) 3. Agreed for RailTel's location/POP for a max. of 6 hours of reporting (time for replacement of equipment). 4. Agreed if location is of RailTel. 5. Agreed if local contact of RailTel is not available at RailTel site. 6. Agreed for RailTel location on case to case basis.
15			General	ROW Permissions	Customer support is requested for the ROW permission, no penalty/LD will be applicable incase there is any delay in getting ROW approval from the concerened authority.	No penalty/LD shall be applicable for the delay on the part of RailTel (within RailTel/Railway location and land).