



Smart City Ahmedabad Development Limited

CEO, Smart City Ahmedabad Development Ltd (SCADL), Ahmedabad
Municipal Corporation, Sardar Patel Bhavan, Danapith, Ahmedabad,
Gujarat 380001



Corrigendum 5

Tender No: 2 Smart City Ahmedabad Development Ltd (SCADL) 241969

241969- Notice Inviting RFP for Supply, Installation and Commissioning of Leased Circuit & Internet Bandwidth for Ahmedabad Smart City Project for Smart City Ahmedabad (Gujarat) – Smart city Ahmedabad Development Ltd(SCADL)

Post due considerations to the queries received after corrigendum 4 this corrigendum has been consequently released.

#	Information	Details
1	Online Price Bid Submission Date	05/04/2017 up to 17:00 Hrs.
2	Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD and other documents	In Sealed envelope strictly by RPAD/ Postal Speed Post/ Courier on or before 06/04/2017 17:00 Hrs. to CEO Smart City Ahmedabad Development Ltd (SCADL), Ahmedabad Municipal Corporation, Sardar Patel Bhavan, Danapith, Ahmedabad, Gujarat 380001 with necessary documents (Tender Fee, EMD, etc.) as mentioned in the RFP
3	Date & Time of opening of Technical & Commercial bid	To be intimated to the qualified bidders
4	Contact person and email id	smartcity@ahmedabadcity.gov.in

Consultant:



Responses to the queries

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
1	Existing Network Architecture	The existing connectivity setup at the identified locations will be removed once connectivity is established as part of the scope of work under this RFP. Bidder must ensure the smooth transitioning of the same and the existing links shall be remove after one month from go live of network links commissioned as a part of successful bidder's scope.	> AMC's existing link de commissioning /removal will be not under bidder scope. AMC has to raise the request for removal of existing links.	The de commissioning/removal of existing links is not in scope of the bidder. However, bidder must ensure smooth transition from the existing system.
2	Scope of Work	The successful bidder is required to create a single network i.e. city wide network for the smooth functioning of all the links of SCADL. Successful bidder is required to integrate city wide network with Data center (DC), Disaster recovery (DR) and Central Command center (CCC) locations ensuring seamless network connectivity across all locations.	> Clarification of integration not given for DC & DR links. If DC & DR links to be connected please provide detail address of DC & DR to consider in bidders scope.	The DC and DR are not required to be connected by the bidder

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
3	General Obligation under the project:	<p>8) For leased circuits IP Schema shall be the responsibility of system integrator appointed by SCADL under a separate RFP for Command and Control Center (CCC) and Smart Features published under the Smart City Program. However, the successful bidder in this RFP is required to assist in finalization of IP scheme for city-wide Infrastructure. Further, successful bidder in this RFP is also responsible to provide required IP pool for providing internet services through public Wi-Fi. 9) For Internet bandwidth at CCC, IP Pool of 128 for IPv4 and IPv6 each shall be provided by the bidder. Further pool of 8 IPv4 and IPv6 each shall be provided separately for 45 locations provided in Annexure B. Any additional future requirements of the same shall be catered by the service provider without any additional charges. 10) Successful bidder shall ensure that the network deployed is IPV4 as well as IPv6 compliant.</p>	<p>> As per our understanding we need to provide Internet Bandwidth at CCC and bidder is to provide Pool of 128 IP's. > To distribute internet at 45 locations mentioned in Annexure B should not be under bidder scope.</p>	Refer response in Corrigendum 4, point 37

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
4	Helpdesk Management:	1) The bidder shall make provisions for dedicated adequate resources/manpower to monitor all links and troubleshoot in case of downtimes. The Bidder shall book user complaints and auto generated incidents. The bidders must ensure human resources availability at the Command and Control Center of SCADL for O&M of the links provided by the bidder during the entire contract duration on a 24*7*365 basis.	> Number of Manpower to be clarified	No Change
5	Existing Network Architecture	AMC's network comprises of:- Hub and spoke model where the primary hub is the Usmanpura Data Center and offices spread across Ahmedabad as spokes. A leased line point to point network is laid out by BSNL. The connectivity between ward offices and corporation office is through a point to point LL with a reduced bandwidth redundant line available. The existing connectivity setup at the identified locations will be removed once connectivity is established as part of the scope of work under this RFP. Bidder must ensure the smooth transitioning of the same and the existing links shall be remove after one month from go live of network links commissioned as a part of successful bidder's scope.	Removal of existing BSNL connectivity will not be under bidder scope.	Please refer Sr. No 1

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
6	Scope of Work	The successful bidder is required to create a single network i.e. city wide network for the smooth functioning of all the links of SCADL. Successful bidder is required to integrate city wide network with Data center (DC), Disaster recovery (DR) and Central Command center (CCC) locations ensuring seamless network connectivity across all locations.	<ul style="list-style-type: none"> > DC & DR is not a part of this RFP or no clarification is mentioned in the RFP for connectivity. If we have to include DC & DR we need details for the same. > We assume that all the locations are connected to Zones through P2P connectivity and further Zones are connected to CCC through P2P. 	Please refer Sr. No 2
7	Scope of Work	8) For leased circuits IP Schema shall be the responsibility of system integrator appointed by SCADL under a separate RFP for Command and Control Center (CCC) and Smart Features published under the Smart City Program. However, the successful bidder in this RFP is required to assist in finalization of IP scheme for city-wide Infrastructure. Further, successful bidder in this RFP is also responsible to provide required IP pool for providing internet services through public Wi-Fi. 9) For Internet bandwidth at CCC, IP Pool of 128 for IPv4 and IPv6 each shall be provided by the bidder. Further pool of 8 IPv4 and IPv6 each shall be provided separately for 45 locations provided in Annexure B. Any additional future requirements of the same shall be catered by the service provider without any additional charges. 10) Successful bidder shall ensure that the network deployed is IPV4 as well as IPv6 compliant.	<ul style="list-style-type: none"> > Please clarify scope of IP Pool addressing for Public Wifi. > We assume that internet link is getting delivered at only CCC location and IP Pool of 128 will be required at CCC. > To distribute internet at 45 locations mentioned in Annexure B should not be under bidder scope. 	Please refer Sr. No. 3

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
8	Scope of Work	16) Necessary approvals at building, RoW and from authorities at various locations for last mile related equipment is under bidder scope of work.	<ul style="list-style-type: none"> > Request you to assist for in building permission or issue a letter to the successful bidder or to the respective offices of in building permission to provision the links. > Bidder should not be penalized incase of non availability of permission at respective location. 	SCADL/AMC shall facilitate the successful bidder in obtaining necessary approvals
9	Scope of Services for the network rollout and Management	4) A feasibility study report is required to be submitted by the successful bidder, which should primarily capture the WAN, last mile connectivity and its relevant infrastructure requirements, last mile feasibility, structured cabling plan till CPE etc. This report must cover the detailed requirements of IT and Non IT infrastructure at all locations.	> Please clarify in detail on Non - IT Infrastructure at spoke location..	The non-IT infrastructure at all locations is referred to as structured cabling, towers (incase of RF) etc.
10	Bandwidth Provisioning	The bidder shall be responsible for upgrading its infrastructure, including the last mile to meet the requirements of the SCADL at no additional cost to the AMC.	> Please specify maximum upgradation bandwidth ratio to provision infrastructure in advance. Also confirm whether upgradation will be permanent or event days.	This clause is pertaining to the links which the bidder will have to provision as per Annexure A
11	Bandwidth Provisioning	Internet Bandwidth at CCC: SCADL is procuring bulk internet bandwidth (as per schedule-1 of the Price bid) for the requirement of various locations throughout the city. However, successful bidder is required to terminate these links at the desired locations defined in the Annexure-B.	<ul style="list-style-type: none"> > Kindly confirm whether the successful bidder needs to terminate internet bandwidth at CCC or it has be provisioned at the respective location mentioned in Annexure B. > Also share bandwidth for 45 locaiton Annexure B > To distribute internet at 45 locations mentioned in Annexure B should not be under bidder scope. > We assume that all the locations are connected to Zones thorough P2P connectivity and further Zones are connected to CCC through P2P. 	Please refer Corrigendum 4, Point 37

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
12	Operation and Management of AMC Enterprise Network	The service provider shall be required to monitor the health of the network using access to Enterprise Management System tools, from service provider's premises.	<ul style="list-style-type: none"> > We assume NMS and EMS is not bidders scope. Will be given permission to use the EMS & NMS to monitor the links. > Manpower provided at CCC will get logs the NMS & EMS and log the complain on service provider helpdesk. 	Refer response in Corrigendum 4, point 36
13	Network Management	Bidder should also submit certain information as part of periodic review as and when required by the SCADL	> Request you to specify what all information is required for periodic review. Also define periodic review i.e. monthly,quarterly etc.	Please refer section I) MIS Report section of Corrigendum 2 - Tender Document for details
14	Transition of existing locations to Leased Circuit Network	Bidder is required to plan such migration activity preferably on Holidays/Weekly off/ after office hour etc. however, required permission needs to be taken before shifting/migration of the links from AMC/SCADL.	> Request you to allow implementation/migration/maintenance activity during working days to meet the desired service level agreement.	No Change
15	Annexing of new office location	1) Whenever AMC opens a new office, order will be placed with the selected bidder at the contracted price. The selected bidder shall carry out site-survey at new location for feasibility of location over wired connectivity. Bidder is required to implement and commission the location within 2 weeks from the date of work order.	<ul style="list-style-type: none"> > Required at least 8-10 weeks for commission of new links instead of 2 weeks. > For new/shifting of links OTC may vary subject to feasibility. However ARC will remain same. 	Agreed, the bidder will have to implement and commission the locations within 4 weeks for the date of work order

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
16	Leased circuit:	<p>1. Bidder is responsible for provisioning of required bandwidth as mentioned below:</p> <p>1.1. Bandwidth requirement of More than 10Mbps: Termination of the required bandwidth on optic fiber media, only and</p> <p>1.2. Bandwidth requirement of up to 10Mbps: termination of the required bandwidth on Fast Ethernet Port only.</p> <p>Note: Bidder is allowed to provide Last mile connectivity on RF for Bandwidth less than or equal to 2 Mbps at maximum of 20% of such locations. Further bidder is required to provide all last mile equipment (Radio, Pole, antenna, active & passive cabling etc.) at such locations</p> <p>2. Required bandwidth must be delivered at the respective locations defined in Annexure-A.</p>	<p>> This should be optical output instead of "optic fiber media." Please clarify</p> <p>> Please clarify whether we can provide 1G optical output on remote locations for BW greater then 10 Mbps.</p>	<p>1.) For Bandwidth requirement of more than 10Mbps: Termination of the required bandwidth should be on optical output only</p> <p>2.) Yes, 1 G optical out can be provided for BW greater than 10 Mbps</p>
17	Delivery of bandwidth	<p>Installation & Commissioning of bandwidth: Within 10 weeks from the date of Work Order and 4 weeks from the date of work order for the links ordered under the Rate Contract category. Further successful bidder is required to Increase/decrease of Bandwidth required at any location (after one time commissioning) within 4 hours from the ordered time.</p>	<p>> Need 6 - 8 months to deliver this project.</p>	<p>No Change</p>

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
18	Delivery of Internet bandwidth	SCADL intends to purchase the internet bandwidth from the successful bidder to provision Wi-Fi hotspot services across the city of Ahmedabad. The successful bidder under this project will be responsible for keeping such user log's with details of MAC & IP addresses, access time, duration, data consumed, URL visited etc. to meet the compliance as per all Regulatory and Legal guidelines issued by Department of Telecommunications/TRAI from time to time during the contract period.	<ul style="list-style-type: none"> > WLC's and Wi-fi core is a part of separate RFP. > Details can be fetched from Controller and having hardware/software procurement under SI scope, this will not be under connectivity service provider scope. 	Refer response in Corrigendum 4, point 48
19	ARTICLE – 35: SERVICE TERMS	a. The bidder as part of its scope will configure a Dashboard/Web based tool which will enable SCADL to monitor and report network availability, issues, outages, etc. It should also be possible to extract availability reports from the same. The RoW (Right of Way) permission, as required for the digging, laying and reinstatement shall be provided by AMC and charges will have to be factored in and paid for by the bidder.	> Connectivity services provider needs not to implement NMS at CCC for monitoring this links as NMS is part of other RFP and same will be used to monitor this links.	Providing NMS is not in the scope of this RFP. However, bidder at its end may monitor the links provided under this RFP from the O& M perspective and maintenance of SLA

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20	Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	a) bidder shall make provisions for dedicated manpower to monitor all links and troubleshoot in case of downtimes. The Bidder shall book user complaints, auto incidents generated through NMS related to bandwidth. Portal should have mechanism of auto alert generation in case of bandwidth drop/link down/ Link Failure at any link.	> Connectivity service provider manpower will use NMS /EMS (part of separated RFP) to monitor/log the complain incase there is any problem in the link. Parallely we will generate SR and follow up till resolution.	Yes
21	Help Desk / Service Support on (24 Hours * 7 Days * 12 Months basis)	c) The Service Provider would manage and maintain necessary sample call records for administrative/training purposes.	> Please confirm whether SCADL will provide helpdesk number for connectivity service provider help desk at CCC. > Kindly clarify whether bidder has to port recording servers for the helpdesk at the CCC. > Also clarify whether helpdesk number will be provided by SCADL.	Helpdesk number is not in scope of service provider
22	Operational Penalties	A) Internet Bandwidth: & B) Leased circuit Links:	> SLA & Penalties in Page No. 39 & 40 & 61 are conflicting.	Refer response in Corrigendum 4, point 2
23	Technical Specifications	The bandwidth musto be provisioned on Optical Fiber Media.	> We understand that the last mile fibre being extended to the locations mentioned in the RFP should be in ring architecture and only underground fiber is permitted. > We recommend underground fiber ring architecture as per the telecom standard which will ensure that customer get the best of the class services.	Refer response in Corrigendum 4, point 52
24	ARTICLE – 36: PENALTY CLAUSE	LD for delayed sites	LD should be 0.5% of QGR of the delayed sites for weekly delay capped at 10% of the QGR of the delayed sites.	No Change
25	ARTICLE – 36: PENALTY CLAUSE	SLA Penalty	SLA Penalty should be 1% of the QGR of the affected site for every 1% drop in uptime, capped at 5% of the QGR of the affected sites.	No Change

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
26	ARTICLE – 35: SERVICE TERMS	The RoW (Right of Way) permission, as required for the digging, laying and reinstatement shall be provided by AMC and charges will have to be factored in and paid for by the bidder.	Request to remove RoW charges from bidders scope.	No Change
27	Delivery of bandwidth	Further successful bidder is required to Increase/decrease of Bandwidth required at any location (after one time commissioning) within 4 hours from the ordered time.	For any Increase/decrease of Bandwidth required at any location, we request to give atleast 10 days in advance and would request to release a work order for any Increase/decrease of Bandwidth and pricing need to be agreed for the said period	Accepted, Further successful bidder is required to Increase/decrease of Bandwidth required at any location (after one time commissioning) within 48 hours from the ordered time.
28	Final Acceptance Test (FAT):	Acceptance test	<ul style="list-style-type: none"> > P2P testing from remote location to zonal office and Zonal office to CCC through laptop. > Link delivery confirmation within 7 days of testing. > Please share the Acceptance test detail process. 	Detailed AT process will be discussed and agreed with the successful bidder
29	Corrigendum 4	Price Bid	<p>Having examined the bidding documents, it has been came to notice that there are queries related to New RFP Corrigendum 4 issued by SCADL</p> <p>Queries are as follows:</p> <ol style="list-style-type: none"> 1. It is requested that kindly define the Road Opening Charges (per Unit Format) for laying of OFC under this Tender, 2. In Schedule-II, there is no clarification of rate to be quoted. i.e. The rate to be quoted per link or it should be multiplied with quantity provided by SCADL. 	<ol style="list-style-type: none"> 1.) Charges as per the prevailing rate 2.) Please refer the revised price bid section and revised price bid uploaded on nprocure

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30	Eligibility Clause No.1	Bidder should be a company registered under Companies Act, 1956 and should have been operating for the last three years as on the bid issuance date. The bidder should be in the business of Voice and Data Bandwidth services	Since this requirement is related to data service only, it should be Bidder should be a company registered under Companies Act, 1956 and should have been operating for the last three years as on the bid issuance date. The bidder should be in the business of Voice or Data Bandwidth services	Accepted, Clause revised as" Bidder should be a company registered under Companies Act, 1956 or Companies registered under the companies Act, 2013 should have been operating for the last three years as on the bid issuance date. The bidder should be in the business of Voice or Data Bandwidth services
31	In corrigendum 4 serial no 46 and 51 are contradicting each other.	"Annual Sales Turnover (as per the last published Balance sheets), generated from services related to Voice and Data Bandwidth Business during each of the last three financial years as on 31 March 2016 should be at least Rs. 500 crores" In case if the bidder is a wholly owned subsidiary/ Subsidiary Company wherein parent company having atleast 75% stake, the Turnover of parent company would be considered for the eligibility."	Annual Sales Turnover clarity required.	Clause Revised As: "Annual Sales Turnover (as per the last published Balance sheets), should be at least Rs. 500 crores during each of the last three financial years as on 31 March 2016" In case if the bidder is a wholly owned subsidiary/ Subsidiary Company wherein parent company having at least 75% stake, the Turnover of parent company would be considered for the eligibility."

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
32	Eligibility Clause No.3	<p>The bidder should hold a Unified Access License along with following valid licenses to operate:</p> <p>a) Class 'A'/Class "B" (for Gujarat) ISP license</p> <p>b) National Long Distance License</p> <p>All Licenses should be valid for at least 5 years from the date of Bidding.</p> <p>In Case the State/Central PSU is quoting in this RFP, then Unified Access License/ UASL is not required in Operational Licenses</p>	<p>Requisite for NLD must be waived off as the requirement is to provide bandwidth only in the city of ahmedabad. ISP like us will not be able to participate in this case.</p> <p><u>NLD clause also favours only Telecom and not ISP</u></p>	<p>Accepted clause revised as</p> <p>The bidder should hold a Unified Access License along with following valid licenses to operate:</p> <p>a) Class 'A'/Class "B" (for Gujarat) ISP license</p> <p>b) National Long Distance License (optional)</p> <p>All Licenses should be valid for at least 5 years from the date of Bidding.</p> <p>In Case the State/Central PSU is quoting in this RFP, then Unified Access License/ UASL is not required in Operational Licenses</p>

#	Reference Sections	Content in the RFP requiring clarification	Queries	Response to Queries
33	Eligibility Clause	<p>Old Clause - Annual Sales Turnover (as per the last published Balance sheets), generated from services related to Voice and Data Bandwidth Business during each of the last three financial years as on 31 March 2016 should be at least Rs. 500 crores</p> <p>New Clause - Annual Sales Turnover (as per the last published Balance sheets), should be at least Rs. 500 crores during each of the last three financial years as on 31 March 2016 or In case if the bidder is a wholly owned/100% subsidiary, the Turnover of parent company would be considered for eligibility. Annual Sales Turnover clarity required. Annual sales turnover generated from the services related to the voice and data bandwidth.</p>	<p>In corrigendum 4 serial no 46 and 51 are contradicting each other.</p> <p>It is requested that Sr no. 46 may not be taken into consideration if Sr no. 51 is applied for eligibility criteria.</p>	Please refer to Sr. No. 31
34	Additional Clarification	<p>1. Please refer to revised price bid and notes 2. Bandwidth requirement for CP Office i.e. from CCC to CP Office under Annexure A of Corrigendum 4 , Serial number 959 has been revised from 1500 Mbps to 20000 Mbps.</p>		