

PRE BID QUERIES FOR NPCI:RFP:2012-13/0003 DATED 22.05.2012 for RFP FOR 100 Mbps TDM LINK

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)	NPCI Comments
1	Section 3 – Scope of Work	11	3.1.1	The bidder should maintain Service Level Agreement for the proposed Links along with a guaranteed uptime commitment in excess of 99.5%per quarter.	The bidder should maintain Service Level Agreement between ingress of supplier network to egress of supplier network for the proposed Links along with a guaranteed uptime commitment in excess of 99.5%per quarter.	Point to Point link is managed till supplier network so SLA from supplier ingress & egress point	No Change In RFP
2	Section 3 – Scope of Work	11	3.1.4	The bidder should explicitly state the features offered by them for the TDM link including the last mile details with equipment, highlighting service level terms such as uptime, reliability, latency period, Throughput, RTD, Packet Drop, Scalability etc.	The bidder should explicitly state the features offered by them for the TDM link including the last mile details with equipment,Bidder will demonstrate the test parameter latency, throughput, paket drop etc during the implemenation of the TDM link.	This parameter only possible as the service level term on with managed service	The bidder should provide the standard Link parameters
3	Section 3 – Scope of Work	11	3.1.6.a	A maximum of 30 ms Roundtrip delay between Primary and DR site	A maximum of 36 ms Roundtrip delay between Primary and DR site	30Ms can be commit between PoP to PoP, if we added last mile them maxmum roundtrip delay will be 36ms between Primary & DR site	The roundtrip delay between Service Provider PoP to PoP should be 30 ms and end to end roundtrip delay should not be more than 36 ms
4	Section 3 – Scope of Work	11	3.1.3	The bidder should provide TDM Link with last mile on Fibre and Ethernet handoff. The link should be provided on own fibre backbone of bidder. The last mile should not be from existing service providers of NPCI i.e. RCOM, Airtel, BSNL. The TDM link is to be provisioned on the MUX at these locations. NPCI will complete the cross connect from MUX to Network Rack.	Can we propose last mile from other service provider except RCOM , Airtel and BSNL.		OK
5	Section 3 – Scope of Work	11	3.1.6(a)	A maximum of 30 ms Roundtrip delay between Primary and DR site	Request NPCI to change the maximum RTD from 30ms to 45ms as the alternate path configured for failover on NLD backbone may have latency on the slightly higher side due to different route.		Please refer Sr.No.3
6	Section 3 – Scope of Work	11	3.1.6(d)	Bandwidth scaling to 1Gbps	Please elaborate.		The bandwidth should be upgradable to 1 Gbps in future as per NPCI requirement.
7	Section 3 – Scope of Work	12	3.1.8	The bidder should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.	The bidder should have centralized trouble ticketing tool / Mail for call logging.	monitoring and troubleshooting will be possible with managed point to point link only	NPCI will use its NMS to monitor the link and bidder has to provide centralized call logging facility for link issues.
8	Section 3 – Scope of Work	12	3.1.12	Any violation in meeting the above SLA requirements, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond the 4 hours, penalty would be INR 20,000 for each 15 minutes.	Requests NPCI to read the clause as : Any violation in meeting the above SLA requirements, NPCI shall impose a penalty of INR 100/- (Indian Rupees one hundred only) for each 15 minutes delay up to 4 hours, beyond the 4 hours, penalty would be INR 200 for each 15 minutes.		No Change In RFP

9	Section 3 – Scope of Work	12	3.1.12	NPCI reserves its right to terminate the contract in the event the bidder repeatedly fails to maintain the service levels prescribed by NPCI in scope of work of this RFP in addition to invoking of Performance Bank Guarantee and NPCI will also have right to cancel the order and avail services from any other SP.	Requests that such instances shall be mutually discussed and agreed upon.		No Change In RFP
10	Section 3 – Scope of Work	12	3.1.12	Penalty for Downtime Any violation in meeting the above SLA requirements, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond the 4 hours, penalty would be INR 20,000 for each 15 minutes.	Request for change in the penalty clause to cap it to maximum of 5% of QRC per quarter.		No change in RFP
11	Section 3 –Eligibility Criteria	13	4.2.6	The bidder should have TL9000 certification.	Request NPCI to consider ISO 27001 as an alternate certification to TL9000.		No Change in RFP
12	Section 5 – Instruction to Bidders	16	5.8.5	Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of NPCI. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.	Requests NPCI to read the clause as : Failure to accept the order by the Selected Bidder within 30 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of NPCI. However NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.		No Change In RFP
13	Section 8 – Terms and Conditions	24	8.2.1	Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall accept the Purchase Order. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.	Requests that the acceptance period to be 30 days from the date of receipt of PO.		No Change In RFP
14	Section 8 – Terms and Conditions	24	8.3.2	Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt.	Noted		No Change In RFP
15	Section 8 – Terms and Conditions	24	8.4	The successful bidder shall provide Bank Guarantee for 10% of the Purchase Order value within 14 days from the date of acceptance of the Purchase Order valid for a period of one year. The Bank Guarantee shall be renewed appropriately in case the Purchase Order is extended.	Requests that the BG shall be provided within 30 days from the date of acceptance of the PO.		No Change In RFP
16	Section 8 – Terms and Conditions	24	8.6.1	If the Bidder does not deliver the Link as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty at the rate of 0.5% of the total value of the Purchase Order for each week's delay to a maximum of 5% of the total value of PO shall be recovered for delayed deliveries, without prejudice to any other right or remedy available under the Purchase Order.	Requests NPCI to read the clause as : If the Bidder does not deliver the Link as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty at the rate of 0.25% of the annual contract value of the Purchase Order for each week's delay to a maximum of 5% of the annual contract value of PO shall be recovered for delayed deliveries, without prejudice to any other right or remedy available under the Purchase Order.		No Change In RFP

17	Section 8 – Terms and Conditions	24	8.6.2	In the case of delay in compliance with the order beyond 10 weeks of the stipulated time period, NPCI will have the right to cancel the order.	Requests such instances shall be mutually discussed and agreed upon.		No Change In RFP
18	Section 8 – Terms and Conditions	26	8.11	The Bidder and subcontractors if any shall (whether or not he submits the tender) treat the details of the documents as secret and confidential.	Requests that this clause should be bilateral .		No Change In RFP
19	Section 8 – Terms and Conditions	27	8.14	Termination of Purchase Order	Noted , However Requests that the same should be mutually discussed and agreed upon .		No Change In RFP