

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
1.	Page 13, Scope of Work	Free NMS to be facilitated to monitor the SLA and call logging.	Do we need to provide Captive NMS and what will be the scope and specification Service provider may be allowed to provide MTRG user name & password of link & escalation matrix for online call log on real time basis. SLA uptime will be provided by service provider once every quarter along with invoices.	This is to clarify that the bidder has to setup NMS tool/ web-based interface for SLA monitoring using the bidder's existing system/ resource at the bidder's own location. The bidder has to proactively monitor the health and other link parameters as per the SLA and submit the SLA report at the end of each SLA period. The bidder should also provide login credentials to Mizoram Police for monitoring the links to check the SLA compliance. Also, the bidder has to provide helpdesk system for call logging through IVR/web portal to the users (not auto-call logging, where complaints are auto logged without client staff intervention).
2.	Page 13, Scope of Work	The bidder has to submit price for both 1 Mbps & 2 Mbps bandwidth of the VSAT.	Need clarity on Bandwidth, hope customer is talking about Pooled BW here? Or do we need to propose the asked bandwidth per VSAT	This is to clarify that the bidder has to submit price for a <b>pooled bandwidth of 1 Mbps and 2 Mbps for the VSAT locations.</b>
3.	Page 14 Clause 2.2 Connectivity for Data Centre & SDC, Point No-4	Cost for any civil or electrical works at end locations and Data Centre needs to be borne by the bidder.	Bidder to provide only for the civil work pertaining to link delivery. Earthing of the link will be terminated with earthing of the building where link will be terminated	Here the cost refers to the cost of any civil work required for delivery of the link i.e. in order to commission the link if any civil work is required from the bidder's end then the cost of that civil work has to be borne by the bidder. The earthing will be provided by the authority however the bidder has to provide the earthing link up to the point where the existing earthing point of Mizoram Police/ DC for termination is located.

## Corrigendum-2

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4.	Page 14 Clause 2.2 Connectivity for Data Centre & SDC, Point No-5	The bidder has to provide all the necessary end equipment such as router, switch, rack, modem, Cat 6 patch cord, etc. or any other customer premise network equipment which are required for establishing the connectivity between SDC & the end locations.	<p>We believe service provider to propose only for equipment required to deliver the link. Also is there Any specific Router model here? Can we propose Huawei Router with 4 ethernet port in the tender?</p> <p>Link will be provided along with suitable Router which is a very small device can be kept on existing rack. Hence we are not considering Rack for such a small device. As discussed, switch is not required to be supplied along with link. May pl. confirm</p>	<p>This is to clarify that the bidder has to provide the necessary and minimum equipment required to establish the link. Also, as specified in the RFP apart from the WAN interface the equipment should have 4 or more ethernet ports.</p> <p>The equipment should comply to the Government of India guidelines.</p>
5.	Page 14 Clause 2.2 Connectivity for Data Centre & SDC, Point No-12	NMS: The centralized monitoring for MPLS links has to be provided through NMS/Web Based interface for SLA monitoring using the bidders existing system/ resource at the bidder's own location. Call logging through IVR/web portal needs to be provided to the users (not auto-call logging, where complaints are auto logged without client staff intervention).	Service provider may be allowed to provide MTRG user name & password of link & escalation matrix for online call log on real time basis. SLA uptime will be provided by service provider once every quarter along with invoices	As clarified above sl. No. 1.
6.	Page 18. Preparation & submission of Proposal	Mode of Submission: Envelope 1: Bid Security & Response to Prequalification requirements	For Bid Security & Response to Prequalification requirements the documents prepared/submitted against bid no RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25 <sup>th</sup> March 2020 may be	The bid security & response to pre-qualification requirements documents prepared/submitted against bid no RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25 <sup>th</sup> March 2020 may be considered for evaluation; however, the document should be complete as per the

## Corrigendum-2

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			<p>considered for evaluation. bidder may change the proposal covering letter, compliance sheet, tender fee &amp; solution doc, 7.3. Technical Evaluation Criteria &amp; Score Matrix as per the new tender. RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 4<sup>th</sup> August 2020 Also bidder may be allowed to send a soft copy of the bid to the tenderer registered mail ID instead of CD to save time in sending the same from Guwahati by courier due to limited inter state movement.</p>	<p>revised RFP. The bid security has to be extended as per the revised RFP.</p> <p>It is to clarify the POA created with reference to RFP published on 28th Feb 2020 or 25<sup>th</sup> March 2020 will be accepted. However, the bidders have to ensure that the POA serves the purpose as per the conditions/ requirements of the revised RFP.</p> <p>The bidder may be allowed to send soft copy of the bid in email ID <a href="mailto:cctns_mz@ncrb.nic.in">cctns_mz@ncrb.nic.in</a> and the bidder may also submit in the form of CD/ USB (pendrive). However, the bidder has to encrypt with a strong password. The local representative of the bidders has to reveal the password during the time of bid opening.</p> <p>The submission of the bid proposal will also be accepted through reg post/ hard copy or with scan copies through local representative of the bidders on or before the last date &amp; time of the submission.</p>

### Corrigendum-2

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Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
7.	Page 18. Preparation & submission of Proposal	Envelope 2: Technical Proposal	<p>For Bid submission of hard copy of Technical Proposal requirements, the documents prepared/submitted against bid no RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25<sup>th</sup> March 2020 may be considered for evaluation. bidder may change the proposal covering letter, compliance sheet, tender fee &amp; solution doc, 7.3. Technical Evaluation Criteria &amp; Score Matrix as per the new tender RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 4<sup>th</sup> August 2020</p> <p>Also bidder may be allowed to send a soft copy of the bid to the tenderer registered mail ID instead of CD to save time in sending the same from Guwahati by courier due to limited inter state movement.</p>	<p>This is to clarify that the documents prepared/submitted against the bid RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25<sup>th</sup> March 2020 may be considered for evaluation. However, the bidder has to change the relevant or specific documents such as covering letter, compliance sheet, and other documents as per the requirement of the current RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 4<sup>th</sup> August 2020.</p>

## Corrigendum-2

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8.	Annexure II page 41	Important Note for Submission of Proof: 1. Lease agreement shall be submitted along with the electricity bill. 2. If Electricity Bill is not in the name of the bidder then copy of Rent/Lease agreement shall be submitted. 3. If a Bidder submits Rent/Lease Agreement as a proof of PoP presence, then a copy of Electricity Bill not older than 3 months shall also be submitted. 4. Bidders' nearest PoP should be within radius of 25 km from location where connectivity has to be provisioned. 5. Documentary Proof that can be provided as proof of nearest PoP are Municipal Corporation Registration / Approval, EMR Certificate, SACFA License, Rent/Lease Agreement and Electricity Bill (at least two months old). The bidders may also provide a self-attested undertaking for the same, duly signed by their respective competent authority.	Service provider have already provided undertaking Self Declaration along with Address of PoPs on Company Letter Head duly signed by Authorized Signatory. Providing leased agreement/rent agreement for proof of PoP presence may be relaxed.	The self-declaration along address of PoPs on company letter head duly signed by authorized signatory may be considered. However, the bidder has to furnish the documents as specified in the RFP as and when required by Mizoram Police.
9.	ANNEXURE III – FINANCIAL PROPOSAL FORMAT page 42	Financial Form 1: Summary of MPLS cost : Type of Connectivity 2 Mbps MPLS consolidated (RF/OFC)	Our understanding is Bidder to quote for the minimum 85% or more feasible location on RF/OFC against the priority location 1 against the line item. May please confirm	The bidder has to quote minimum 85% or more feasible locations on RF/OFC of the priority 1 locations for the determination of the L1 bidder.
10.	ANNEXURE III – FINANCIAL PROPOSAL FORMAT page 42	Financial Form 2: Connectivity for the PS & HO : Category 1 & 2 2 Mbps MPLS (RF) 2 Mbps MPLS (OFC)	Our understanding is Bidder to quote for the unit price for minimum 85% or more feasible location on RF and OFC against	The financial form 2 is the unit price of the priority 1 locations of the financial form 1.

## Corrigendum-2

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Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			the priority location 1 against the line item. May please confirm	
<b>11.</b>	ANNEXURE III – FINANCIAL PROPOSAL FORMAT page 42	Financial Form 4: for price discovery for MPLS links : Category 1 & 2 4 Mbps MPLS backhaul (OFC) 8 Mbps MPLS backhaul (OFC) 20 Mbps MPLS backhaul (OFC) 4G Dongle <b>1</b> Mbps VSAT <b>2</b> Mbps VSAT	Our understanding is Bidder to quote for the minimum 85% or more feasible location on RF and OFC against the priority location 2 for price discovery. May please confirm  In the line items is asked only for 4, 8 & 20 Mbps Backhaul bandwidth & with last mile only on OFC is asked for.  May please confirm is the bandwidth is asked for only back haul bandwidth at data centre or for all priority 2 locations.  Also, may please confirm whether for 4, 8 & 20 Mbps the last mile is only asked on OFC	The Financial form 4 is for price discovery for the Data Centre & the end locations (last mile connectivity). The bidder has to quote for <b>all the priority 2 locations</b> and as specified in the RFP should also include priority 1 locations which are not feasible with RF/OFC. This form should be with any type of connectivity feasible as given below.  i) 4/8/20 Mbps (OFC) is only for the Data Centre MPLS backhaul. ii) For the last mile connectivity at the end locations, connectivity type should also include RF/OFC of 2 Mbps, 4G dongle & VSAT type of connectivity. iii) The VSAT price should be for a pooled bandwidth of 1 Mbps & 2 Mbps for all the VSAT locations.
<b>12.</b>	2.2. Connectivity for Data Centre at State Data Centre page 14 Sl. No. 8	The RACK Space if required at the Data Centre will be arranged and maintained by Mizoram Police. The installation and termination of the connectivity from the DC backhaul to the CCTNS Rack where the servers are installed will be in the scope of work of the bidder.	DC backhaul OFC to be terminated at same floor of Data Center, to have minimum distance between Termination device and DC Rack. Same has been confirmed as discussed.	The termination of the DC backhaul OFC may be carried out as per the feasibility during the implementation. This is to further clarify that the termination is in the scope of the bidder.

## Corrigendum-2

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Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
13.	2.2. Connectivity for Data Centre at State Data Centre page 15 Sl. No. 19	The bidder has to support warranty void issue arising out of natural calamity and earthing/ power issue at the end locations for at least 5% of the total sites of the WO/LOI. However, such issues beyond 5% will be reimbursed on actuals.	Warranty Void issues beyond 5%, will be discussed with L1 bidder and finalized with L1 bidder. May please confirm.	Warranty void issues beyond 5% will be discussed with the L1 bidder during the contract negotiation and will be finalized with L1 bidder on mutual understanding in the interest of the project.
14.	Service Parameters, page 31 SL.NO. 4	Delay in link commissioning: If commissioning of link is delayed beyond the delivery schedule, then a penalty of 0.5% of total order value (1 Year) will be levied for per week delay and is limited to maximum 10% of order value.	LD will only be applicable on pending links not on full contract value. May kindly confirm.	As per the RFP
15.	2.1. Connectivity for Police Stations and Higher Offices Page 13 Sl. No. d) & e)	<ol style="list-style-type: none"> <li>1. The bidder has to propose minimum of 85% (49 locations) of the PRIORITY 1 locations (total no. of 58 Police Stations &amp; Higher Offices).</li> <li>2. e) In case locations in the PRIORITY 1 list are not feasible with the RF/OFC, the bidder has to mention the feasibility with any other type of connectivity feasible in the PRIORITY 2 lists. However, PRIORITY 2 is only for price discovery.</li> </ol>	Penalty for Service Degradation Out of 58 sites on Phase 1 list, if we are feasible at 85% sites and during actual implementation feasibility falls below 85%, Rest sites may be connected with 4G/VSAT as per discovered rates. Need confirmation. May please clarify	As per the RFP
16.	Contract Duration	3 years	As this is a very large project with huge CAPEX involvement. Hence, request you to kindly make project	As per the RFP

### Corrigendum-2

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			duration for this bid as minimum 5 years which can be extended for further 3 years on similar terms and conditions - making total of 8 years.	
17.	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (page -11)	2. Power of Attorney certificate for authorized signatory	<p>Request you to kindly allow to submit "Power of Attorney" which was created last time for the same tender or allow generic Power of Attorney. As during the period of Lockdown it is very challenging to get a fresh Power of Attorney ready - it may even take 21-30 days to get fresh Power of Attorney ready in current scenario of frequent lockdowns and COVID-19 Pandemic. And then getting it delivered in Aizawl from Mumbai will be a Challenge.</p> <p>Hence, we request you to kindly accept the Power of Attorney created for the RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25th March 2020 to be accepted or Generic Power of Attorney to be accepted.</p>	As clarified above sl. No. 6.
18.	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (pge -12)	6. The Bidder should have a registered average turnover of Rs. 6.00 Crores for the last three financial years, (FY 2016-2017, FY 2017-18 & FY 2018-19), (not inclusive of the turnover of associate	Kindly consider the latest Fys and increase the turnover requirement as you would need only these players who have capability to deliver such projects, for this clause:	As per the RFP



## Corrigendum-2

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Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		companies) as per the audited accounts. - Copy of audited balance sheet for last three Financial Years. Copy of audited balance sheet for last three Financial Years.	Suggested Clause is: "6. The Bidder should have a registered average turnover of <b>Rs. 1000.00 (One Thousand)</b> Crores for the last three financial years, ( <b>FY 2017-18, FY 2018-19 &amp; FY 2019-20</b> ), (not inclusive of the turnover of associate companies) as per the audited accounts. - Copy of audited balance sheet for last three Financial Years. Copy of audited balance sheet for last three Financial Years."	
19.	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (pge -12)	8. The bidder / or its consortium partner should have been in MPLS VPN business during the last five years from the date of tender and shall have independently executed similar Data connectivity to Govt/PSU / larger private banking & finance sectors clients in India.	We are new Telecom service provider in India & has taken the Unified License in Oct 2013. We would want to highlight that our telecom operations are less than 3 years old where we have worked extensively on creating a world class network and infrastructure. Hence, request you to kindly relook at the criteria.  Suggested Clause is: "8. The bidder / or its consortium partner should have been in MPLS VPN business during the last <b>TWO (2) years</b> from the date of tender and shall have independently executed similar Data connectivity to	This is to clarify that the bidder/ or its consortium partner should have been in the MPLS VPN business during the last five years irrespective of the years of experience.

**Corrigendum-2**

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Mizoram**

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			Govt/PSU / larger private banking & finance sectors clients in India."	
20.	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (page -12)	<p>9. Bidder / or its consortium partner / TSPs partners should have at least 50 POP or BTS in Mizoram with necessary network equipment across Mizoram operational as on date.</p> <p>Self-Declaration along with Address of PoPs on Company Letter Head duly signed by Authorized Signatory (as per Annexure II).</p> <p>Or</p> <p>MoU/Authorization letter from the consortium partner / TSPs/Network Service Provider authorizing the bidder to use the POPs for subject project for the proposed duration.</p>	Detailed address is confidential data, we will be only able to indicate city name. Hope that is OK	The self-declaration along address of PoPs on company letter head duly signed by authorized signatory may be considered. However, the bidder has to furnish the documents as specified in the RFP as and when required by Mizoram Police.
21.	5. SCOPE OF THE WORK (page - 13)	1. The bidder should propose the annual OPEX rental cost per unit locations for a period of 3 years which will be reimbursed on a quarterly pro rata basis. The client will not own any equipment during the contract period. The contract may be further extended on mutual agreement subject to satisfactory performance of the bidder.	Request you to kindly allow bidders to quote "One Time Charges" or OTC for the sites. This will help in managing the cost of connecting the sites, and help you get cost effective annual rentals.	As per the RFP
22.	5. SCOPE OF THE WORK (page - 13)	The SIM should be enabled with VPN whitelisting feature to communicate securely with State Data Centre for	We understand that you are asking for SIM with which you can provide internet services and URL Whitelisting. However, with SIMs	This is to clarify that the 4G dongle/ SIM should have the whitelisting feature.

## Corrigendum-2

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		seamless communication.	running MPLS VPN is not possible. Hence, request you to kindly delete this clause.	
23.	5. SCOPE OF THE WORK (page - 13)	2.1 d) The bidder has to propose minimum of 85% (49 locations) of the PRIORITY 1 locations (total no. of 58 Police Stations & Higher Offices).	As the locations provided mostly in priority 1 are remote locations. Hence, we request you to kindly relax this criteria little bit and make it viable.  Suggested Clause is" "2.1 d) The bidder has to propose minimum of <u>75% (43 locations)</u> of the PRIORITY 1 locations (total no. of 58 Police Stations & Higher Offices)."	As per the RFP
24.	5. SCOPE OF THE WORK (page - 13)	2.1 f) Free NMS to be facilitated to monitor the SLA and call logging.	Does Mizoram Police expecting separate and dedicated NMS or output/ reports from current NMS from Service provider will be sufficient. Kindly confirm.	As clarified above sl. no. 1.
25.	5. SCOPE OF THE WORK (page - 13)	2.1.1 c) The bidder has to submit the feasibility of the 4G Dongle for the locations given in this RFP.	We want to clarify by 4G Dongle you will be able to get internet only, and not MPLS. Output of 4G Dongle cannot be as per SLA as defined in the RFP.  Request you to kindly not consider 4G dongle. Or, if 4G dongle is still	This is to clarify that the 4G dongle/ SIM should have the whitelisting feature.  The SLA parameters may be reviewed post the selection of the bidder on mutual understanding.

## Corrigendum-2

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			<p>required to be quoted then please do the following:</p> <ul style="list-style-type: none"> <li>- Exemption from SLAs</li> <li>- Option to quote any 4G wireless media (not just dongle)</li> <li>- MPLS will not be provided</li> </ul>	
26.	5. SCOPE OF THE WORK (page - 13)	a) In case 4G Dongle of single operator is not suitable for all the specified locations, the bidder may propose multiple service providers to meet the stable bandwidth requirement for smooth operation of the Police Stations.	Kindly remove this clause, as no service provider will suggest name of any other player in case of dongle	As per RFP
27.	5. SCOPE OF THE WORK (page - 14)	4. Cost for any civil or electrical works at end locations and Data Centre needs to be borne by the bidder.	<p>This is not acceptable clause, as there are so many locations and bidder will not be aware of the current situation of civil and electrical needs. Plus, it is not specialty of the bidder. Hence, we recommend that site readiness is done by Mizoram Police department only and this clause is removed from the RFP.</p> <p>Please delete this clause - as in current situation its not acceptable</p>	As clarified above sl. no. 3.
28.	5. SCOPE OF THE WORK (page - 15)	19. The bidder has to support warranty void issue arising out of natural calamity and earthing/ power issue at the end locations for at least 5% of the total sites of the WO/LOI. However, such issues beyond 5% will be reimbursed on	Please allow bidder to quote one-time charges for shifting to new locations. In case new location is not feasible for the bidder, there should not be any penalty imposed on the bidder for non-delivery on new	For the warranty void issue beyond 5% is as clarified above in sl. no. 13. Regarding the shifting of the links and safe custody will be as specified in the RFP.

## Corrigendum-2

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		actuals.	location. As delivery to new location will be subject to its feasibility. Else, delete this clause - as in current situation it's not acceptable	
29.	6.9.3. Mode of submission (page - 19 & 20)	a soft copy on non-rewriteable compact discs (CDs) with all the contents	Kindly allow USB (pendrive) also in this clause, as its difficult to fins CD writer these days (CD being almost old technology).	As clarified above sl. no. 6 & 7.
30.	7.3. Technical Evaluation Criteria & Score Matrix	1. The Bidder should have a registered average turnover of Rs. 6.00 Crores for the last three financial years, (FY 2016-2017, FY 2017-18 & FY 2018-19), (not inclusive of the turnover of associate companies) as per the audited accounts. - Copy of audited balance sheet for last three Financial Years. 1) Greater than or equal to 6 Cr but less than or equal to 10 Cr = 8 Marks 2) Greater than 10 Cr = 10 marks	Kindly consider the latest FYs and increase the turnover requirement as you would need only these players who have capability to deliver such projects, for this clause: Suggested Clause is: "1. The Bidder should have a registered average turnover of <b>Rs. 1000.00 (One Thousand)</b> Crores for the last three financial years, ( <b>FY 2017-18 &amp; FY 2018-19 and FY 2019-20</b> ), (not inclusive of the turnover of associate companies) as per the audited accounts. - Copy of audited balance sheet for last three Financial Years. 1) Greater than or equal to <b>1000</b> Cr but less than or equal to <b>5000</b> Cr = 8 Marks 2) Greater than <b>5000</b> Cr = 10 marks"	As per the RFP
31.	7.3. Technical Evaluation Criteria & Score Matrix (page - 23)	2. The lead bidder / or consortium partner should have been in MPLS VPN business during the last five financial	We are new Telecom service provider in India & has taken the Unified License in Oct 2013. We	This is to clarify that the bidders should have executed the minimum no. of projects during the last five financial years.

## Corrigendum-2

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		<p>years and shall have independently executed similar Data connectivity to govt/PSU clients using OFC/RF. (Only for OFC/RF)</p> <p>1) Up to 3 projects = 15 Marks 2) 4 Projects or more = 20 Marks</p>	<p>would want to highlight that our telecom operations are less than 3 years old where we have worked extensively on creating a world class network and infrastructure. Hence, request you to kindly relook at the criteria.</p> <p>Suggested Clause is: "2. The lead bidder / or consortium partner should have been in MPLS VPN business during the last <b>TWO (2) financial years</b> and shall have independently executed similar Data connectivity to govt/PSU clients using OFC/RF. (Only for OFC/RF)</p> <p>1) Up to 3 projects = 15 Marks 2) 4 Projects or more = 20 Marks"</p>	
32.	7.3. Technical Evaluation Criteria & Score Matrix (page - 23)	<p>3. The lead bidder / or consortium should have experience of One order for MPLS – VPN ( OFC/RF) of summing up value at least Rs.50 lakhs in any PSU/Govt./Public Sector Banks, during the last Three financial years (FY 2016-2017, FY 2017-2018 &amp; FY 2018-2019) Order with value:</p> <p>1) Greater than or equal to 50 lakhs and less than or equal to 1 Cr = 8 Marks 2) Greater than 3 Cr = 10 Marks</p>	<p>We are new Telecom service provider in India &amp; has taken the Unified License in Oct 2013. We would want to highlight that our telecom operations are less than 3 years old where we have worked extensively on creating a world class network and infrastructure. Hence, request you to kindly relook at the criteria.</p> <p>Suggested Clause is:</p>	As per the RFP

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			<p>"3. The lead bidder / or consortium should have experience of One order for MPLS – VPN ( OFC/RF) of summing up value at least Rs.50 lakhs in any PSU/Govt./Public Sector Banks, during the last Three financial years <b><u>(FY 2017-18 &amp; FY 2018-19 and FY 2019-20)</u></b> Order with value:</p> <p>1) Greater than or equal to <b><u>1 Cr</u></b> and less than or equal to <b><u>2 Cr</u></b> = 8 Marks Greater than <b><u>4 Cr</u></b> = 10 Marks</p>	
33.	7.3. Technical Evaluation Criteria & Score Matrix (page - 23)	<p>5. Proposed Connectivity criteria as per Scope of work for end user locations (format given in Annexure 2) MPLS connectivity at end user locations: 1) If connectivity proposed with RF/OFC &gt; 85 % and &lt;=90% , 30 Marks 2) If connectivity proposed with RF/OFC &gt;90% and &lt;=100%, 50 Marks</p>	<p>Request you to kindly remove this clause, as providing 100% feasibility is difficult. Most of these locations are very remote. These locations will be connected eventually, but initially calling them feasible is difficult. Few locations may be feasible by some or few players only. This clause will only allow very old and established player to score and qualify. Kindly modify this clause to allow new bidders like us also to participate and remain in the bid till very end.</p> <p>Or modify as suggested below: Suggested Clause is: "5. Proposed Connectivity criteria as</p>	As per the RFP

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			<p>per Scope of work for end user locations (format given in Annexure 2) MPLS connectivity at end user locations:</p> <p>1) If connectivity proposed with <b><u>RF/OFC &lt; 70 % and &lt;=80%, 30 Marks</u></b></p> <p>2) If connectivity proposed with <b><u>RF/OFC &gt; 80 % and &lt;=90% , 40 Marks</u></b></p> <p>If connectivity proposed with <b><u>RF/OFC &gt;90% and &lt;=100%, 50 Marks"</u></b></p>	
34.	7.3. Technical Evaluation Criteria & Score Matrix (page - 23)	Minimum to qualify = 80 Marks	<p>Request you to kindly remove this clause, as providing 100% feasibility is difficult. Most of these locations are very remote. These locations will be connected eventually, but initially calling them feasible is difficult. Few locations may be feasible by some or few players only. This clause will only allow very old and established player to score and qualify. Kindly modify this clause to allow new bidders like us also to participate and remain in the bid till very end.</p> <p><b><u>Minimum to qualify = 60 Marks</u></b></p>	As per the RFP
35.	7.4. Selection Criteria (page - 24)	b) The bidder has to propose 85% of the total 58 PS & HO locations of the PRIORITY 1 (Annexure-II) and has to	As the locations provided mostly in priority 1 are remote locations. Hence, we request you to kindly	As per the RFP



### Corrigendum-2

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		score minimum 80 marks out of 100 to qualify the technical proposal evaluation.	relax this criteria little bit and make it viable.  Suggested Clause is" "b) The bidder has to propose <b>75%</b> of the total 58 PS & HO locations of the PRIORITY 1 (Annexure-II) and has to score minimum <b>60 marks</b> out of 100 to qualify the technical proposal evaluation."	
36.	14. ACCEPTANCE TESTING & DATE OF COMMISSIONING: (page - 27)	g) The commissioning of all the locations will be done in lots of 25% of total locations or as per the work order as applicable. Once a set of 25% locations is declared live by the selected bidder, the Tenderer will carry out testing and certify its commissioning in a maximum of 15 Days from the date of intimation.	As the scope of this project is very large, kindly change this clause to smaller lots, it will help in recovering the cost of project in relatively better fashion.  Suggested Clause is: "g) The commissioning of all the locations will be done in lots of <b>10%</b> of total locations or as per the work order as applicable. Once a set of <b>10%</b> locations is declared live by the selected bidder, the Tenderer will carry out testing and certify its commissioning in a maximum of 15 Days from the date of intimation."	As per the RFP
37.	26. PAYMENT TERMS : (page - 29)	b) Before the commissioning of the sites, no advance will be paid, or no letter of credit will be issued. The	As the scope of this project is very large, kindly change this clause to smaller lots, it will help in recovering the cost of project in	As per the RFP

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		<p>payment shall be done only after issuance of Letter of Commissioning/ sign off of the links of a slab of minimum 25% links mentioned in the work order issued on pro-rata basis.</p> <p>c) For clarification of doubt, the billing will begin post declaration of site commissioning of the links and will be made in 4 (four) equal installments or group of 25% locations of the work order on a pro-rata basis.</p>	<p>relatively better fashion.</p> <p>Suggested Clause is: "b) Before the commissioning of the sites, no advance will be paid, or no letter of credit will be issued. The payment shall be done only after issuance of Letter of Commissioning/ sign off of the links of a slab of minimum <b>10%</b> links mentioned in the work order issued on pro-rata basis. c) For clarification of doubt, the billing will begin post declaration of site commissioning of the links and will be made in <b>10 (ten)</b> equal installments or group of <b>10%</b> locations of the work order on a pro-rata basis."</p>	
38.	26. PAYMENT TERMS : (page - 29)	f) Payment shall be release after audit of invoices. Payment shall be made within 30-45 days of the submission of invoices.	<p>Kindly make it in line with industry norms:</p> <p>Suggested Clause is: "f) Payment shall be release after audit of invoices. Payment shall be made within <b>15-21</b> days of the submission of invoices."</p>	As per the RFP.
39.	27. SERVICE-LEVEL AGREEMENT AND PENALTY FOR MPLS LINKS (page	MTTR - 4-6 Hrs.	This is very stringent SLA (not possible to meet); Kindly make it in line with industry norms and these locations are spread across very	The SLA may be reviewed post the selection of the bidder on mutual agreement.

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
	- 30)		large area.  Suggested Clause is: "MTTR - <b>10-12 Hrs.</b> "	
40.	27. SERVICE-LEVEL AGREEMENT AND PENALTY FOR MPLS LINKS (page - 31)	3. Latency, Packet loss and Jitter - If Bandwidth Provider fails to meet the SLA parameters for Latency/Packet loss/Jitter for continuous period of 30 minutes, then penalty will be levied for duration equivalent to 5 times the period.	This is very stringent SLA (not possible to meet); Kindly make it inline with industry norms and these locations are spread across very large area.  Suggested Clause is: "3. Latency, Packet loss and Jitter - If Bandwidth Provider fails to meet the SLA parameters for Latency/Packet loss/Jitter for continuous period of <b>60 minutes</b> , then penalty will be levied for duration equivalent to <b>2 times</b> the period."	The SLA may be reviewed post the selection of the bidder on mutual agreement.
41.	27. SERVICE-LEVEL AGREEMENT AND PENALTY FOR MPLS LINKS (page - 31)	2. Bandwidth/Through put - For every 10 hrs.in excess of 22 hrs.in a quarter a penalty of 1% of circuit per quarter shall be deducted.	This is very stringent SLA (not possible to meet); Kindly make it inline with industry norms and these locations are spread across very large area.  Suggested Clause is: "2. Bandwidth/Through put - For every <b>20 hrs.</b> in excess of 22 hrs.in a quarter a penalty of <b>0.5%</b> of circuit per quarter shall be deducted."	The SLA may be reviewed post the selection of the bidder on mutual agreement.

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
42.	28. DELIVERY SCHEDULE (page - 31)	1. Commissioning of all Locations i. PRIORITY 1: T+90 days ii. PRIORITY 2: T+120 days 2. Go-Live and declaration of Operation & Maintenance Phase for all locations - T+120 days	Its not possible to achieve such deadline in such a difficult terrain and remote locations. This is very stringent SLA (not possible to meet); Kindly make it inline with industry norms and these locations are spread across very large area.  Suggested Clause is: "1. Commissioning of all Locations i. PRIORITY 1: T+ <b>180</b> days ii. PRIORITY 2: T+ <b>210</b> days 2. Go-Live and declaration of Operation & Maintenance Phase for all locations - T+ <b>210</b> days"	As per the RFP
43.	29. AWARD OF CONTRACT (page - 32)	d) The period of empanelment would be for a period of 3 years and may be extended annually for maximum of two years at sole discretion of authority.	As this is a very large project with huge CAPEX involvement. Hence, request you to kindly make project duration for this bid as minimum 5 years which can be extended for further 3 years on similar terms and conditions - making total of 8 years.  Suggested Clause is: "d) The period of empanelment would be for a period of <b>5 years</b> and may be extended annually for maximum of <b>three years</b> at sole discretion of authority with <b>similar terms and conditions.</b> "	As per the RFP
44.	29. AWARD OF	i) The bidder will support shifting of link	Please allow bidder to quote one	As per the RFP

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
	CONTRACT (page - 32)	to new locations at least 5% sites during the contract period without any additional cost. More than 5% site shifting will be reimbursed @ 10% of annual rental cost of the link ( RF/OFC MPLS link ) and should be billed along with the quarterly payment.	time charges for shifting to new locations. In case new location is not feasible for the bidder, there should not be any penalty imposed on the bidder for non-delivery on new location. As delivery to new location will be subject to its feasibility. Else, delete this clause - as in current situation its not acceptable	
45.	29. AWARD OF CONTRACT (page - 32)	j) Safe Custody: Due to unavoidable reason, in case the site planned is not operational in time, the link will be kept under safe custody. No billing will be initiated for that link. However best effort will be made to make the site operational. In case the site is not operational by 06 months, bidder may de-commission the link. This may be limited to a maximum of 5% of the contracted locations.	Kindly remove this clause, its not acceptable clause.	As per the RFP
46.	9. COMPLIANCE SHEET- A (page - 33)	2. Power of Attorney for authorized signatory of the bid document	Request you to kindly allow to submit "Power of Attorney" which was created last time for the same tender or allow generic Power of Attorney. As during the period of Lockdown it is very challenging to get a fresh Power of Attorney ready - it may even take 21-30 days to get fresh Power of Attorney ready in current scenario of frequent lockdowns and COVID-19	As clarified above sl. no. 6.

**Corrigendum-2**

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Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			<p>Pandemic. And then getting it delivered in Aizawal from Mumbai will be a Challenge.</p> <p>Hence, we request you to kindly accept the Power of Attorney created for the RFP No. CRM/SCRB/CCTNS/CONN/1/18 Dated: 25<sup>th</sup> March 2020 to be accepted or Generic Power of Attorney to be accepted.</p>	
47.	9. COMPLIANCE SHEET-A (page - 33)	6. The Bidder should have a registered average turnover of Rs. 6.00 Crores for the last three financial years, (FY 2016-2017, FY 2017-18 & FY 2018-19), (not inclusive of the turnover of associate companies) as per the audited accounts.	<p>Kindly consider the latest Fys and increase the turnover requirement as you would need only these players who have capability to deliver such projects, for this clause: Suggested Clause is: "6. The Bidder should have a registered average turnover of <b><u>Rs. 1000.00 (One Thousand)</u></b> Crores for the last three financial years, (<b><u>FY 2017-18, FY 2018-19 &amp; FY 2019-20</u></b>), (not inclusive of the turnover of associate companies) as per the audited accounts. - Copy of audited balance sheet for last three Financial Years. Copy of audited balance sheet for last three Financial Years."</p>	As per the RFP
48.	ANNEXURE III – FINANCIAL	Financial Form 1: Summary of MPLS cost	We understand that L1 will be decided on the sum of Form 1 only.	Refer selection criteria section specified in the RFP. The L1 will be determined on the

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
	PROPOSAL FORMAT (page - 42)		Kindly confirm	basis of the price submitted in the Financial Form 1 (Summary of the MPLS cost).
49.	ANNEXURE III – FINANCIAL PROPOSAL FORMAT (page - 42)	Financial Form 4: for price discovery only - 4 Mbps MPLS Backhaul - OFC - -- - 8 Mbps MPLS Backhaul - OFC - --	Kindly confirm price discovery line items of 4 Mbps and 8 Mbps are only for backhaul or for other links as well? If these price items for other links also then - kindly include option of RF also in these lines.  Suggested Clause : "Financial Form 4: for price discovery only - 4 Mbps MPLS Backhaul/ Spoke - OFC/ RF - -- - 8 Mbps MPLS Backhaul/ Spoke - OFC / RF- --"	As clarified above sl. no. 11.
50.	Additional Query	Exclusion from LD Penalty	Request department to exclude the LD Penalty on below scenario.  1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Buidling permission for laying the fibre cable 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. CPE is not available for	If the delay is due to reasons out of the Service provider's reasonable control or reasons attributable to the Authority or Force Majeure, the Service Providers will not be held liable. Other terms & condition or clause remain same as per the RFP.

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			termination of link. 5. Permission not available on rooftop for installation of link. 6. Force Majeure 7. Political Instability 8. Flood/Riots	
51.	Additional Query	Exclusion from SLA up time Penalty	Request department to exclude the Penalty for not meeting the SLA up time in below scenario.  1. Power failure. 2. Force Majeure 3. Trouble ticket not booked with ISP. 4. Permission not available for maintenance & restoration of link. 5. Earthing issue or Online UPS related issue. 6. Political Instability 7. Flood/Riots	If the delay is due to reasons out of the Service provider's reasonable control or reasons attributable to the Authority or Force Majeure, the Service Providers will not be held liable. The SLA may be reviewed post the selection of the bidder on mutual understanding.
52.	Additional Query	Generic Query	Kindly confirm that the Authority will provide Rack and Rack Space for the connectivity at all the locations?	Refer RFP
53.	Additional Query	Generic Query	Kindly confirm that the Authority will provide UPS and 24*7 power supply at all locations?	Refer RFP
54.	Additional Query	Generic Query	Kindly confirm that the Authority will provide earthing and earthing pits in working conditions at all the	Refer RFP



**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			locations?	
55.	Additional Query	Generic Query	Kindly confirm that Authority will provide space and safety to the equipment deployed at all the locations?	Mizoram Police will provide the space and will extend possible assistance for the safety of the equipment. However, the authority will not be accountable for the damage (if any) due to the natural calamity, thunder or any other not in control of Mizoram Police.
56.	Additional Query	Generic Query	Kindly confirm if Router or any equipment supplied by bidder under this project will be in lease and shall remain property of the bidder?	Refer RFP. The client will not own any equipment during the contract period.
57.	5. SCOPE OF THE WORK (page - 12)	2. The scope of work will be to supply, Install and commission the Primary MPLS links along with required equipment for establishing the connectivity between State Data center, Aizawl and end user locations (Police Stations/Higher offices across Mizoram) as per Annexure – II	Bidder would deploy CPE with four Ethernet Interface towards LAN side. At all sPoke locations, Pls confirm the MPLS topology that is needed.	As clarified above sl. no 4.
58.	5. SCOPE OF THE WORK (page - 14)	6. The Modem, router, switch or any other CPE equipment in which the computer at the PS/HO will be connected should have 4 or more ethernet ports. The interface for termination shall be Ethernet to client equipment at both ends. The internal LAN for the end locations will be managed by Mizoram Police.	Bidder cpe would have minimum four Ethernet Interface Towards LAN side aprat from the WAN interface connectivity.	In addition to the clarification above sl. no. 4, this is to clarify that apart from the WAN interface the equipment should have 4 or more ethernet ports.
59.	Clause no -15 ; Page no.27	PROPRIETARY RIGHTS: The supplier shall indemnify the Purchase against all	as we are providing only connectivity services, these clause	As per the RFP

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		third-party claims of infringement of patent, copy right, trademark, license or industrial design rights, software piracy arising from use of goods or any part thereof within India.	will not be applicable. Request deletion.	
<b>60.</b>	Clause no -16 ; Page no.27	16. DELAYS IN THE PERFORMANCE OF SUPPLIER'S OBLIGATION: Any delay by the supplier in the performance of its delivery obligations shall render the supplier liable to any or all of the following sanctions – forfeiture of its performance security, imposition of liquidated damages and / or termination of the work order for default.	For Delays Customer is entitled to LDs. However, before termination or forfeiture of contract request customer to provide cure period of 60 days before termination.	This is to clarify that before the termination or forfeiture of the contract period of 15 days from the date of such notification will be given to the bidder for rectification of the issues/ delays. In case the issues/delays are not rectified within this period imposition of LD or actions will be taken up as per the clause (s) mentioned herewith.
<b>61.</b>	Clause no -18 ; Page no.27	TERMINATION FOR DEFAULT	Request customer to provide a cure period of 90 days to the Contractor for rectification of any breach or failure, Failing which the Contract can be terminated	As per the RFP
<b>62.</b>	Clause no -19(d) ; Page no.28	d) If the force majeure condition(s) mentioned above be in force for a period of 30 days or more at any times, authority shall have the option to terminate the contract on expiry of 30 days of commencement of such force majeure by giving 14 days' notice to the supplier in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred	Request deletion of termination right of Customer in Force majeure event.	As per the RFP

## Corrigendum-2

### Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project, Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		under any other clause of this contract prior to such termination.		
63.	Clause no -23 ; Page no.29	DEFENCE OF SUITS: If any action in court is brought against the authority/ Consignee for failure or neglect on the part of the bidder to perform any acts, matters, covenants or things under the contract or for the damage or injury caused by the alleged omission of neglect on the part of the contractor, his agents, representatives or sub-contractors, workmen supplier or employees, the contractor in all such cases shall indemnify and keep authority harmless from all costs, damages, expenses or decrees arising out of such action.	We cannot agree to such broad indemnity. Indemnity can be provided only in the following events: i) Death or injury caused by the negligent act or omission of the Service Provider; ii) Damage to any tangible property caused by the negligent act or omission of the Service provider; iii) Material breach of any applicable law.	As per the RFP
64.	Clause no -24 ; Page no.28	WARRANTY: The Product quoted should be covered for Three-year comprehensive onsite warranty from date of final delivery/services and acceptance by authority / authority nominated testing agency.	This clause is not applicable - as it's a service tender	As per the RFP.
65.	Clause no -27 ; Page no.30	SERVICE-LEVEL AGREEMENT AND PENALTY FOR MPLS LINKS	Service Provider shall not be liable if downtime is a result of the following events: 1) Any act or omission on the part of the Customer, failure to notify the Customer Care Desk of Bidder in the event of a	The SLA may be reviewed post the selection of the bidder on mutual understanding.

**Corrigendum-2**

**Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram**

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
			Service Disruption; (2) The failure of Customers applications, equipment, or facilities including any third-party equipment (3) Non provision of access, power failure, Planned repairs/ maintenance, modifications or maintenance notified to Customer in advance, (4) Unauthorized changes to Service Equipment or CPE made by UPPTS without notifying Bidder, (5) Force Majeure Events	
66.	Clause no -4.3 ; Page no.50	The BIDDER further confirms and declares to the TENDERING AUTHORITY that the BIDDER in the original Manufacture/Integrator/Authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the TENDERING AUTHORITY or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such	Request deletion. Not applicable on Service Contractor is a Telecommunication Service Provider having Unified License granted by the Department of Telecommunications, Government of India.	As per the RFP

## Corrigendum-2

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Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		intercession, facilitation or recommendation.		
67.	Clause no -7.1(x) ; Page no.52	(x) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the TENDERING AUTHORITY, or alternatively, if any close relative of an officer of the TENDERING AUTHORITY has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Any failure to disclose the interest involved shall entitle the TENDERING AUTHORITY to rescind the contract without payment of any compensation to the BIDDER. The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any	Given the organizational structure of the Bidder, this representation cannot be practically implemented. Instead we request customer to limit it to the personnel of the Bidder materially involved in this bidding process.	As per the RFP

## Corrigendum-2

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Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly dependent upon Government servant.		
<b>68.</b>	Clause no -8 ; Page no.53	<p><b>8. FALL CLAUSE</b></p> <p>8.1. The BIDDER undertakes that he has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Department of the Government of Mizoram or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Department of the Government of Mizoram or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the TENDERING AUTHORITY, if the contract has already been concluded.</p>	<p>Clause to be deleted.</p> <p>Prices quoted may depend on various factors viz (i) quantity (ii) scope of work, contract terms and conditions (iii) bandwidth (iv) locality (v) contract period (vi) service levels agreed (vii) additional capex if any required for provision of services . Since the above referred factors may vary from customer to customer.</p>	As per the RFP
<b>69.</b>	Clause no -9.4 ; Page no.54	9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Sub-Selected Bidder(s) with	<p>Need clarity on the extent of this access and inspection.</p> <p>Please note, we do not allow inspection and audit of our internal books and records.</p>	This is to clarify that the documents mentioned in the RFP are relating to this project/ procurement only.

### Corrigendum-2

Reference: RFP No. CRM/SCRB/CCTNS/CONN/1/18 dated: 4<sup>th</sup> August 2020 & Corrigendum Notice -1 for  
Selection of Network Service Provider for Supply, Installation and Commissioning of Network Connectivity to CCTNS Project,  
Mizoram

Sl. No.	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response
		confidentiality.		
70.	Clause no -10 ; Page no.54	10. FACILITATION OF INVESTIGATION In case of any allegation of violation of any provisions of this Pact or payment of commission, the TENDERING AUTHORITY or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.	Request deletion. We cannot agree to audit and inspection of our books and records.	As per the RFP
71.	ANNEXURE II – COMPLIANCE SHEET-B		Latitude and longitude of police stations have changed for three police stations	Hnahthial PS- Lat: 22.9705461 Long: 92.9268372 Thingsai PS – Lat: 22.929478 Long: 93.09555 Sialsuk PS – Lat: 23.4033292 Long: 92.7471366