RFP for Providing 20 Mbps (1:1)/50 Mbps (1:1) Internet Connectivity to SAU (South Asian University)

PRE BID QUERIES

Sr. No	RFP Clause no	Page no	Description of RFP Clause	Clarification Sought	Response from SAU
1	10.1	7	The successful bidder should take all care to complete the awarded work within one month from the date of issuance of purchase order	Request SAU to extend the Delivery time lines to 8 weeks from date of PO	*Remains Unmodified*
2	Delay in the Bidder's performance	11	Delay in the Bidder's performance If the supplier fails to deliver any or all of the goods or complete the installation within the period specified in the purchase order, SAU shall without prejudice to its other remedies, deduct as liquidated damage 0.5% of the price of the delayed goods for every week or part thereof subject to a maximum of 10% of the order value	Request SAU to relax this clause & to consider the Late delivery Penalty to be applicable beyond 8 weeks as Penalty of 0.5% of ARC per week of delay with maximum cap up to 10% of ARC for undelivered link only.	*Remains Unmodified*
3	Responsibilities of ISP	7	Installation, commissioning, configuring & maintenance of the link and hardware/software (Mux, Modems and Router etc. to make line fully functional at 20 Mbps.)	Request SAU to confirm whether bidder needs to provide the CPE router OR it will be provided by SAU.	*Bidder to provide*
4	Additional Query		Acceptance of link	Request SAU to consider the Acceptance of the link to be WAN Ping test (PE to CPE Ping test) & Succesfull browsing of IBW link on connecting laptop to Demark device.	*Will be as per Clause 10.2 of the tender*
5	Additional Query		Acceptance of link	Request SAU to provide the Acceptance of link within 3 days post handover of link & Acceptance of link to be site wise (i.e. On individual site wise).	*Will be checked for at least one week and complete data must be provided as per Clause 11 of the tender*
6	Additional Query		Exclusion from SLA up time Penalty	Request SAU 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.	*To be decided in specific cases*
7	Additional Query		Site readiness requirement	Request SAU to share us the Site readiness at this location as below: Online UPS Power, E-N Voltage < 2 volts, Rack Space of 24U in existing rack, Air Conditioning inside server room, Permission inside building for laying the fibre cable/Permission on roof top for installation of RF Pole/Tower, 24 * 7 Permission inside server room for installation & Maintenance of last mile link.	*RF is not allowed. Only OFC termination at data center as tender is for "internet connectivity leased line (OFC) (1:1) uncompressed and unshared with last mile on fiber (cf. page 3 of tender document)*

8	Scope of work	4	Scope of Work To provide 20 / 50 Mbps Internet leased line connectivity on uncompressed, unshared leased line (OFC) (1:1) at SAU on rental basis. This includes installation, commissioning, testing & up keep of the complete link for one year. The engagement period may be extended by one year at a time, on the basis of need and satisfactory performance, up to a maximum of 3 years	Request SAU to extend the Contract period to fixed 3 years price instead of 1 year, as Telecom service provider will be investing significant CAPEX to connect this location.	*Remains Unmodified*	
9	Payment Schedule	11	The payment will be made on post quarterly basis. No advance payment shall ordinarily be made. If any advance payment is desired, the successful bidder shall cover it with a Bank Guarantee of like amount valid for up to 60 days beyond the date of expiry of the service engagement obligations of the successful bidder. This is in addition to any prescribed performance security or EMD	Request SAU to consider the One time Charges Payment as 100% payment post link delivery & installation.	*Remains Unmodified*	
10	19 Annexure VII: Turnover, Net Worth and Net Profit Certificate	21	Financial Details for three years incl 2018-19	Audited financials for FY18-19 are not yet available, request SAU to accept CA certificate (in the attached format) for annual turnover and net-worth/audited financials for last three years FY 17-18, 16-17, 15-16 for annual turnover and net-worth (in the attached format).	*Allowed*	
11	20 Annexure VIII: Price Bid Format	22	This is certified that the rates quoted above are not more than the rates charged from any other University/Institution/Department/Organization, etc	Feasibility, CAPEX & no. of count locations varries to customer. Hence commercial also varries based on CAPEX, required bandwidth & location count. Request SAU to delete this clause, as it may not be relevant.	*Remains Unmodified*	
12			Extension for Bid submission	Request SAU to extend the Bid submission till 6th June 19.	*Extended to 6th June 2019 by 3PM.*	
			All other terms of the tender remain unchanged			