

**Replies to the queries received through e-mail for Tender Reference No.: EdCIL/IS/ILL/2016/01 (Limited Tender for Supply, Installation, Testing & Commissioning of Internet Leased Lines Connection at EdCIL's Corporate Office, NOIDA)**

Sr. No.	Section No.	Page No.	Clause No.	Reference/Subject	Clarification Sought	Clarification By EdCIL
1	SCOPE OF WORK	6	a)	To provide 8 Mbps Internet leased line connectivity on uncompressed, unshared leased line (Optical Fibre Cable) (1:1) for Primary leased line and 2 Mbps Internet leased line connectivity for Secondary leased line by the different service providers at IS Division of EdCIL (India) Limited at its Corporate Office, NOIDA on rental basis with last mile connectivity.	Please confirm if EdCIL is requiring 8 Mbps Internet Leased Line with 2 Mbps back up or it will give either one of the two bandwidth links basis of technical and financial qualification.	It is confirmed that 8 MBPS Leased Line for primary Leased Line and 2 MBPS for Secondary Leased Line as back-up is required
2	SCOPE OF WORK	6	c)	The hardware and software required for the establishment of fully functional leased lines will be provided by the bidders on rental basis. The minimum guaranteed bandwidth required from the Bidder is 8 Mbps for Primary and 2 Mbps for secondary leased line.	Please confirm if EdCIL is requiring 8 Mbps Internet Leased Line with 2 Mbps back up or it will give either one of the two bandwidth links basis of technical and financial qualification.	As above
3	Service Level Agreement & Non Performance charges:	8	7	Service Level Agreement & Non Performance charges: EdCIL expects very high availability and reliability of the ILL through out its leasing to EdCIL. The expected support SLAs during leased period are as per below: a:) Mean Time to Resolve (MTTR): Service Level Last Mile Complaints : 4 Clock Hrs. Backbone/System/HW Faults : 8 Clock HRS. b) Link Availability : 99% Calculated on 24X7 basis for the every month C) Packet Losses : Less than 1% (Average over 1000 Ping) at any given point of time to any part of globe. d) Latency : Less than 350 ms from EdCIL, Noida to ISP tier 1 peering point	Is uptime requirement 99% or 98.5% as stated in clause 9b under Termination section on page 13 of tender document .please clarify	Uptime requirement is 99%
4	Termination:	13	9b	The Vendor has to maintain the above SLA using its own resources. SLA for each service must be 98.5% on monthly basis calculated based on SLA window as mentioned above. In case of repeated outages / disruptions which the vendor is not able improve despite notices from EdCIL, EdCIL may terminate the services without any prejudice.	Is uptime requirement 99% or 98.5% as stated in clause 9b under Termination section on page 13 of tender document .please clarify	As above
5	Details of Requirement	25	1	8 Mbps Internet Leased Line (1:1) on Fiber Optical Line for Primary leased line and 2 Mbps Internet leased line (1:1) for secondary leased line, with; • Public IP Ver 4 – Lan (/29) & Wan (/30); • Public IP Ver 6 – 64 bit address for LAN segment and 126 bit address for the WAN	Please clarify the number of IPv4 requirement as clause f suggests on page 26 specifies 15 IP.Will 8 public LAN IP pool suffice the requirement. Please clarify	15 Nos. of Internet IP or higher is required but at the same rate
6	Details of Requirement	26	f	The vendor shall be provide at least 15nos. Internet IP addresses to EdCIL for usage on this ILL.	Will 8 public LAN IP pool suffice the requirement. Please clarify	As above
7	Details of Requirement	25	b	The proposed solution should be based on Industry standard technologies and minimal requirements at EdCIL. EdCIL is primarily running a standard TCP/IP networks on dynamic BGP protocol for various applications in EdCIL e.g. Voice, Video, Portals, Messaging, etc.	Please clarify if EdCIL is using any VOIP or Video Conferencing based solutions over Internet Leased Line	Yes

8	Details of Requirement	26	g	The links would be used for Voice, Video, and Portals etc. The SLA should be based on, but not limited to, the mentioned below parameters: 1. Link Availability 2. Guaranteed time to restore 3. Fault Reporting, etc.	Is CPE router being provided by customer. If so, then in case of any link issues customer would need to log complaint with the 24*7 Helpdesk team. Please confirm on the same.	Router will be provided by EdCIL but 24X7 help line will be required
9	Details of Requirement	26	h	Monitor ability: The vendor shall configure the link provided to EdCIL in his NMS system and provide access on the same to EdCIL. The system must provide online charts/reports for minimum important possible parameters for current as well as historical data for preceding 3 months: a) Link Utilization Report, Link up down report, Site up down report. b) Latency, Packet drops (PE to Gateway) c) Latency from NMS LAN to the Customer	1. Vodafone can provide online link Utilization report . Link performance reports can be provided on monthly basis as and when requested by the customer. Please confirm. 2). Need clarification on Latency from NMS LAN to the Customer	All reports on the performance of the Link as given in clause 26(h) are required
10	Details of Requirement	26	h	The vendor will provide a web portal with 'User Id' and 'Password' forgetting the link monitoring reports for above mentioned parameters for the link delivered to EdCIL. These parameters will be measured at vendor's edge router.	Vodafone can provide online link Utilization report . Link performance reports can be provided on monthly basis as and when requested by the customer	As above

#### AMMENDMENT

Sr. No.	Section No.	Page No.	Clause No.	Reference/Subject	Clarification Sought	Amendment
1	General Instruction to Bidder	13	9 (b)	a. The Vendor has to maintain the above SLA using its own resources. SLA for each service must be 98.5% on monthly basis calculated based on SLA window as mentioned above. In case of repeated outages / disruptions which the vendor is not able improve despite notices from EdCIL, EdCIL may terminate the services without any prejudice.	NIL	SLA for each service mentioned as 98.5% may be read as 99%
2	Contract Period	8	6	The Contract shall initially be valid for a period of One (1) year and may be extended for further period based on satisfactory performance and with mutual consent and rates, terms & conditions mutually agreed at the time of extension.	NIL	The Contract shall initially be valid for a period of One (1) year may be read as three (3) years
3	Annexure-I	25	Requirement	Public IP Ver 4 – Lan (/29) & Wan (/30)	NIL	Public IP Ver 4 – Lan (/29) & Wan (/30) be read as Public IP Ver 4 – 15 Nos. WAN IP