

## Corrigendum Details

Corrigendum No 4

Corrigendum Publish Date: 22.10.2025

### Tender Details:

Tender No:	RailTel/SR/SC/Mktg/2025-26/EOI/025, Dt. 27.09.2025
Closing Date:	27.10.2025 (11:00Hrs)
Name of the Work:	Request for Proposal for Selection of System Integrator for KSWAN 3.0" from empanelled Business Associates

### Change in General Eligibility Criteria:

SN	ORIGINAL CLAUSE IN EOI	Change Request
<b>B) Financial Eligibility</b>		
1	<p>The Sole bidder should have an Average Annual Turnover of ₹ 300 crores (Rupees Three Hundred Crores only) from the ICT/ IT services business in the last three (3) financial years (FY 2022-23, 2023-24 &amp; 2024-25 ((Provisional Balance sheet 2024-25))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹100 Crores from ICT/ IT business in any one of the Financial Year and the Consortium Members together should have an Average Turnover of ₹300 Crores in the last three (3) Financial Years (FY 2022-23, 2023-24, &amp; 2024-25). ((Provisional Balance sheet 2024-25))</p>	<p>The Sole bidder should have an Average Annual Turnover of ₹ 300 crores (Rupees Three Hundred Crores only) from the ICT/ IT services business in the last three (3) financial years (FY 2022-23, 2023-24 &amp; 2024-25 ((Provisional Balance sheet 2024-25))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of <u>₹80 Crores</u> from ICT/ IT business in any one of the Financial Year and the Consortium Members together should have an Average Turnover of ₹300 Crores in the last three (3) Financial Years (FY 2022-23, 2023-24, &amp; 2024-25). ((Provisional Balance sheet 2024-25))</p>
<b>C) Technical Eligibility</b>		
1	<p>I. Project Citation as per the (Refer Form Annexure -1 Section 10.6)</p> <p>II. Work Order/Purchase Order/ Contract Agreement issued by Central/State Government / Departments, Public Sector Banks, Public Sector Units of the Government of India and State Governments or Large Enterprise only shall be accepted, clearly specifying the Scope of Work and value of the contract (inclusive of all taxes).</p> <p>III. Work Satisfactory Completion Certificate/Provisional Go- Live/Letter from the end client for whom the project has been implemented, and that the Project has been declared Go- Live/Provisional Go-Live.</p>	<p>I. Project Citation as per the (Refer Form Annexure -1 Section 10.6)</p> <p>II. <u>LOA</u>/Work Order/Purchase Order/ Contract Agreement issued by Central/State Government / Departments, Public Sector Banks, Public Sector Units of the Government of India and State Governments or Large Enterprise only shall be accepted, clearly specifying the Scope of Work and value of the contract (inclusive of all taxes).</p> <p>III. Work Satisfactory Completion Certificate/Provisional Go- Live/Letter from the end client for whom the project has been implemented, and that the Project has been declared Go- Live/Provisional Go-Live.</p>

SHAIENDRA  
DUSA

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(Shailendra Dusa)  
Sr. DGM/Tech-Mktg



**CORRIGENDUM FOR REQUEST FOR  
PROPOSAL FOR SELECTION OF SYSTEM  
INTEGRATOR FOR KSWAN 3.0  
(Tender # CEG/2025-26/IND0043)**

**Centre for e-Governance**

Corrigendum-1			
Page No/Section No of the RFP Document	Page No: 150  Section 16. Annexure 8 - Bid Formats 16.1. Pre-Qualification Bid Format -Volume 1		
Description of the Original Clause	10.	No Deviation Certificate	As per format provided in section 10.13
Modified Clause	10.	No Deviation Certificate/ Deviation Certificate as applicable	As per format provided in section 10.13/ section 11.16

Corrigendum-2								
Page No/Section No of the RFP Document	Page No.119  Section 12. Annexure 4 - Formats for Submission of the Commercial Bid 12.1 OPEX Charges- Opex Part C – Volume 1							
Description of the Original Clause	<b>Opex Part C - AMC-IT &amp; non-IT</b>							
	<b>SL No</b>	<b>Description of Supply</b>	<b>Unit of Measure (UoM)</b>	<b>Quantity</b>	<b>AMC of equipment Price inclusive of all Tax in Rs.</b>	<b>Total Price in Rs</b>	<b>Total Tax in Rs.</b>	<b>Total Price incl tax in Rs.</b>
	A	<b>AMC for non-IT Equipment</b>						
	1	AMC charges for 5 KVA Solar UPS system and Battery Bank (200 AH x 16 numbers) for 5 years.	Nos	156	NA	₹ 0		₹ 0
	2	AMC charges for 6 KVA Conventional UPS system and Battery Bank (100 AH x 16 numbers) for 5 years.	Nos	25	NA	₹ 0		₹ 0
	3	AMC charges for 125 KVA DG for 5 years.	Nos	1	NA	₹ 0		₹ 0



	4	AMC charges for 50 KVA UPS system and Battery Bank (120 AH x 32 numbers) for 5 years.	Nos	2	₹ 0	₹ 0	₹ 0	₹ 0	
	5	AMC charges for Biometric Devices for 2 years	Nos	177	₹ 0	₹ 0	₹ 0	₹ 0	
		Subtotal cost for 5 years AMC						₹ 0	
		<b>Grand Total (A+B)</b>						<b>₹ 0</b>	<b>1B</b>
All the items are to be quoted inclusive of taxes in the Karnataka public procurement portal only									

Corrigendum-3				
Page No/Section No of the RFP Document	Page no.224/ Section 5.6 Service Levels for Manpower Deployment Volume 2			
Description of the Original Clause				

	Field Maintenance Resource	30	Full time	DCR
	Field Maintenance Resource	147	Full time	TCR
	Field Maintenance Resource	4	Full time	Mini POP
	<b>Total</b>	<b>237</b>		
Modified Clause	<b>Designation</b>	<b>Qty</b>	<b>Type</b>	<b>Location</b>
	Project Director	1	Full time	SCR
	Project Manager	1	Full time	SCR
	Network Specialist	1	Full time	SCR
	Network Admin	4	Full time	SCR
	Network Engineer	3	Full time	SCR
	Security Specialist	1	Full time	SCR
	Security Admin	1	Full time	SCR
	Server Admin	2	Full time	SCR
	Central Helpdesk L1	3	Full time	SCR
	Central Helpdesk L2	2	Full time	SCR
	Electrical Technician	2	Full time	SCR
	Field Maintenance Resource	3	Full time	SCR
	Network Admin	1	Full time	DR-SCR
	Electrical Technician	1	Full time	DR-SCR
	Nodal officer	30	Full time	DCR
	Field Maintenance Resource	30	Full time	DCR
	Field Maintenance Resource	294	Full time	TCR
	Field Maintenance Resource	4	Full time	Mini POP
	<b>Total</b>	<b>384</b>		

Corrigendum-4	
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1

Description of the Original Clause	Sl . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
		Experience of the bidder				
	1	System Integration projects which include supply, installation, configuration , network monitoring & management with field support and NOC support along with Helpdesk Services	<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.  <u>Note: If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</u></p> <p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.  <u>"CeG scope of managed IT services"</u>  Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links</p>	<p>i. Equal or more than 300 locations = 15 Points</p> <p>ii. Between 200 to 299 locations = 10 Points</p> <p>iii. Between 100 to 199 locations = 7.5 Points</p> <p>iv. Less than 100 locations = 0 Points</p>	15	(Refer Form Annexure -3 Section 11.4)

			(necessarily MPLS, P2P and ILL) b. Implementation and maintenance of Network Operations Centre (NOC) c. Providing remote assistance in trouble shooting from the NOC d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc e. Providing software and patch management f. Providing capacity management for infrastructure g. Provide 24x7 helpdesk services to users h. Provide breakdown support for WAN links and network appliances for remote branch locations i. Provide resident engineers for remote branch locations j. Contracts with client should be multi-year, with a minimum of 3 year period				
Modified Clause	Sl . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used	
		Experience of the bidder					
	1	System Integration projects which include	At least one client reference is mandatory from Central/State Governments /	i. Equal or more than	15	(Refer Form Annexure -3	



		supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	<p>Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.</p> <p><u>Note:</u> If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</p> <p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.</p> <p><u>"CeG scope of managed IT services"</u></p> <p>Bidders can provide the turnover from the business of a minimum of 6 out of 10 of the below :</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble</p>	<p>300 0 locations = 15 Points</p> <p>ii. Between 200 to 299 locations = 10 Points</p> <p>iii. Between 100 to 199 locations = 7.5 Points</p> <p>iv. Less than 100 locations = 0 Points</p>		Section 11.4)	
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			shooting from the NOC d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc e. Providing software and patch management f. Providing capacity management for infrastructure g. Provide 24x7 helpdesk services to users h. Provide breakdown support for WAN links and network appliances for remote branch locations i. Provide resident engineers for remote branch locations j. Contracts with client should be multi-year, with a minimum of 3 year period				
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Corrigendum-5	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> </ol>

	6. Providing capacity management for infrastructure. 7. Provide 24x7 helpdesk services to users 8. Provide breakdown support for WAN links and network appliances for remote branch locations 9. Provide resident engineers for remote branch locations 10. Contracts with client should be multi-year, with a minimum of 3 year period
Modified Clause	<u>Bidder's scope of managed IT services</u>  Qualification of Managed IT services business experience should comprise a minimum of 6 out of 10 of the following activities  Bidders can provide the turnover from the business of  1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL). 2. Implementation and maintenance of Network Operations Centre (NOC). 3. Providing remote assistance in troubleshooting from the NOC. 4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc. 5. Providing software and patch management. 6. Providing capacity management for infrastructure. 7. Provide 24x7 helpdesk services to users 8. Provide breakdown support for WAN links and network appliances for remote branch locations 9. Provide resident engineers for remote branch locations 10. Contracts with client should be multi-year, with a minimum of 3 year period

Corrigendum-6	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 243/ 6.1.1.1. Core Router at SCR (MPLS Network)
Description of the Original Clause	2. The router shall have control processor redundancy, switch fabric/Data Plane/Routing Engine and PSU redundancy.
Modified Clause	2. The router shall have control processor redundancy, switch fabric/Data Plane, Routing Engine, and PSU redundancy.

Corrigendum-7	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 256/ 6.1.1.3. Router Reflector at SCR
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.
Modified Clause	9. The router should support OSPF and IS-IS routing protocols.

Corrigendum-8	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR

Description of the Original Clause	71. The SI proposed solution should be scalable to support up to 15000 branch locations which would be connecting over FTTH/Broad Band/LTE (3G/4G/5G).
Modified Clause	71. The SI proposed solution should be scalable to support up to 14000 branch locations which would be connecting over FTTH/Broad Band/LTE (3G/4G/5G).

Corrigendum- 9	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	72. In order to meet the overall solution requirement of provisioning 15000 IPsec tunnels, the solution can be deployed by proposing a maximum number of four routers in a cluster configuration and the solution should not have a single point of failure.
Modified Clause	72. In order to meet the overall solution requirement of provisioning 14000 IPsec tunnels, the solution can be deployed by proposing a maximum number of four routers in a cluster configuration and the solution should not have a single point of failure.

Corrigendum-10	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 262/ 6.1.1.4. Router at DCR/TCR PoPs
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS IS routing protocol to ensure high-availability during primary controller card failure.
Modified Clause	9. The router should support OSPF and ISIS routing protocols.



**ADDENDUM FOR**  
**REQUEST FOR PROPOSAL FOR SELECTION OF**  
**SYSTEM INTEGRATOR FOR KSWAN 3.0**  
**(Tender # CEG/2025-26/IND0043)**

**Centre for e-Governance**

Addendum-1	
Page No/Section No of the RFP Document	Page no.43/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Nodal Officer (DCR) Qualification Experience and Skills</p> <p>a. BE / BTech in Electronics/Computer Science/IT /Telecom with a minimum of 5 years of experience.</p> <p>b. Minimum of 3 years of experience in maintenance of IT and non-IT infrastructure.</p> <p>c. Familiar with the maintenance of networking technologies like LAN, WAN, and networking appliances like routers, switches etc.</p> <p>d. Familiar with the maintenance of critical electrical infrastructure like Solar UPS, DGs, electrical controls, LT Panels, and AC / DC power distribution.</p> <p>e. Capable of managing a team of engineers in the district and taluks for maintenance of KSWAN infrastructure as per the service levels stipulated by KSWAN, CeG.</p> <p>f. Capable of coordinating and maintaining good communication with departmental office location personnel located at the DCRs, TCRs, and off-site departmental office locations.</p> <p>g. Ability to speak fluently in Kannada and English.</p>
Modified Clause	<p>Resource Level- Nodal Officer (DCR) Qualification Experience and Skills</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom/ Information Science/ Electrical and Electronics/Instrumentation/ MCA/ M.Sc (IT) with a minimum of three (3) years of experience in implementation/maintenance of IT networks.</p> <p>b. Minimum of 3 years of experience in maintenance of IT and non-IT infrastructure.</p> <p>c. Familiar with the maintenance of networking technologies like LAN, WAN, and networking appliances like routers, switches etc.</p> <p>d. Familiar with the maintenance of critical electrical infrastructure like Solar UPS, DGs, electrical controls, LT Panels, and AC / DC power distribution.</p> <p>e. Capable of managing a team of engineers in the district and taluks for maintenance of KSWAN infrastructure as per the service levels stipulated by KSWAN, CeG.</p>

	<p>f. Capable of coordinating and maintaining good communication with departmental office location personnel located at the DCRs, TCRs, and off-site departmental office locations.</p> <p>g. Ability to speak fluently in Kannada and English.</p>
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Addendum-2	
Page No/Section No of the RFP Document	Page no.43/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Field Resource (SCR) Qualification Experience and Skills</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of three (3) years of experience in implementation/maintenance of IT networks.</p> <p>b. Familiar with structured LAN cabling (copper and OFC) and accessories like patch panels, crimping tools, connectors, etc.</p> <p>c. Familiar with network equipment like routers, switches, media convertors and other network appliances.</p> <p>d. Capable of coordinating with TSPs and ISPs for implementation and maintenance of WAN and Internet links.</p> <p>e. Capable of coordinating with departmental office location representatives and troubleshoot, resolve connectivity issues as per service levels stipulated by KSWAN.</p>
Modified Clause	<p>Resource Level- Field Resource (SCR) Qualification Experience and Skills</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom/ Information Science/ Electrical and Electronics/Instrumentation with a minimum of three (3) years of experience in implementation/maintenance of IT networks.</p> <p>b. Familiar with structured LAN cabling (copper and OFC) and accessories like patch panels, crimping tools, connectors, etc.</p> <p>c. Familiar with network equipment like routers, switches, media convertors and other network appliances.</p> <p>d. Capable of coordinating with TSPs and ISPs for implementation and maintenance of WAN and Internet links.</p>

	e. Capable of coordinating with departmental office location representatives and troubleshoot, resolve connectivity issues as per service levels stipulated by KSWAN.
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Addendum-3	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Helpdesk Qualification Experience and Skills</p> <p>a. Diploma/B.Sc. in Electronics and communication / Computer Science / Information Technology/Telecom with minimum three (3) years of work experience.</p> <p>b. Prior experience in handling helpdesk/support team's mandatory.</p> <p>c. Ability to speak fluently in Kannada and English.</p> <p>d. Good communication skills</p> <p>e. Ability to ensure clear communication through emails to KSWAN management and stake holders for critical updates and report.</p>
Modified Clause	<p>Resource Level- Helpdesk Qualification Experience and Skills</p> <p>a. Diploma/B.Sc. in Electronics and Communication / Computer Science / Information Technology/Telecom /Electrical and Electronics/ BCA with minimum three (3) years of work experience.</p> <p>b. Prior experience in handling helpdesk/support team's mandatory.</p> <p>c. Ability to speak fluently in Kannada and English.</p> <p>d. Good communication skills</p> <p>e. Ability to ensure clear communication through emails to KSWAN management and stake holders for critical updates and report.</p>

Addendum-4	
Page No/Section No of the RFP Document	Page no 19/Section 1.12. SI's Obligations Volume-3
Description of the Original Clause	<p>4.SI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the commencement of the project. In such cases of exit, penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.</p>



Modified Clause	4.SI shall ensure that none of the Key Personnel and manpower exit from the project during first six (6) months of the commencement of the project. Upon completion of the first six (6) months from the commencement of the project, the SI shall ensure that any new resources deployed as replacements under this contract shall not be withdrawn or replaced for a minimum period of twelve (12) months. In such cases of exit, penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.
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Addendum-5	
Page No/Section No of the RFP Document	Page no.28/ Section 4.7 Earnest Money Deposit Volume-1
Description of the Original Clause	<p>The earnest money deposit is required to protect the purchaser against the risk of bidders' conduct which would warrant the security's forfeiture. The EMD amount for the bid is INR 4.49 Crores The EMD amount shall be paid by the bidder in the following manner:</p> <p>a) Part A – EMD for Rs. 15,00,000 to be paid through payment options available on the Karnataka Public Procurement Portal namely <a href="https://kppp.karnataka.gov.in/">https://kppp.karnataka.gov.in/</a> (namely Credit Card, Debit Card, NEFT, RTGS, UPI, Internet Banking, Over the Counter via designated bank branches located across the country)</p> <p>b) Part B – EMD for Rs.4,34,00,000/- to be paid in the form of a Bank Guarantee, valid for the period of 180 days from the date of submission of bid.</p> <p><u>Note:</u> Karnataka Public Procurement Portal will deny submission of the bid without submitting the EMD Deposit and it will take min 2-3 days for confirmation from the bank regarding the EMD realization.</p> <p>Please note that payments submitted through cheque or demand draft shall not be accepted. For further details regarding Payment, please refer to Karnataka Public Procurement Portal at the above-mentioned website. EMD in any other form will not be entertained.</p> <p>The bidder should upload proof of online payment of EMD of ₹ 15,00,000(Rupees Fifteen lakhs only) with the Technical Bid.</p> <p>The bid/bidder shall be summarily disqualified if the prescribed EMD is not submitted along with the bid. The EMD (bid security) of the unsuccessful Bidder/s will be discharged / returned as promptly as possible</p>
Modified Clause	<p>The earnest money deposit is required to protect the purchaser against the risk of bidders' conduct which would warrant the security's forfeiture. The EMD amount for the bid is INR 4.49 Crores The EMD amount shall be paid by the bidder in the following manner:</p> <p>a) Part A – EMD for Rs. 15,00,000 to be paid through payment options available on the Karnataka Public Procurement Portal namely <a href="https://kppp.karnataka.gov.in/">https://kppp.karnataka.gov.in/</a> (namely Credit Card, Debit Card,</p>

	<p>NEFT, RTGS, UPI, Internet Banking, Over the Counter via designated bank branches located across the country)</p> <p>b) Part B – EMD for Rs.4,34,00,000/- to be paid in the form of a Bank Guarantee, valid for the period of 180 days from the date of submission of bid.</p> <p><u>Note:</u> Karnataka Public Procurement Portal will deny submission of the bid without submitting the EMD Deposit(Part A &amp; Part B) and it will take min 2-3 days for confirmation from the bank regarding the EMD (Part A) realization. The EMD Bank Guarantee submitted by the bidder will be verified with the Bank and post confirmation bid will be evaluated</p> <p>Please find the Details for the BG submission only :  Bank Name: State Bank of India.  Branch Name: Vidhanasoudha Branch, Bangalore .  IFSC code: SBIN0040277.  KSWAN account number: 64176618781  TAN No: BLRC06625D  PAN No. - AAAAC4156C  GST No- 29BLRC06625D1DB</p> <p>Please note that payments submitted through cheque or demand draft shall not be accepted. For further details regarding Payment, please refer to Karnataka Public Procurement Portal at the above-mentioned website. EMD in any other form will not be entertained.</p> <p>The bidder should upload proof of online payment of EMD of ₹ 15,00,000(Rupees Fifteen lakhs only) with the Technical Bid.</p> <p>The bid/bidder shall be summarily disqualified if the prescribed EMD is not submitted along with the bid. The EMD (bid security) of the unsuccessful Bidder/s will be discharged / returned as promptly as possible</p>
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Addendum -6	
Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p>

	<p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Modified Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: i) The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only. ii) " Definition of Go-Live" –</p> <p>For the purpose of this RFP, bidders may only cite projects for which the Purchase Order (PO) / Work Order / Contract Agreement was issued within the last seven (7) financial years from the date of publication of this RFP.</p> <p>Further, the following examples may be considered with respect to the definition of Go-Live:</p> <p>1. Projects with Supply and O&amp;M Components:</p> <p>Where a PO includes both supply/implementation and Operations &amp; Maintenance (O&amp;M) components, the project shall be considered Go-Live once the bidder has completed all contractual obligations related to the supply/implementation phase, and the end client has formally accepted the system/solution as operational. At this point, the O&amp;M phase is deemed to have commenced.</p> <p>2. Projects with O&amp;M/Manpower Deployment Only:</p> <p>In cases where the PO pertains exclusively to manpower deployment or managed O&amp;M services, the project shall be considered Go-Live once the bidder has mobilized resources, taken over operations as per the contract scope, and the client has confirmed commencement of services with billing initiated.</p> <p>In both situations, the bidder must submit an official confirmation from the end client (such as a Go-Live Certificate, Completion Certificate, or Letter of Acceptance) explicitly stating that the project has been declared Go-Live and has entered the O&amp;M phase .</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an</p>

	<p>amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
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Addendum -7	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 286/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	
Modified /Additional Clause	The proposed NMS solution OEM shall be ISO 27034 certified to ensure security compliance.

Addendum -8				
Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1			
Description of the Original Clause	Sl. No.	Criteria	Documentary Evidence	Artifacts
		Legal Entity	The Bidder(Sole Bidder/ all the members of the consortium) must fulfill each of the following requirements:	Relevant artifacts are to be submitted with the bidder company's seal and authorized official signature
		c.	Should be in the business of providing managed IT services (refer CeG's scope of managed IT services mentioned below) for the past Seven (7) financial years as on date of notification of tender.	<p>I. Certified letter from the statutory auditor (Refer Form Annexure -1 Section 10.4)</p> <p>II. Attach Copies of Purchase orders / Work Orders</p> <p>III. Satisfactory performance certificate from the end customer to whom services have been delivered</p> <p><u>Note:</u> Bidders whose contract period is active will also be considered.</p> <p>In the case of Consortium: All the members of the Consortium should be in a minimum of five (5) areas of</p>

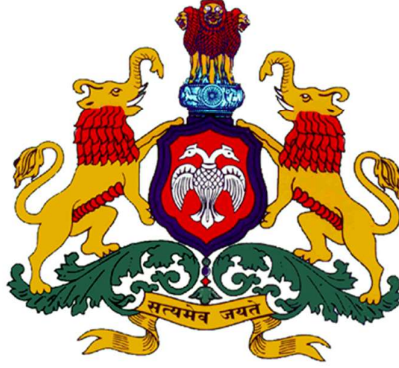
				Managed IT services as defined below.
		d.	IT returns for the last Five (5) financial years (2019-20, 2020-21, 2021-22, 2022-23, & 2023-24)	Statutory Auditor Certified copy of the IT returns  In case of consortium: All the members of the consortium shall submit a Statutory Auditor Certified copy of the IT returns
	3	Financial Turnover	<p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>	<p>I. Balance sheet of the last five financial years certified by statutory auditor</p> <p>II. Certificate from statutory auditor quantifying the average annual turnover from the managed IT services business as described in “Qualification of managed IT services business experience” with valid UDIN number issued not earlier than the date of notification of tender.</p> <p>(Refer Form Annexure -1 Section 10.7)</p>
	4	Financial Net Worth	The Sole bidder/All the members of the Consortium should have a positive net worth for the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, & 2023-24)	Certificate from statutory auditor/CA with valid UDIN number issued not earlier than the date of notification of tender (Refer Form Annexure -1 Section 10.7)
Modified Clause	Sl. No.	Criteria	Documentary Evidence	Artifacts
		Legal Entity	The Bidder(Sole Bidder/ all the members of the consortium) must	Relevant artifacts are to be submitted with the bidder

			fulfill each of the following requirements:	company's seal and authorized official signature
		c.	Should be in the business of providing managed IT services (refer CeG's scope of managed IT services mentioned below) for the past Seven (7) financial years as on date of notification of tender.	<p>I. Certified letter from the statutory auditor /CA with a valid UDIN number issued not earlier than the date of notification of tender (Refer Form Annexure -1 Section 10.4)</p> <p>II. Attach Copies of Purchase orders / Work Orders</p> <p>III. Satisfactory performance certificate from the end customer to whom services have been delivered</p> <p><u>Note:</u> Bidders whose contract period is active will also be considered.</p> <p>In the case of Consortium: All the members of the Consortium should be in a minimum of five (5) areas of Managed IT services as defined below.</p>
		d.	IT returns for the last Five (5) financial years (2019-20, 2020-21, 2021-22, 2022-23, & 2023-24)	<p>Statutory Auditor / CA Certified copy of the IT returns with valid UDIN number issued not earlier than the date of notification of tender.</p> <p>In case of consortium: All the members of the consortium shall submit a Statutory Auditor/ CA Certified copy of the IT returns with valid UDIN number issued not earlier than the date of notification of tender</p>
	3	Financial Turnover	<p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT</p>	<p>I. Balance sheet of the last five financial years certified by a statutory auditor/CA with a valid UDIN number issued not earlier than the date of notification of tender</p> <p>II. Certificate from statutory auditor/ CA quantifying the average annual turnover from the managed IT services business as described in "Qualification of managed IT services business experience" with a valid UDIN number</p>



				existing MPLS/P2P and IPSec (FTTH/4G/5G) Networks and also other functionalities mentioned in this RFP		
Modified Clause	Sl . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
		Experience of the bidder				
	2	Proof of Concept of the proposed solution design	The bidder shall propose and execute the proof of concept and demonstrate the proposed solution design to meet the functional requirements specified in the RFP.	<u>Proof of Concept</u>  a. The bidder has to successfully demonstrate all the below will be awarded = 40 marks  All the functional requirements of the KSWAN 3.0 specified in the RFP  b. The bidder is unsuccessful in demonstrating all the functional requirements of the KSWAN 3.0 specified in the RFP will be awarded - Zero marks  <u>Note:</u> The PoC of the proposed solutions shall be demonstrated physically with existing MPLS/P2P and IPSec (FTTH/4G/5G) Networks and also other functionalities mentioned in this RFP	40	(Refer Form Annexure -3 Section 11.5)





CLARIFICATION FOR REQUEST FOR PROPOSAL FOR  
SELECTION OF SYSTEM INTEGRATOR FOR KSWAN 3.0

**(TENDER # CEG/2025-26/IND0043)**

**Centre for e-Governance**

QUERY-1	
Page No/Section No of the RFP Document	Page :88,89 and 113 Section 10.13 Format for No Deviation Certification 11.16 Deviations -Volume 1
Description of the Original Clause	10 13 Format for No Deviation Certificate and 11 16 Deviations
Query details	Both contradict each other Kindle elaborate what is required Both contradict each other Kindle elaborate what is required Deviation Certificate or No Deviation cert
Clarification	Please refer Corrigendum

QUERY-2	
Page No/Section No of the RFP Document	Additional clause
Description of the Original Clause	Additional clause for late payment
Query details	CeG will pay late payment interest if the invoices are accepted and not paid for 60 days
Clarification	No Change, Original Contract Clause Prevails.

QUERY-3	
Page No/Section No of the RFP Document	General
Description of the Original Clause	Price Bid Format in the portal
Query details	It is requested to publish the Price Bid format as only Volumes 1 2, and 3 of the RFP have been provided without the commercial bid documentation
Clarification	Details are available in the RFP Volume -1 -Page no-115 Annexure 4 - Formats for Submission of the Commercial Bid However, the commercial bid will be quoted in the Karnataka Procurement portal only.

QUERY- 4	
Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1
Description of the Original Clause	<p>Bidder Experience: The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p>

	<p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Sole Bidder should have a minimum of 1 No One project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than 150 Crores One Hundred Fifty Crores only inclusive of all taxes
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-5</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Sole Bidder should have a minimum of 2 Nos two projects in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than 245 Crores only inclusive of all taxes
Clarification	No Change, Original Contract Clause Prevails.

QUERY-6	
Page No/Section No of the RFP Document	Page-18 /Section-3 Volume 1
Description of the Original Clause	<p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	Bidder Annual turnover 350 Crores
Clarification	No Change, Original Contract Clause Prevails.

QUERY-7	
Page No/Section No of the RFP Document	Page-19 Section-3 Volume 1
Description of the Original Clause	<p>ISO Certificates: The Sole bidder/Lead bidder of the Consortium shall have valid ISO 9001, ISO 20000, and ISO 27001 Certificates.</p>
Query details	ADD CMMI5
Clarification	No Change, Original Contract Clause Prevails.

QUERY-8	
Page No/Section No of the RFP Document	Page-16 /Section-3 Volume 1
Description of the Original Clause	<p>Should be in the business of providing managed IT services</p> <p>I. Certified letter from the statutory auditor (Refer Form Annexure - 1 Section 10.4)</p> <p>II. Attach Copies of Purchase orders / Work Orders</p> <p>III. Satisfactory performance certificate from the end customer to whom services have been delivered</p> <p><u>Note:</u> Bidders whose contract period is active will also be considered.</p> <p>In the case of Consortium: All the members of the Consortium should be in a minimum of five (5) areas of Managed IT services as defined below.</p>
Query details	<p>we request you to kindly amend in the clause</p> <p>I. certified letter from cost accountant / chartered accountant II Attached copies of purchase order / work orders removing III satisfactory performance certificate from the end customer to whom services has been delivered</p>

Clarification	Please refer to the Addendum
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QUERY-9	
Page No/Section No of the RFP Document	Page-17 /Section-3 Volume 1
Description of the Original Clause	<p>Bidders Experience</p> <p>I. Project Citation as per the (Refer Form Annexure -1 Section 10.6)</p> <p>II. Work Order/Purchase Order/ Contract Agreement issued by Central/State Government / Departments, Public Sector Banks, Public Sector Units of the Government of India and State Governments only shall be accepted, clearly specifying the Scope of Work and value of the contract (inclusive of all taxes).</p> <p>III. Work Satisfactory Completion Certificate/Letter from the end client for whom the project has been implemented, and that the Project has been declared "Go-Live" and is under the Operations &amp; Maintenance phase</p>
Query details	<p>req to ammend clause</p> <p>1 project citation as per the refer annexure1 106</p> <p>II. work order / purchase order/ contract agreement/ work satisfactory certificate/ letter from end client for whom the project has been omplemented and the project has been declared go live and is under operations and manitainance phase issued by central / state govt dept/ public sector banks public secotr units of govt of india and state govt only shall be accepted clearly specifying the SOW and value of contract inc of taxes</p>
Clarification	No Change, Original Contract Clause Prevails.

QUERY-10	
Page No/Section No of the RFP Document	Page-19 /Section-3 Volume 1
Description of the Original Clause	<p>ISO Certificates:</p> <p>The Sole bidder/Lead bidder of the Consortium shall have valid ISO 9001, ISO 20000, and ISO 27001 Certificates</p>
Query details	<p>The sole bidder/ lead bidder of the consortium shall have a valid ISO 9000 or TL9000 ISO 20000 and ISO 27001 certificates as TL9000 is a certification of quality management for telecommunication providers it covers the req of ISO 9001 and a separate certificate is not required</p>
Clarification	No Change, Original Contract Clause Prevails
QUERY- 11	
Page No/Section No of the RFP Document	Page-19,20 and 28 /Section-3 Volume 1
Description of the Original Clause	<p>1. The Sole bidder/Lead bidder of the Consortium should have at least 200 Technical staff on its payroll, as on date, out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science. Further, out of 200 technical staff, 50 should</p>

	<p>have network certification from any of the prominent network equipment OEMs.</p> <p>Any OEM certifications on routing, switching, security, servers, etc</p> <p><b>2. EMD</b></p> <p>The earnest money deposit is required to protect the purchaser against the risk of bidders' conduct which would warrant the security's forfeiture. The EMD amount for the bid is INR 4.49 Crores The EMD amount shall be paid by the bidder in the following manner:</p> <ol style="list-style-type: none"> <li>a) Part A – EMD for Rs. 15,00,000 to be paid through payment options available on the Karnataka Public Procurement Portal namely <a href="https://kppp.karnataka.gov.in/">https://kppp.karnataka.gov.in/</a> (namely Credit Card, Debit Card, NEFT, RTGS, UPI, Internet Banking, Over the Counter via designated bank branches located across the country)</li> <li>b) Part B – EMD for Rs.4,34,00,000/- to be paid in the form of a Bank Guarantee, valid for the period of 180 days from the date of submission of bid.</li> </ol> <p><b><u>3. Bidder's scope of managed IT services</u></b></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
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Query details	<p>Modification requested for the existing clause 3 point 9 page number 19 the Sole Bidder Lead bidder of the Consortium should have at least 200 Technical staff on its payroll as on date out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science Further 25 technical staff from lead bidder consortium partners should have network certification from any of the prominent network equipment OEMs Any OEM certifications on routing switching security servers etc</p> <p>as per page 28 It is requested for consideration to accept the entire EMD amount Rs 4 Cr 49 Lacs in EMD-BG format also it is requested for consideration to accept the EMD from any members of consortium</p> <p>as per page 20 Considerations of IT and Telecom Network with comprising GPON or OFC or 4G Communication Network as Managed IT services experience</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY- 12	
Page No/Section No of the RFP Document	Volume 1
Description of the Original Clause	General
Query details	Request dept to kindly allow submission of max 3 work orders covering scope of managed IT services for consideration under the eligibility and technical evaluation criteria
Clarification	No Change, Original Contract Clause Prevails

QUERY-13	
Page No/Section No of the RFP Document	Volume 1
Description of the Original Clause	General
Query details	Request department to kindly consider parent / group company credentials under the eligibility and technical evaluation criteria
Clarification	No Change, Original Contract Clause Prevails

QUERY-14	
Page No/Section No of the RFP Document	Page no.51 / Section 4.1 Volume 2
Description of the Original Clause	5.On obtaining approval from KSWAN, CeG the SI shall deploy the manpower at all the identified positions within 7 (Seven) working days. In case of delays, penalties are applicable.
Query details	Clarity is required on the calculation of these 7 days
Clarification	Please refer the section 3.10 Project Plan Volume -2

QUERY-15	
Page No/Section No of the RFP Document	Page no.51 / Section 4.1 Volume 2
Description of the Original Clause	7.The knowledge transfer sessions shall be completed within two (2) weeks, and the KSWAN 3.0 SI should ensure that all the required stakeholders should be available during the sessions. In case of delays, penalties are applicable
Query details	requesting complete availability of current SI during the 2 weeks time of knowledge transfer considering the criticality if the services and dependency of the entire KSWAN on this setup suggesting if we can increase this time to 4 weeks
Clarification	No Change, Original Contract Clause Prevails

QUERY-16	
Page No/Section No of the RFP Document	Page-18 /Section-3 Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	req you to ammend as the sole bidder should have an overall minimum annual turnover of Rs 450 crore in incuding managed IT services business in any of two financial years out of the last 5 financial years FY 2019-20 2020-21 2021-22 2022-23 and 2023-24 in the case of 2 memeber sonsortium the lead bidder shoudl have min annual turnover of Rs 230 crore from managed it services and the second consortium memeber should have min annaul turnover of Rs 113 crore from managed IT services business totalling atleast Rs 450 crore in any of the two fin years 2029-20 2020-21 2021-22 2022-23 2023-24
Clarification	No Change, Original Contract Clause Prevails

QUERY-17
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Page No/Section No of the RFP Document	Page no. 61/ Section 8- Payment Terms
Description of the Original Clause	<p>1. The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter. The successful Bidder is guaranteed a payment of 80% of Total QGR for every quarter (20% as upper cap of penalty) with the below exceptions.</p> <p>a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.</p>
Query details	20 percent penalty is already in the higher side please exclude this upto 100percent penalty clause
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-18

Page No/Section No of the RFP Document	Page no.61/ Section 8- Payment Terms
Description of the Original Clause	In case the annual financial average of actual penalties exceeds 30%, the penalties will be retrospectively recovered as per actual penalties, without any cap in the respective components (up to 100% of QGR). The service will be termed as 'very poor', and the contract is liable for termination (for the average network component penalty exceeds 30% of the respective average QGR value in that year).
Query details	req you to please remove this clause as the penalty for non performance is already been getting levied as per clause a
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-19

Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3.Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4.The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	as per rfp apprx 350 resources are currently deployed to manage existng KSWAN 2 infra however under the proposed KSWAN it is invisaged that the network wil be expanded to support 9000 additinal locations we submit that it would be operationally unfeasible to manage this significant scale up with the exisitng resource count to ensure seamless operations timely support and Service level complaince we req to kindly re evaluate the revise the manpower req inline with the expanded scope
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

QUERY-20						
Page No/Section No of the RFP Document	Page no 198/ Section 5.1 Service Levels for Submission of Root Cause Analysis (RCA)- Volume -2					
Description of the Original Clause	SLA Parameter	Penalty for Non-Submission of RCA for Network faults occurring during PBH				
		Within 24 Hours	Within 48 Hours	Within 72 Hours	Within 96 Hours	Beyond 96 Hours, for additional delay of each 24 hours period the additional penalty applicable.
	Severity 1 (Critical):	No Penalty	₹ 25,000	₹ 50,000	₹ 75,000	₹ 50,000
	Severity 2 (Major):	No Penalty		₹ 25,000	₹ 50,000	₹ 25,000
	Severity 3 (Medium):	No Penalty			₹ 25,000	₹ 15,000
	Severity 4 (Low):	No Penalty				₹ 5,000
	Query details	the penalties considered for the delay in RCA submission has already been aggressive and hence beyond 96 hours for additional delay f each 24hours periods the additional penalty of Rs 10000should be considered				
Clarification	No Change, Original Contract Clause Prevails					

QUERY-21						
Page No/Section No of the RFP Document	Page no.212/ Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN- Volume 2					
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices					
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)
	Normal category					

	Departmental office connected from SCR	No penalty applicable	For each hour of Unavailability ₹1250	For each hour of Unavailability ₹2500	No penalty applicable	For each hour of Unavailability ₹500	For each hour of Unavailability ₹1250
	Departmental office connected from DCR	No penalty applicable	For each hour of Unavailability ₹850	For each hour of Unavailability ₹1700	No penalty applicable	For each hour of Unavailability ₹350	For each hour of Unavailability ₹850
	Departmental office connected from TCR	No penalty applicable	For each hour of Unavailability - ₹625	For each hour of Unavailability - ₹1250	No penalty applicable	For each hour of Unavailability - ₹150	For each hour of Unavailability ₹500
	Departmental offices connected through IPsec VPN	No penalty applicable	For each hour of Unavailability - ₹250	For each hour of Unavailability - ₹500	No penalty applicable	No penalty applicable	No penalty applicable
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-2 hours (Cumulative)	2-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	exceeding 12 hours (Cumulative)
	Premier category						
	Departmental office connected from SCR	No penalty applicable	For each hour of Unavailability - ₹1250	For each hour of Unavailability - ₹2500	No penalty applicable	For each hour of Unavailability - ₹500	For each hour of Unavailability - ₹1250
	Departmental office connected	No penalty applicable	For each hour of Unavailability - ₹850	For each hour of Unavailability - ₹1700	No penalty applicable	For each hour of Unavailability - ₹350	For each hour of Unavailability

	d from DCR						liability - ₹850
	Departmental office connected from TCR	No penalty applicable	For each hour of Unavailability - ₹625	For each hour of Unavailability - ₹1250	No penalty applicable	For each hour of Unavailability - ₹250	For each hour of Unavailability - ₹650
Query details	Travel time for field engineers will take 6 to 8 hours remote sites depending on terrain and accessibility 4-hour support is practically not achievable and may lead to non compliance despite best efforts hence req kindly consider revising the onsite SLA to to 2 business days for remote location						
Clarification	No Change, Original Contract Clause Prevails						

#### QUERY-22

Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes- Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply	a. 4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.

				d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.			
Query details	chaneg request for supply installation of IT equipments with 24 weeksfrom date of PO which will allow realistic planning logistics and deployment without ccompromising quality						
Clarification	No Change, Original Contract Clause Prevails						

#### QUERY-23

Page No/Section No of the RFP Document	Page 29/Section 3.5.1 Roles and Responsibilities of System Integrator- Volume 2
Description of the Original Clause	11.Provide insurance coverage for existing KSWAN 2.0 IT equipment, and KSWAN 3.0 IT equipment at SCR, DR-SCR, DCRs, TCRs, and Departmental offices against theft, fire, damage, natural calamities, operational failures, etc.,
Query details	Kindly confirm is bidder is required to provide insurance to the new device proposed under KSWAN 3, who will be responsible for KSWAN 2 insurance during the contract period
Clarification	The Bidder shall be responsible for insuring all IT equipment, irrespective of whether it pertains to KSWAN 2.0 or KSWAN 3.0

#### QUERY-24

Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	12.Immediately after the takeover of KSWAN 2.0 infrastructure, as part of AMC, the KSWAN 3.0 SI shall replace all the batteries of Solar UPS and also replace the batteries of conventional UPS at the PoP locations where only conventional UPS are available.
Query details	as per the RFP some of the exisiting AMC s for active devices are nearing expiry we recommend including the AMC req for these devices as part of this RFP to ensure a single point of ownership for the department without this it may be difficult for the department to assess or impose penalties during network or hardware failures in operations as multiple system integrators may be involved in cordianting with the OEM even for rasing a simple TAC case this can lead increased downtime and operational failures
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-25

Page No/Section No of the RFP Document	Page no. 51/Section 4.1 Phase 1: Takeover of KSWAN 2.0 Network Volume 2
Description of the Original Clause	10.The final signoff date for the exit of KSWAN 2.0 SI and complete take-over by KSWAN 3.0 SI shall be mutually agreed upon with KSWAN, CeG team. The agreed-upon date should be within 60 days from the date of signing of the agreement.
Query details	considering the huge KSWAN network timeline of 60 days is too aggressive requesting if we can make it to 120 days
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-26

Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	<p>we are requesting CeG to ammend the changes as</p> <p>The Sole bidder/Lead bidder of the Consortium should have experience in managed/managing similar projects in the specified business area of anaged IT Services in the last 7 financial years from the date of notification of tender</p> <p>These projects shall be shown as bidders experience and should have been declared GoLive by the end client</p> <p>Note The date of commencement of the project shall be taken as per the Work Order Purchase Order and Copy of Agreement of multiyear projects only</p> <p>Sole Bidder should have a minimum of 1 No One project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than 245 Crores Two Hundred Forty-Five Crores only inclusive of all taxes</p> <p>In the case of a two member Consortium Lead Member should have executed one project of at least 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member</p>

	should have executed one project of at least 61 Crores in the name of the bidding entity with a similar scope of work totaling at least 245 Crores Two Hundred Forty-Five Crores only from consortium members
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-27

Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3. Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4.The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	As we understand from the RFP approximately 350 resources are currently deployed to manage the existing KSWAN 20 infrastructure However under the proposed KSWAN 30 it is envisaged that the network will be expanded to support 9000 additional locations We respectfully submit that it would be operationally unfeasible to manage this significant scale-up with the existing resource count To ensure seamless operations timely support and service level compliance we request the department to kindly re-evaluate and revise the manpower requirements in line with the expanded scope This will enable effective service delivery and long-term sustainability of the KSWAN 30 initiative
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

#### QUERY-28

Page No/Section No of the RFP Document	Page 29/Section 3.5.1 Roles and Responsibilities of System Integrator- Volume 2
Description of the Original Clause	11.Provide insurance coverage for existing KSWAN 2.0 IT equipment, and KSWAN 3.0 IT equipment at SCR, DR-SCR, DCRs, TCRs, and Departmental offices against theft, fire, damage, natural calamities, operational failures, etc.,
Query details	We kindly request you to confirm whether the bidder is required to provide insurance coverage for the new devices proposed under KSWAN 30 Additionally we seek clarification on who will be responsible for the insurance coverage of the existing KSWAN 20 hardware during the project period
Clarification	The Bidder shall be responsible for insuring all IT equipment, irrespective of whether it pertains to KSWAN 2.0 or KSWAN 3.0

#### QUERY-29

Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	12.Immediately after the takeover of KSWAN 2.0 infrastructure, as part of AMC, the KSWAN 3.0 SI shall replace all the batteries of Solar UPS and also replace the batteries of conventional UPS at the PoP locations where only conventional UPS are available.

Query details	As per the RFP some of the existing AMCs for active devices are nearing expiry We recommend including the AMC requirement for these devices as part of this RFP to ensure a single point of ownership for the department Without this it may be difficult for the department to assess or impose penalties during network or hardware failures in operations as multiple system integrators may be involved in coordinating with the OEM-even for raising a simple TAC case This can lead to increased downtime and operational inefficiencies Hence we strongly recommend incorporating the existing OEM AMC under this tender to streamline support reduce dependencies and ensure better accountability and uptime
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-30

Page No/Section No of the RFP Document	Page no.212/ Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN- Volume 2
Description of the Original Clause	a Partial or Complete Equipment Failures Router and Switch at Departmental Offices
Query details	most of the newly proposed departmental offices are located in remote areas In many cases the travel time for field engineers to reach these sites can range from 6 to 8 hours depending on terrain and accessibility Given these logistical constraints we believe that the current 4-hour SLA for on-site support is not practically achievable and may lead to non-compliance despite best efforts We therefore request you to kindly consider revising the on-site SLA to 2 business days for such remote locations This will allow for realistic planning and resource deployment while maintaining service quality
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-31

Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes- Volume 2
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Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a. 4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Change request For supply installation and commissioning of IT equipment within 24 weeks from the date of PO Justification Considering that the proposed locations are in remote areas far from major cities and acknowledging the substantial volume of departmental routers to be deployed during the initial phase we respectfully request that the commissioning period be extended We recommend revising the commissioning timeline to 24 weeks which will allow for realistic planning logistics and deployment without compromising quality or compliance					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-32

Page No/Section No of the RFP Document	Page no.196/ Section 5 Service Level Agreement Volume 2			
Description of the Original Clause	<b>SL. No</b>	<b>Severity</b>	<b>Response Time</b>	<b>Resolution Time</b>
	1	Severity 1	5 Minutes	15 Minutes
	2	Severity 2	10 Minutes	30 Minutes
	3	Severity 3	15 Minutes	45 Minutes
	4	Severity 4	20 Minutes	60 Minutes
Query details	Request Amendment below No Severity Response Time Resolution Time 1 Severity 1 5 Minutes 30 Minutes 2 Severity 2 10 Minutes 60 Minutes 3 Severity 3 15 Minutes 4 Hrs 4 Severity 4 20 Minutes 24 Hrs			
Clarification	No Change, Original Contract Clause Prevails			

#### QUERY-33

Page No/Section No of the RFP Document	Portal
Description of the Original Clause	Price Bid Format in the portal
Query details	It is requested to publish the Price Bid format as only Volumes 1 2 and 3 of the RFP have been provided without the commercial bid documentation
Clarification	Details are available in the RFP Volume -1 -Page no-115 Annexure 4 - Formats for Submission of the Commercial Bid However, the commercial bid will be quoted in the Karnataka Procurement portal only.

#### QUERY-34

Page No/Section No of the RFP Document	Page-18 /Section-3 Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>

Query details	Telecom Projects based on Telecom networking Products do involve providing few of the services specified in this RFP as Managed IT services We therefore request that Telecom Projects and Services may also be allowed as part of this clause Hence we request that the clause may please be amended to read as follows The Sole bidder should have a minimum annual turnover of Rs 450 crores Four Hundred and Fifty Crores only from the managed IT services Telecom Projects and Services business in any of two 2 financial years out of the last five 5 financial years FY 2019 to 20 2020 to 21 2021 to 22 2022 to 23 and 2023 to 24 In the case of a two to member Consortium The Lead Member should have a minimum annual turnover of Rs 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of Rs 113 crores from Managed IT services business totaling at least Rs 450 crores in any of two 2 financial years out of the last five 5 financial years FY 2019 to 20 2020 to 21 2021 to 22 2022 to 23 and 2023 to 24
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-35

Page No/Section No of the RFP Document	Page 60 /Section 8.4 Payment Terms Volume 1					
Description of the Original Clause	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	4	Operation, Management and Maintenance (QGR) for Part A, Part B & Part C	Quarterly in arrears	Eligible payment after deduction of SLA penalties, if any at the end of the each Quarter	System generated artifacts for all SLAs	
Query details	We request an amendment as follows Instructions 1Payment to the SI shall be done monthly in arrears based on the submission of artifacts for Part A Part B of QGR and Part C					
Clarification	No Change, Original Contract Clause Prevails					

#### QUERY-36

Page No/Section No of the RFP Document	Page 61/Section 8 Payment Terms – Volume
Description of the Original Clause	17.Electricity charges for all the PoPs shall be paid by SI and same will be reimbursed by CeG. The electricity bills shall be paid by the SI before the due dates and no penalty charges towards late payments etc will be reimbursed by CeG.

Query details	The due date timelines by the ESCOMs are 15 days from the date the bill is generated Considering this fact we request an amendment as follows 17 Electricity charges for all the PoPs shall be paid by SI and the same will be reimbursed by CeG within 15 days of the reimbursement claim being submitted The electricity bills shall be paid by the SI before the due dates and no penalty charges towards late payments etc will be reimbursed by CeG
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-37

Page No/Section No of the RFP Document	Page 61/ Section 8 Payment Terms Volume -1
Description of the Original Clause	<p><u>SLA and Penalties for Operations and Maintenance Payments</u></p> <p>2. The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter. The successful Bidder is guaranteed a payment of 80% of Total QGR for every quarter (20% as upper cap of penalty) with the below exceptions.</p> <p>a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.</p> <p>b. In case the annual financial average of actual penalties exceeds 30%, the penalties will be retrospectively recovered as per actual penalties, without any cap in the respective components (up to 100% of QGR). The service will be termed as 'very poor', and the contract is liable for termination (for the average network component penalty exceeds 30% of the respective average QGR value in that year).</p>
Query details	We request an amendment as follows considering the practical challenges to remove the subpoints a and b SLA and Penalties for Operations and Maintenance Payments 1 The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter The successful Bidder is guaranteed a payment of 80 percent of Total QGR for every quarter 20 percent as upper cap of penalty with the below exceptions
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-38

Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
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Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	<p>1 Telecom Projects based on Telecom networking Products do involve providing few of the services specified in this RFP as Managed IT services We therefore request that Telecom Projects and Services may also be allowed as part of this clause 2 From this clause the start date for a given contract to be eligible or not is not clear As a collective impact of these two observations we request that the clause may please be amended to read as follows The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services/Telecom Projects and Services in the last 7 Seven financial years from the date of notification of tender FY 2017 to 18 FY2018 to 19 FY 2019 to 20 2020 to 21 2021 to 22 2022 to 23 and 2023 to 24 and these projects shall be shown as bidders experience and should have been declared Go to Live by the end client Note The date of commencement of the project shall be taken as per the Work Order Purchase Order and Copy of Agreement of multi to year projects only a Sole Bidder should have a minimum of 1 No One project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than Rs 245 Crores Two Hundred Forty to Five Crores only inclusive of all taxes In the case of a two to member Consortium Lead Member should have executed one project of at least Rs 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least Rs 61 Crores in the name of the bidding entity with a similar scope of work totaling at least Rs 245 Crores Two Hundred Forty to Five Crores only from consortium members</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-39	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	<p>1 Telecom Projects based on Telecom networking Products do involve providing few of the services specified in this RFP as Managed IT services We therefore request that Telecom Projects and Services may also be allowed as part of this clause</p> <p>2 From this clause the phrase Qualification of Managed IT services business experience should comprise of all of the following activities is causing some confusion in interpretation that this means only projects which have all of these 10 services listed below can be counted However in practical terms that is not likely to be the case because Managed IT Services projects or Telecom Projects and Services as requested by us are likely to have only one or more of these services against an exceptionally low likelihood of all services</p> <p>As a collective impact of these two observations we request that the clause may please be amended to read as follows</p> <p>Bidders scope of managed IT services Telecom Projects and Services Qualification of Managed IT services Telecom Projects and services business experience should comprise of any one or more of the following activities Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1 Supplied installed configured managed and monitored IT infrastructure comprising of network appliances Mandatorily conventional Core and branch Routers and WAN links Mandatorily MPLS P2P and ILL</li> <li>2 Implementation and maintenance of Network Operations Centre</li> <li>3 Providing remote assistance in troubleshooting from the NOC</li> <li>4 Supplied installed configured and managed security appliances like firewalls IPS/IDS antivirus</li> <li>5 Providing software and patch management</li> <li>6 Providing capacity management for infrastructure</li> <li>7 Provide 24x7 helpdesk services to users</li> <li>8 Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9 Provide resident engineers for remote branch locations</li> </ol>

	10 Contracts with client should be multiyear with a minimum of 3 year period
Clarification	Please refer Corrigendum

QUERY-40	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	<p>Telecom Projects based on Telecom networking Products do involve providing few of the services specified in this RFP as Managed IT services We therefore request that Telecom Projects and Services may also be allowed as part of this clause Hence we request that the clause may please be amended to read as follows The Sole bidder should have a minimum annual turnover of Rs 450 crores Four Hundred and Fifty Crores only from the managed IT services Telecom Projects and Services business in any of two 2 financial years out of the last five 5 financial years FY 2019 to 20 2020 to 21 2021 to 22 2022 to 23 and 2023 to 24 In the case of a two to member Consortium The Lead Member should have a minimum annual turnover of Rs 230 Crores from Managed IT Services business OR from Telecom Equipment Supply and Services and the 2nd Consortium Member should have a minimum annual turnover of Rs 113 crores from Managed IT services business or from Telecom Equipment Supply and Services totaling at least Rs 450 crores in any of two 2 financial years out of the last five 5 financial years FY 2019 to 20 2020 to 21 2021 to 22 2022 to 23 and 2023 to 24</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-41	
Page No/Section No of the RFP Document	Page 194 to 242/ Section 5 Service Level Agreement/ Volume-2
Description of the Original Clause	Service Level Agreement
Query details	<p>All Service Level Agreement penalties seem very high and are practically difficult to prevent Considering these practical difficulties we request an amendment to reduce all penalty values to less than the present values mentioned in the RFP</p>

Clarification	No Change, Original Contract Clause Prevails
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QUERY-42	
Page No/Section No of the RFP Document	Page no.194/Section 5 Service Levels and Penalties
Description of the Original Clause	<p>1. <b>Prime Business Hours (PBH):</b> PBH refers to the Government business hours and days during which the network availability of the KSWAN is critical.</p> <p>a. <b>SCR and DR-SCR:</b> The prime business hours for the SCR and DR-SCR is across <b>24X7X365 days</b>.</p> <p>b. <b>DCRs/TCRs:</b> The prime business hours for the DCRs and TCRs starts at <b>08:00</b> hrs and ends at <b>20:00</b> hrs on all state government working days.</p> <p>c. <b>Mini-PoPs / Aggregation Nodes/Departmental Offices:</b> The prime business hours starts at <b>09:00</b> hrs and ends at <b>19:00</b> hrs on all state government working days.</p>
Query details	<p>We request an amendment as follows considering the practical challenges at remote locations</p> <p>6.Prime Business Hours PBH refers to the Government business hours and days during which the network availability of the KSWAN is critical a SCR and DR SCR The prime business hours for the SCR and DR SCR is across 24 7 365 days</p> <p>bDCRs/TCRs The prime business hours for the DCRs starts at 0800 hrs and ends at 2000 hrs on all state government working daysThe prime business hours for the TCRs starts at 0900 hrs and ends at 1900 hrs on all state government working days</p> <p>cMiniPoPs/Aggregation Nodes/Departmental Offices The prime business hours starts at 1000 hrs and ends at 1800 hrs on all state government working days</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-43	
Page No/Section No of the RFP Document	Page no.210/Section 5 Service Levels and Penalties for DCRs TCR Volume-2
Description of the Original Clause	



	Service degradation due to partial failure of equipment at DCRs, TCRs, Aggregation Nodes, & Mini-PoPs									
	Type of Location	SLA Parameter	Penalty in a quarter during PBH				Penalty in a quarter during EBH			
			Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour	Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour
	DCR	Partial failure of any equipment located at DCR causing service degradation	No penalty applicable	For each hour of unavailability- ₹ 2500	For each hour of unavailability- ₹ 3000	For each hour of unavailability- ₹ 4000	No penalty applicable	For each hour of unavailability- ₹ 2000	For each hour of unavailability- ₹ 2500	For each hour of unavailability- ₹ 3000
	TCR, Aggregation Nodes, Mini-PoPs	Partial failure of any equipment located at TCRs, Aggregation Nodes, Mini-PoPs causing service degradation	No penalty applicable	For each hour of unavailability- ₹ 5000	For each hour of unavailability- ₹ 6000	For each hour of unavailability- ₹ 8000	No penalty applicable	For each hour of unavailability- ₹ 1500	For each hour of unavailability- ₹ 2000	For each hour of unavailability- ₹ 2500
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows Service degradation due to partial failure of equipment at DCRs TCRs Aggregation Nodes and Mini PoPs</p> <p>Type of Location DCR SLA Parameter Partial failure of any equipment located at DCR causing service degradation Penalty in a quarter during PBH Between 0to2 Hours No penalty applicable</p> <p>Between 2to4 Hours For each hour of unavailability Rs 1500</p> <p>Between 4to6 Hours For each hour of unavailability Rs 2000</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 3000</p> <p>Penalty in a quarter during EBH</p> <p>Between 0to2 Hours No penalty applicable</p> <p>Between 2to4 Hours For each hour of unavailability 1000</p> <p>Between 4to6 Hours For each hour of unavailability Rs 1500</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 2000</p>									

	If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period
Clarification	No Change, Original Contract Clause Prevails

QUERY-44						
Page No/Section No of the RFP Document	Page no. 212 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2					
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices					
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)
	Normal category					
	Departmental office connected from TCR	No penalty applicable	For each hour of Unavailability - ₹625	For each hour of Unavailability - ₹1250	No penalty applicable	For each hour of Unavailability - ₹150
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows SLA Parameter Departmental office connected from TCR Penalty in a quarter during PBH</p> <p>0to4 hours Cumulative No Penalty</p> <p>4to8 hours Cumulative For each hour of Unavailability Rs125</p> <p>Exceeding 8 hours Cumulative For each hour of Unavailability Rs250</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs50</p> <p>Exceeding 12 hours Cumulative For each hour of Unavailability Rs100</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-45	
Page No/Section No of the RFP Document	Page no. 212 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2

Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	Exceeding 12 hours (Cumulative)
	Normal category						
	Departmental office connected from DCR	No penalty applicable	For each hour of Unavailability ₹850	For each hour of Unavailability ₹1700	No penalty applicable	For each hour of Unavailability ₹350	For each hour of Unavailability ₹850
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>SLA Parameter Departmental office connected from DCR Penalty in a quarter during PBH</p> <p>0TO4 hours Cumulative No Penalty</p> <p>4to8 hours Cumulative For each hour of Unavailability Rs200</p> <p>Exceeding 8 hours Cumulative For each hour of Unavailability Rs300</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs100</p> <p>Exceeding 12 hours Cumulative For each hour of Unavailability Rs150</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>						
Clarification	No Change, Original Contract Clause Prevails						

QUERY-46							
Page No/Section No of the RFP Document	Page no. 212 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	Exceeding 12 hours (Cumulative)

				8 hours (Cumulative)			(Cumulative)
	Normal category						
	Departmental office connected from SCR	No penalty applicable	For each hour of Unavailability ₹1250	For each hour of Unavailability ₹2500	No penalty applicable	For each hour of Unavailability ₹500	For each hour of Unavailability ₹1250
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>a Partial or Complete Equipment Failures Router and Switch at Departmental Offices SLA Parameter Departmental office connected from SCR Penalty in a quarter during PBH</p> <p>0to4 hours Cumulative No Penalty</p> <p>4to8 hours Cumulative For each hour of Unavailability Rs500</p> <p>Exceeding 8 hours Cumulative For each hour of Unavailability Rs700</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs100</p> <p>Exceeding 12 hours Cumulative For each hour of Unavailability Rs100</p> <p>Exceeding 12 hours Cumulative For each hour of Unavailability Rs200</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>						
Clarification	No Change, Original Contract Clause Prevails						

#### QUERY-47

Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2
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Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices					
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	Exceeding 12 hours (Cumulative)
	Normal category					
	Departmental offices connected through IPsec VPN	No penalty applicable	For each hour of Unavailability - ₹250	For each hour of Unavailability - ₹500	No penalty applicable	No penalty applicable
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows a Partial or Complete Equipment Failures Router and Switch at Departmental Offices SLA Parameter Departmental offices connected through IPsec VPN</p> <p>Penalty in a quarter during PBH  0to4 hours Cumulative No Penalty  4to8 hours Cumulative No penalty applicable  Exceeding 8 hours Cumulative For each hour of Unavailability Rs100</p> <p>Penalty in a quarter during EBH  0to6 hours Cumulative No penalty applicable  6to12 hours Cumulative No penalty applicable  Exceeding 12 hours Cumulative No penalty applicable</p>					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-48					
Page No/Section No of the RFP Document	Page no. 214 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2				
Description of the Original Clause	b. Departmental Office connected on LAN and OFC cables				
	SLA Parameter	Penalty in a quarter during PBH		Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	Exceeding 6 hours (Cumulative)
	Premier category				

	LAN cable at Departmental office connected from SCR/DCR/TCR	No penalty applicable	For each hour of Unavailability - ₹500	No penalty applicable
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>b Departmental Office connected on LAN and OFC cables Normal category SLA Parameter LAN cable at Departmental office connected from SCR/DCR/TCR</p> <p>Penalty in a quarter during PBH 0to4 hours Cumulative No penalty applicable Exceeding 4 hours Cumulative For each hour of Unavailability Rs200</p>			
Clarification	No Change, Original Contract Clause Prevails			

QUERY-49				
Page No/Section No of the RFP Document	Page no. 214 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2			
Description of the Original Clause	b. Departmental Office connected on LAN and OFC cables			
	SLA Parameter	Penalty in a quarter during PBH		Penalty in a quarter during EBH
		0-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative) Exceeding 6 hours (Cumulative)
	Normal category			
	LAN cable at Departmental office connected from SCR/DCR/TCR	No penalty applicable	For each hour of Unavailability - ₹200	No penalty applicable
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>b Departmental Office connected on LAN and OFC cables Normal category SLA Parameter LAN cable at Departmental office connected from SCR/DCR/TCR</p> <p>Penalty in a quarter during PBH 0to4 hours Cumulative No penalty applicable Exceeding 4 hours Cumulative For each hour of Unavailability Rs100</p>			
Clarification	No Change, Original Contract Clause Prevails			

QUERY-50	
Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2

Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-2 hours (Cumulative)	2-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	exceeding 12 hours (Cumulative)
	Premier category						
	Departmental office connected from DCR	No penalty applicable	For each hour of Unavailability - ₹850	For each hour of Unavailability - ₹1700	No penalty applicable	For each hour of Unavailability - ₹350	For each hour of Unavailability - ₹850
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>Premier category Penalty in a quarter during PBH SLA Parameter Departmental office connected from DCR</p> <p>0to2 hours Cumulative No penalty applicable</p> <p>2to4 hours Cumulative For each hour of Unavailability Rs200</p> <p>Exceeding 4 hours Cumulative For each hour of Unavailability Rs400</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs150</p> <p>exceeding 12 hours Cumulative For each hour of Unavailability Rs200</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>						
Clarification	No Change, Original Contract Clause Prevails						

QUERY-51					
Page No/Section No of the RFP Document	Page no. 214 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2				
Description of the Original Clause					
	b. Departmental Office connected on LAN and OFC cables				
	SLA Parameter	Penalty in a quarter during PBH		Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	Exceeding 6 hours (Cumulative)

	Normal category			
	OFC cable at Departmental office connected from SCR/DCR/TCR	No penalty applicable	For each hour of Unavailability - ₹500	No penalty applicable
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>b Departmental Office connected on LAN and OFC cables Normal category</p> <p>SLA Parameter OFC cable at Departmental office connected from SCR/DCR/TCR</p> <p>Penalty in a quarter during PBH</p> <p>0to4 hours Cumulative No penalty applicable</p> <p>Exceeding 4 hours Cumulative</p> <p>For each hour of Unavailability Rs200</p>			
Clarification	No Change, Original Contract Clause Prevails			

QUERY-52							
Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-2 hours (Cumulative)	2-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	exceeding 12 hours (Cumulative)
	Premier category						
	Departmental office connected from SCR	No penalty applicable	For each hour of Unavailability - ₹1250	For each hour of Unavailability - ₹2500	No penalty applicable	For each hour of Unavailability - ₹500	For each hour of Unavailability - ₹1250



Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>Premier category Penalty in a quarter during PBH SLA Parameter Departmental office connected from SCR</p> <p>0to2 hours Cumulative No penalty applicable</p> <p>2to4 hours Cumulative For each hour of Unavailability Rs250</p> <p>Exceeding 4 hours Cumulative For each hour of Unavailability Rs500</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs200</p> <p>exceeding 12 hours Cumulative For each hour of Unavailability Rs300</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-53

Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-2 hours (Cumulative)	2-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	exceeding 12 hours (Cumulative)
	Premier category						
	Departmental office connected from TCR	No penalty applicable	For each hour of Unavailability - ₹625	For each hour of Unavailability - ₹1250	No penalty applicable	For each hour of Unavailability - ₹250	For each hour of Unavailability - ₹650

Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows</p> <p>Premier category Penalty in a quarter during PBH SLA Parameter Departmental office connected from TCR</p> <p>0to2 hours Cumulative No penalty applicable</p> <p>2to4 hours Cumulative For each hour of Unavailability Rs150</p> <p>Exceeding 4 hours Cumulative For each hour of Unavailability Rs200</p> <p>Penalty in a quarter during EBH</p> <p>0to6 hours Cumulative No penalty applicable</p> <p>6to12 hours Cumulative For each hour of Unavailability Rs100</p> <p>exceeding 12 hours Cumulative For each hour of Unavailability Rs200</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-54								
Page No/Section No of the RFP Document	Page no. 216 /Section 5.5.1Diesel Generator (DG) at SCR, DCRs and TCRs Volume-2							
Description of the Original Clause	Response time for refilling of the fuel at DCRs and TCRs (for each instance)							
	Type of Location	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
			Between 0-3 Hours	Between 3– 5 Hours	Exceeding 5 Hour	Between 0-4 Hours	Between 4 – 6 Hours	Exceeding 6 Hour
	DCRs and TCRs	At DCRs and TCRs response time for refilling of the fuel	i. No penalty applicable ii. ₹ 1000 in case of spillover from EBH	₹ 1000	for each hour- ₹ 2000	i. No penalty applicable ii. ₹ 500 in case of spillover from PBH	₹ 500	for each hour- ₹ 1000

Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows Response time for refilling of the fuel at DCRs and TCRs for each instance Type of Location DCRs and TCRs SLA Parameter</p> <p>At DCRs and TCRs response time for refilling of the fuel Penalty in a quarter during PBH Between 0to3 No penalty applicable Rs 200 in case of spillover from EBH Between 3to5 Hours Rs 200 Exceeding 5 Hours for each hour Rs 300</p> <p>Penalty in a quarter during EBH Between 0to4 Hours No penalty applicable Rs 100 in case of spillover from PBH Between 4to6 Hours rs100 Exceeding 6 Hour for each hour Rs200</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY- 55			
Page No/Section No of the RFP Document	Page no. 216 /Section 5.5.1Diesel Generator (DG) at SCR, DCRs and TCRs Volume-2		
Description of the Original Clause	Response time for refilling of the fuel at SCR and DR-SCR (for each instance)		
	SLA Parameter	Time Period	Penalty
	Fuel tank refilling for DGs – Minimum fuel to be maintained in the fuel tank of the DG is 50%		
	At SCR and DR-SCR response time for the refilling of the fuel	0-2 hours	No penalty applicable
		2-4 hours	₹5000
		Beyond 4 hours	₹5000 for each hour
Query details	<p>Considering the practical challenges and possibilities we request an amendment as follows Response time for refilling of the fuel at SCR and DR SCR for each instance SLA Parameter Fuel tank refilling for DGs Minimum fuel to be maintained in the fuel tank of the DG is 50 percent At SCR and DR SCR response time for the refilling of the fuel 0to2 hours No penalty applicable 2to4 hours Rs2000 Beyond 4 hours Rs3000 for each hour</p>		
Clarification	No Change, Original Contract Clause Prevails		

QUERY- 56	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	<p>Network Admin- Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience.</li> <li>Experienced in troubleshooting and providing technical support for network-related issues.</li> <li>Experienced in providing network monitoring, analyzing network data, and identifying network bottlenecks.</li> <li>Capable of creating and maintaining network-related documentation.</li> <li>Should have network certifications from OEMs like Cisco, Juniper, and HP.</li> </ol>
Query details	<p>Network Admin/Qualifications Experience and Skills Professionals with more years of experience are generally in management positions making it difficult to recruit and retain them for this position We request an amendment to the qualification requirements as follows We request an amendment to the qualification requirements as follows</p> <p>a BE/BTech Graduate Electronics/Computers /IT/ Telecom with a minimum of five years total experience Or Diploma/BSc in Electronics/Computers/IT/Telecom with a minimum of seven years total experience b Experienced in troubleshooting and providing technical support for network-related issues</p>
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 57

Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</li> <li>A minimum of five (5) years of experience as a Security expert.</li> <li>Should have strong knowledge of security principles, concepts, and industry best practices.</li> <li>Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</li> <li>Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</li> </ol>
Query details	<p>Resource Level-Security Specialist</p> <p>Qualifications Experience and Skills Professionals with 15 years of experience are generally in management positions making it difficult to recruit them We request an amendment to the qualification requirements as follows a BE/BTech Graduate in Electronics/Computers/IT/Telecom with a minimum of eight years of total experience or Diploma/BSc in Electronics/Computers/IT or MCA with a minimum of ten years of total experience</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-58	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level-Security Admin Qualifications Experience and Skills a. BE/BTech Graduate in Electronics/Computers/ IT/Telecom with a minimum of 8 years of experience in Network security
Query details	Security Admin/ Qualifications Experience and Skills We request an amendment to the qualification requirements as follows a BE/BTech Graduate in Electronics/Computers/IT/Telecom or MCA with a minimum of five years of experience in Network security
Clarification	No Change, Original Contract Clause Prevails

QUERY-59	
Page No/Section No of the RFP Document	Page no.195/Section 5 Service Levels and Penalties Volume -2
Description of the Original Clause	<b>9. Unplanned Network Outage:</b> ‘Unplanned Network Outage’ refers to an instance in which the services of the KSWAN network are not available for the user departments due to failure of the network component. <b>SCR/DCRs/TCRs:</b> a. Only one instance of a maximum duration of 15 minutes in a QGR shall be exempted from any penalties. b. Similarly, penalties are applicable for any unplanned network outage instance occurring beyond 15 minutes in the first instance in a QGR. c. Penalties are applicable for any unplanned network outage instances occurring beyond one instance in a QGR.
Query details	Due to the Primary link fluctuations device downtime incidents will be created automatically by the NMS tool and it takes a minimum of 15 minutes to resolve the incident Proving power on uptime of the device. we request an amendment as follows a All Instances up to 15 minutes are exempted from the penalty b Penalties are applicable for any unplanned network outage instance occurring beyond 15 minutes in a QGR if the device is restarted
Clarification	No Change, Original Contract Clause Prevails

QUERY-60	
Page No/Section No of the RFP Document	Page no.194/Section 5 Service Levels and Penalties Volume -2
Description of the Original Clause	<b>7. Extended Business Hours (EBH):</b> EBH refers to extended business hours where the network utilization is low. a. <b>SCR and DR-SCR:</b> EBH is not applicable, as PBH is across <b>24X7X365 days.</b> b. <b>DCR/TCR:</b> The Extended Business hours ranges from <b>20:01</b> hrs till <b>07:59</b> hrs on all weekdays, and <b>00:00 hrs to 24:00 hrs</b> on all Government holidays. c. <b>Mini-PoPs/Aggregation Nodes/Departmental offices:</b> The Extended Business hours range from <b>19:01</b> hrs to <b>08:59</b> hrs on all weekdays, and <b>00:00 hrs to 24:00 hrs</b> on all Government

	holidays.
Query details	<p>We request an amendment as follows considering the practical challenges at remote locations</p> <p>7.Extended Business Hours EBH refers to extended business hours where the network utilization is low</p> <p>a.SCR and DR SCR EBH is not applicable as PBH is across 24 7 365 days</p> <p>b DCR/TCR For DCRs the Extended Business hours ranges from 2001 hrs till 0759 hrs on all weekdays and 0000 hrs to 2400 hrs on all Government holidays</p> <p>For TCRs the Extended Business hours ranges from 1901 hrs till 0859 hrs on all weekdays and 0000 hrs to 2400 hrs on all Government holidays</p> <p>c Mini PoPs/Aggregation Nodes/Departmental offices The Extended Business hours range from 1801 hrs to 0959 hrs on all weekdays and 0000 hrs to 2400 hrs on all Government holidays</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-61				
Page No/Section No of the RFP Document	Page no.197/Section 5 Service Levels and Penalties -Volume -2			
Description of the Original Clause	SL. No	Severity	Response Time	Resolution Time
	1	Severity 1	5 Minutes	15 Minutes
	2	Severity 2	10 Minutes	30 Minutes
	3	Severity 3	15 Minutes	45 Minutes
	4	Severity 4	20 Minutes	60 Minutes
Query details	During link fluctuations a huge no of tickets will be generated Also during power issues at the department offices the huge no of incidents will be geneated Considering this practical challenges we request an amendment as follows 1 Severity Severity 1 Response Time15 Minutes Resolution Time 30 Minutes 2Severity Severity 2 Response Time 30 Minutes Resolution Time 45 Minutes 3 Severity Severity 3 Response Time 45 Minutes Resolution Time 60 Minutes 4 Severity Severity 4 Response Time 60 Minutes Resolution Time 120 Minutes			
Clarification	No Change, Original Contract Clause Prevails			

QUERY-62	
Page No/Section No of the RFP Document	Page no.208/5.4.5 Service Levels and Penalties for DCRs, TCRs, Aggregation Nodes & Mini-PoPs- Volume -2

Description of the Original Clause	Cumulative Service Interruption due to failure of equipment at DCRs, TCRs, Aggregation Nodes, & Mini-PoPs									
	Type of Location	SLA Parameter	Penalty in a quarter during PBH				Penalty in a quarter during EBH			
			Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour	Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour
	DCR	Failure of any equipment located at DCR causing service interruption.	No penalty applicable	For each hour of unavailability- ₹ 5000	For each hour of unavailability- ₹ 6000	For each hour of unavailability- ₹ 8,000	No penalty applicable	For each hour of unavailability- ₹ 4000	For each hour of unavailability- ₹ 5000	For each hour of unavailability- ₹ 6000
Query details	<p>Considering the practical challenges we request an amendment as follows</p> <p>Service Levels and Penalties for DCRs TCRs Aggregation Nodes and Mini-PoPs</p> <p>Type of Location DCR Penalty in a quarter during PBH SLA Parameter Failure of any equipment located at DCR causing service interruption</p> <p>Between 0-2 Hours No penalty applicable</p> <p>Between 2- 4 hours For each hour of unavailability Rs 2000</p> <p>Between 4to6 Hours For each hour of unavailability Rs 4000</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 5000</p> <p>Penalty in a quarter during EBH</p> <p>Between 0to2 Hours No penalty applicable</p> <p>Between 2to4 Hours For each hour of unavailability Rs 2000</p> <p>Between 4to6 Hours For each hour of unavailability Rs 3000</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 4000</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>									
Clarification	No Change, Original Contract Clause Prevails									

#### QUERY-63

Page No/Section No of the RFP Document	Page no.209/5.4.5 Service Levels and Penalties for DCRs, TCRs, Aggregation Nodes & Mini-PoPs- Volume -2
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Description of the Original Clause	Cumulative Service Interruption due to failure of equipment at DCRs, TCRs, Aggregation Nodes, & Mini-PoPs									
	Type of Location	SLA Parameter	Penalty in a quarter during PBH				Penalty in a quarter during EBH			
			Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour	Between 0-2 Hours	Between 2 – 4 Hours	Between 4- 6 Hours	Exceeding 6 Hour
	TCR, Aggregation Nodes, Mini-PoPs	Failure of any equipment located at TCRs, Aggregation Nodes, Mini-PoPs causing service interruption	No penalty applicable	For each hour of unavailability- ₹ 4000	For each hour of unavailability- ₹ 5000	For each hour of unavailability- ₹ 7000	No penalty applicable	For each hour of unavailability- ₹ 3000	For each hour of unavailability- ₹ 4000	For each hour of unavailability- ₹ 5000
Query details	<p>Considering the practical challenges we request an amendment as follows</p> <p>Service Levels and Penalties for DCRs TCRs Aggregation Nodes and Mini PoPs Type of Location</p> <p>TCR Aggregation Nodes Mini PoPs</p> <p>Penalty in a quarter during PBH SLA Parameter Failure of any equipment located at TCRs Aggregation Nodes</p> <p>Between 0to2 Hours No penalty applicable</p> <p>Between 2to4 hours For each hour of unavailability Rs 2000</p> <p>Between 4to 6 Hours For each hour of unavailability Rs 3000</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 4000</p> <p>Penalty in a quarter during EBH</p> <p>Between 0to2 Hours No penalty applicable</p> <p>Between 2to4 Hours For each hour of unavailability Rs 1500</p> <p>Between 4to6 Hours For each hour of unavailability Rs 2000</p> <p>Exceeding 6 Hour For each hour of unavailability Rs 3000</p> <p>If the incident happened during EBH hours there will be no penalty applicable due to the challenges of logistics during EBH hours The penalty calculations start from PBH period</p>									
Clarification	No Change, Original Contract Clause Prevails									

#### QUERY-64

Page No/Section	Page no. 214 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2
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No of the RFP Document					
Description of the Original Clause					
	b. Departmental Office connected on LAN and OFC cables				
	SLA Parameter	Penalty in a quarter during PBH		Penalty in a quarter during EBH	
		0-4 hours (Cumulative)	Exceeding 4 hours (Cumulative)	0-6 hours (Cumulative)	Exceeding 6 hours (Cumulative)
	Normal category				
	OFC cable at Departmental office connected from SCR/DCR/TCR	No penalty applicable	For each hour of Unavailability - ₹500	No penalty applicable	
Query details	Considering the practical challenges and possibilities we request an amendment as follows b Departmental Office connected on LAN and OFC cables Normal category SLA Parameter OFC cable at Departmental office connected from SCR/DCR/TCR Penalty in a quarter during PBH 0to4 hours Cumulative No penalty applicable Exceeding 4 hours Cumulative For each hour of Unavailability Rs 400				
Clarification	No Change, Original Contract Clause Prevails				

QUERY- 65				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
	Query details	During link fluctuations a huge no of tickets will be generated Also during power issues at the department offices the huge no of incidents will be geneated Considering this practical challenges we request an amendment as follows 1 Severity Severity 1 Mean Time Respond PBH 15 Minutes EBH 15 minutes 2 Severity Severity 2 Mean Time Respond PBH 30 Minutes EBH 45 minutes 3 Severity Severity 3 Mean Time Respond PBH 45 Minutes EBH 60 minutes 4 Severity Severity 4 Mean Time Respond PBH 60 Minutes EBH 90 minutes		
Clarification	No Change, Original Contract Clause Prevails			

QUERY-66				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause		<b>Sl. No</b>	<b>Severity</b>	<b>Penalty</b>
		1	Severity1	₹ 500 for a delay of each 5 minutes from declared MTTR for each event
		2	Severity2	₹ 400 for a delay of each 5 minutes from declared MTTR for each event
		3	Severity3	₹ 300 for delay of each 5 minutes from declared MTTR for each event
		4	Severity4	₹ 200 for delay of each 5 minutes from declared MTTR for each event
Query details	<p>Due to the link fluctuations a huge no of tickets will be generated Also during power issues at the department offices a huge no of incidents will be generated Considering this practical challenges we request an amendment as follows</p> <p>1 Severity severity 1 Penalty Rs 400 for a delay of each 60 minutes from declared MTTR for each event</p> <p>2 Severity severity 2 Penalty Rs 300 for a delay of each 60 minutes from declared MTTR for each event</p> <p>3 Severity severity 3 Penalty Rs 200 for a delay of each 60 minutes from declared MTTR for each event</p> <p>4 Severity severity 4 Penalty Rs100 for a delay of each 60 minutes from declared MTTR for each event</p>			
Clarification	No Change, Original Contract Clause Prevails			

QUERY-67	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Network Specialist</p> <p>Qualifications Experience and Skills</p> <p>a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience</p> <p>b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN</p>
Query details	<p>Resource Level/Network Specialist/</p> <p>Qualifications Experience and Skill Professionals with 15 years of experience are generally in management positions making it difficult to recruit them We request an amendment to the qualification requirements as follows</p> <p>a BE/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of Ten years of total experience or Diploma/BSc in Electronics/Computers/IT with a minimum of Twelve 12 years of total experience</p> <p>b A minimum of three years of experience as a network solution provider and implementation of large and complex WAN</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-68	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level-Server Admin</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers.</li> <li>Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies.</li> <li>Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc.,</li> <li>Familiar with server monitoring tools, optimization techniques, and server security industry best practices.</li> <li>Should be certified like MCSE or MCSA or industry equivalent</li> </ol>
Query details	<p>Resource Level/ Server Admin/ Qualifications Experience and Skills</p> <p>Professionals with ten years of experience are generally in management positions making it difficult to recruit them</p> <p>We request an amendment to the qualification requirements as follows</p> <p>a BE/BTech Graduate in Electronics/Computers/IT/Telecom or MCA with a minimum of seven years of experience in the management of servers</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-69	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Electrical Technician a SCR 1 no bVijayapura1 no</p> <p>Qualification Experience and Skills</p> <p>a ITI/Diploma in Electrical with a minimum of eight years of experience</p>
Query details	<p>Resource Level/ Electrical Technician/Qualification Experience and Skills</p> <p>Sourcing experienced resources can be challenging for this position So we request that this requirement be amended to include the following qualifications a SCR 1 no bVijayapura1 no</p> <p>a ITI/Diploma in Electrical with a minimum of five years of experience</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-70	
Page No/Section No of the RFP Document	Page no.43/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Field Resource</p> <p>Qualification Experience and Skills</p> <ol style="list-style-type: none"> <li>BE/BTech Electronics/Computer Science/IT /Telecom with a minimum of three years of experience in implementation/maintenance of IT networks</li> </ol>

Query details	<p>Graduates in Electrical and Electronics Engineering/Instrumentation Engineering/information science is also at par with managing the IT infrastructure We request that this clause be amended to include the following qualifications also Resource Level/ Field Resource/ Qualification Experience and Skills</p> <p>a BE/BTech Electronics/Computer Science/IT /Telecom/Electrical and Electronics with a minimum of three years of experience in implementation/maintenance of IT networks</p>
Clarification	Please refer to the Addendum

<b>QUERY-71</b>	
Page No/Section No of the RFP Document	Page no.43/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Nodal Officer</p> <p>Qualification Experience and Skills</p> <p>a. BE / BTech in Electronics/Computer Science/IT /Telecom with a minimum of 5 years of experience</p>
Query details	<p>Resource Level Nodal Officer/Qualification Experience and Skills</p> <p>Graduates in Electrical and Electronics Engineering /Instrumentation Engineering/information science is also at par with managing the IT infrastructure We request that this clause be amended to include the following qualification</p> <p>a BE / BTech in Electronics/Computer Science/IT /Telecom/Information Science/ Electrical and Electronics/ Instrumentation with a minimum of 5 years of experience</p>
Clarification	Please refer to the Addendum

<b>QUERY-72</b>	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- DCR/TCR Field Resource</p> <p>Qualification Experience and Skills</p> <p>a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks.</p> <p>OR</p> <p>Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks.</p>
Query details	<p>Resource Level/ DCR/TCR Field Resource/ Qualification Experience and Skills Making it difficult to recruit more experienced resources at remote locations We request that this clause be amended to include the following qualification a Diploma in Electronics /Computer/Electrical/ Telecom/IT with a minimum of two years of experience in which a minimum of 2 years experience in the maintenance of IT networks OR Any Degree/any Diploma in Engineering with at least three years of experience in which a minimum of 2 years of relevant experience in the maintenance of IT networks</p>
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-73</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	Resource Level/ Helpdesk/ Qualification Experience and Skills Sourcing experienced resources can be challenging for a helpdesk position So we request that this requirement be amended to include the following qualifications a Diploma/BSc in Electronics and Communication / Computer Science / Information Technology/Telecom/Electrical and Electronics with a minimum of two years of work experience or a BCA with minimum of three years of work experience
Clarification	Please refer to the Addendum

<b>QUERY-74</b>	
Page No/Section No of the RFP Document	Page no.119/ Section 12.1 Opex Charges - Volume 1
Description of the Original Clause	Opex Part C AMC charges for 5 KVA Solar UPS system and Battery Bank 200 AH x 16 numbers for 5 years AMC charges for 6 KVA Conventional UPS system and Battery Bank 100 AH x 16 numbers for 5 years AMC charges for 125 KVA DG for 5 years AMC charges for 50 KVA UPS system and Battery Bank 120 AH x 32 numbers for 5 years AMC charges for Biometric Devices for 2 years
Query details	In the commercial bid format the AMC equipment price inclusive of taxes is marked NA Please confirm if these items should be quoted
Clarification	Please refer to the Corrigendum

<b>QUERY-75</b>	
Page No/Section No of the RFP Document	Page no.54/ Section 6.6 Performance Bank Guarantee (PBG) - Volume 1
Description of the Original Clause	1. This Performance Bank Guarantee shall be for an amount equivalent to 5% of the total contract value.
Query details	We request confirmation that the Performance Bank Guarantee PBG is submitted for one year and renewed annually for five years
Clarification	PBG shall be submitted for the period of 5 years 3 months before signing MSA

<b>QUERY-76</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General

Query details	We request a 20 percent advance payment upon Advance Bank Guarantee submission and propose payment terms 20 percent against ABG 60 percent after supply to CeG location 10 percent after successful Installation and Commissioning I and C and Final Acceptance Test FAT and 10 percent retention paid quarterly over the contract balance
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-77</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	We request pro-rata payment terms for supply and installation For example if the order includes 50 items with 45 supplied and 30 installed we request payment for 45 supplied and 30 installed items
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-78</b>						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause	SL No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment and IT components	For equipment at Departmental offices, Mini-PoPs and Aggregation nodes: On Delivery and successful installation and acceptance testing of the equipment as per work order.	90% of the cost of equipment after deduction of implementation penalties, if any	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM / SI <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format	Payable on successful check of all the equipment and testing by CeG authorised representative

Query details	No payment provision exists for supply We request 80 percent payment upon material supply and 10 percent upon I and C completion as lack of supply payment impacts cash flow when installation is delayed due to site unavailability or dependencies
Clarification	No Change, Original Contract Clause Prevails

QUERY-79						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause						
	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment and IT components	For SCR, DR-SCR, DCR, TCR Core infrastructure.	a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C) & successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	Payable on successful check of all the equipment and testing by CeG authorised representative
Query details	Alternatively we propose 80 percent payment after supply to CeG location 10 percent after successful I and C and FAT and 10 percent retention paid quarterly over the contract balance					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-80	
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Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.
Query details	We request deletion of the specified clause
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-81</b>	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	1.The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter. The successful Bidder is guaranteed a payment of 80% of Total QGR for every quarter (20% as upper cap of penalty) with the below exceptions.
Query details	Per industry practice we request a 10 percent cap on SLA penalties
Clarification	No Change, Original Contract Clause Prevails

QUERY-82																						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2																					
Description of the Original Clause																						
	<table><tr><th colspan="7">Service Levels for Supply, Installation and Commissioning at SCR</th></tr><tr><th>S L N o</th><th>Activity</th><th>Service levels for the supply</th><th>Penalty for delay</th><th>Service levels for Installation &amp; Commissioning</th><th>Penalty for delay</th><th></th></tr><tr><td>2</td><td>non-IT Components</td><td>6 weeks from the date of issue of Purchase Order (PO)</td><td>a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks,</td><td>2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in RFP.</td><td>a. For delays between 0 to 2 weeks, 2% penalty on cost of each product supply cost  b. For delays beyond 2 weeks, 5% penalty on the cost of each</td><td></td></tr></table>	Service Levels for Supply, Installation and Commissioning at SCR							S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay		2	non-IT Components	6 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks,	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on cost of each product supply cost  b. For delays beyond 2 weeks, 5% penalty on the cost of each	
Service Levels for Supply, Installation and Commissioning at SCR																						
S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay																	
2	non-IT Components	6 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks,	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on cost of each product supply cost  b. For delays beyond 2 weeks, 5% penalty on the cost of each																	



				10 % penalty on the cost of each product supply for each week.		product supply for each week.	
Query details	With no payment terms for supply we request a 16-week SLA for installation and commissioning from the department clearance date						
Clarification	No Change, Original Contract Clause Prevails						

QUERY-83						
Page No/Section No of the RFP Document		Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2				
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	3 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.
Query details		We request an 8-week I and C timeline before SLA starts				
Clarification		No Change. Original Contract Clause Prevails				

QUERY-84							
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Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commission ing	Penalty for delay
	1	Service levels applicable for all IT equipmen t	10 weeks from the date of issue of Purcha se Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	3 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.
Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of Purchase Order PO or clearance before SLA begins					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-85						
Page No/Section No of the RFP Document	Page no 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay

	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a.4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	We request an 8-week I and C timeline before SLA starts					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-86						
Page No/Section No of the RFP Document	Page no 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4	a. 4 weeks from the date of delivery at the location. b. Successful completion of FAT as	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays

				weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	stipulated in the RFP.	beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of PO or CeG clearance before SLA begins					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-87						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays beyond 2 weeks, 5% penalty on PO value for each week.

				beyond 6 weeks, 10% penalty on the cost of PO value for each week.		
Query details	Due to equipment condition assessment and case-by-case OEM involvement we request deletion of this SLA clause					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-88						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	non-IT Components	6 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on cost of each product supply for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.

Query details	With no payment terms for supply we request a 10-week SLA for installation and commissioning per location from the department clearance date
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-89</b>						
Page No/Section No of the RFP Document	Page no 233/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	6	Dismantle of PoP includes IT equipment and non-IT equipment	Service level not applicable	Penalty not applicable	One (1) week from the date of issue of PO and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, ₹ 5,000 penalty  b. For delays beyond 2 weeks, ₹ 10,000 of penalty for each week.
Query details	We request 12 weeks from site clearance to mobilize teams and dismantle equipment as removing 693 towers across Karnataka requires skilled manpower and resources in a safe environment needing 12 months for completion					
Clarification	No Change, Original Contract Clause Prevails					

<b>QUERY-90</b>						
Page No/Section No of the RFP Document	Page no 233/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels	Penalty for delay	Service levels for Installation &	Penalty for delay

			for the supply		Commissioning	
	5	Building new PoP includes non-IT equipment	2 weeks from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks, 5% penalty on the PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value  d. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Delivery will begin from the later of site clearance or PO date					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-91						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	4	Relocation of PoP includes IT equipment and non-IT equipment	One (1) week from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value	One (1) week from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on PO value  b. For delays beyond 2 weeks, 5% penalty on PO

				c. For delays beyond 4 weeks, 5% penalty on PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.		value for each week.
Query details	As no supply is involved supply SLA is not applicable We request a 3-week I and C SLA from site clearance and equipment availability with SLA applied to the PO value of the specific line item					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-92						
Page No/Section No of the RFP Document	Page no 233/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	5	Building new PoP includes non-IT equipment	2 weeks from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks, 5% penalty on the PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value  d. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	We request a 4-week installation period					



Clarification	No Change, Original Contract Clause Prevails
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QUERY-93						
Page No/Section No of the RFP Document	Page 235/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	a. For delays between 0 to one week, 2% penalty on each product supply cost b. For delays beyond one week, 5% penalty on each product supply cost for each week.

Query details	We request a 12-week progressive installation period due to bulk quantity
Clarification	No Change, Original Contract Clause Prevails

QUERY-94						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	a. For delays between 0 to one week, 2% penalty on each product supply cost b. For delays beyond one week, 5% penalty on each product supply cost for each week.

Query details	We request a 20-week supply timeline and revised payment terms for supply
Clarification	No Change, Original Contract Clause Prevails

QUERY-95						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	a. For delays between 0 to one week, 2% penalty on each product supply cost b. For delays beyond one week, 5% penalty on each product supply cost for each week.

Query details	We request a 20-week supply timeline and revised payment terms for supply
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-96</b>						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	Service levels applicable for IT equipment supply at LAN Departmental offices			a. 4 weeks from the date of issue of the PO. b. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to one week, 2% penalty on each product cost  b. For delays beyond one week, 5% penalty on each product cost for each week.
Query details	Due to high volume we request 12 weeks from supply date to optimize manpower and server availability					
Clarification	No Change, Original Contract Clause Prevails					

<b>QUERY-97</b>						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay

	3	Service levels applicable for IT equipment supply at Departmental offices with IPSec VPN Routers	12 weeks from the date of issue of Purchase Order	<p>a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost</p> <p>b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost</p> <p>c. For delays beyond 4 weeks, 5% penalty on each product supply cost</p> <p>d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.</p>	<p>a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location.</p> <p>b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location.</p> <p>c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)</p>	<p>a. For delays between 0 to one week, 2% penalty on each product supply cost</p> <p>b. For delays beyond one week, 5% penalty on each product supply cost for each week.</p>
Query details	We request a 20-week supply timeline and an 8-week installation period					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-98	
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs

	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment supply at Departmental offices	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.
Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of PO or CeG clearance before SLA begins					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-99	
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2

Description of the Original Clause	12.Immediately after the takeover of KSWAN 2.0 infrastructure, as part of AMC, the KSWAN 3.0 SI shall replace all the batteries of Solar UPS and also replace the batteries of conventional UPS at the PoP locations where only conventional UPS are available.
Query details	The AMC marked NA in the commercial bid under section Volume 1 12 1 Page 119 requires clarification on whether it should be quoted against NA line items
Clarification	Please refer to the Corrigendum. All the items are to be quoted inclusive of taxes in the Karnataka public procurement portal only

QUERY-100	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3
Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	We request one room in the SCR building as the project office
Clarification	The Project Office will be set up in the Project Locations

QUERY-101	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3
Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	We request removing the clause requiring the SI to set up a project office at a CeG-suggested location as the SI will use an existing Bangalore office or establish one in Bangalore
Clarification	No Change, Original Contract Clause Prevails

QUERY-102	
Page No/Section No of the RFP Document	Page no.15/ Section 1.4. Conditions Precedent Volume-3
Description of the Original Clause	2. Obtaining of all statutory Approvals and Permits required for the performance of the Services under the Contract; This may include Approvals/clearances wherever applicable, that may be required for execution of the Contract e.g. clearances from Government authorities for importing equipment, exemption of tax/duties/levies, work permits/clearances for Bidder/Bidder’s team, etc.
Query details	We request CeG to secure all statutory approvals permits and clearances from government authorities
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-103</b>	
Page No/Section No of the RFP Document	Page no 19/Section 1.11.Approvals and Required Consents Volume-3
Description of the Original Clause	1.CeG shall extend necessary support to SI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances, and applicable approvals (hereinafter the “Approvals”) necessary for SI to provide the Services. The costs of such Approvals shall be borne by SI. Both parties shall give each other all co-operation and information reasonably.
Query details	Request to consider the cost of the customary approval needs to be borne by CeG Unable to calculate the Budget
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-104</b>	
Page No/Section No of the RFP Document	Page no 19/Section 1.12. SI’s Obligations Volume-3
Description of the Original Clause	5. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to CeG Authorities as proof and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	We request a 30-day window to find and deploy replacements for exiting personnel
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-105</b>	
Page No/Section No of the RFP Document	Page no 19/Section 1.12. SI’s Obligations Volume-3
Description of the Original Clause	4.SI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the commencement of the project. In such cases of exit, penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.
Query details	We request CeG to cover customary approval costs as budgeting is not possible
Clarification	Please refer to the Addendum

<b>QUERY-106</b>	
Page No/Section No of the RFP Document	Page no 59/Section 3.7. Conditions for No PenaltiesVolume-3
Description of the Original Clause	4. Theft cases by default/vandalism would not be considered as “beyond the control of the bidder”. Hence, the Bidder should be taking adequate anti-theft measures, spare strategy, and Insurance as required to maintain the desired SLA.



Query details	We request avoiding SLAs for spare/new equipment installation/configuration due to time requirements with costs absorbed by the vendor
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-107</b>	
Page No/Section No of the RFP Document	volume 38
Description of the Original Clause	project manager
Query details	kindly clarify
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-108</b>	
Page No/Section No of the RFP Document	Page no.119/ Section 12.1 Opex Charges - Volume 1
Description of the Original Clause	Opex Part C AMC charges for 5 KVA Solar UPS system and Battery Bank 200 AH x 16 numbers for 5 years AMC charges for 6 KVA Conventional UPS system and Battery Bank 100 AH x 16 numbers for 5 years AMC charges for 125 KVA DG for 5 years AMC charges for 50 KVA UPS system and Battery Bank 120 AH x 32 numbers for 5 years AMC charges for Biometric Devices for 2 years
Query details	In the proposed format for commercial bid the columns AMC equipment price inclusive of All taxes mentioned as NA Please confirm this items to be quoted or not
Clarification	Please refer to the Corrigendum

<b>QUERY-109</b>	
Page No/Section No of the RFP Document	Page no.119/ Section 12.1 Opex Part C AMC IT and non-IT Volume 1
Description of the Original Clause	7. Annual Maintenance Charges for all the existing IT equipment will be discovered on year-on-year. The SI shall continue the AMC support till the equipment attains EoL/EoS and CeG shall issue PO on prorated basis.
Query details	Kindly confirm the AMC details for the existing devices Will all devices be covered under AMC upon handover Additionally please clarify when the first AMC discovery is scheduled post handover
Clarification	Details are available in Volume -2 of the RFP. CeG shall procure back-to-back OEM support for KSWAN 2.0 IT Assets (Routers & Switches) through a separate tender.

<b>QUERY-110</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	We request amending the requirement to allow bidders to submit multiple projects each with a contract value of 245 Crores or more to demonstrate Managed IT Services experience
Clarification	No Change, Original Contract Clause Prevails

QUERY-111	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>

Query details	Will operational but not fully completed projects qualify for Pre-Qualification criteria?
Clarification	Please refer to the Addendum

<b>QUERY-112</b>	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	Can the turnover requirement be fulfilled through group companies or subsidiaries of the Lead Bidder?
Clarification	No Change, Original Contract Clause Prevails

QUERY-113				
Page No/Section No of the RFP Document	Page no.224/ Section 5.6 Service Levels for Manpower Deployment Volume 2			
Description of the Original Clause				
	Designation	Qty	Type	Location
	Project Director	1	Full time	SCR
	Project Manager	1	Full time	SCR
	Network Specialist	1	Full time	SCR
	Network Admin	4	Full time	SCR
	Network Engineer	3	Full time	SCR
	Security Specialist	1	Full time	SCR
	Security Admin	1	Full time	SCR
	Server Admin	2	Full time	SCR
	Central Helpdesk L1	3	Full time	SCR
	Central Helpdesk L2	2	Full time	SCR
Electrical Technician	2	Full time	SCR	
Field Maintenance Resource	3	Full time	SCR	

	Network Admin	1	Full time	DR-SCR
	Electrical Technician	1	Full time	DR-SCR
	Nodal officer	30	Full time	DCR
	Field Maintenance Resource	30	Full time	DCR
	Field Maintenance Resource	147	Full time	TCR
	Field Maintenance Resource	4	Full time	Mini POP
	<b>Total</b>	<b>237</b>		
Query details	As per our understanding it should be 384 considering 2 Field engineers at TCR It is requested to add 3 additional NMS resources to support during operations phase to manage SLA <u>provide technical support</u>			
Clarification	Please refer to the Corrigendum			

<b>QUERY-114</b>	
Page No/Section No of the RFP Document	Page no.34/ Section 4.23 Sub Contracting Volume 1
Description of the Original Clause	<p>1. Sub-contracting shall be allowed for the below parts of the KSWAN project, excluding SCR resources and other District nodal officers, only with the prior written concurrence of CeG, and the CeG shall have the discretion to permit the same or to reject the proposal or to permit with conditions. The SI shall deploy the resources in compliance with section 3.8 of volume 2 of this RFP.</p> <p>a. For meeting the Resource requirement, sub-contracting shall be done from a maximum of two manpower resourcing agencies with prior approval from the CeG. No resources for the Strategic Head Count / Key Personnel deployment can be outsourced and should be on the direct payrolls of the selected SI.</p> <p>b. Supply, Installation, Configuration Maintenance of Civil and Electrical equipment such non-IT inventories like DG Set, PAC's, Comfort AC, and UPS at all locations, as applicable.</p> <p>c. Sub-contracting of Civil &amp; Electrical works should be allocated to a qualified firm.</p>
Query details	Clarify if key personnel can be on subcontractor payroll if monitored by MSI Request clause relaxation
Clarification	No Change, Original Contract Clause Prevails. The clause is self-explanatory

<b>QUERY-115</b>	
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Page No/Section No of the RFP Document	Page no.45/Section 5.4.4 Successful Bidder Evaluation Volume 1
Description of the Original Clause	<p>2.The grand total prices of each bidder (inclusive of taxes) will be tabulated and compared with each other to determine the Lowest Grand Total Price ((Capex Price + Opex Price) - Buyback price) inclusive of applicable taxes, levies, etc.</p> <p>3.The bidder whose total grand price (inclusive of taxes) is lowest among all the bidders' total grand prices, shall be treated as L1 (Lowest Bid) for considering the award of the contract.</p>
Query details	In accordance with Section 15 of the CGST Act 2017 and applicable government procurement and audit guidelines kindly confirm whether GST on the new supply should be levied on the gross invoice value without netting off the buyback amount and clarify how the department proposes to account for and process the buyback transaction whether through issuance of a tax invoice by the department or through a self invoice by the supplier under reverse charge
Clarification	As the reduction is not on body of the bill hence there is no GST implication

QUERY-116						
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1					
Description of the Original Clause	Sl . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
		Experience of the bidder				
	1	System Integration projects which include supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.</p> <p><u>Note:</u> If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</p> <p>a. The bidder should have experience in providing managed</p>	<p>i. Equal or more than 3000 locations = 15 Points</p> <p>ii. Between 2000 to 2999 locations = 10 Points</p>	15	(Refer Form Annexure -3 Section 11.4)

			<p>IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.</p> <p><u>"CeG scope of managed IT services"</u></p> <p>Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble shooting from the NOC</p> <p>d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc</p> <p>e. Providing software and patch management</p> <p>f. Providing capacity management for infrastructure</p> <p>g. Provide 24x7 helpdesk services to users</p> <p>h. Provide breakdown support for WAN links and network appliances</p>	<p>iii. Between 1000 to 1999 locations = 7.5 Points</p> <p>iv. Less than 1000 locations = 0 Points</p>			
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			for remote branch locations i. Provide resident engineers for remote branch locations j. Contracts with client should be multi-year, with a minimum of 3 year period				
Query details	<p>At least one client reference from Central/State Governments Departments Public Sector Banks or Public Sector Units of India/State Governments is mandatory If not met zero marks will be awarded The bidder must have experience in any 5 of 10 CeG-defined Managed IT Services for a minimum 3-year contract including</p> <p>a Supplying installing configuring managing and monitoring IT infrastructure with Core/Branch Routers and WAN links like MPLS P2P ILL</p> <p>b Implementing and maintaining</p> <p>a Network Operations Centre NOC</p> <p>c Providing remote troubleshooting from the NOC</p> <p>d Managing security appliances like firewall IPS/IDS antivirus</p> <p>e Providing software and patch management</p> <p>f Providing capacity management g Offering 24x7 helpdesk services</p> <p>h Providing breakdown support for WAN links and network appliances at remote branches</p> <p>i Providing resident engineers for remote branches j Multi-year contracts minimum 3 years</p>						
Clarification	Please refer to the Corrigendum.						

<b>QUERY-117</b>						
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1					
Description of the Original Clause	S l. #	Criteria	Description	Points System	Max Crite ria Point s	Annexure to be Used
		Experience of the bidder				
	2	Proof of Concept of the proposed solution design	The bidder shall propose and execute the proof of concept and demonstrate the proposed solution design to meet the functional requirement	<u>Proof of Concept</u> a. The bidder has to successfully demonstrate all the below will be awarded = 40 marks  All the functional requirements of the KSWAN 3.0 specified in the RFP	40	(Refer Form Annexure -3 Section 11.5)

			s specified in the RFP.	b. The bidder is unsuccessful in demonstrating all the functional requirements of the KSWAN 3.0 specified in the RFP will be awarded - Zero marks  <u>Note:</u> The PoC of the proposed solutions shall be demonstrated with existing MPLS/P2P and IPsec (FTTH/4G/5G) Networks and also other functionalities mentioned in this RFP			
Query details	Can the Proof of Concept be conducted remotely or is physical presence mandatory?						
Clarification	Please refer to the Addendum.						

<b>QUERY-118</b>	
Page No/Section No of the RFP Document	Page no.54/ Section 6.6 Performance Bank Guarantee (PBG) - Volume 1
Description of the Original Clause	2. This Performance Bank Guarantee shall be for an amount equivalent to 5% of the total contract value.
Query details	It is requested to confirm as follows Initially PBG will be submitted for a year and annually it will be renewed for every next 5 years
Clarification	PBG shall be submitted for the period of 5 years 3 months before signing MSA

QUERY-119						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause						
	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment and IT components	For SCR, DR-SCR, DCR, TCR Core infrastructure.	a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C)	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT</u> <u>Completion:</u> Tests conducted	Payable on successful check of all the equipment and testing by CeG authorised representative



				& successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	
Query details	No payment provision against supply We request that 80 payment be made against the supply of materials and 10 upon completion of installation and commissioning Reason Impact on cash flow In cases where materials are supplied early but installation is delayed due to unavailability of the site or other dependencies the absence of payment for supplied goods will significantly hamper project cash flow and operational continuity 3 Request the payment on Pro rata basis					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-120	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	1.The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter. The successful Bidder is guaranteed a payment of 80% of Total QGR for every quarter (20% as upper cap of penalty) with the below exceptions.
Query details	As per the industry practice request to keep upper cap of 10 for SLA
Clarification	No Change, Original Contract Clause Prevails

QUERY-121	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.
Query details	Request to delete the clause
Clarification	No Change, Original Contract Clause Prevails

QUERY-122	
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Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	12.Payments shall be made within sixty (60) days of receiving the invoice (containing the final artifact) subject to approval from the competent authority.
Query details	We request for either of the following to maintain cashflows a75 Percentage of the payment will be made within 15 days of acceptance of invoice containing the final artifact and balance 25percentage within 60 days b Payments shall be made within 45 days of receiving the invoice containing the final artifact
Clarification	No Change, Original Contract Clause Prevails

QUERY-123	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	11.SI shall deploy an automatic tool for SLA calculation on a near real-time basis with no need for any manual intervention. This tool shall be implemented during the “Go-Live of Project” Phase and needs to be approved by CeG before the final “Go-Live of Project”. Reports from this tool shall be part of artifacts for the QGR Invoice, along with other supporting documents.
Query details	Payment terms during the Go-Live phase are considered as per the RFP requirements and implementation will be carried out accordingly Kindly confirm if our understanding is correct
Clarification	Understanding is correct

QUERY-124	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	b.In case the annual financial average of actual penalties exceeds 30%, the penalties will be retrospectively recovered as per actual penalties, without any cap in the respective components (up to 100% of QGR). The service will be termed as ‘very poor’, and the contract is liable for termination (for the average network component penalty exceeds 30% of the respective average QGR value in that year).
Query details	Penalty to be capped at 20percent for all payment terms instead of 100percent
Clarification	No Change, Original Contract Clause Prevails

QUERY-125	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1

Description of the Original Clause	11.SI shall deploy an automatic tool for SLA calculation on a near real-time basis with no need for any manual intervention. This tool shall be implemented during the “Go-Live of Project” Phase and needs to be approved by CeG before the final “Go-Live of Project”. Reports from this tool shall be part of artifacts for the QGR Invoice, along with other supporting documents
Query details	Understanding is that Deployment of Tool implementation plan to be provided before go live of project and implementation timeline phase of 10 weeks start from the date of Project GO Live and QGR reports could be submitted only after Tool implementation during OandM phase Since we need to discover large no of devices it is requested to allow 16 weeks for completion of Tool implementation
Clarification	No Change, Original Contract Clause Prevails

QUERY- 126	
Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3.Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4.The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	Considering the no of departments offices expected in next 3 years ie nearly 10000 and most of them in remote gram panchayat locations where accessibility or reachability of location and availability of nodal officers can be a challenge it is requested to increase the fixed no of field resources to 3 at DCR andTCR instead of 2 currently to manage additional 10k departmental offices in future during OandM phase
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

QUERY-127	
Page No/Section No of the RFP Document	General Volume 1
Description of the Original Clause	KSWAN 2 0 non IT Asset List
Query details	As per the RFP some of the existing AMCs for active devices are nearing expiry We recommend including the AMC requirement for these devices as part of this RFP to ensure a single point of ownership for the department Without this it may be difficult for the department to assess or impose penalties during network or hardware failures in operations as multiple system integrators may be involved in coordinating with the OEM even for raising a simple TAC case This can lead to increased downtime and operational inefficiencies Hence we strongly recommend incorporating the existing OEM AMC under this tender to streamline support reduce dependencies and ensure better accountability and uptime
Clarification	No Change, Original Contract Clause Prevails

QUERY-128	
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Page No/Section No of the RFP Document	Page 29/Section 3.5.1 Roles and Responsibilities of System Integrator- Volume 2
Description of the Original Clause	11. Provide insurance coverage for existing KSWAN 2.0 IT equipment, and KSWAN 3.0 IT equipment at SCR, DR-SCR, DCRs, TCRs, and Departmental offices against theft, fire, damage, natural calamities, operational failures, etc.,
Query details	We kindly request you to confirm whether the bidder is required to provide insurance coverage for the new devices proposed under KSWAN 3.0. Additionally, we seek clarification on who will be responsible for the insurance coverage of the existing KSWAN 2.0 hardware during the project period.
Clarification	The Bidder shall be responsible for insuring all IT equipment, irrespective of whether it pertains to KSWAN 2.0 or KSWAN 3.0.

QUERY-129	
Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3. Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4. The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	As we understand from the RFP, approximately 350 resources are currently deployed to manage the existing KSWAN 2.0 infrastructure. However, under the proposed KSWAN 3.0, it is envisaged that the network will be expanded to support 9000 plus additional locations. We respectfully submit that it would be operationally unfeasible to manage this significant scale up with the existing resource count. To ensure seamless operations, timely support, and service level compliance, we request the department to kindly reevaluate and revise the manpower requirements in line with the expanded scope. This will enable effective service delivery and long-term sustainability of the KSWAN 3.0 initiative.
Clarification	Please refer to Section 3.8 Manpower deployment for KSWAN 3.0, Clause no. 5, Page no. 36 of Volume 2.

QUERY-130	
Page No/Section No of the RFP Document	General
Description of the Original Clause	Request
Query details	Request to change all installation and commissioning payment against the Installation and commissioning of the equipment or after 2 months of installation if the commissioning with the system is not happened due to any dependencies from the department or CeG.
Clarification	No Change, Original Contract Clause Prevails

QUERY-131	
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Page No/Section No of the RFP Document	Page 45 Section 5.5.1 Technical Bid Evaluation Criteria Volume -1			
Description of the Original Clause	5	Adequacy and Quality of Resources proposed for Deployment	Structure of the team and compliance to the manpower qualifications and experience specified in the RFP.	<p>Compliance to the required Education Qualification/ relevant certification / Required experience / Industry exposure of the personal deployed for the project</p> <p>a. On-Site team size proposed for the entire project at the SCR, DCR and TCR = 2 Points</p> <p>b. Structure and mechanism from External Support team (Vendor stakeholders of KSWAN) = 2 Points</p> <p>c. Escalation Mechanism = 2 Points</p> <p>d. Compliance to requirement of the minimum manpower stipulated in this RFP with respect to qualifications, experience, and certifications = 2 Points</p> <p>e. Procedure for replacement of manpower = 2 Points</p>
Query details	Kindly mention the qualification points for the parameter			
Clarification	The clause is self-explanatory			

QUERY-132	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p>

	<p>In the case of a two-member Consortium:  Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	<p>we are requesting CeG to ammend the changes as-The Sole bidder-Lead bidder of the Consortium should have experience in managed/managing similar projects in the specified business area of Managed IT Services in the last 7 financial years from the date of notification of tender These projects shall be shown as bidders experience and should have been declared Go-Live by the end client</p>
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-133</b>	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium:  The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	<p>we are requesting CeG to ammend the changes as-The Sole bidder should have a minimum annual turnover of 450 crores Four Hundred and Fiftyservices business in any of two financial years out of the last five financial years FY 2020-21 2021-22 2022-23 2023-24 and 2024 -25 Crores only including managed IT In the case of a two-member Consortium The Lead Member should have a minimum annual turnover of 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of 113 crores from Managed IT services business totalling at least 450 crores in any of two financial years out of the last five financial years FY 2020-21 2021-22 2022-23 2023-24 and 2024-25</p>
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-134</b>	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	we are requesting CeG to ammend the changes as-Qualification of Managed IT services business experience can comprise of any of the following Five activities Bidders can provide the turnover from the business of
Clarification	Please refer to the Corrigendum.

QUERY-135	
Page No/Section No of the RFP Document	Page no.28/ Section 4.7 Earnest Money Deposit Volume-1
Description of the Original Clause	<p>The earnest money deposit is required to protect the purchaser against the risk of bidders' conduct which would warrant the security's forfeiture. The EMD amount for the bid is INR 4.49 Crores The EMD amount shall be paid by the bidder in the following manner:</p> <p>a) Part A – EMD for Rs. 15,00,000 to be paid through payment options available on the Karnataka Public Procurement Portal namely <a href="https://kppp.karnataka.gov.in/">https://kppp.karnataka.gov.in/</a> (namely Credit Card, Debit Card, NEFT, RTGS, UPI, Internet Banking, Over the Counter via designated bank branches located across the country)</p> <p>b) Part B – EMD for Rs.4,34,00,000/- to be paid in the form of a Bank Guarantee, valid for the period of 180 days from the date of submission of bid.</p>
Query details	Please provide Bank Name Branch Name IFSC code Account number PAN number TAN number GST number
Clarification	Please refer to the Addendum.

QUERY-136	
Page No/Section No of the RFP Document	Page no.34/ Section 4.23 Sub Contracting Volume 1
Description of the Original Clause	1. Sub-contracting shall be allowed for the below parts of the KSWAN project, excluding SCR resources and other District nodal officers, only with

	<p>the prior written concurrence of CeG, and the CeG shall have the discretion to permit the same or to reject the proposal or to permit with conditions. The SI shall deploy the resources in compliance with section 3.8 of volume 2 of this RFP.</p> <ol style="list-style-type: none"> <li>For meeting the Resource requirement, sub-contracting shall be done from a maximum of two manpower resourcing agencies with prior approval from the CeG. No resources for the Strategic Head Count / Key Personnel deployment can be outsourced and should be on the direct payrolls of the selected SI.</li> <li>Supply, Installation, Configuration Maintenance of Civil and Electrical equipment such non-IT inventories like DG Set, PAC's, Comfort AC, and UPS at all locations, as applicable.</li> <li>Sub-contracting of Civil &amp; Electrical works should be allocated to a qualified firm.</li> </ol>
Query details	Please clarify if key personnel can be on a subcontractor payroll under MSI oversight with clause relaxation
Clarification	No Change, Original Contract Clause Prevails. The clause is self-explanatory

<b>QUERY-137</b>	
Page No/Section No of the RFP Document	Page no.45/Section 5.4.4 Successful Bidder Evaluation Volume 1
Description of the Original Clause	<p>2.The grand total prices of each bidder (inclusive of taxes) will be tabulated and compared with each other to determine the Lowest Grand Total Price ((Capex Price + Opex Price) - Buyback price) inclusive of applicable taxes, levies, etc.</p> <p>3.The bidder whose total grand price (inclusive of taxes) is lowest among all the bidders' total grand prices, shall be treated as L1 (Lowest Bid) for considering the award of the contract.</p>
Query details	Per Section 15 of the CGST Act 2017 and applicable government procurement/audit guidelines please confirm if GST on new supply is levied on the gross invoice value without netting off the buyback amount and clarify how the department will account for and process the buyback transaction via a tax invoice issued by the department or a self-invoice by the supplier under reverse charge
Clarification	As the reduction is not on body of the bill hence there is no GST implication

<b>QUERY-138</b>	
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1



Description of the Original Clause	SI . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
		Experience of the bidder				
	1	System Integration projects which include supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.</p> <p><u>Note:</u> If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</p> <p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.</p> <p><u>"CeG scope of managed IT services"</u></p> <p>Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch</p>	<p>i. Equal or more than 300 locations = 15 Points</p> <p>ii. Between 200 to 299 locations = 10 Points</p> <p>iii. Between 100 to 199 locations = 7.5 Points</p> <p>iv. Less than 100 locations = 0</p>	15	(Refer Form Annexure -3 Section 11.4)

			<p>Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble shooting from the NOC</p> <p>d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc</p> <p>e. Providing software and patch management</p> <p>f. Providing capacity management for infrastructure</p> <p>g. Provide 24x7 helpdesk services to users</p> <p>h. Provide breakdown support for WAN links and network appliances for remote branch locations</p> <p>i. Provide resident engineers for remote branch locations</p> <p>j. Contracts with client should be multi-year, with a minimum of 3 year period</p>	Poi nts			
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Query details	At least one client reference from Central/State Governments Departments Public Sector Banks or Public Sector Units of India/State Governments is required If not met zero marks will be awarded The bidder must have experience in any 6 of 10 CeG-defined Managed IT Services for a minimum 3-year contract including a Supplying installing configuring managing and monitoring IT infrastructure with Core/Branch Routers and WAN links like MPLS P2P ILL b Implementing and maintaining a Network Operations Centre NOC c Providing remote troubleshooting from the NOC d Managing security appliances like firewall IPS/IDS antivirus e Providing software and patch management f Providing capacity management g Offering 24x7 helpdesk services h Providing breakdown support for WAN links and network appliances at remote branches i Providing resident engineers for remote branches j Multi-year contracts minimum 3 years
Clarification	Please refer to the Corrigendum

<b>QUERY-139</b>	
Page No/Section No of the RFP Document	Page.58/ Section 7.5 Additional instruction on supply of equipment solutions Volume 1
Description of the Original Clause	10.Any relocation of the supplied solution within State Control Room (SCR) should be performed at no additional cost to CeG. The scope will include dismantling or deinstallation, implementation, installation, configuration, integration, and testing.
Query details	Kindly confirm whether CeG will be responsible for civil electrical and passive infrastructure readiness at new sites if not the same may be incorporated within the Price Bid as bidders scope
Clarification	Bidder shall be responsible.

<b>QUERY-140</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	We request a 20 percent advance payment upon Advance Bank Guarantee submission and propose payment terms 20 percent against ABG 60 percent after supply to CeG location 10 percent after successful Installation and Commissioning I and C and Final Acceptance Test FAT and 10 percent retention paid quarterly over the contract balance
Clarification	No Change, Original Contract Clause Prevails

QUERY-141						
Page No/Section No of the RFP Document	Page 60 /Section 8.4 Payment Terms Volume 1					
Description of the Original Clause	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	4	Operation, Management and	Quarterly in arrears	Eligible payment after	System generated	

		Maintenance (QGR) for Part A, Part B & Part C		deduction of SLA penalties, if any at the end of the each Quarter	artifacts for all SLAs		
Query details	It is requested to confirm the methodology for calculation of Quarterly Guaranteed Revenue and the applicability of penalties thereon						
Clarification	Please refer the Section 8.4 Payment Terms in Volume -1 and Section 5, Service Level Agreement of Volume-2						

QUERY-142	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Request to change We request amending the requirement to allow bidders to submit multiple projects each with a contract value of 245 Crores or more to show Managed IT Services experience
Clarification	No Change, Original Contract Clause Prevails

QUERY-143	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>

	In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, & 2023-24))
Query details	Request to change We request the Sole Bidder meet the 450 Crore annual turnover from Managed IT Services by showing experience in any 5 of 10 CeG defined Managed IT Services instead of all 10
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-144</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.  Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.
Query details	Request to change The Sole Bidder or Lead Bidder of the Consortium must have executed similar Managed IT Services projects in the last 10 financial years from the tender notification date shown as bidder experience and declared Go-Live by the end client The project start date will be based on the Work Order/Purchase Order and Agreement copy for multi-year projects
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-145</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	<p>Request to change The Sole Bidder or Lead Bidder of the Consortium must have executed similar Managed IT Services projects in the last 7 financial years from the tender notification date shown as bidder experience and declared Go-Live by the end client Credentials PO/WO must cover at least 6 of 10 listed Managed IT Services A Sole Bidder must have one project in its name with a similar scope and contract value of at least 245 Crores inclusive of taxes For a two-member Consortium the Lead Member must have one project of at least 125 Crores and the second member one project of at least 61 Crores totaling at least 245 Crores</p>
Clarification	Please refer to the Corrigendum

<b>QUERY-146</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p>
Query details	<p>Request to change - The Sole Bidder or Lead Bidder of the Consortium must have executed similar Managed IT Services projects in the last 10 financial years from the tender notification date shown as bidder experience and declared Go-Live by the end client The project start date will be based on the Work Order/Purchase Order and Agreement copy for multi-year projects</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-147	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	<p>we are requesting CeG to ammend the changes as-The Sole bidder should have a minimum annual turnover of 450 crores Four Hundred and Fiftyservices business in any of two financial years out of the last five financial years FY 2020-21 2021-22 2022-23 2023-24 and 2024-25 Crores only including managed IT In the case of a two-member Consortium -The Lead Member should have a minimum annual turnover of 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of 113 crores from Managed IT services business totalling at least 450 crores in any of two financial years out of the last five financial years FY 2020-21 2021-22 2022-23 2023-24 and 2024-25</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-148	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work</p>

	totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.
Query details	Will GO LIVE Completed project with more than 7 years and the same project is O and M stage will be considered for the fulfillment of the credentials/criteria
Clarification	Please refer to the Addendum

QUERY-149				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
	Query details	Considering the number of remote locations and departments involved where accessibility and distance could pose challenges we request that the severity response and resolution timelines be considered as follows to addres any tickets with 15 mins to 1 hr window 1 Severity 1 to15 Minutes 60 Minutes 2 Severity 2 to 30 Minutes 120 Minutes 3 Severity 3 to 45 Minutes 8 hrs 4 Severity 4 to 45 Minutes 24 Hrs		
Clarification	No Change. Original Contract Clause Prevails			

QUERY-150				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause				
	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes



Query details	<p>Severity timelines to be considered as mentioned below considering the no of remote locations and departments where accessibility and distance could be a challenge to address any tickets with 15 mins to 1hr window</p> <p>1 Severity 1 15 Minutes 60 Minutes</p> <p>2 Severity 2 30 Minutes 120 Minutes 3</p> <p>3 Severity 3 45 Minutes 8 hrs</p> <p>4 Severity 4 45 Minutes 24 Hrs</p> <p>SLA and penalty for Departmental offices is 4hrs where as in the severity4 list it has has been mentioned as 1hr which needs clarification</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-151					
Page No/Section No of the RFP Document	Page no.199 /Section 5.2 Service Level for Governance Activities Volume-2				
Description of the Original Clause	Sl No	Activity	Service levels	Penalty for delay	
	1	Submission of Governance activity plan for complete KSWAN infrastructure for each quarter.	7 days before the commencement of each quarter	Submission of Governance activity plan 7 days before commencement of each quarter.	no penalty applicable
				The delay of between 7 to 15 days	Penalty of 1% on Part-A of QGR charges
				For every additional week of delay	Penalty of 1% on Part-A of QGR charges for each week of delay
Query details	Request to changes as follows since initial months SLA cannot met because various levels of coordination is required with the departments which may take more time - Submission of Governance activity plan for complete KSWAN infrastructure for each quarter - 15 days before the commencement of each quarter - Submission of Governance activity plan 15 days before commencement of each quarter - no penalty applicable - The delay of between 15 to 25 days Penalty of 1percent on Part A of QGR charges - For every additional week of delay Penalty of 1percent on Part A of QGR charges for each week of delay				
Clarification	No Change, Original Contract Clause Prevails				

QUERY-152	
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Page No/Section No of the RFP Document	Page no.199 /Section 5.2 Service Level for Governance Activities Volume-2					
Description of the Original Clause	Sl N o	Activity	Service levels	Penalty for delay		
	1	Submission of Governance activity plan for complete KSWAN infrastructu re for each quarter.	7 days before the commenceme nt of each quarter	Submission of Governance activity plan 7 days before commencement of each quarter.	no penalty applicable	
				The delay of between 7 to 15 days	Penalty of 1% on Part-A of QGR charges	
				For every additional week of delay	Penalty of 1% on Part-A of QGR charges for each week of delay	
	Query details	For such delay in submitting part A QGR reports penalty to be capped at 1lac per Quarterinstead of percentage on QGR				
Clarification	No Change, Original Contract Clause Prevails					

QUERY-153				
Page No/Section No of the RFP Document	Page no. 204/ Section 5.4.3 Service Levels for Network Management System Volume 2			
Description of the Original Clause				
		Penalties for Unavailability of Network Management System		
	a	Unavailability of NMS system	Up to 10 Min per month	No Penalty applicable
			> 10 minutes per month	1 % of the QGR for every slab of 30 minutes of downtime up to 1 hour per month (applicable for both single instances and multiple instances of failures).
		Beyond 1 hour of downtime, 2 % of the QGR for every slab of 30 minutes of downtime per month (applicable for both single instances and multiple instances of failures).		

Query details	Requested to change 1hr pm allowed downtime and penalty to capped to at 1percent the product value only It is very difficult to manage any issues for resolution within 10 mins
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-154</b>	
Page No/Section No of the RFP Document	Page no.210/ Section 5.4.5 Service Levels and Penalties for DCRs, TCRs, Aggregation Nodes & Mini-PoPs Volume -2
Description of the Original Clause	<p>1. In the event of a partial or complete failure of equipment at the SCR, DCRs, TCRs, Mini-PoPs, and Aggregation Nodes, causing service interruption to the Departmental Offices, two types of penalties are simultaneously applicable.</p> <p>a. Service interruption penalty for the SCR, DCRs, TCRs, Mini-PoPs, and Aggregation Nodes.</p> <p>b. Service interruption penalty for all the Departmental Offices that are affected.</p>
Query details	Requested to change penalty for that Particular DCR SCR TCR instead of connected departments
Clarification	No Change, Original Contract Clause Prevails

QUERY-155			
Page No/Section No of the RFP Document	Page no. 216 /Section 5.5.1Diesel Generator (DG) at SCR, DCRs and TCRs Volume-2		
Description of the Original Clause	Response time for refilling of the fuel at SCR and DR-SCR (for each instance)		
	SLA Parameter	Time Period	Penalty
	Fuel tank refilling for DGs – Minimum fuel to be maintained in the fuel tank of the DG is 50%		
	At SCR and DR-SCR response time for the refilling of the fuel	0-2 hours	No penalty applicable
		2-4 hours	₹5000
		Beyond 4 hours	₹5000 for each hour
Query details	Request to delete the clause since operational SLA already Part of IT equipment up time		
Clarification	No Change, Original Contract Clause Prevails		

<b>QUERY-156</b>	
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Page No/Section No of the RFP Document	Page no 35/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2 Page no 224/ 5.6 Service Levels for Manpower Deployment – Volume-2			
Description of the Original Clause	Section 3 8 -			
	Resource Type	Deployment Type	Location of deployment	Total Qty
	Field Engineer	Full time	TCR	294
	Section 5 6			
	Designation	Qty	Type	Location
	Field Maintenance Resource	147	Full time	TCR
Query details	Document reflects two separate manpower counts in Section 3.8 and 5.6. Request to confirm which section to be considered			
Clarification	Please refer to the Corrigendum.			

QUERY-157									
Page No/Section No of the RFP Document	Page no 35/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2 Page no 224/ 5.6 Service Levels for Manpower Deployment – Volume-2								
Description of the Original Clause	Section 3 8 - <table><tr><th>Resource Type</th><th>Deployment Type</th><th>Location of deployment</th><th>Total Qty</th></tr><tr><td>Field Engineer</td><td>Full time</td><td>TCR</td><td>294</td></tr></table>	Resource Type	Deployment Type	Location of deployment	Total Qty	Field Engineer	Full time	TCR	294
	Resource Type	Deployment Type	Location of deployment	Total Qty					
	Field Engineer	Full time	TCR	294					
	Section 5 6 <table><tr><th>Designation</th><th>Qty</th><th>Type</th><th>Location</th></tr><tr><td>Field Maintenance Resource</td><td>147</td><td>Full time</td><td>TCR</td></tr></table>	Designation	Qty	Type	Location	Field Maintenance Resource	147	Full time	TCR
Designation	Qty	Type	Location						
Field Maintenance Resource	147	Full time	TCR						
Query details	There appears to be a discrepancy in the quantity of manpower resources mentioned on Page 35 and Page 224 of the RFP Kindly clarify which one should be considered as final								
Clarification	Please refer to the Corrigendum.								

QUERY-158	
Page No/Section No of the RFP Document	Page 227/Section 5.6 Service Levels for Manpower Deployment – Volume-2

Description of the Original Clause	SI · No	Description	Service Level	Penalty
	8	Change in Key Personnel and any other manpower exits from the project during the first 6 months from the Go-live of the project	No exits within 6 months from the commencement of the project	No Penalties
			For every headcount change in the key personnel and any other manpower exiting the project during first 6 months from the Go-live of the project	1% penalty applicable on the QGR payments for each head count that has exited the project
Query details	Clause too restrictive Suggest 30-day replacement window instead			
Clarification	No Change, Original Contract Clause Prevails			

<b>QUERY-159</b>	
Page No/Section No of the RFP Document	Page 227/Section 5.6 Service Levels for Manpower Deployment – Volume-2
Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel
Query details	15-day window is short Request extension to 30 days for replacements
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-160</b>	
Page No/Section No of the RFP Document	Page 227/Section 5.6 Service Levels for Manpower Deployment – Volume-2
Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel
Query details	Request to provide a 15-day window for replacement
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-161</b>	
Page No/Section No of the RFP Document	Page 227/Section 5.6 Service Levels for Manpower Deployment – Volume-2

Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel
Query details	Request amendment to relax the replacement to 30 days however SI needs to arrange a temporary resource to fill the absense or provide support remotely
Clarification	No Change, Original Contract Clause Prevails

QUERY-162				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
	Reassign the tickets to concerned stakeholders to work on the fault			
Query details	Since Severity 4 levels are under GPs and departmental offices Acknowledgement can be happen 45 minutes but reassignment of the ticket may requires the field visit from nearest DCR/TCR that need more time including travel - Hence request to change Severity 4 PBH 120 minutes EBH180 Minutes			
Clarification	No Change. Original Contract Clause Prevails			

QUERY-163						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each	3 weeks from the date of delivery to the location	a. For delays between 0 to 2 weeks, 2% penalty on the

			of Purchase Order	product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	and successful completion of FAT as stipulated in the RFP.	cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.	
Query details	The specified Hardware OEM cannot supply the material in 10 weeks since the materials are to be imported Request you to make the supply in 20 weeks from the date PO/ Clearance for delivery whichever is later before SLA Starts						
Clarification	No Change, Original Contract Clause Prevails						

QUERY-164							
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2						
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR						
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay	
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each	3 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.	

				product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.			
Query details	Request to change the Installation and Commissioning in 8 weeks before starts SLA						
Clarification	No Change, Original Contract Clause Prevails						

QUERY-165						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissionin g	Penalty for delay
	2	non-IT Component s	6 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on the cost of each product supply for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on cost of each product supply cost  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Since there is no payment terms associated against the supply request to keep SLA against the installation and commissioing of 16 weeks from the date of clearance from department					
Clarification	No Change, Original Contract Clause Prevails					



QUERY-166						
Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes-Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a.4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	The specified Hardware OEM cannot supply the material in 10 weeks since the materials are imported Request you to make the supply in 20 weeks minimum to supply before SLA Starts Supply timelines starts from PO/Clearence to delivery from CeG whichever is later					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-167	
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Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes-Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commission ing	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a. 4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Request to change the Installation and Commissioning in 8 weeks before starts SLA					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-168	
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2

Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	non-IT Components	6 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on cost of each product supply for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Since there is no payment terms associated against the supply request you to keep SLA against the installation and commissioning of 10 weeks on each location from the date of clearance from the department					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-169							
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2						
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes						
	SL No	Activity	Service levels	Penalty for delay	Service levels for Installation &	Penalty for delay	

			for the supply		Commissioning	
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Need to analyse the condition of the equipment also involvement of OEMs are required case to case basis Hence request to delete this SLA Clause					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-170						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays beyond 2 weeks, 5% penalty on PO

				c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.		value for each week.
Query details	Request to change the installation period upto 4 weeks					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-171						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	4	Relocation of PoP includes IT equipment and non-IT equipment	One (1) week from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks, 5% penalty on PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.	One (1) week from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on PO value b. For delays beyond 2 weeks, 5% penalty on PO value for each week.

Query details	Supply SLA not applicable since there is no supply involved Installation and Commissioning - Request to change to 3 weeks from the date of site clearance and availability of the equipments SLA will be applicable on PO value of the specific line item
Clarification	No Change, Original Contract Clause Prevails

QUERY-172						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Delivery will commence from site clearance/ PO date whichever is later					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-173	
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2

Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	non-IT Components	6 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on cost of each product supply for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Supply to be considered for 9 weeks considering the remote TCR Commissioning to be 4 to 8 weeks timeline					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-174						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay

	4	Relocation of PoP includes IT equipment and non-IT equipment	One (1) week from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks, 5% penalty on PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.	One (1) week from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on PO value  b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Need to mobilize the team to the locations an dismatle Request to make 12 weeks from the site clearence Justification Removing entire 693 towers will need mobilization of highly skilled manpower and Resources and to carry out in highly safety environment Since the locations are across Karnataka request minimum 12 months to complete it					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-175						
Page No / Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment supply at Departmental offices	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays	a.50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost  b. For delays beyond 2 weeks, 5% penalty on each product



				beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	supply cost for each week.
Query details	The Hardware OEM cannot supply the material in 10 weeks since the materials are imported Request you to make the supply in 20 weeks minimum to supply before SLA Starts Supply timelines starts from PO/Clearence to delivery from CeG whichever is later					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-176						
Page No/ Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment supply at	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays	a.50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location.	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost

		Departmental offices		between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.
Query details	Requesting to change the supply to be delivered in 20 weeks and installation to follow in 8 weeks					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-177						
Page No/ Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	Service levels applicable for IT			a. 4 weeks from the date of issue of the PO.	a. For delays between 0 to one week, 2% penalty on each

		equipment supply at LAN Departmental offices			b. Successful completion of FAT as stipulated in RFP.	product cost  b. For delays beyond one week, 5% penalty on each product cost for each week.
Query details	Requesting for 12 weeks from Supply date because since this volume is high the efforts manpower and availability of the server to be optimized					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-178						
Page No/Section No of the RFP Document	Page 235/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPSec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to one week, 2% penalty on each product supply cost b. For delays beyond one week, 5% penalty on each product supply cost for each week.

				each product supply cost for each week.	(50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	
Query details	Request to change 20 weeks for the supply					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-179						
Page No/ Section No of the RFP Document	Page 235/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks,	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of	a. For delays between 0 to one week, 2% penalty on each product supply cost b. For delays beyond one week, 5% penalty on each product supply cost for each week.

				5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	
Query details	Request to change 12 weeks for the installation progressively since the quantity is bulk					
Clarification	No Change, Original Contract Clause Prevails					

<b>QUERY-180</b>				
Page No/Section No of the RFP Document	Page no.236/Section 5.9 Service levels for Exit Management Plan -Volume-2			
Description of the Original Clause	<b>SL No</b>	<b>Description</b>	<b>Service levels</b>	<b>Penalty</b>
	1	Delay in submission of Exit Management Plan to CeG	Within 30 days from the date of signing of the contract.	Rs. 5000/- for each week of delay
Query details	Change requested to provide exit management plan after Go live date/by end of 1st QGR			
Clarification	No Change, Original Contract Clause Prevails			

<b>QUERY-181</b>	
Page No/Section No of the RFP Document	Page no 36/ Section 3.8 Manpower Deployment for KSWAN 3.0

Description of the Original Clause	5.KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI.
Query details	Resource can be increased based on the requirement but additional cost that realized in the bid against the specific resource shall be applied
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-182</b>	
Page No/Section No of the RFP Document	Page no 36/ Section 3.8 Manpower Deployment for KSWAN 3.0
Description of the Original Clause	1.All resources deployed at SCR and Nodal officers at district levels (DCRs) shall be from the SI's payroll.
Query details	Confirm if subcontractor payroll is allowed if under MSI control
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-183</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Project Manager :</p> <p>Qualification, Experience and Skills</p> <p>a. B.E/B Tech/M. E in Electronics and Communication/Computer Science/Information Technology (IT)/Telecom with a minimum of thirteen (13) years of experience in major IT infrastructure implementations</p> <p>OR</p> <p>BCA/BSc/MSc with a minimum of fifteen (15) years of experience in major IT infrastructure Project implementations/Operations.</p> <p>b. PMP Certification or equivalent</p> <p>c. Experience in implementation and management of large and complex turnkey projects.</p> <p>d. Experience in managing large or complex projects throughout the full project life cycle.</p> <p>e. Strong leadership and stakeholder management</p> <p>f. Manage large and geographically diverse teams</p> <p>g. Experience in implementing, managing, and maintaining large WAN networks</p> <p>h. Experience in budgeting resources and spares management.</p> <p>i. Skilled in managing large teams to ensure seamless communication.</p>

Query details	Project Manager Key Resource B E/B Tech/M E in Electronics and Communication/Computer Science/Information Technology IT/Telecom with a minimum of ten 10 years of experience in major IT infrastructure implementations OR BCA/BSc/MSc with a minimum of ten 12 years of experience in major IT infrastructure Project implementations/Operations Justification Professionals with 10 years of experience are often already working at senior project or program management levels having exposure to large-scale deployments vendor coordination SLAs and stakeholder management We respectfully request you to consider the above justification and revise the experience criteria for the Project Manager position
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY- 184</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Network Specialist Qualifications Experience and Skills a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN
Query details	Network Specialist Key Resource a B E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten 10 years of total experience b A minimum of five 5 years of experience as a network solution provider and implementation of large and complex WAN Justification We request you to revise the total experience requirement for the Network Specialist position from 15 years to 10 years while maintaining the critical condition of 5 years of specialized WAN implementation experience This change will Broaden the competitive base of highly skilled professionals Attract candidates with modern up-to-date networking expertise Ensure robust delivery while maintaining technical competency standards
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY- 185</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Network Admin Qualifications Experience and Skills: a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience. b. Experienced in troubleshooting and providing technical support for network-related issues.
Query details	Network Admin B E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of seven 7 years total experience Justification Candidates with 7 years of relevant hands-on experience in network administration typically possess sufficient technical and operational maturity to manage large-scale WAN/IT infrastructure
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-186</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Network Specialist Qualifications Experience and Skills a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN
Query details	Help Desk SCR Any Diploma or Any Degree with minimum two2 years of experience We request the client to consider revising the qualification and experience criteria for the Help Desk role as follows This change will Maintain operational quality while ensuring flexibility in sourcing Expand the eligible candidate pool enabling faster onboarding
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-187</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Security Specialist Qualifications Experience and Skills a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security. b. A minimum of five (5) years of experience as a Security expert. c. Should have strong knowledge of security principles, concepts, and industry best practices. d. Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools. e. Relevant industry certifications like CCNA Security and CCNP security or industry equivalent
Query details	Security Specialist Key Resource B E/B Tech GraduateElectronics/Computers/IT/Telecom with a minimum of ten 10 years of experience in Network Security Justification We request you to revise the experience requirement for the Security Specialist role from 15 years to 10 years based on the following rationale Industry standard practices and public project benchmarks Availability of certified and skilled cybersecurity professionals Relevance of recent hands-on experience over long tenures Faster and more flexible resource deployment No dilution in quality or technical capability
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-188</b>	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2



Description of the Original Clause	Key Resource: Security Admin, a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security. b. Should have four (4) years of experience in network security.
Query details	Security Admin Key Resource B E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 7 years of experience in Network security Justification We request you to revise the experience requirement for the Security Admin role from 8 years to 7 years based on the following considerations The change is minimal and will not compromise the technical capabilities required It allows access to a wider talent pool of certified and experienced professionals It supports quicker mobilization without affecting project timelines or security standards It maintains consistency with the proposed adjustments in other roles
Clarification	No Change, Original Contract Clause Prevails.

QUERY-189	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resources Level : Network Engineer a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks. b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.
Query details	Network Engineer B E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of three 3 years of experience in implementation /maintenance of IT networks Justification We request you to consider revising the experience criteria for the Network Engineer role from 5 years to 3 years for the following reasons It aligns with prevailing industry norms and public sector project standards Ensures no compromise on technical skill or performance Expands access to competent professionals And supports the overall staffing efficiency for KSWAN 3 0 without affecting service quality
Clarification	No Change, Original Contract Clause Prevails.

QUERY-190	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Server Admin Qualifications Experience and Skills a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers. b. Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies. c. Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc., d. Familiar with server monitoring tools, optimization techniques, and server security industry best practices.

	e. Should be certified like MCSE or MCSA or industry equivalent
Query details	Sever Admin Key Resource B E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of eight 8 years of experience in the management of servers Justification We request the client to consider reducing the minimum experience requirement for the Server Admin role from 10 years to 8 years based on the following key factors Maintains high standards while increasing flexibility in resourcing Reflects current industry norms for senior system administration roles Ensures alignment with modern tools and practices in server management Supports project timelines through quicker and more efficient mobilization
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-191</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	Help Desk-SCR Any Diploma /Any Degree with minimum two 2 years of experience Justification We request the client to consider revising the qualification and experience criteria for the Help Desk role as follows This change will Maintain operational quality while ensuring flexibility in sourcing Expand the eligible candidate pool enabling faster onboarding Support cost-effective implementation
Clarification	Please refer to the Addendum

<b>QUERY-192</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	Help Desk SCR Any Diploma or Any Degree with minimum two2 years of experience We request the client to consider revising the qualification and experience criteria for the Help Desk role as follows This change will Maintain operational quality while ensuring flexibility in sourcing Expand the eligible candidate pool enabling faster onboarding
Clarification	Please refer to the Addendum

<b>QUERY-193</b>	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	<p>Resource Level - DCR/TCR Field Resource Qualification Experience and Skills</p> <p>a. BE / BTech in Electronics/Computer Science/IT /Telecom with a minimum of 5 years of experience.</p> <p>b. Minimum of 3 years of experience in maintenance of IT and non-IT infrastructure.</p>
Query details	<p>Field Resource DCR/TCR Any Diploma/Any Degree with a minimum of two 2 years of experience in implementation maintenance of IT networks Justification Allowing Any Diploma/Any Degree with 2 years of relevant experience ensures a more practical and flexible deployment model essential for a project of KSWAN s scale Relaxing the qualification stream and experience requirement allows local hiring which enhances community engagement reduces travel/logistics costs and improves response time for on-site support This also enables cost-effective staffing without compromising on quality or project SLAs</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-194						
Page No/Section No of the RFP Document	Page no.46/Section:3.10 Project Plan -Volume-2					
Description of the Original Clause	Sl. No.	Milestone	Description of activity	Timeline in Weeks	Total Duration of the Project	Remarks
	<b>Project Initiation Phase</b>					
	5	T4	a. Submission and approval of CVs for the SCR b. Submission and approval of CVs for locations other than SCR	1 Week	6 Weeks	
Query details	As per Project Plan CVs will be submitted in 6th week Request timeline and penalty relaxation upto 6 weeks					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-195						
Page No/Section No of the RFP Document	Page no.46 & 47/Section:3.10 Project Plan -Volume-2					
Description of the Original Clause	5	T4	a. Submission and approval of CVs for the SCR b. Submission and approval of CVs for locations other than SCR	1 Week	6 Weeks	
	<b>Deployment of manpower and Knowledge Transfer by KSWAN 3.0 SI</b>					

	6	T5	Deployment of manpower for KSWAN 3.0 a. For SCR b. For locations other than SCR	1 Week	7 Weeks
	7	T6	Knowledge transfer from incumbent KSWAN 2.0 SI to KSWAN 3.0 SI a. Design briefing b. HOTO of current configurations and backup's c. HOTO of fault logs d. HOTO of SOP's e. HOTO of all pending activities	2 Weeks	9 Weeks
	<b>Start of Concurrent Operations by KSWAN 2.0 and KSWAN 3.0 SI's</b>				
	8	T7	Concurrent operations of KSWAN by KSWAN 2.0 SI and KSWAN 3.0 SI a. Jointly administrate KSWAN network by both SI's (KSWAN 2.0 & 3.0) b. Jointly analyse and review the pendency list of KSWAN network issues	2 Weeks	11 Weeks
Query details	KSWAN 3 SI should be allowed 3 months i.e 12 weeks for deployment of Team and HOTO and Concurrent operations considering the count of the manpower resources to be deployed i.e 378 and vast geographic locations				
Clarification	No Change, Original Contract Clause Prevails.				

QUERY- 196					
Page No/Section No of the RFP Document	Page no.46 & 47/Section:3.10 Project Plan -Volume-2				
Description of the Original Clause	5	T4	a. Submission and approval of CVs for the SCR b. Submission and approval of CVs for locations other than SCR	1 Week	6 Weeks
	<b>Deployment of manpower and Knowledge Transfer by KSWAN 3.0 SI</b>				
	6	T5	Deployment of manpower for KSWAN 3.0 a. For SCR b. For locations other than SCR	1 Week	7 Weeks
	7	T6	Knowledge transfer from incumbent KSWAN 2.0 SI to KSWAN 3.0 SI a. Design briefing b. HOTO of current configurations and backup's c. HOTO of fault logs d. HOTO of SOP's e. HOTO of all pending activities	2 Weeks	9 Weeks
	<b>Start of Concurrent Operations by KSWAN 2.0 and KSWAN 3.0 SI's</b>				
	8	T7	Concurrent operations of KSWAN by KSWAN 2.0 SI and KSWAN 3.0 SI a. Jointly administrate KSWAN network by both SI's (KSWAN 2.0 & 3.0) b. Jointly analyse and review the pendency list of KSWAN network issues	2 Weeks	11 Weeks

Query details	KSWAN 3 SI should be allowed 3 months that is 12 weeks for deployment of Team and HOTO and Concurrent operations considering the count of the manpower resources to be deployed that is 378 and vast geographic locations
Clarification	No Change, Original Contract Clause Prevails.

QUERY-197	Page no.47/Section:3.10 Project Plan -Volume-2				
Page No/Section No of the RFP Document	Page no.47/Section:3.10 Project Plan -Volume-2				
Description of the Original Clause	<b>Deployment of manpower and Knowledge Transfer by KSWAN 3.0 SI</b>				
	6	T5	Deployment of manpower for KSWAN 3.0 a. For SCR b. For locations other than SCR	1 Week	7 Weeks
Query details	Request 15-day deployment period post-profile approval Justification Resources mobilization will start immediately once the CV S are accepted but it will take upto 15days since the resources to be mobilized from other projects				
Clarification	No Change, Original Contract Clause Prevails.				

QUERY-198					
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2				
Description of the Original Clause	12.Immediately after the takeover of KSWAN 2.0 infrastructure, as part of AMC, the KSWAN 3.0 SI shall replace all the batteries of Solar UPS and also replace the batteries of conventional UPS at the PoP locations where only conventional UPS are available.				
Query details	The AMC which is mentioned as part of commercial bid under section Volume 1 12 1 Page no 119 in mentioned an NA kindly confirm that whether AMC to be quoted in the commercial bid format against the line items mentioned as NA				
Clarification	Please refer to the Corrigendum.All the items are to be quoted inclusive of taxes in the Karnataka public procurement portal only				

QUERY-199					
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2				
Description of the Original Clause	11.The KSWAN 3.0 SI shall plan and prioritize immediate corrective actions required such as replacement of the IT and non-IT devices which are attaining EOL or EOS, with new equipment of equivalent or higher specifications.				

Query details	It is understood that the Server and Storage AMC along with support will be managed by CeG Kindly confirm if this understanding is correct
Clarification	The AMC for KSWAN 2.0 IT equipment (Routers & Switches) shall be procured by CeG, and log storage shall also be provided CeG. The operation and maintenance shall be within the scope of the Bidder

<b>QUERY-200</b>	
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	15.During the handover/takeover period, KSWAN 2.0 SI shall be eligible for QGR payment. The KSWAN 3.0 SI shall not be entitled to any payments during this overlapping period.
Query details	As we are taking over the AMC for both Conventional and Solar UPS systems our understanding is that in the event the OEM declares End of Life or End of Support CeG will issue a change order based on the prices discovered in the approved price format Kindly confirm if this understanding is correct
Clarification	The OEM has confirmed that the Conventional and Solar UPS systems will not reach End-of-Life (EOL)/ End-of-Support (EOS) for a minimum of five (5) years

<b>QUERY-201</b>	
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	15.During the handover/takeover period, KSWAN 2.0 SI shall be eligible for QGR payment. The KSWAN 3.0 SI shall not be entitled to any payments during this overlapping period.
Query details	No of resources deployed by KSWAN 3 0 SI should be allowed to paid considering the count of resources i e 384 has to be deployed
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-202</b>	
Page No/Section No of the RFP Document	Page 152:Temporary Warehousing -Volume-2
Description of the Original Clause	The SI shall provide storage space in a warehouse for a minimum period of six (6) months to store the IT and non-IT equipment supplied to KSWAN, CeG before field deployment without any additional cost to CeG.
Query details	Please confirm that could bidder manage the warehouse at Biddere premises
Clarification	It is in the scope of bidder.

QUERY-203	
Page No/Section No of the RFP Document	Page no 57/ Section 4.1.1.2 Asset Register of the non-IT infrastructure Volume 2
Description of the Original Clause	The non IT assets at respective Control Rooms
Query details	Please confirm that Annual Maintenance contract of existing of Non IT equipment should be considered as the scope of work for bidder during the contract period
Clarification	Understanding is correct

QUERY-204	
Page No/Section No of the RFP Document	Page 146/Section 4.2.1.3. Documentation for KSWAN 3.0-Volume 2
Description of the Original Clause	The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project
Query details	As we understand from the RFP approximately 350 resources are currently deployed to manage the existing KSWAN 2 infrastructure However under the proposed KSWAN 3 it is envisaged that the network will be expanded to support 9000plus additional locations We respectfully submit that it would be operationally unfeasible to manage this significant scale up with the existing resource count To ensure seamless operations timely support and service level compliance we request the department to kindly re evaluate and revise the manpower requirements in line with the expanded scope This will enable effective service delivery and long term sustainability of the KSWAN 3 initiative
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

QUERY-205	
Page No/Section No of the RFP Document	Page 190 /Section 4.3.13 Relocation of Departmental Office (Type 1 and 5) Volume 2
Description of the Original Clause	The SI has to ensure the timely completion of the relocation within the stipulated time period mentioned in the Work Order issued by KSWAN, CeG. In case of any delay in relocation, penalties will be applicable as per Service levels stipulated in this RFP.
Query details	Kindly provide the defined sequence and timelines if any for relocation activities across sites along with associated location details
Clarification	Please refer to Section 5.8 of Volume-II of the RFP. The location details shall be shared with the Successful Bidder as and when the requirement arises

QUERY-206	
Page No/Section No of the RFP Document	Page no.199 /Section 5.2 Service Level for Governance Activities Volume-2

Description of the Original Clause	Sl No	Activity	Service levels	Penalty for delay	
	1	Submission of Governance activity plan for complete KSWAN infrastructure for each quarter.	7 days before the commencement of each quarter	Submission of Governance activity plan 7 days before commencement of each quarter.	no penalty applicable
				The delay of between 7 to 15 days	Penalty of 1% on Part-A of QGR charges
				For every additional week of delay	Penalty of 1% on Part-A of QGR charges for each week of delay
Query details	Request to changes as follows since initial months SLA cannot met because various levels of coordination is required with the departments which may take more time Submission of Governance activity plan for complete KSWAN infrastructure for each quarter 15 days before the commencement of each quarter Submission of Governance activity plan 15 days before commencement of each quarter no penalty applicable The delay of between 15 to 25 days Penalty of 1percent on Part A of QGR charges For every additional week of delay Penalty of 1percent on Part A of QGR charges for each week of delay				
Clarification	No Change, Original Contract Clause Prevails				

QUERY-207							
Page No/Section No of the RFP Document	Page no. 212 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	Exceeding 12 hours (Cumulative)
	Normal category						
	Departmental office connected from SCR	No penalty applicable	For each hour of Unavailability ₹1250	For each hour of Unavailability ₹2500	No penalty applicable	For each hour of Unavailability ₹500	For each hour of Unavailability ₹1250



Query details	Most of the newly proposed departmental offices are located in remote areas In many cases the travel time for field engineers to reach these sites can range from 6 to 8 hours depending on terrain and accessibility Given these logistical constraints we believe that the current 4 hour SLA for on site support is not practically achievable and may lead to non-compliance despite best efforts We therefore request you to kindly consider revising the on site SLA to 2 business days for such remote locations This will allow for realistic planning and resource deployment while maintaining service quality
Clarification	No Change, Original Contract Clause Prevails

QUERY-208			
Page No/Section No of the RFP Document	Page no. 216 /Section 5.5.1Diesel Generator (DG) at SCR, DCRs and TCRs Volume-2		
Description of the Original Clause	Response time for refilling of the fuel at SCR and DR-SCR (for each instance)		
	SLA Parameter	Time Period	Penalty
	Fuel tank refilling for DGs – Minimum fuel to be maintained in the fuel tank of the DG is 50%		
	At SCR and DR-SCR response time for the refilling of the fuel	0-2 hours	No penalty applicable
		2-4 hours	₹5000
		Beyond 4 hours	₹5000 for each hour
Query details	Request to delete the clause since operational SLA already Part of IT equipment up time		
Clarification	No Change, Original Contract Clause Prevails		

QUERY-209				
Page No/Section No of the RFP Document	Page no 35/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2 Page no 224/ 5.6 Service Levels for Manpower Deployment – Volume-2			
Description of the Original Clause	Section 3 8 -			
	Resource Type	Deployment Type	Location of deployment	Total Qty
	Field Engineer	Full time	TCR	294
	Section 5 6			
	Designation	Qty	Type	Location
	Field Maintenance Resource	147	Full time	TCR

Query details	Document reflects two separate manpower counts in section 3.8 5.6. Request to confirm which section to be considered
Clarification	Please refer to the Corrigendum.

QUERY-210					
Page No/Section No of the RFP Document	Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2				
Description of the Original Clause	8	Change in Key Personnel and any other manpower exits from the project during the first 6 months from the Go-live of the project	No exits within 6 months from the commencement of the project	No Penalties	
			For every headcount change in the key personnel and any other manpower exiting the project during first 6 months from the Go-live of the project	1% penalty applicable on the QGR payments for each head count that has exited the project	
Query details	The current clause is overly restrictive We suggest a 30-day replacement window				
Clarification	No Change, Original Contract Clause Prevails				

QUERY-211	
Page No/Section No of the RFP Document	Page no.228 / 5.6Service Levels for Manpower Deployment Volume-2
Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	We request clarification on which section applies for replacement
Clarification	No Change, Original Contract Clause Prevails

QUERY-212	
Page No/Section No of the RFP Document	Page no.228 / 5.6Service Levels for Manpower Deployment Volume-2

Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	We request clarification on which section applies for replacement
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-213</b>	
Page No/Section No of the RFP Document	Page no.228 / 5.6Service Levels for Manpower Deployment Volume-2
Description of the Original Clause	8. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	The 15 day replacement window is insufficient We request an extension to 30 days
Clarification	No Change, Original Contract Clause Prevails

QUERY-214				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
		Reassign the tickets to concerned stakeholders to work on the fault		
Query details	Since Severity 4 levels are under GPs and departmental offices Acknoldgement can be happen 45 minutes but reassignment of the ticket may requires the fieldvisit from nearest DCR or TCR that need more time including travel Hence request to change Severity 4 PBH 120 minutes EBH 180 Minutes			
Clarification	No Change, Original Contract Clause Prevails			

<b>QUERY-215</b>	
Page No/Section No of the RFP Document	Page 36/ Section 3.8 Manpower Deployment for KSWAN 3.0 -Volume-2

Description of the Original Clause	KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI
Query details	Resource can be increased based on the requirement but additional cost that realised in the bid against the specific resource shall be applied
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-216</b>	
Page No/Section No of the RFP Document	Page 36/ Section 3.8 Manpower Deployment for KSWAN 3.0 -Volume-2
Description of the Original Clause	1. All resources deployed at SCR and Nodal officers at district levels (DCRs) shall be from the SI's payroll.
Query details	Please confirm if a subcontractor payroll is permitted for key personnel under MSI control
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-217</b>	
Page No/Section No of the RFP Document	Page 36/ Section 3.8 Manpower Deployment for KSWAN 3.0 -Volume-2
Description of the Original Clause	KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI
Query details	Requirement considered are as given in the RFP page no 35 Resource can be increased based on the requirements of DCRs TCRs and Mini PoPs with an additional cost that realised in the bid against the specific resource shall be applied
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-218</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Network Admin- Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience.</li> <li>Experienced in troubleshooting and providing technical support for network-related issues.</li> </ol>

	<ul style="list-style-type: none"> <li>c. Experienced in providing network monitoring, analyzing network data, and identifying network bottlenecks.</li> <li>d. Capable of creating and maintaining network-related documentation.</li> <li>e. Should have network certifications from OEMs like Cisco, Juniper, and HP.</li> </ul>
Query details	For the Network Admin role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 7 years total experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-219</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Network Specialist Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience</li> <li>b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN</li> </ul>
Query details	For the Network Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 10 years total experience and 5 years in large and complex WAN implementation we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-220</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Project Manager : Qualification, Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech/M. E in Electronics and Communication/Computer Science/Information Technology (IT)/Telecom with a minimum of thirteen (13) years of experience in major IT infrastructure implementations OR BCA/BSc/MSc with a minimum of fifteen (15) years of experience in major IT infrastructure Project implementations/Operations.</li> <li>b. PMP Certification or equivalent</li> <li>c. Experience in implementation and management of large and complex turnkey projects.</li> <li>d. Experience in managing large or complex projects throughout the full project life cycle.</li> <li>e. Strong leadership and stakeholder management</li> <li>f. Manage large and geographically diverse teams</li> <li>g. Experience in implementing, managing, and maintaining large WAN networks</li> <li>h. Experience in budgeting resources and spares management.</li> <li>i. Skilled in managing large teams to ensure seamless communication.</li> </ul>

Query details	For the Project Manager Key Resource role requiring a B E/B Tech/M E in Electronics and Communication/Computer Science/Information Technology/Telecom with 10 years of experience in major IT infrastructure implementations or a BCA/BSc/MSc with 12 years in IT infrastructure project implementations/operations we request revising the experience criteria Professionals with 10 years of experience typically hold senior roles with expertise in large-scale deployments vendor coordination SLAs and stakeholder management
Clarification	No Change, Original Contract Clause Prevails.

QUERY-221	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Project Manager :</p> <p>Qualification, Experience and Skills</p> <p>a. B.E/B Tech/M. E in Electronics and Communication/Computer Science/Information Technology (IT)/Telecom with a minimum of thirteen (13) years of experience in major IT infrastructure implementations</p> <p>OR</p> <p>BCA/BSc/MSc with a minimum of fifteen (15) years of experience in major IT infrastructure Project implementations/Operations.</p> <p>b. PMP Certification or equivalent</p> <p>c. Experience in implementation and management of large and complex turnkey projects.</p> <p>d. Experience in managing large or complex projects throughout the full project life cycle.</p> <p>e. Strong leadership and stakeholder management</p> <p>f. Manage large and geographically diverse teams</p> <p>g. Experience in implementing, managing, and maintaining large WAN networks</p> <p>h. Experience in budgeting resources and spares management.</p> <p>i. Skilled in managing large teams to ensure seamless communication.</p>
Query details	Project Manager Key Resource BE or B Tech or ME in Electronics and communication or Computer Science or Information Technology IT or Telecom with a minimum of ten years of experience in major IT infrastructure implementations
Clarification	No Change, Original Contract Clause Prevails.

QUERY-222	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Network Admin- Qualifications Experience and Skills</p> <p>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience.</p> <p>b. Experienced in troubleshooting and providing technical support for network-related issues.</p>

	<ul style="list-style-type: none"> <li>c. Experienced in providing network monitoring, analyzing network data, and identifying network bottlenecks.</li> <li>d. Capable of creating and maintaining network-related documentation.</li> <li>e. Should have network certifications from OEMs like Cisco, Juniper, and HP.</li> </ul>
Query details	Network Admin BE or BTech Graduate Electronics or Computers or IT or Telecom with a minimum of six years total experience or Diploma or BSc or BCA in Electronics or computers or IT with minimum of 8 years of total experience
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-223</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Project Manager :</p> <p>Qualification, Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech/M. E in Electronics and Communication/Computer Science/Information Technology (IT)/Telecom with a minimum of thirteen (13) years of experience in major IT infrastructure implementations</li> <li>OR</li> <li>BCA/BSc/MSc with a minimum of fifteen (15) years of experience in major IT infrastructure Project implementations/Operations.</li> <li>b. PMP Certification or equivalent</li> <li>c. Experience in implementation and management of large and complex turnkey projects.</li> <li>d. Experience in managing large or complex projects throughout the full project life cycle.</li> <li>e. Strong leadership and stakeholder management</li> <li>f. Manage large and geographically diverse teams</li> <li>g. Experience in implementing, managing, and maintaining large WAN networks</li> <li>h. Experience in budgeting resources and spares management.</li> <li>i. Skilled in managing large teams to ensure seamless communication.</li> </ul>
Query details	Request to change Project Manager Key Resource role requiring a B E or B Tech or M E in Electronics and Communication or Computer Science or Information Technology or Telecom with 7 years of experience in major IT infrastructure implementations or a BCA or BSc or MSc with 8 years in IT infrastructure project implementations or operations
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-224</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	Resource Level- Network Specialist Qualifications Experience and Skills  a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN
Query details	Request to change For the Network Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 3 years total experience and 5 years in large and complex WAN implementation we request clarification
Clarification	No Change, Original Contract Clause Prevails.

QUERY-225	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Network Specialist Qualifications Experience and Skills  a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN
Query details	Request to change For the Network Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 3 years total experience and 5 years in large and complex WAN implementation we request clarification
Clarification	No Change, Original Contract Clause Prevails.

QUERY-226	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Network Admin- Qualifications Experience and Skills  a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience. b. Experienced in troubleshooting and providing technical support for network-related issues. c. Experienced in providing network monitoring, analyzing network data, and identifying network bottlenecks. d. Capable of creating and maintaining network-related documentation. e. Should have network certifications from OEMs like Cisco, Juniper, and HP.
Query details	Request to change For the Network Admin role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 3 years total experience we request confirmation



Clarification	No Change, Original Contract Clause Prevails.
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<b>QUERY-227</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist</p> <p>Qualifications Experience and Skills</p> <p>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</p> <p>b. A minimum of five (5) years of experience as a Security expert.</p> <p>c. Should have strong knowledge of security principles, concepts, and industry best practices.</p> <p>d. Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</p> <p>e. Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</p>
Query details	For the Security Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 10 years of network security experience we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-228</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist</p> <p>Qualifications Experience and Skills</p> <p>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</p> <p>b. A minimum of five (5) years of experience as a Security expert.</p> <p>c. Should have strong knowledge of security principles, concepts, and industry best practices.</p> <p>d. Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</p> <p>e. Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</p>
Query details	Request to change For the Security Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 5 years of network security experience we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-229</b>	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	<p>Resource Level- Security Admin Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>c. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security.</li> <li>d. Should have four (4) years of experience in network security.</li> <li>e. Basic knowledge of security principles, concepts, and best practices.</li> <li>f. Familiar with configuration of security systems like NGFW, IPS/IDS, Anti-DDoS, Anti-Virus/Anti-Malware, and other security tools.</li> <li>g. Relevant industry certifications like CCNA Security or industry equivalent.</li> </ul>
Query details	For the Security Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 7 years of network security experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-230</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</li> <li>b. A minimum of five (5) years of experience as a Security expert.</li> <li>c. Should have strong knowledge of security principles, concepts, and industry best practices.</li> <li>d. Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</li> <li>e. Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</li> </ul>
Query details	For the Security Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 10 years of network security experience we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-231</b>	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Admin Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security.</li> <li>b. Should have four (4) years of experience in network security.</li> <li>c. Basic knowledge of security principles, concepts, and best practices.</li> <li>d. Familiar with configuration of security systems like NGFW, IPS/IDS, Anti-DDoS, Anti-Virus/Anti-Malware, and other security tools.</li> <li>e. Relevant industry certifications like CCNA Security or industry equivalent.</li> </ul>

Query details	Security Admin Key Resource BE or BTech Graduate in Electronics or Computers or IT or Telecom with a minimum of 9 years of experience in Network security Justification We request you to revise the experience requirement for the Security Admin role from 8 years to 9 years based on the following considerations It allows access to a wider talent pool of certified and experienced professionals It supports quicker mobilization without affecting project timelines or security standards It maintains consistency with the proposed adjustments in other roles It widens the role of security admin and helps for network optimization
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-232</b>	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Admin</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security.</li> <li>Should have four (4) years of experience in network security.</li> <li>Basic knowledge of security principles, concepts, and best practices.</li> <li>Familiar with configuration of security systems like NGFW, IPS/IDS, Anti-DDoS, Anti-Virus/Anti-Malware, and other security tools.</li> <li>Relevant industry certifications like CCNA Security or industry equivalent.</li> </ol>
Query details	Request to change For the Security Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 3 years of network security experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-233</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Server Admin</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers.</li> <li>Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies.</li> <li>Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc.,</li> <li>Familiar with server monitoring tools, optimization techniques, and server security industry best practices.</li> <li>Should be certified like MCSE or MCSA or industry equivalent</li> </ol>
Query details	For the Server Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 8 years of server management experience we request confirmation

Clarification	No Change, Original Contract Clause Prevails.
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<b>QUERY-234</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resources Level : Network Engineer a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks. b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.
Query details	For the Network Engineer role requiring a B E/B Tech in Electronics/Computer Science/IT/Telecom with 3 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-235</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resources Level : Network Engineer a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks. b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.
Query details	Network Engineer B E or B Tech Electronics or Computer Science or IT or Telecom with a minimum of three years of experience in implementation /maintenance of IT networks or diploma or BSc or BCA in Electronics or computers or IT with minimum of 5 years of total experience
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-236</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Server Admin Qualifications Experience and Skills a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers. b. Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies. c. Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc., d. Familiar with server monitoring tools, optimization techniques, and server security industry best practices. e. Should be certified like MCSE or MCSA or industry equivalent

Query details	Sever Admin Key Resource BE or BTech Graduate in Electronics or Computers or IT or Telecom with a minimum of eight years of experience in the management of servers Justification We request the client to consider reducing the minimum experience requirement for the Server Admin role from 10 years to 8 years based on the following key factors Maintains high standards while increasing flexibility in resourcing Reflects current industry norms for senior system administration roles Ensures alignment with modern tools and practices in server management Supports project timelines through quicker and more efficient mobilization
Clarification	No Change, Original Contract Clause Prevails.

QUERY-237	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resources Level : Network Engineer a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks. b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.
Query details	Request to change For the Network Engineer role requiring a B E/B Tech in Electronics/Computer Science/IT/Telecom with 3 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

QUERY-238	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Server Admin Qualifications Experience and Skills a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers. b. Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies. c. Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc., d. Familiar with server monitoring tools, optimization techniques, and server security industry best practices. e. Should be certified like MCSE or MCSA or industry equivalent
Query details	Request to change For the Server Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 3 years of server management experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

QUERY-239	
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Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	For the Help Desk-SCR role requiring any Diploma/Degree with 2 years of experience we request confirmation
Clarification	Please refer to the Addendum

<b>QUERY-240</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	Help Desk SCR Any Diploma Any Degree with minimum two years of experience Justification We request the client to consider revising the qualification and experience criteria for the Help Desk role as follows This change will Maintain operational quality while ensuring flexibility in sourcing Expand the eligible candidate pool enabling faster onboarding
Clarification	Please refer to the Addendum

<b>QUERY-241</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Helpdesk Qualification Experience and Skills a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience
Query details	Request to change For the Help Desk-SCR role requiring any Diploma/Degree with 2 years of experience we request confirmation
Clarification	Please refer to the Addendum

<b>QUERY-242</b>	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	Resource Level - DCR/TCR Field Resource Qualification Experience and Skills  a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks. OR Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks.
Query details	For the Field Resource DCR/TCR role requiring any Diploma/Degree with 2 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

QUERY-243	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level - DCR/TCR Field Resource Qualification Experience and Skills  a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks. OR Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks.
Query details	Field Resource DCR or TCR Any Diploma or Any Degree with a minimum of two years of experience in implementation and maintenance of IT networks Justification Allowing Any Diploma/Any Degree with 2 years of relevant experience ensures a more practical and flexible deployment model essential for a project of KSWAN scale Relaxing the qualification stream and experience requirement allows local hiring which enhances community engagement reduces travel time and improves response time for on site support Expand the eligible candidate pool enabling faster onboarding
Clarification	No Change, Original Contract Clause Prevails.

QUERY-245	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level - DCR/TCR Field Resource Qualification Experience and Skills  a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks. OR Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks

Query details	Request to change For the Field Resource DCR/TCR role requiring any Diploma/Degree with 2 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

QUERY-245					
Page No/Section No of the RFP Document	Page no.46/Section:3.10 Project Plan -Volume-2				
Description of the Original Clause	<b>Sl. No</b>	<b>Milestone</b>	<b>Description of activity</b>	<b>Timeline in Weeks</b>	<b>Total Duration of the Project</b>
	<b>Project Initiation Phase</b>				
	5	T4	a. Submission and approval of CVs for the SCR b. Submission and approval of CVs for locations other than SCR	1 Week	6 Weeks
Query details	As per the project plan CVs will be submitted in the 6th week We request timeline and penalty relaxation up to 6 weeks				
Clarification	No Change, Original Contract Clause Prevails.				

QUERY-246					
Page No/Section No of the RFP Document	Page no.47/Section:3.10 Project Plan -Volume-2				
Description of the Original Clause	<b>Deployment of manpower and Knowledge Transfer by KSWAN 3.0 SI</b>				
	6	T5	Deployment of manpower for KSWAN 3.0 a. For SCR b. For locations other than SCR	1 Week	7 Weeks
Query details	We request a 15-day deployment period post-profile approval				
Clarification	No Change, Original Contract Clause Prevails.				

QUERY-247					
Page No/Section No of the RFP Document	Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2				
Description of the Original Clause	8	Change in Key Personnel and any other manpower exits from the	No exits within 6 months from the commencement of the project	No Penalties	



		project during the first 6 months from the Go-live of the project	For every headcount change in the key personnel and any other manpower exiting the project during first 6 months from the Go-live of the project	1% penalty applicable on the QGR payments for each head count that has exited the project	
Query details	Request to remove this clause as its subjective				
Clarification	No Change, Original Contract Clause Prevails.				

<b>QUERY-248</b>	
Page No/Section No of the RFP Document	Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2
Description of the Original Clause	1.The resources deployed in KSWAN 3.0 are eligible for availing 12 days of leave per year. The Penalty will be applicable beyond the permissible leaves.
Query details	Request to amend it as per the SI partner payroll policies certain labor law guidelines can not be overlooked
Clarification	No Change, Original Contract Clause Prevails.

QUERY-249				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
		Reassign the tickets to concerned stakeholders to work on the fault		
Query details	Request to keep one SLA it is also captured in page 196 request same amendments as stated on page 196 Request Amendment below – No Severity Response Time Resolution Time 1 Severity 1 5 inutes 30 Minutes 2 Severity 2 10 Minutes 60 Minutes 3 Severity 3 15 Minutes 4 Hrs 4 Severity 4 20 Minutes 24 Hrs			
Clarification	No Change, Original Contract Clause Prevails.			

QUERY-250						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	3 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.
Query details	Request amendment to 16 Weeks from date of PO considering OEM dependancies and extended timelines its is difficult to get the appliances delivered in 10 weeks					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-251	
Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes- Volume 2
Description of the Original Clause	

	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a.4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Request amendment to change it to 16 to 20 weeks					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-252	
Page No/Section No of the RFP Document	Volume 2 Page No 231 5Service Level Agreement
Description of the Original Clause	All points

Query details	Request amendment to change it to 16 to 20 weeks
Clarification	No Change, Original Contract Clause Prevails.

QUERY-253	
Page No/Section No of the RFP Document	Volume 2 Page No 231 5Service Level Agreement
Description of the Original Clause	All Points
Query details	Request amendment to change it to 16 weeks
Clarification	No Change, Original Contract Clause Prevails.

QUERY-254						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Request amendment to 14 weeks					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-255						
Page No/Section No of the RFP Document	Page 231/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes- Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	a.4 weeks from the date of delivery at the location. b. Successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	Request amendment to change it to 16 weeks					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-256	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3

Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	Request to delete The Project office shall be set up by the SI at a location to be suggested by CeG Reason SI will use the existing office in bangalore or Set up an office within Bangalore
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-257</b>	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3
Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	Request to allocate one Room in the SCR building as project office
Clarification	The Project Office will be set up in the Project Locations

<b>QUERY-258</b>	
Page No/Section No of the RFP Document	Page no 19/ Section 1.11 Approvals and Required Consents Volume -3
Description of the Original Clause	1. CeG shall extend necessary support to SI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances, and applicable approvals (hereinafter the “Approvals”) necessary for SI to provide the Services. The costs of such Approvals shall be borne by SI. Both parties shall give each other all co-operation and information reasonably
Query details	Request to consider the cost of the customary approval needs to be borne by CeG Unable to calculate the Budget
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-259</b>	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI’s Obligation Volume -3
Description of the Original Clause	4. SI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the commencement of the project. In such cases of exit, penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.
Query details	Request not to consider the penalties if employee leaves in 6 months If not replaced within the specified timeframe penalties will accepted
Clarification	Please refer to the Addendum.

<b>QUERY-260</b>	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	5.In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to CeG Authorities as proof and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	Requesting for Replacement shall be found and deployed within 30 days of the exit of those personnel
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-261</b>	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	3.CeG reserves the right to require changes in personnel which shall be communicated to SI. SI with the prior approval of CeG may make additions to the project team. SI shall provide CeG with the resume of Key Personnel and provide such other information as CeG may reasonably require. CeG also reserves the right to interview the personnel and reject, if found unsuitable. In case of change in its team members, for any reason whatsoever, SI Shall also ensure that the existing members are replaced with at least equally qualified and professionally competent members. But ultimate responsibility of the project implementation shall lie with SI.
Query details	CeG reserves the right to ask for changes in personnel which shall be communicated to SI along with the reason of change SI will look into the reason and if required even after discussing pros and cons with CeG PM will go ahead for the replacement
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-262</b>	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	4. SI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the commencement of the project. In such cases of exit penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.
Query details	Since there is noway as per law to stop a person from leaving the organization hence request to amend the clause SI shall ensure that none of the Key Personnel and manpower are replaced by SI from the project during first 6 months of the commencement of the project In such cases of exit penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2 The above penalty is not applicable for the key personnel and manpower leaving the organization
Clarification	Please refer to the Addendum.

QUERY-263	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	5. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to CeG Authorities as proof and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment relevant termination/exit documents of that personnel shall be provided to CeG Authorities as proof and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel In case of suitable replacement taking time SI need to make a resource available within 15 days of the exit of the personnel from their pool of resources who are qualified and experienced as per RFP conditions laid for such resource Such resource will be at site till the time permanent replacement joins the team
Clarification	No Change, Original Contract Clause Prevails.

QUERY-264	
Page No/Section No of the RFP Document	Page no 22/ Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	27. Additional Quantity a. CeG reserves the right to procure additional quantities from any line item proposed in the RFP. CeG may choose to procure additional material from any of the line items specified in BoQ (up to 25% of the quantities per line item during the contract period) at the same cost as quoted in the best and final offer. SI may supply the product with same or higher specifications quoted in the proposal. The right to choose the vendor for additional quantities at any point during Implementation or O&M rests with CeG
Query details	The validity of contractual rates for greater than 5 years is doubtful as there may be many changes in duty structure/statutory by government Also the currency fluctuation occur over the years so may be unsustainable We suggest to ask for keeping same rates with addition/deletion of duty statutory
Clarification	No Change, Original Contract Clause Prevails.

QUERY-265	
Page No/Section No of the RFP Document	Page no 42/ Section 1.43 Delivery - Volume 3
Description of the Original Clause	1.SI shall bear the cost for packing, transport, insurance, storage, and delivery of all the goods for the project "Selection of System Integrator for KSWAN 3.0" at all locations identified by CeG.
Query details	SI can insure but how will CeG reimburse the bidder for the same
Clarification	CEG will not be reimbursing the cost, it shall be in the scope of bidder



QUERY-266	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.
Query details	Penalty capped at 20 percentage is not justified even for the minor incidents bidder will be penalized upto 20 percentage Hence request you to either please reduce SLA penalty clause or increase the time of SLA
Clarification	No Change, Original Contract Clause Prevails.

QUERY-267	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Request for considering the Lead Bidder experience for having executed project of similar scope of work Since this is a consortium bid either of the bidders should match the qualifying the criteria
Clarification	No Change, Original Contract Clause Prevails.

QUERY-268	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	we are requesting CeG to ammend the changes as-Qualification of Managed IT services business experience can comprise of any of the following Five activities Bidders can provide the turnover from the business of
Clarification	Please refer to the Corrigendum

<b>QUERY-269</b>	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	Bidders can provide the turnover from the business from any of the following five activities

Clarification	Please refer to the Corrigendum
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QUERY-270							
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1						
Description of the Original Clause	Sl. #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used	
		Experience of the bidder					
	1	System Integration projects which include supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments. <u>Note:</u> If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.  a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above. <u>"CeG scope of managed IT services"</u> Bidders can provide the turnover from the business of a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances	i. Equal or more than 3000 locations = 15 Points  ii. Between 2000 to 2999 locations = 10 Points  iii. Between 1000 to 1999 locations = 7.5 Points  iv. Less than 1000 locations = 0 Points	15	(Refer Form Annexure -3 Section 11.4)	

		<p>(necessarily conventional Core and branch Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble shooting from the NOC</p> <p>d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc</p> <p>e. Providing software and patch management</p> <p>f. Providing capacity management for infrastructure</p> <p>g. Provide 24x7 helpdesk services to users</p> <p>h. Provide breakdown support for WAN links and network appliances for remote branch locations</p> <p>i. Provide resident engineers for remote branch locations</p> <p>j. Contracts with client should be multi-year, with a minimum of 3 year period</p>				
Query details	We respectfully request the removal of the word turnover from this section as the clause already evaluates bidders on the basis of qualitative experience The reference to turnover is not aligned with the intent of technical scoring criteria and may be considered irrelevant in this context					
Clarification	Please refer to the Corrigendum					

QUERY-271													
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1												
Description of the Original Clause	<table><tr><th>SL. No</th><th>Description of Item</th><th>Payment Schedule</th><th>Amount Payable</th><th>Artifacts</th><th>Remarks</th></tr><tr><td>1</td><td>Network equipment and IT components</td><td>For SCR, DR-SCR, DCR, TCR Core infrastructure.</td><td>a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C) &amp; successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period</td><td><u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages</td><td>Payable on successful check of all the equipment and testing by CeG authorised representative</td></tr></table>	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks	1	Network equipment and IT components	For SCR, DR-SCR, DCR, TCR Core infrastructure.	a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C) & successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	Payable on successful check of all the equipment and testing by CeG authorised representative
	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks							
1	Network equipment and IT components	For SCR, DR-SCR, DCR, TCR Core infrastructure.	a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C) & successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	Payable on successful check of all the equipment and testing by CeG authorised representative								
Query details	we are requesting CeG to ammend the changes as - 70Percent after supply to CeG identified location and 20 percentage after Installation and Commissioning and successful completion of FAT and Retention payment 10 percent to be paid equated quarterly over balance contract period												
Clarification	No Change, Original Contract Clause Prevails.												

QUERY-272	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium</p>

	Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, & 2023-24))
Query details	Request for considering minimum annual turnover of INR 350 Cr from IT services in any one of the financial years out of last 5 financial year
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-273</b>	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium: The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	Request for considering minimum annual turnover of INR 350 Cr from IT services in any one of the financial years out of last 5 financial years of either of the consortium partners
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-274</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1

Description of the Original Clause	SL No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment and IT components	For equipment at Departmental offices, Mini-PoPs and Aggregation nodes: On Delivery and successful installation and acceptance testing of the equipment as per work order.	90% of the cost of equipment after deduction of implementation penalties, if any	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM / SI <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format	Payable on successful check of all the equipment and testing by CeG authorised representative
Query details	The current payment terms specify that 90 percentage of the equipment cost for Departmental Offices Mini-PoPs and Aggregation Nodes will be paid only after delivery installation and acceptance testing after deducting any implementation penalties However for For SCR DRSCR DCR TCR Core infrastructure under Network equipment and IT components the payment is structured as a-50 Percentage on supply to CeG-identified location b-40 Percentage after installation commissioning FAT and c-10 Percentage as retention paid quarterly over the remaining contract period In view of this we request CeG to align the equipment payment terms for Departmental Offices Mini PoPs and Aggregation Nodes with the above model This will ensure consistent cash flow and mitigate risks arising due to delays beyond the SI control such as site readiness power or access issues					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-275						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	
	2	Non-IT equipment (including civil and electrical works)	After successful completion and inspection by CeG/TPA	90% after successful completion of acceptance tests and Retention payment of 10% to be paid equated quarterly over the	<u>Acceptance tests:</u> Physical inspection & approved checklist clearance <u>Retention:</u> No equipment and	

				balance contract period	quality issues during physical inspection & approved checklist clearance used during acceptance tests
Query details	The current payment terms specify that 90 Percentage after successful completion of acceptance tests for Non-IT equipment including civil and electrical works However for For SCR DRSCR DCR TCR Core infrastructure under Network equipment and IT components the payment is structured as a-50 Percentage on supply to CeG-identified location b-40 Percentage after installation commissioning and FAT c-10 Percentage as retention paid quarterly over the remaining contract period In view of this we request CeG to align the Non-IT equipment including civil and electrical works with the above model This will ensure consistent cash flow and mitigate risks arising due to delays beyond the SI control such as site readiness power or access issues				
Clarification	No Change, Original Contract Clause Prevails.				

QUERY-276				
Page No/Section No of the RFP Document	Page no 35/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2 Page no 224/ 5.6 Service Levels for Manpower Deployment – Volume-2			
Description of the Original Clause	Section 3 8 -			
	Resource Type	Deployment Type	Location of deployment	Total Qty
	Field Engineer	Full time	TCR	294
	Section 5 6			
	Designation	Qty	Type	Location
	Field Maintenance Resource	147	Full time	TCR
Query details	There is a mismatch in the total manpower count mentioned between Section 3 point 8 and Section 5 point 6 While Section 3 point 8 lists a detailed manpower plan with designations Section 5 point 6 under SLA refers to different Manpower numbers or structures for penalty calculations Kindly clarify			
Clarification	Please refer to the Corrigendum			



QUERY-277	
Page No/Section No of the RFP Document	General
Description of the Original Clause	Price Bid Format in the portal
Query details	1 Volume 1 Instructions to Tenderers 2 Volume 2 Master Service Agreement 3 Volume 3 Scope of Work RFP in 3 Volumes provided However there is no Price bid published in the portal please publish the same
Clarification	Details are available in the RFP Volume -1 -Page no-115 Annexure 4 - Formats for Submission of the Commercial Bid However, the commercial bid will be quoted in the Karnataka Procurement portal only.

QUERY-278	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>

Query details	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 Seven financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared Go-Live by the end client Note 1 The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only Note 2 Credentials PO/WO should have a minimum of five 5 items from Managed IT services list of Ten 10 items a Sole Bidder should have a minimum of 1 No One project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than 245 Crores Two Hundred Forty-Five Crores only inclusive of all taxes In the case of a two-member Consortium Lead Member should have executed one project of at least 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least 61 Crores in the name of the bidding entity with a similar scope of work totaling at least 245 Crores Two Hundred Forty-Five Crores only from consortium members</p>
Clarification	No Change, Original Contract Clause Prevails.

QUERY-279	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Please amend bidder can submit multiple projects each with a contract value of 245 Crore or more to demonstrate compliance with the managed IT services experience requirement
Clarification	No Change, Original Contract Clause Prevails.

QUERY-280	
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Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium:</p> <p>The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	Can the turnover requirement be met through group companies or subsidiaries of the lead bidder
Clarification	No Change, Original Contract Clause Prevails.

QUERY-281	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium:</p> <p>Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	Will ongoing projects not fully completed but operational be considered for PQ criteria
Clarification	Please refer to the Addendum

QUERY-282	
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Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	We request the Authority to kindly consider ongoing live projects that are in continuous operation for more than ten 10 years with a total managed IT services value exceeding 245 Cr as valid PQ experience
Clarification	Please refer to the Addendum

QUERY-283	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61</p>

	Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.
Query details	The Sole Bidder or Lead Bidder of the Consortium must have executed similar Managed IT Services projects within the last 10 financial years from the tender notification date presented as bidder experience and declared Go-Live by the end client The project commencement date will be based on the Work Order/Purchase Order and Agreement copy for multi-year projects
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-284</b>	
Page No/Section No of the RFP Document	Page-17 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note: The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium: Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Query details	The Sole Bidder or Lead Bidder of the Consortium must have executed similar Managed IT Services projects within the last 7 financial years from the tender notification date presented as bidder experience and declared Go-Live by the end client Credentials PO/WO must include at least 5 of 10 listed Managed IT Services A Sole Bidder must have one project in its name with a similar scope and contract value of at least 245 Crores inclusive of taxes For a two-member Consortium the Lead Member must have one project of at least 125 Crores and the second member one project of at least 61 Crores totaling at least 245 Crores
Clarification	Please refer to the corrigendum

<b>QUERY-285</b>	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1

Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium:</p> <p>The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	We request the Sole Bidder meet the 450 Crore annual turnover from Managed IT Services by demonstrating experience in any 5 of 10 CeG-defined Managed IT Services rather than all 10
Clarification	Please refer to the corrigendum

QUERY-286	
Page No/Section No of the RFP Document	Page-18 /Section-3.1.Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p>Financial Turnover:</p> <p>The Sole bidder should have a minimum annual turnover of ₹ 450 crores (Four Hundred and Fifty Crores only) from the managed IT services business in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p> <p>In the case of a two-member Consortium:</p> <p>The Lead Member should have a minimum annual turnover of ₹ 230 Crores from Managed IT Services business and the 2nd Consortium Member should have a minimum annual turnover of ₹ 113 crores from Managed IT services business totalling at least ₹ 450 crores in any of two (2) financial years out of the last five (5) financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, &amp; 2023-24))</p>
Query details	Please amend the Sole Bidder can meet the 450 Crore annual turnover requirement from managed IT services business by demonstrating experience in any minimum five 5 areas of managed IT services as defined in the RFP scope instead of all ten areas
Clarification	Please refer to the Corrigendum

QUERY- 287	
Page No/Section No of the RFP Document	Page-19/Section-3 Pre-Qualification Criteria Volume 1

Description of the Original Clause	1. The Sole bidder/Lead bidder of the Consortium should have at least 200 Technical staff on its payroll, as on date, out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science. Further, out of 200 technical staff, 50 should have network certification from any of the prominent network equipment OEMs.  Any OEM certifications on routing, switching, security, servers, etc
Query details	The Sole bidder/Lead bidder of the Consortium should have at least 200 Technical staff on its payroll as on date out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science Further out of 200 technical staff 25 should have network Security Virtualisation Data Centre certification from any of the prominent network Security Virtualisation Data Centre equipment OEMs Any OEM certifications on routing switching security servers etc
Clarification	No Change, Original Contract Clause Prevails

QUERY-288	
Page No/Section No of the RFP Document	Page-19/Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	1. The Sole bidder/Lead bidder of the Consortium should have at least 200 Technical staff on its payroll, as on date, out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science. Further, out of 200 technical staff, 50 should have network certification from any of the prominent network equipment OEMs.  Any OEM certifications on routing, switching, security, servers, etc
Query details	The Sole bidder/Lead bidder of the Consortium should have at least 200 Technical staff on its payroll as on date out of which 50 should be graduate engineers in the discipline of electronics and communications and or Telecommunications and or IT and or Computer Science Further out of 200 technical staff 25 should have network Security Virtualisation Data Centre certification from any of the prominent network Security Virtualisation Data Centre equipment OEMs Any OEM certifications on routing switching security servers etc
Clarification	No Change, Original Contract Clause Prevails

QUERY-289	
Page No/Section No of the RFP Document	Page no.34/ Section 4.23 Sub Contracting Volume 1
Description of the Original Clause	1. Sub-contracting shall be allowed for the below parts of the KSWAN project, excluding SCR resources and other District nodal officers, only with the prior written concurrence of CeG, and the CeG shall have the discretion to permit the same or to reject the proposal or to permit with conditions. The

	<p>SI shall deploy the resources in compliance with section 3.8 of volume 2 of this RFP.</p> <ol style="list-style-type: none"> <li>For meeting the Resource requirement, sub-contracting shall be done from a maximum of two manpower resourcing agencies with prior approval from the CeG. No resources for the Strategic Head Count / Key Personnel deployment can be outsourced and should be on the direct payrolls of the selected SI.</li> <li>Supply, Installation, Configuration Maintenance of Civil and Electrical equipment such non-IT inventories like DG Set, PAC's, Comfort AC, and UPS at all locations, as applicable.</li> <li>Sub-contracting of Civil &amp; Electrical works should be allocated to a qualified firm.</li> </ol>
Query details	Please clarify if key personnel can be on a subcontractor payroll under MSI oversight with clause relaxation
Clarification	No Change, Original Contract Clause Prevails.

QUERY-290	
Page No/Section No of the RFP Document	Page no.45/Section 5.4.4 Successful Bidder Evaluation Volume 1
Description of the Original Clause	<p>2.The grand total prices of each bidder (inclusive of taxes) will be tabulated and compared with each other to determine the Lowest Grand Total Price ((Capex Price + Opex Price) - Buyback price) inclusive of applicable taxes, levies, etc.</p> <p>3.The bidder whose total grand price (inclusive of taxes) is lowest among all the bidders' total grand prices, shall be treated as L1 (Lowest Bid) for considering the award of the contract.</p>
Query details	Per Section 15 of the CGST Act 2017 and applicable government procurement/audit guidelines please confirm if GST on new supply is levied on the gross invoice value without netting off the buyback amount and clarify how the department will account for and process the buyback transaction via a tax invoice issued by the department or a self-invoice by the supplier under reverse charge
Clarification	As the reduction is not on body of the bill hence there is no GST implication

QUERY-291						
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1					
Description of the Original Clause	SI . #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
		Experience of the bidder				



			<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.</p> <p><u>Note:</u> If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</p>				
	1	System Integration projects which include supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	<p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.</p> <p><u>"CeG scope of managed IT services"</u></p> <p>Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble</p>	<p>i. Equal or more than 3000 locations = 15 Points</p> <p>ii. Between 2000 to 2999 locations = 10 Points</p> <p>iii. Between 1000 to 1999 locations = 7.5 Points</p> <p>iv. Less than 1000 locations = 0 Points</p>	15	(Refer Form Annexure -3 Section 11.4)	

			shooting from the NOC d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc e. Providing software and patch management f. Providing capacity management for infrastructure g. Provide 24x7 helpdesk services to users h. Provide breakdown support for WAN links and network appliances for remote branch locations i. Provide resident engineers for remote branch locations j. Contracts with client should be multi-year, with a minimum of 3 year period				
Query details	The Sole bidder Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 10 financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared Go Live by the end client						
Clarification	Please refer to the Corrigendum						

QUERY-292	
Page No/Section No of the RFP Document	Page no.54/ Section 6.6 Performance Bank Guarantee (PBG) - Volume 1
Description of the Original Clause	3. This Performance Bank Guarantee shall be for an amount equivalent to 5% of the total contract value.
Query details	We request confirmation that the Performance Bank Guarantee PBG is submitted for one year and renewed annually for five years
Clarification	PBG shall be submitted for the period of 5 years 3 months before signing MSA

<b>QUERY-293</b>	
Page No/Section No of the RFP Document	Page no 58/ Section 7.5. Additional instruction on supply of equipment solutions Volume-1
Description of the Original Clause	10. Any relocation of the supplied solution within State Control Room (SCR) should be performed at no additional cost to CeG. The scope will include dismantling or deinstallation, implementation, installation, configuration, integration, and testing.
Query details	Kindly clarify whether civil electrical and passive infrastructure at the new locations will be made ready by CeG or if the bidder is responsible for site readiness prior to relocation If bidder is responsible please include this line item in Price Bid
Clarification	Bidder shall be responsible.

<b>QUERY- 294</b>	
Page No/Section No of the RFP Document	Page no 58/ Section 7.5. Additional instruction on supply of equipment solutions Volume-1
Description of the Original Clause	10. Any relocation of the supplied solution within State Control Room (SCR) should be performed at no additional cost to CeG. The scope will include dismantling or deinstallation, implementation, installation, configuration, integration, and testing.
Query details	Please confirm if CeG will handle civil electrical and passive infrastructure at new locations or if the bidder is responsible for site readiness If the bidder is responsible please include this in the Price Bid
Clarification	Bidder shall be responsible.

<b>QUERY-295</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	We request a 20 percent advance payment upon Advance Bank Guarantee submission and propose payment terms 20 percent against ABG 60 percent after supply to CeG location 10 percent after successful Installation and Commissioning I and C and Final Acceptance Test FAT and 10 percent retention paid quarterly over the contract balance
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-296</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General

Query details	Request All the payment terms on Pro rata basis against supply and against installation For eg If the order value includes 50 items and 45 nons supplied and 30 are installed then request supply payamnt for 45 and installation payment for 30
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-297</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	Request an Advance amount of 20 against the submission of Advance Bank Guarantee Request to change payment terms as follows a 20 Against ABG b 60 after supply to CeG identified location c 10 after Installation and Commissioning I and C successful completion of FAT d Retention payment 10 to be paid equated quarterly over balance contract period
Clarification	No Change, Original Contract Clause Prevails.

QUERY-298						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause						
	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment and IT components	For SCR, DR-SCR, DCR, TCR Core infrastructure.	a. 50% after supply to CeG identified location b.40% after Installation and Commissioning (I and C) & successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	<u>Supply:</u> Duly approved by authorised signatory after BoM audit <u>I and C:</u> Reports by OEM <u>FAT Completion:</u> Tests conducted by CeG authorised representative, in approved format  <u>Retention:</u> a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	Payable on successful check of all the equipment and testing by CeG authorised representative

Query details	Request to change a 80 after supply to CeG identified location b 10 after Installation and Commissioning I and C successful completion of FAT c Retention payment 10 to be paid equated quarterly over balance contract period
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-299</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	Payment Terms
Query details	Is there a provision for advance payment against a bank guarantee?
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-300</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	We request pro-rata payment terms for supply and installation For instance if the order includes 50 items with 45 supplied and 30 installed we request payment for 45 supplied and 30 installed items
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-301</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	We request a 20 percent advance upon Advance Bank Guarantee submission and propose payment terms 20 percent against ABG 60 percent after supply to CeG location 10 percent after successful Installation and Commissioning I and C and Final Acceptance Test FAT and 10 percent retention paid quarterly over the contract balance
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-302</b>						
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1					
Description of the Original Clause	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	1	Network equipment	For SCR, DR-SCR,	a. 50% after supply to	<u>Supply</u> : Duly approved by	Payable on successful

		and IT components	DCR, TCR Core infrastructure.	CeG identified location b.40% after Installation and Commissioning (I and C) & successful completion of FAT c. Retention payment: 10% to be paid equated quarterly over balance contract period	authorised signatory after BoM audit <u>I and C</u> : Reports by OEM <u>FAT Completion</u> : Tests conducted by CeG authorised representative, in approved format  <u>Retention</u> : a. 1 year SLA achievement for all clauses b. Consolidated RCA for any critical outages	check of all the equipment and testing by CeG authorised representative
Query details	Alternatively we propose 80 percent payment after supply to CeG location 10 percent after successful I and C and FAT and 10 percent retention paid quarterly over the contract balance					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-303													
Page No/Section No of the RFP Document	Page 60 /Section 8.4 Payment Terms Volume 1												
Description of the Original Clause													
	<table><tr><td>SL. No</td><td>Description of Item</td><td>Payment Schedule</td><td>Amount Payable</td><td>Artifacts</td><td>Remarks</td></tr><tr><td>4</td><td>Operation, Management and Maintenance (QGR) for Part A, Part B &amp; Part C</td><td>Quarterly in arrears</td><td>Eligible payment after deduction of SLA penalties, if any at the end of the each Quarter</td><td>System generated artifacts for all SLAs</td><td></td></tr></table>	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks	4	Operation, Management and Maintenance (QGR) for Part A, Part B & Part C	Quarterly in arrears	Eligible payment after deduction of SLA penalties, if any at the end of the each Quarter	System generated artifacts for all SLAs	
	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks							
4	Operation, Management and Maintenance (QGR) for Part A, Part B & Part C	Quarterly in arrears	Eligible payment after deduction of SLA penalties, if any at the end of the each Quarter	System generated artifacts for all SLAs									
Query details	What is the mechanism for Quarterly Guaranteed Revenue QGR calculation and how will penalties be applied												
Clarification	Please refer the Section 8.4 Payment Terms in Volume -1 and Section 5, Service Level Agreement of Volume-2												

QUERY-304	
Page No/Section No of the RFP Document	Page 60 /Section 8.4 Payment Terms Volume 1

Description of the Original Clause	SL. No	Description of Item	Payment Schedule	Amount Payable	Artifacts	Remarks
	4	Operation, Management and Maintenance (QGR) for Part A, Part B & Part C	Quarterly in arrears	Eligible payment after deduction of SLA penalties, if any at the end of the each Quarter	System generated artifacts for all SLAs	
Query details	Please clarify the Quarterly Guaranteed Revenue calculation mechanism and penalty application					
Clarification	Please refer the Section 8.4 Payment Terms in Volume -1 and Section 5, Service Level Agreement of Volume-2					

<b>QUERY-305</b>	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	1.The successful Bidder shall be paid the QGR every quarter after deducting the penalties applicable for that quarter. The successful Bidder is guaranteed a payment of 80% of Total QGR for every quarter (20% as upper cap of penalty) with the below exceptions.
Query details	Per industry norms we request a 10 percent cap on SLA penalties
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-306</b>	
Page No/Section No of the RFP Document	Page no.61/ Section 8 Payment Terms Volume-1
Description of the Original Clause	a. In case the overall SLA penalty exceeds 20% for more than two consequent quarters, the minimum penalty shall not be limited to 20% and it shall be up to 100% for the respective component, for the next four quarters. If the penalty is less than 20% in the subsequent four quarters, then the cap of 20% will be restored.
Query details	We request removal of the specified clause
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-307</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	Request to change all installation and commissioning payment against the Installation and commissioning of the equipment or after 2 months of installation if the commissioning with the system is not happen due any dependencies from the department or CeG

Clarification	No Change, Original Contract Clause Prevails.
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<b>QUERY-308</b>	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	We request revising eligibility requirements to allow experience in any 5 of 10 CeG-defined Managed IT Services instead of implying all 10 to encourage broader participation without compromising quality
Clarification	Please refer to the Corrigendum

<b>QUERY-309</b>	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<p><u>Bidder's scope of managed IT services</u></p> <p>Qualification of Managed IT services business experience should comprise of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> </ol>



	<p>8. Provide breakdown support for WAN links and network appliances for remote branch locations</p> <p>9. Provide resident engineers for remote branch locations</p> <p>10. Contracts with client should be multi-year, with a minimum of 3 year period</p>
Query details	We request that all eligibility requirements be revised to allow experience in any minimum five 5 out of the ten defined managed IT services areas as outlined in the RFP in place of the current condition that implies mandatory experience across all ten This will ensure broader participation without compromising on the quality or relevance of bidder experience
Clarification	Please refer to the Corrigendum

<b>QUERY-310</b>	
Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3.Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4.The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	As we understand from the RFP approximately 350 resources are currently deployed to manage the existing KSWAN 2 infrastructure However under the proposed KSWAN 3 it is envisaged that the network will be expanded to support 9000 plus additional locations We respectfully submit that it would be operationally unfeasible to manage this significant scale up with the existing resource count To ensure seamless operations timely support and service level compliance we request the department to kindly re evaluate and revise the manpower requirements in line with the expanded scope This will enable effective service delivery and long term sustainability of the KSWAN 3 initiative
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

<b>QUERY-311</b>	
Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3.Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4.The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.
Query details	As per our understanding from the RFP around 350 resources are currently deployed to manage the existing KSWAN 2 infrastructure However under the proposed KSWAN 3 the network is expected to expand significantly to support over 9000 additional locations We respectfully submit that managing this substantial scaleup with the existing resource count would be operationally unfeasible To ensure seamless operations timely support and compliance with service levels we kindly request the department to reevaluate and revise the manpower requirements in line with the expanded scope This adjustment will facilitate effective service delivery and ensure the longterm sustainability of the KSWAN 3 initiative
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

<b>QUERY-312</b>	
Page No/Section No of the RFP Document	Page 190 /Section 4.3.13 Relocation of Departmental Office (Type 1 and 5) Volume 2
Description of the Original Clause	The SI has to ensure the timely completion of the relocation within the stipulated time period mentioned in the Work Order issued by KSWAN, CeG. In case of any delay in relocation, penalties will be applicable as per Service levels stipulated in this RFP.
Query details	Is there any specific timeline or sequence defined for relocation across different sites If yes please share a detailed plan along with location details
Clarification	Please refer to Section 5.8 of Volume-II of the RFP. The location details shall be shared with the Successful Bidder as and when the requirement arises

<b>QUERY-313</b>	
Page No/Section No of the RFP Document	Page 190 /Section 4.3.13 Relocation of Departmental Office (Type 1 and 5) Volume 2
Description of the Original Clause	The SI has to ensure the timely completion of the relocation within the stipulated time period mentioned in the Work Order issued by KSWAN, CeG. In case of any delay in relocation, penalties will be applicable as per Service levels stipulated in this RFP.
Query details	Is there a specific timeline or sequence for relocation across sites If yes please provide a detailed plan with location details
Clarification	Please refer to Section 5.8 of Volume-II of the RFP. The location details shall be shared with the Successful Bidder as and when the requirement arises

QUERY-314							
Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	Exceeding 12 hours (Cumulative)
		Normal category					

	<table><tr><td>Depart mental offices connect ed through IPSec VPN</td><td>No penalty applicab le</td><td>For each hour of Unavail ability - ₹250</td><td>For each hour of Unavail ability - ₹500</td><td>No penalty applicab le</td><td>No penalty applicab le</td><td>No penalty applicab le</td></tr></table>	Depart mental offices connect ed through IPSec VPN	No penalty applicab le	For each hour of Unavail ability - ₹250	For each hour of Unavail ability - ₹500	No penalty applicab le	No penalty applicab le	No penalty applicab le
Depart mental offices connect ed through IPSec VPN	No penalty applicab le	For each hour of Unavail ability - ₹250	For each hour of Unavail ability - ₹500	No penalty applicab le	No penalty applicab le	No penalty applicab le		
Query details	Most of the newly proposed departmental offices are located in remote areas In many cases the travel time for field engineers to reach these sites can range from 6 to 8 hours depending on terrain and accessibility Given these logistical constraints we believe that the current 4 hour SLA for on site support is not practically achievable and may lead to noncompliance despite best efforts We therefore request you to kindly consider revising the on site SLA to 2 business days for such remote locations This will allow for realistic planning and resource deployment while maintaining service quality							
Clarification	No Change. Original Contract Clause Prevails.							

QUERY-315							
Page No/Section No of the RFP Document	Page no. 213 /Section 5.4.6 Service Levels for Departmental Offices connected from SCR, DCRs, TCRs, Aggregation Nodes, Mini-PoPs and through VPN Volume-2						
Description of the Original Clause	a. Partial or Complete Equipment Failures (Router and Switch) at Departmental Offices						
	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
		0-4 hours (Cumulative)	4-8 hours (Cumulative)	Exceeding 8 hours (Cumulative)	0-6 hours (Cumulative)	6-12 hours (Cumulative)	Exceeding 12 hours (Cumulative)
	Normal category						
	Departmental offices connected through IPSec VPN	No penalty applicable	For each hour of Unavailability - ₹250	For each hour of Unavailability - ₹500	No penalty applicable	No penalty applicable	No penalty applicable

Query details	Most of the newly proposed departmental offices are situated in remote areas where the travel time for field engineers to reach these sites can range from 6 to 8 hours depending on the terrain and accessibility Given these logistical challenges we believe that the current 4hour SLA for onsite support is impractical and may lead to noncompliance despite our best efforts Therefore we respectfully request that you consider revising the onsite SLA to 2 business days for such remote locations This adjustment will enable realistic planning and resource deployment while ensuring that service quality is maintained
Clarification	No Change, Original Contract Clause Prevails.

QUERY-316								
Page No/Section No of the RFP Document	Page no. 216 /Section 5.5.1Diesel Generator (DG) at SCR, DCRs and TCRs Volume-2							
Description of the Original Clause	Response time for refilling of the fuel at DCRs and TCRs (for each instance)							
	Type of Location	SLA Parameter	Penalty in a quarter during PBH			Penalty in a quarter during EBH		
			Between 0-3 Hours	Between 3– 5 Hours	Exceeding 5 Hour	Between 0-4 Hours	Between 4 – 6 Hours	Exceeding 6 Hour
	DCRs and TCRs	At DCRs and TCRs response time for refilling of the fuel	i. No penalty applicable	₹ 1000	for each hour- ₹ 2000	i. No penalty applicable	₹ 500	for each hour- ₹ 1000
			ii. ₹ 1000 in case of spillover from EBH			ii. ₹ 500 in case of spillover from PBH		
Query details	Request to delete the clause since operational SLA already Part of IT equipment up time							
Clarification	No Change. Original Contract Clause Prevails.							

QUERY-317				
Page No/Section No of the RFP Document	Page no 35/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2 Page no 224/ 5.6 Service Levels for Manpower Deployment – Volume-2			
Description of the Original Clause	Section 3 8 -			
	Resource Type	Deployment Type	Location of deployment	Total Qty
	Field Engineer	Full time	TCR	294

	Section 5 6											
	<table><tr><th>Designation</th><th>Qty</th><th>Type</th><th>Location</th></tr><tr><td>Field Maintenance Resource</td><td>147</td><td>Full time</td><td>TCR</td></tr></table>	Designation	Qty	Type	Location	Field Maintenance Resource	147	Full time	TCR			
Designation	Qty	Type	Location									
Field Maintenance Resource	147	Full time	TCR									
Query details	Document reflects two separate manpower counts in section 3.8 & 5.6. We request clarification on which section applies for replacement											
Clarification	Request to consider the resources defined in clause 3.8 Manpower deployment for KSWAN 3.0											

QUERY-318					
Page No/Section No of the RFP Document		Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2			
Description of the Original Clause	8	Change in Key Personnel and any other manpower exits from the project during the first 6 months from the Go-live of the project	No exits within 6 months from the commencement of the project	No Penalties	
			For every headcount change in the key personnel and any other manpower exiting the project during first 6 months from the Go-live of the project	1% penalty applicable on the QGR payments for each head count that has exited the project	
Query details		The current clause is overly restrictive We suggest a 30-day replacement window			
Clarification		No Change, Original Contract Clause Prevails.			

<b>QUERY-319</b>	
Page No/Section No of the RFP Document	Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2
Description of the Original Clause	8.In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	The 15-day replacement window is insufficient We request an extension to 30 days
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-320</b>	
Page No/Section No of the RFP Document	Page no.227/ 5.6Service Levels for Manpower Deployment – Volume-2

Description of the Original Clause	8.In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to Authorities as proof, and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	We request a 30-day replacement window
Clarification	No Change, Original Contract Clause Prevails.

QUERY-321				
Page No/Section No of the RFP Document	Page no. 229 /Section 5.7 Helpdesk Service levels Volume-2			
Description of the Original Clause	Sl. No	Severity	Mean Time to Respond	
			PBH	EBH
	1	Severity1	5 Minutes	
	2	Severity2	15 Minutes	30 Minutes
	3	Severity3	30 Minutes	45 Minutes
	4	Severity4	45 Minutes	60 Minutes
	Reassign the tickets to concerned stakeholders to work on the fault			
Query details	Since Severity 4 levels are under GPs and departmental offices Acknoldgement can be happen 45 minutes but reassignment of the ticket may requires the fieldvisit from nearest DCR TCR that need more time including travel Hence requirset to change Severity 4 PBH 120 minutes EBH 180 Minutes			
Clarification	No Change, Original Contract Clause Prevails.			

QUERY-322						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4%	3 weeks from the date of delivery to the location and successful completion of FAT as	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays beyond 2 weeks,

				penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each product supply for each week.	stipulated in the RFP.	5% penalty on cost of each product supply for each week.	
Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of Purchase Order PO or clearance before SLA begins						
Clarification	No Change, Original Contract Clause Prevails.						

QUERY-323						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	S L N o	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for all IT equipment	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply. c. For delays beyond 4 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10% penalty on the cost of each	3 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply.  b. For delays beyond 2 weeks, 5% penalty on cost of each product supply for each week.

				product supply for each week.			
Query details	We request an 8-week I and C timeline before SLA starts						
Clarification	No Change, Original Contract Clause Prevails.						

QUERY-324						
Page No/Section No of the RFP Document	Page no 230/ Section 5.8.1 State Control Room(SCR)Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at SCR					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	non-IT Components	6 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on the cost of each product supply for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on cost of each product supply cost  b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.
Query details	With no payment terms for supply we request a 16-week SLA for installation and commissioning from the department clearance date					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-325						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					



Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment supply at Departmental offices	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.

Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of PO or CeG clearance before SLA begins
Clarification	No Change, Original Contract Clause Prevails.

QUERY-326						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment supply at Departmental offices	10 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.

					of PO quantity devices is required within 4 weeks)	
Query details	We request an 8-week I and C timeline before SLA starts					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-327						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	2	non-IT Components	6 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply. b. For delays between 2 to 4 weeks, 4% penalty on the cost of each product supply c. For delays between 4 to 6 weeks, 5% penalty on the cost of each product supply d. For delays beyond 6 weeks, 10 % penalty on cost of each product supply for each week.	a.50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the cost of each product supply b. For delays beyond 2 weeks, 5% penalty on the cost of each product supply for each week.

Query details	With no payment terms for supply we request a 10-week SLA for installation and commissioning per location from the department clearance date
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-328</b>						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value  b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Due to equipment condition assessment and case-by-case OEM involvement we request removal of this SLA clause					
Clarification	No Change, Original Contract Clause Prevails.					

<b>QUERY-329</b>	
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes

	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Refurbishment of non-IT and Facility Infrastructure	2 weeks from the date of issue of Purchase Order (PO)	a. For delays between 0 to 2 weeks, 2% penalty on the cost of PO value b. For delays between 2 to 4 weeks, 4% penalty on the cost of PO value c. For delays beyond 4 weeks, 5% penalty on the cost of PO value d. For delays beyond 6 weeks, 10% penalty on the cost of PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value  b. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	We request a 4-week installation period					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-330						
Page No/Section No of the RFP Document	Page no 232/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	4	Relocation of PoP includes IT equipment and non-IT equipment	One (1) week from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks,	One (1) week from the date of delivery to the location and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, 2% penalty on PO value  b. For delays beyond 2 weeks, 5% penalty on

				5% penalty on PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.		PO value for each week.
Query details	As no supply is involved supply SLA is not applicable We request a 3-week I and C SLA from site clearance and equipment availability with SLA applied to the PO value of the specific line item					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-331						
Page No/Section No of the RFP Document	Page no 233/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	5	Building new PoP includes non-IT equipment	2 weeks from the date of issue of the Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on the PO value b. For delays between 2 to 4 weeks, 4% penalty on PO value c. For delays beyond 4 weeks, 5% penalty on the PO value d. For delays beyond 6 weeks, 10% penalty on PO value for each week.	2 weeks from the date of delivery to the location and successful completion of FAT as stipulated in the RFP.	a. For delays between 0 to 2 weeks, 2% penalty on the PO value  d. For delays beyond 2 weeks, 5% penalty on PO value for each week.
Query details	Delivery will begin from the later of site clearance or PO date					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-332	
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Page No/Section No of the RFP Document	Page no 233/ Section 5.8.2 DCRs, TCRs, Mini PoPs, and Aggregation Nodes Volume-2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at DCRs, TCRs, Mini PoPs, and Aggregation Nodes					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	6	Dismantle of PoP includes IT equipment and non-IT equipment	Service level not applicable	Penalty not applicable	One (1) week from the date of issue of PO and successful completion of FAT as stipulated in RFP.	a. For delays between 0 to 2 weeks, ₹ 5,000 penalty  b. For delays beyond 2 weeks, ₹ 10,000 of penalty for each week.
Query details	We request 12 weeks from site clearance to mobilize teams and dismantle equipment as removing 693 towers across Karnataka requires skilled manpower and resources in a safe environment needing 12 months for completion					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-333						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	1	Service levels applicable for IT equipment	10 weeks from the date of issue of	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost	a.50 % of the PO quantity to be installed in 4 weeks from the date of delivery	a. For delays between 0 to 2 weeks, 2% penalty on each product supply

		supply at Departmental offices	Purchase Order	b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	to the location. b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location. c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	cost b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.
Query details	The Hardware OEM cannot supply materials in 10 weeks due to importation We request a 20-week supply timeline from the later of PO or CeG clearance before SLA begins					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-334						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay



	1	Service levels applicable for IT equipment supply at Departmental offices	10 weeks from the date of issue of Purchase Order	<p>a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost</p> <p>b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost</p> <p>c. For delays beyond 4 weeks, 5% penalty on each product supply cost</p> <p>d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.</p>	<p>a. 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location.</p> <p>b. Balance 50 % of the PO quantity to be installed in 4 weeks from the date of delivery to the location.</p> <p>c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)</p>	<p>a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost</p> <p>b. For delays beyond 2 weeks, 5% penalty on each product supply cost for each week.</p>
Query details	We request a 20-week supply timeline and an 8-week installation period					
Clarification	No Change, Original Contract Clause Prevails.					

QUERY-335						
Page No/Section No of the RFP Document	Page 234/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for	Penalty for delay	Service levels for Installation	Penalty for delay

			the supply		& Commissioning	
	2	Service levels applicable for IT equipment supply at LAN Departmental offices			a. 4 weeks from the date of issue of the PO. b. Successful completion of FAT as stipulated in RFP.	a. For delays between 0 to one week, 2% penalty on each product cost  b. For delays beyond one week, 5% penalty on each product cost for each week.
Query details	Due to high volume we request 12 weeks from supply date to optimize manpower and server availability					
Clarification	No Change, Original Contract Clause Prevails					

QUERY-336						
Page No/Section No of the RFP Document	Page 235/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost d. For delays beyond 6 weeks,	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location. c. Successful completion of FAT as	a. For delays between 0 to one week, 2% penalty on each product supply cost  b. For delays beyond one week, 5% penalty on each product supply cost for each week.

				10% penalty on each product supply cost for each week.	stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	
Query details	We request a 20-week supply timeline and revised payment terms for supply					
Clarification	No Change, Original Contract Clause Prevails.					

<b>QUERY-337</b>						
Page No/Section No of the RFP Document	Page 235/ Section 5.8.3 Departmental Offices at SCR, DCRs and TCRs Volume 2					
Description of the Original Clause	Service Levels for Supply, Installation and Commissioning at Departmental Offices at SCR, DCRs and TCRs					
	SL No	Activity	Service levels for the supply	Penalty for delay	Service levels for Installation & Commissioning	Penalty for delay
	3	Service levels applicable for IT equipment supply at Departmental offices with IPsec VPN Routers	12 weeks from the date of issue of Purchase Order	a. For delays between 0 to 2 weeks, 2% penalty on each product supply cost b. For delays between 2 to 4 weeks, 4% penalty on each product supply cost c. For delays beyond 4 weeks, 5% penalty on each product supply cost	a. 50 % of the PO quantity to be installed in 6 weeks from the date of delivery to the location. b. Balance 50 % of the PO quantity to be installed in 3 weeks from the date of delivery to the location.	a. For delays between 0 to one week, 2% penalty on each product supply cost  b. For delays beyond one week, 5% penalty on each product supply cost for each week.

				d. For delays beyond 6 weeks, 10% penalty on each product supply cost for each week.	c. Successful completion of FAT as stipulated in RFP. (50% quantity is applicable only if the PO quantity is more than 100 devices or else 100% installation and commissioning of PO quantity devices is required within 4 weeks)	
Query details	We request a 12-week progressive installation period due to large quantity					
Clarification	No Change, Original Contract Clause Prevails.					

<b>QUERY-338</b>	
Page No/Section No of the RFP Document	Page 29/Section 3.5.1 Roles and Responsibilities of System Integrator- Volume 2
Description of the Original Clause	11. Provide insurance coverage for existing KSWAN 2.0 IT equipment, and KSWAN 3.0 IT equipment at SCR, DR-SCR, DCRs, TCRs, and Departmental offices against theft, fire, damage, natural calamities, operational failures, etc.,
Query details	We kindly request you to confirm whether the bidder is required to provide insurance coverage for the new devices proposed under KSWAN 3. Additionally we seek clarification on who will be responsible for the insurance coverage of the existing KSWAN 2 hardware during the project period
Clarification	The Bidder shall be responsible for insuring all IT equipment, irrespective of whether it pertains to KSWAN 2.0 or KSWAN 3.0

<b>QUERY-339</b>	
Page No/Section No of the RFP Document	Page no. 146/ 4.2.1.3. Documentation for KSWAN 3.0- Volume-2
Description of the Original Clause	4. The SI will have to provide the list of manpower/resources deployed in the entire State, location-wise, for the KSWAN 3.0 project.

Query details	As we understand from the RFP approximately 350 resources are currently deployed to manage the existing KSWAN 2 infrastructure However under the proposed KSWAN 3 it is envisaged that the network will be expanded to support 9000 additional locations We respectfully submit that it would be operationally unfeasible to manage this significant scale-up with the existing resource count To ensure seamless operations timely support and service level compliance we request the department to kindly re-evaluate and revise the manpower requirements in line with the expanded scope This will enable effective service delivery and long-term sustainability of the KSWAN 3 initiative
Clarification	Please refer the Section 3.8 Manpower deployment for KSWAN 3.0, Clause no.5, Page no.36 of Volume 2

<b>QUERY-340</b>	
Page No/Section No of the RFP Document	Page no 36/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2
Description of the Original Clause	4. The SI shall ensure that the resources deployed at the NOC, helpdesk, and the DCRs, TCRs and Mini PoPs are in line with the growth of the number of departmental offices that are connected through the KSWAN network. 5. KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI.
Query details	Resources can be increased based on requirements with additional costs as per the bid for specific resources
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-341</b>	
Page No/Section No of the RFP Document	Page no 36/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2
Description of the Original Clause	1.All resources deployed at SCR and Nodal officers at district levels (DCRs) shall be from the SI's payroll
Query details	Please confirm if a subcontractor payroll is permitted for key personnel under MSI control
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-342</b>	
Page No/Section No of the RFP Document	Page no 36/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2
Description of the Original Clause	4. The SI shall ensure that the resources deployed at the NOC, helpdesk, and the DCRs, TCRs and Mini PoPs are in line with the growth of the number of departmental offices that are connected through the KSWAN network.

	5. KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI.
Query details	Requirement considered are as given in the RFP page no35 Resource can be increased based on the equipments of DCRs TCRs and Mini Pops with an additional cost that realized in the bid against the specific resource shall be applied
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-343</b>	
Page No/Section No of the RFP Document	Page no 36/ 3.8 Manpower deployment for KSWAN 3.0 – Volume-2
Description of the Original Clause	4. The SI shall ensure that the resources deployed at the NOC, helpdesk, and the DCRs, TCRs and Mini PoPs are in line with the growth of the number of departmental offices that are connected through the KSWAN network. 5. KSWAN, CeG reserves the right to intervene and issue a communication to the SI for ramping up the number of resources deployed at the NOC, helpdesk, and at the DCRs, TCRs, and Mini PoPs, if found insufficient to meet the KSWAN 3.0 service levels. Such an increase in the resource deployments would be taken up at no additional cost to KSWAN, CeG. Standard rates for each QGR identified through this bid process will only be paid out to the SI.
Query details	The requirements considered are as specified in the RFP Page 35 Resources can be scaled up based on the needs of DCRs TCRs and Mini PoPs with any additional costs calculated using the rates quoted in the bid for the specific resources
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-344</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Project Manager : Qualification, Experience and Skills a. B.E/B Tech/M. E in Electronics and Communication/Computer Science/Information Technology (IT)/Telecom with a minimum of thirteen (13) years of experience in major IT infrastructure implementations OR BCA/BSc/MSc with a minimum of fifteen (15) years of experience in major IT infrastructure Project implementations/Operations.  b. PMP Certification or equivalent c. Experience in implementation and management of large and complex turnkey projects.

	<ul style="list-style-type: none"> <li>d. Experience in managing large or complex projects throughout the full project life cycle.</li> <li>e. Strong leadership and stakeholder management</li> <li>f. Manage large and geographically diverse teams</li> <li>g. Experience in implementing, managing, and maintaining large WAN networks</li> <li>h. Experience in budgeting resources and spares management.</li> <li>i. Skilled in managing large teams to ensure seamless communication.</li> </ul>
Query details	For the Project Manager Key Resource role requiring a B E/B Tech/M E in Electronics and Communication/Computer Science/Information Technology/Telecom with 10 years of experience in major IT infrastructure implementations or a BCA/BSc/MSc with 12 years in IT infrastructure project implementations/operations we request revising the experience criteria Professionals with 10 years of experience typically hold senior roles with expertise in large-scale deployments vendor coordination SLAs and stakeholder management
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-345</b>	
Page No/Section No of the RFP Document	Page no.38/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Network Specialist Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. BE/BTech Graduate in Electronics Computers IT Telecom with a minimum of fifteen years of total experience</li> <li>b. A minimum of five years of experience as a network solution provider and implementation of large and complex WAN</li> </ul>
Query details	For the Network Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 10 years total experience and 5 years in large and complex WAN implementation we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-346</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Network Admin- Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of eight (8) years total experience.</li> <li>b. Experienced in troubleshooting and providing technical support for network-related issues.</li> <li>c. Experienced in providing network monitoring, analyzing network data, and identifying network bottlenecks.</li> <li>d. Capable of creating and maintaining network-related documentation.</li> <li>e. Should have network certifications from OEMs like Cisco, Juniper, and HP.</li> </ul>

Query details	For the Network Admin role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 7 years total experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-347</b>	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</li> <li>b. A minimum of five (5) years of experience as a Security expert.</li> <li>c. Should have strong knowledge of security principles, concepts, and industry best practices.</li> <li>d. Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</li> <li>e. Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</li> </ul>
Query details	For the Security Specialist Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 10 years of network security experience we request clarification
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-348</b>	
Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Admin Qualifications Experience and Skills</p> <ul style="list-style-type: none"> <li>a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security.</li> <li>b. Should have four (4) years of experience in network security.</li> <li>c. Basic knowledge of security principles, concepts, and best practices.</li> <li>d. Familiar with configuration of security systems like NGFW, IPS/IDS, Anti-DDoS, Anti-Virus/Anti-Malware, and other security tools.</li> <li>e. Relevant industry certifications like CCNA Security or industry equivalent.</li> </ul>
Query details	For the Security Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 7 years of network security experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-349</b>	
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Page No/Section No of the RFP Document	Page no.40/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Admin</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of 8 years of experience in Network security.</li> <li>Should have four (4) years of experience in network security.</li> <li>Basic knowledge of security principles, concepts, and best practices.</li> <li>Familiar with configuration of security systems like NGFW, IPS/IDS, Anti-DDoS, Anti-Virus/Anti-Malware, and other security tools.</li> <li>Relevant industry certifications like CCNA Security or industry equivalent.</li> </ol>
Query details	<p>Security Admin BE or Btech Graduate in Electronics or Computers or IT or Telecom with a minimum of 9years of experience in Network security</p> <p>Justification we request you to revise the experience requirement for the security Admin role from 8 years to 9 years based on the following considerations It allows access to a wider talent pool of certified and experienced professionals It supports quicker mobilization without affecting project timelines or security standards It maintains consistency with the proposed adjustments in other roles It widens the role of security admin and helps for network optimization</p>
Clarification	No Change, Original Contract Clause Prevails.

QUERY-350	
Page No/Section No of the RFP Document	Page no.39/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Security Specialist</p> <p>Qualifications Experience and Skills</p> <ol style="list-style-type: none"> <li>B.E/B Tech Graduate Electronics/Computers/IT/Telecom with a minimum of fifteen (15) years of experience in Network Security.</li> <li>A minimum of five (5) years of experience as a Security expert.</li> <li>Should have strong knowledge of security principles, concepts, and industry best practices.</li> <li>Familiar with configuring, maintaining, and troubleshooting equipment like NGFW, Anti-DDoS, IPS/IDS, Anti-Virus/Anti-Malware, and vulnerability scanning tools.</li> <li>Relevant industry certifications like CCNA Security and CCNP security or industry equivalent</li> </ol>
Query details	<p>Security Specialist BE or B Tech Graduate Electronics or Computers or IT or Telecom with a minimum of ten 10 years of experience in Network Security</p> <p>Justification We request you to revise the experience requirement for the Security Specialist role from 15 years to 10 years based on the following rationale Industry standard practices and public project benchmarks Availability of certified and skilled cybersecurity professionals Relevance of recent hands on experience over long tenures Faster and more flexible resource deployment No dilution in quality or technical capability</p>
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-351</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resources Level : Network Engineer a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks. b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.
Query details	For the Network Engineer role requiring a B E/B Tech in Electronics/Computer Science/IT/Telecom with 3 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-352</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Server Admin Qualifications Experience and Skills a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers. b. Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies. c. Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc., d. Familiar with server monitoring tools, optimization techniques, and server security industry best practices. e. Should be certified like MCSE or MCSA or industry equivalent
Query details	For the Server Admin Key Resource role requiring a B E/B Tech in Electronics/Computers/IT/Telecom with 8 years of server management experience we request confirmation
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-353</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	Resource Level- Server Admin Qualifications Experience and Skills a. B.E/B Tech Graduate in Electronics/Computers/IT/Telecom with a minimum of ten (10) years of experience in the management of servers. b. Should have strong knowledge of server hardware, operating systems (Windows and Linux) and virtualization technologies. c. Experience in server administration tools and technologies such as active directory, DNS, DHCP, etc.,

	<p>d. Familiar with server monitoring tools, optimization techniques, and server security industry best practices.</p> <p>e. Should be certified like MCSE or MCSA or industry equivalent</p>
Query details	<p>Sever Admin BEor B Tech Graduate in Electronics or Computers or IT orTelecom with a minimum of eight 8 years of experience in the management of servers Justification We request the client to consider reducing the minimum experience requirement for the Server Admin role from 10 years to 8 years based on the following key factors Maintains high standards while increasing flexibility in resourcing Reflects current industry norms for senior system administration roles Ensures alignment with modern tools and practices in server management Supports project timelines through quicker and more efficient mobilization</p>
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-354</b>	
Page No/Section No of the RFP Document	Page no.41/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resources Level : Network Engineer</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom with a minimum of five (5) years of experience in implementation/maintenance of IT networks.</p> <p>b. Should be experienced in troubleshooting network problems and issues and resolve them swiftly.</p>
Query details	<p>We request you to consider revising the experience criteria for the NetworkEngineer role from 5 years to 3 years and with other relavent degree for the following reasons It aligns with prevailing industry norms and public sector project standards Ensures no compromise on technical skill or performance</p>
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY-355</b>	
Page No/Section No of the RFP Document	Page no.42/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Helpdesk</p> <p>Qualification Experience and Skills</p> <p>a. Diploma/BSc in Electronics and communication / Computer Science / Information Technology/ Telecom with minimum three years of work experience</p>
Query details	<p>For the Help Desk-SCR role requiring any Diploma/Degree with 2 years of experience we request confirmation</p>
Clarification	Please refer to the Addendum

<b>QUERY-356</b>	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2

Description of the Original Clause	<p>Resource Level - DCR/TCR Field Resource Qualification Experience and Skills</p> <p>a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks.</p> <p>OR</p> <p>Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks.</p>
Query details	For the Field Resource DCR/TCR role requiring any Diploma/Degree with 2 years of experience in IT network implementation/maintenance we request confirmation
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-357</b>	
Page No/Section No of the RFP Document	Page no.44/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level - DCR/TCR Field Resource Qualification Experience and Skills</p> <p>a. Diploma in Electronics / Computer/Electrical/Telecom/IT with a minimum of three (3) years of experience in which a minimum of 2 years experience in the maintenance of IT networks.</p> <p>OR</p> <p>Any Degree with at least of five (5) years of experience in which a minimum of 2 years of experience in the maintenance of IT networks.</p>
Query details	Field Resource DCR TCR Any Diploma Any Degree with a minimum of two 2 years of experience in implementation and maintenance of IT networks Allowing Any Diploma Any Degree with 2 years of relevant experience ensures a more practical and flexible deployment mode essential for a project of KSWANs scale Relaxing the qualification stream and experience requirement allows local hiring which enhances community engagement reduces travel time and improves response time for onsite support Expand the eligible candidate pool enabling faster onboarding
Clarification	No Change, Original Contract Clause Prevails.

QUERY-358						
Page No/Section No of the RFP Document	Page no.46/Section:3.10 Project Plan -Volume-2					
Description of the Original Clause						
	Sl. No	Milestone	Description of activity	Timeline in Weeks	Total Duration of the Project	Remarks

	<b>Project Initiation Phase</b>				
	5	T4	a. Submission and approval of CVs for the SCR b. Submission and approval of CVs for locations other than SCR	1 Week	6 Weeks
Query details	As per the project plan CVs will be submitted in the 6th week We request timeline and penalty relaxation up to 6 weeks				
Clarification	No Change, Original Contract Clause Prevails.				

<b>QUERY-359</b>					
Page No/Section No of the RFP Document	Page no.47/Section:3.10 Project Plan -Volume-2				
Description of the Original Clause	<b>Deployment of manpower and Knowledge Transfer by KSWAN 3.0 SI</b>				
	6	T5	Deployment of manpower for KSWAN 3.0 a. For SCR b. For locations other than SCR	1 Week	7 Weeks
Query details	We request a 15-day deployment period post-profile approval				
Clarification	No Change, Original Contract Clause Prevails.				

<b>QUERY-360</b>	
Page No/Section No of the RFP Document	Page no.53/Section 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	12.Immediately after the takeover of KSWAN 2.0 infrastructure, as part of AMC, the KSWAN 3.0 SI shall replace all the batteries of Solar UPS and also replace the batteries of conventional UPS at the PoP locations where only conventional UPS are available.
Query details	The AMC marked NA in the commercial bid under section Volume 1 12 1 Page 119 requires clarification on whether it should be quoted against NA line items
Clarification	Please refer to the Corrigendum. All the items are to be quoted inclusive of taxes in the Karnataka public procurement portal only

<b>QUERY-361</b>	
Page No/Section No of the RFP Document	Page no.59/ Section 8 Payment Terms Volume-1
Description of the Original Clause	General
Query details	Request to change all installation and commisioning payment against the Installation and commisioning of the equipment or after 2 months of installation if the commissioning with the system is not happened due any dependencies from the department or CeG
Clarification	No Change, Original Contract Clause Prevails.

QUERY-362	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3
Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	We request removing the clause requiring the SI to set up a project office at a CeG-suggested location as the SI will use an existing Bangalore office or establish one in Bangalore
Clarification	No Change, Original Contract Clause Prevails

QUERY-363	
Page No/Section No of the RFP Document	Page no 13/ Section 1. 1 Volume 3
Description of the Original Clause	46. <b>“Project Office”</b> means the site office to be set up by the SI for the execution of the Project. The Project office shall be set up by the SI at a location to be suggested by CeG.
Query details	We request one room in the SCR building as the project office
Clarification	The Project Office will be set up in the Project Locations

QUERY-364	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI’s Obligation Volume -3
Description of the Original Clause	4. SI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the commencement of the project. In such cases of exit, penalties of such replacement shall be imposed on SI as mentioned in RFP Volume 2.
Query details	We request no penalties if an employee leaves within 6 months with penalties accepted only if replacement is not provided within the specified timeframe
Clarification	Please refer to the Addendum.

QUERY-365	
Page No/Section No of the RFP Document	Page no 19/ Section 1.12. SI’s Obligation Volume -3
Description of the Original Clause	5. In cases where the Key Personnel are terminated from their employment or quit from their present and rightful employment, relevant termination/exit documents of that personnel shall be provided to CeG Authorities as proof and a suitable replacement shall be found and deployed within 15 days of the exit of those personnel.
Query details	We request a 30-day window to find and deploy replacements for exiting personnel
Clarification	No Change, Original Contract Clause Prevails.

QUERY-366	
Page No/Section No of the RFP Document	Page 22/Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	26. SI shall provision the required critical spares/components at the designated Office locations of CeG for meeting the uptime commitment of the component supplied by him.
Query details	Please clarify how many such designated office locations of CeG And the charges for shifting these materials from CeG offices to the required locations and get the defected material to CeG offices
Clarification	Critical spares/components shall be provisioned at KSWAN PoPs (SCR, DCRs, and TCRs). The Bidder shall be responsible for shifting the spare components for any replacement in case of failure, at no additional cost to CeG.

QUERY-367	
Page No/Section No of the RFP Document	Page 22/Section 1.12. SI's Obligation Volume -3
Description of the Original Clause	26. SI shall provision the required critical spares/components at the designated Office locations of CeG for meeting the uptime commitment of the component supplied by him.
Query details	Please clarify the number of CeG-designated office locations and charges for shifting materials from CeG offices to required locations and returning defective materials
Clarification	Critical spares/components shall be provisioned at KSWAN PoPs (SCR, DCRs, and TCRs). The Bidder shall be responsible for shifting the spare components for any replacement in case of failure, at no additional cost to CeG.

QUERY-368	
Page No/Section No of the RFP Document	Page no 59/Section 3.7. Conditions for No Penalties Volume-3
Description of the Original Clause	4.Theft cases by default/vandalism would not be considered as “beyond the control of the bidder”. Hence, the Bidder should be taking adequate anti-theft measures, spare strategy, and Insurance as required to maintain the desired SLA.
Query details	We request avoiding SLAs for spare/new equipment installation/configuration due to time needs with costs absorbed by the vendor
Clarification	No Change, Original Contract Clause Prevails.

QUERY-369	
Page No/Section No of the RFP Document	Page-20 Section-3 Pre-Qualification Criteria Volume 1
Description of the Original Clause	<u>Bidder's scope of managed IT services</u> Qualification of Managed IT services business experience should comprise

	<p>of all of the following activities</p> <p>Bidders can provide the turnover from the business of</p> <ol style="list-style-type: none"> <li>1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).</li> <li>2. Implementation and maintenance of Network Operations Centre (NOC).</li> <li>3. Providing remote assistance in troubleshooting from the NOC.</li> <li>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</li> <li>5. Providing software and patch management.</li> <li>6. Providing capacity management for infrastructure.</li> <li>7. Provide 24x7 helpdesk services to users</li> <li>8. Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>9. Provide resident engineers for remote branch locations</li> <li>10. Contracts with client should be multi-year, with a minimum of 3 year period</li> </ol>
Query details	Request to change Bidders scope of managed IT services Qualification of Managed IT services business experience should comprise of any six of the following activities
Clarification	Please refer to the corrigendum

<b>QUERY-370</b>	
Page No/Section No of the RFP Document	Volume 2 198
Description of the Original Clause	aaa
Query details	aaadad
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY—371</b>	
Page No/Section No of the RFP Document	Page no.47/Section 5.5.1 Technical Bid Evaluation Criteria Volume 1



	Sl. #	Criteria	Description	Points System	Max Criteria Points	Annexure to be Used
Description of the Original Clause	Experience of the bidder					
	1	System Integration projects which include supply, installation, configuration, network monitoring & management with field support and NOC support along with Helpdesk Services	<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.  <u>Note: If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</u></p> <p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.  <u>"CeG scope of managed IT services"</u>  Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links</p>	<p>i. Equal or more than 300 locations = 15 Points</p> <p>ii. Between 200 to 299 locations = 10 Points</p> <p>iii. Between 100 to 199 locations = 7.5 Points</p> <p>iv. Less than 100 locations = 0 Points</p>	15	(Refer Form Annexure -3 Section 11.4)

			(necessarily MPLS, P2P and ILL) b. Implementation and maintenance of Network Operations Centre (NOC) c. Providing remote assistance in trouble shooting from the NOC d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc e. Providing software and patch management f. Providing capacity management for infrastructure g. Provide 24x7 helpdesk services to users h. Provide breakdown support for WAN links and network appliances for remote branch locations i. Provide resident engineers for remote branch locations j. Contracts with client should be multi-year, with a minimum of 3 year period				
Query details	Request to change At least one client reference from Central State Governments Departments Public Sector Banks or Public Sector Units of India or State Governments is required If not met zero marks will be awarded The bidder must have experience in any 5 of 10 CeG defined Managed IT Services for a minimum 3 year contract including a Supplying installing configuring managing and monitoring IT infrastructure with Core Branch Routers and WAN links like MPLS P2P ILL Implementing and maintaining a Network Operations Centre NOC Providing remote troubleshooting from the NOC Managing security appliances like firewall IPS IDS antivirus e Providing software and patch management f Providing capacity management g Offering 24 7 help desk services Providing breakdown support for WAN links and network appliances at remote branches						

	i Providing resident engineers for remote branches j Multi year contracts minimum 3 years
Clarification	Please refer to the corrigendum

#### QUERY -372

Page No/Section No of the RFP Document	Page No. 65/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	42. The SI shall maintain a complete log for all internet traffic originating and destined from every host of the KSWAN network to meet any regulatory checks from the statutory organizations. The SI shall ensure that the complete solution required to implement and store the logs for the period of one (1) year should be supplied and maintained for the complete contract period with the SI. The logs shall be maintained for a minimum period of one (1) year at any given time. The log files should be capable of providing information but not limited to parameters like host IP, destination IP, bytes transferred, timestamps, TCP/UDP ports, etc.
Query details	TO size solution request you to provide the flow per second FPS details
Clarification	The bidder has to maintain the existing log storing solution (NGFW solutions) available with the KSWAN. The Syslog server is in the scope of the successful bidder as part of KSWAN 3.0 O&M.

#### QUERY-373

Page No/Section No of the RFP Document	Page No. 78/ 4.2.1.1.5. Detailed indicative BoM for IT - Volume 2
Description of the Original Clause	D. Supply, installation, commissioning and integration of IT equipment at MiniPoPs, Aggregation nodes and Departmental Offices 1. Departmental office Router (MPLS Network) Nos 3667 2. Departmental office Router (IPsec VPN Network) Nos 6000
Query details	Since KSWAN 3 and 2 have significant architectural differences by combining the additional requirements of KSWAN 2 which is - 3667 Nos of Routers with the new architecture requirement of 6000 Routers into a single tender it provides undue advantage to the incumbent OEM of KSWAN 2 since only the incumbent OEM can supply devices which has the best compatibility with KSWAN 2 Request to seperate KSWAN 3 and KSWAN 2 Requirements for us to give the competitive bid for KSWAN 3 or else we will not be able to participate being in the leaders Quadrant for SDWAN
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-374

Page No/Section No of the RFP Document	Additional point
Description of the Original Clause	

Query details	Modification Required 1 Branch device should allow to be managed locally if the central manager / orchestrator is un available
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-375

Page No/Section No of the RFP Document	Page No. 19/ 3.1. Pre-Qualification Criteria for the System Integrator -Volume 1
Description of the Original Clause	7. Manufacturer Authorization Form (MAF)
Query details	Kindly list the components which MAF TO BE PROVIDED
Clarification	MAF to be provided for all the IT and Non-IT equipment supplied by the bidder during the contract period.

#### QUERY- 376

Page No/Section No of the RFP Document	Page No. 286/ 6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	
Query details	Reason ISO270341standard helps organizations integrate security controls in the software through their software development cycle by defining security frameworks vulnerability management processes This certification protects customer assets from potential cyber breaches security threats while complying with the Application security standards It addresses all aspects from determining information security requirements to protecting information accessed by an application as well as preventing unauthorized use and or actions of an application
Clarification	Please refer to the Corrigendum

#### QUERY- 377

Page No/Section No of the RFP Document	Additional Point - Volume 2
Description of the Original Clause	
Query details	Considering KSWAN 3 0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution – The device should have sufficient BW support to accommodate internet links of 100 Mbps from Day1 for SDWAN
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-378

Page No/Section No of the RFP Document	Additional Point - Volume 2
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Description of the Original Clause	
Query details	Considering KSWAN 3 0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution – The licenses should not be capped on BW for SDWAN in order to cater to future BW increase from the ISP
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-379

Page No/Section No of the RFP Document	Additional Point - Volume 2
Description of the Original Clause	
Query details	Considering KSWAN 3 0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution – The device should support local breakout from Day1 with all the necessary licenses like SDWAN NGFW IPS URL filtering Antivirus and Content filtering to secure the branch users from any internet threats
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-380

Page No/Section No of the RFP Document	Additional Point - Volume 2
Description of the Original Clause	
Query details	Considering KSWAN 3 0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution – The branch device should support SSL inspection to secure local breakout internet access
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-381

Page No/Section No of the RFP Document	Additional Point - Volume 2
Description of the Original Clause	Additional Point
Query details	Considering KSWAN 3 0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution- The branch should be capable of forming a dynamic tunnel with other branches to avoid traffic going to HUB for branch to branch communication
Clarification	No Change, Original Contract Clause Prevails

QUERY-382	
Page No/Section No of the RFP Document	Additional Point - Volume 2
Description of the Original Clause	Additional Point
Query details	Additional Point Considering KSWAN 3.0 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware or third party solution – The device should be capable of using all the connected internet links to the optimum level on a load sharing basis
Clarification	No Change, Original Contract Clause Prevails

QUERY-383	
Page No/Section No of the RFP Document	Page No. 276/6.1.1.8. IPSec VPN Core Router at SCR - Volume 2
Description of the Original Clause	11. The router should support encrypted traffic of a minimum of 75 Gbps and should support a minimum of 150 Gbps noncryptographic throughput from day 1. The device should support minimum 150 Mpps of forwarding performance
Query details	The Proposed solution for SCR should support encrypted traffic of a minimum of 75 Gbps throughput from day 1 NOTE The connectivity between SCR and Gram Panchyat is over a secure IpSec Tunnel and hence unencrypted throughput is not relevant
Clarification	No Change, Original Contract Clause Prevails

QUERY-384	
Page No/Section No of the RFP Document	Page No. 63/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	17. KSWAN 3.0 shall be capable of supporting the WAN IP routing protocols like OSPF (Open Shortest Path Find) version 2, OSPF v3, RIP v2, RIPng (RIP next generation), OSPF over demand circuit, IS-IS, BGP all versions.
Query details	Request to remove the RIPng and IS-IS protocol support as there are standard OSPF and BGP IBGP EBGp MP IBGP to support requirements for IPSEC VPN routers and Branch routers
Clarification	No Change, Original Contract Clause Prevails

QUERY- 385	
Page No/Section No of the RFP Document	Page No. 65/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	31. The proposed routers of KSWAN 3.0 shall be SDWAN enabled and can be migrated to SDWAN as and when required by availing the required software licenses.

Query details	Request to modify this clause This clause is open and providing traditional routers and migrating them to SDWAN and doesn't provide fair opportunity for wider participation from non incumbent bidders compared to KSWAN 2 0
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-386</b>	
Page No/Section No of the RFP Document	Page No. 276/ 6.1.1.8. IPSec VPN Core Router at SCR - Volume 2
Description of the Original Clause	16. The router should support a minimum 4000 VRF / VPN instances and at least 400 multicast VRFs from day one and should be scalable.
Query details	The Proposed solution at SCR should support a minimum 4000 VRF VPN instances from day one and should be scalable Justification Request to modify this clause as the solution is deployed in a cluster pairs in SCR NOTE The Requirement for Gram panchyat mentions leveraging of Internet Broadband FTTH LTE where the no of VRFs will be very minimal and hence the requested count of 4K VRF seems on the higher side
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-387</b>	
Page No/Section No of the RFP Document	Page No. 276/ 6.1.1.8. IPSec VPN Core Router at SCR - Volume 2
Description of the Original Clause	6. The architecture of the router must be modular and redundant. Router should have a dedicated data plane Processor/plane, independent of the control plane Processor. The router shall have 1:1 control processor redundancy, 1:1/1: N switch fabric/Data Plane/Routing Engine and PSU redundancy.
Query details	Request to modify the clause as the Solution would be deployed in High availability and each HA pair will be redundant and highly available and no single node needs to have control plane redundancy as it would be centralized as part of SDWAN Infrastructure
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-388</b>	
Page No/Section No of the RFP Document	Page No. 20/ 3.1. Pre-Qualification Criteria for the System Integrator - Volume 1
Description of the Original Clause	<u>Bidder's scope of managed IT services</u> Qualification of Managed IT services business experience should comprise of all of the following activities Bidders can provide the turnover from the business of 1. Supplied, installed, configured, managed, and monitored IT infrastructure comprising of network appliances (Mandatorily conventional Core and branch Routers) and WAN links (Mandatorily MPLS, P2P, and ILL).

	<p>2. Implementation and maintenance of Network Operations Centre (NOC).</p> <p>3. Providing remote assistance in troubleshooting from the NOC.</p> <p>4. Supplied, installed, configured, and managed security appliances like firewalls, IPS/IDS, antivirus etc.</p> <p>5. Providing software and patch management.</p> <p>6. Providing capacity management for infrastructure.</p> <p>7. Provide 24x7 helpdesk services to users</p> <p>8. Provide breakdown support for WAN links and network appliances for remote branch locations</p> <p>9. Provide resident engineers for remote branch locations</p> <p>10. Contracts with client should be multi-year, with a minimum of 3 year period</p>
Query details	<p>req dept to kindly consider below ammendments in definition of scope of managed it services wrt past work exp under eligibitliy and technical evaluation criteria 1 qualification of managed IT servies business exp should compris eof atleast 7 of the foll 1 supplied installed configured ad montored IT infra comprising of network appliances manadatorily conventional core and branch routers and WAN links mandatorily MPLS and ILL 2 implementation and maintainance of Network operations center NOC 3 providin remote assistance in troubleshooting from the NOC 4 Supplied installed configured and managed security appliances like firewalls IPS/IDS antivirus etc 5 providing software patch management 6 providing capacity management for infrastructure 7 provide 24/7 helpdesk services to users 8 provide breakdone support for WAN links and network appliances for remote branch locations 9 provide resident engineers 10 contracts with clients hould be multi year with a min of 3 year period</p>
Clarification	Please refer to the Corrigendum

QUERY-389	
Page No/Section No of the RFP Document	Page No. 47/ 5.5.1 Technical Bid Evaluation Criteria - Volume 1
Description of the Original Clause	<p>1. System Integration projects which include supply, installation, configuration, network monitoring &amp; management with field support and NOC support along with Helpdesk Services</p> <p>i. Equal or more than 3000 locations = 15 Points</p> <p>ii. ii. Between 2000 to 2999 locations = 10 Points</p> <p>iii. iii. Between 1000 to 1999 locations = 7.5 Points</p> <p>iv. iv. Less than 1000 locations = 0 Points</p>
Query details	<p>req you to ammend the clauaes as i equal or more than 800 locations 15 points ii between 799 to 600 locations 10 points iii between 599 to 400 locations 7point5 points iv less than 400 locations 0 points</p>
Clarification	No Change, Original Contract Clause Prevails

QUERY-390	
Page No/Section No of the RFP Document	<p>RFP Volume 2</p> <p>Page No. 289/ 6.1.1.11. Network Monitoring System (NMS)</p>



Description of the Original Clause	56. The proposed NMS hardware and software solution configuration should be capable of handling the traffic growth over the complete period of the contract and any hardware or software upgrades required during the course of the contract period shall be performed at no additional cost to KSWAN, CeG.
Query details	we request you to provide year on year growth rate to consider to size our solution accordingly
Clarification	Please refer to RFP Volume 2 of clause 4.2.1.1 IT Implementation

#### QUERY-391

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 71, 72/ 4.2.1.1.3. Other IT Components: 1. Network Monitoring System (NMS)
Description of the Original Clause	v. Security reports a. Intrusion detection logs b. Firewall and access control logs c. Vulnerability assessments
Query details	Request you to exclude security related reports from NMS Scope as this is not the functionality of NMS Solution
Clarification	The NMS should be integrated with the KSWAN NGFW and the mentioned logs to be converted into alerts or reports.

#### QUERY-392

Page No/Section No of the RFP Document	Page No. 63/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	9. The proposed KSWAN 3.0 solution shall have the ability for intelligent packet filtering, URL filtering, context-based access control, blocking of malicious contents to maximize security (The SI should specify this equipment in their technical bid).
Query details	The proposed KSWAN 3 solution shall have the ability for intelligent packet filtering URL filtering context based access control blocking of malicious contents to maximum security at the Branch Device level – The SI Should Specify this equipment in technical Bid
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-393

Page No/Section No of the RFP Document	Page No. 65/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	31. The proposed routers of KSWAN 3.0 shall be SDWAN enabled and can be migrated to SDWAN as and when required by availing the required software licenses.
Query details	The proposed routers of KSWAN 3 shall be SDWAN enabled and can be migrated to SDWAN as and when required with out additional cost to CeG

Clarification	No Change, Original Contract Clause Prevails
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QUERY-394	
Page No/Section No of the RFP Document	clause No 9 Page No. 63/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	9. The proposed KSWAN 3.0 solution shall have the ability for intelligent packet filtering, URL filtering, context-based access control, blocking of malicious contents to maximize security (The SI should specify this equipment in their technical bid).
Query details	Request to modify this clause As the solution is planned to incorporate Broadband FTTH 4G for connecting offices with SCR having security at each branch becomes even more evident
Clarification	No Change, Original Contract Clause Prevails

QUERY-395	
Page No/Section No of the RFP Document	Page No. 243/ 6.1.1.1. Core Router at SCR (MPLS Network) - Volume 2
Description of the Original Clause	2. The router shall have control processor redundancy, switch fabric/Data Plane/Routing Engine and PSU redundancy
Query details	As this router is intended for deployment in state core router role it is critical to ensure 210edundancy210n 210edundancy210n and high resiliency therefore our 210edundancy210ng is that the router should support true hardware level redundancy for both control and data planes specifically this includes two independent hardware based routing engines for control plane redundancy and two switch fabric models for 1 is to 1 data plane redundancy ensuring no single point of failure in the system architecture Revised Suggestion the router shall have hardware based control plane redundancy hardware based data plane 210edundancy including redundant switch fabric modules and power supply redundancy
Clarification	Please refer to the Corrigendum

QUERY-396	
Page No/Section No of the RFP Document	Page No. 256/ 6.1.1.3. Router Reflector at SCR - Volume 2
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request dept to kindly confirm do we need to consider redundant HA controller card in router there is a huge price difference between router having single controller and redundant HA controller
Clarification	Please refer to the Corrigendum

QUERY-397	
Page No/Section No of the RFP Document	Page No. 269/ 6.1.1.6. 48 Port (L2) SWITCHES at DCR/TCR Specification - Volume 2
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	req the department to confirm weather the MAC security features mentioned in the RFP refer to the IEEE 802 dot 1AE standard MACsec
Clarification	No Change, Original Contract Clause Prevails

QUERY-398	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 273/ 6.1.1.7. 24 Port (L2) SWITCHES at TCR/Mini-PoP/Aggregation Node
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	we req department to confirm weather the MAC security features mentioned in the RFP refer to the IEEE 802 dot 1AE standard MACsec
Clarification	Understanding is correct

QUERY-399	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 276/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	18. The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request dept to kindly confirm do we need to consider redundant HA controller card in the router there is a huge price difference between router having single controller and redundant HA controller
Clarification	No Change, Original Contract Clause Prevails

QUERY- 400	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	71. The SI proposed solution should be scalable to support up to 15000 branch locations which would be connecting over FTTH/Broad Band/LTE (3G/4G/5G).
Query details	req dept to clarify of bidder is required to size the proposed IPSEC core router to support 15000 IPSEC tunnels from day one or if the scalability to that capacity is expected to be supported over time
Clarification	Please refer to the Corrigendum

QUERY-401	
Page No/Section No of the RFP Document	RFP Volume 2 Additional point
Description of the Original Clause	Additional point
Query details	Branch device should allow to be managed locally if the central manager / orchestrator is un available
Clarification	No Change, Original Contract Clause Prevails

QUERY-402	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 78/ 4.2.1.1.5. Detailed indicative BoM for IT
Description of the Original Clause	D. Supply, installation, commissioning and integration of IT equipment at MiniPoPs, Aggregation nodes and Departmental Offices  1. Departmental office Router (MPLS Network) Nos 3667 2. Departmental office Router (IPsec VPN Network) Nos 6000
Query details	Since KSWAN 30 and 20 have significant architectural differences by combining the additional requirements of KSWAN 20 which is 3667 Nos of Routers with the new architecture requirement of 6000 Routers into a single tender it provides undue advantage to the incumbent OEM of KSWAN 20 since only the incumbent OEM can supply devices which has the best compatibility with KSWAN 20 Request to separate KSWAN 30 and KSWAN 20 Requirements for us to give the Competative bid for KSWAN 30 or else we will not be able to participate being in the leaders Quadrant for SDWAN
Clarification	No Change, Original Contract Clause Prevails

QUERY- 403	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 63/ 4.2.1.1. IT Implementation
Description of the Original Clause	9. The proposed KSWAN 3.0 solution shall have the ability for intelligent packet filtering, URL filtering, context-based access control, blocking of malicious contents to maximize security (The SI should specify this equipment in their technical bid).
Query details	The proposed KSWAN 30 solution shall have the ability for intelligent packet filtering URL filtering context based access control blocking of malicious contents to maximum security at the Branch Device level The SI Should Specify this equipment in technical Bid
Clarification	No Change, Original Contract Clause Prevails

QUERY-404	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 65/ 4.2.1.1. IT Implementation

Description of the Original Clause	31. The proposed routers of KSWAN 3.0 shall be SDWAN enabled and can be migrated to SDWAN as and when required by availing the required software licenses.
Query details	The proposed routers of KSWAN 30 shall be SDWAN enabled and can be migrated to SDWAN as and when required with out additional cost to CeG
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 405

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 278/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	39. The router shall perform traffic Classification using various parameters like source physical interfaces, source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, 802.1p, MPLS EXP, DSCP etc.
Query details	The router shall perform traffic Classification using various parameters like source physical interfaces source destination IP subnet protocol types IP TCP UDP source destination ports IP Precedence 802 1p DSCP etc NOTE The connectivity between SCR and Gram Panchyat is over a secure IpSec Tunnel and hence MPLS EXP is not required
Clarification	No Change, Original Contract Clause Prevails

#### QUERY-406

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 269/ Page 269 of 362 6.1.1.6. 48 Port (L2) SWITCHES at DCR/TCR
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	We kindly request the department to confirm whether the MAC security features mentioned in the RFP refer to the IEEE 8021AE standard MACsec
Clarification	Understanding is correct

#### QUERY- 407

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 273/ 6.1.1.7. 24 Port (L2) SWITCHES at TCR/Mini-PoP/Aggregation Node
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	We kindly request the department to confirm whether the MAC security features mentioned in the RFP refer to the IEEE 8021AE standard MACsec
Clarification	Understanding is correct

#### QUERY- 408

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Page No/Section No of the RFP Document	RFP Volume 2 Page No. 276/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	18. The router should support uninterrupted forwarding operation for OSPF IS-IS routing protocol to ensure high-availability during primary controller card failure
Query details	Request department to kindly confirm do we need to consider redundant/HA controller card in the router There is a huge price difference between router having single controller and redundant/HA controller Request department to kindly confirm
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 409

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	72. In order to meet the overall solution requirement of provisioning 15000 IPsec tunnels, the solution can be deployed by proposing a maximum number of four routers in a cluster configuration and the solution should not have a single point of failure.
Query details	Request the department to clarify whether the bidder is required to size the proposed IPSEC core router to support 15000 IPsec tunnels from Day One or if the scalability to that capacity is expected to be supported over time
Clarification	Please refer to the Corrigendum

#### QUERY- 410

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 256/ 6.1.1.3. Router Reflector at SCR
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request department to kindly confirm do we need to consider redundant/HA controller card in the router There is a huge price difference between router having single controller and redundant/HA controller Request department to kindly confirm
Clarification	Please refer to the Corrigendum

#### QUERY- 411

Page No/Section No of the RFP Document	RFP Volume 2 Page No 277/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	29. The router must support RIPv1 and RIPv2, OSPF, BGPv4 and IS-IS, MPLS, MPLS LDP, MPLS L3VPN, MPLS L2VPN, Multicast VPN (MVPN) and latest standard RFC protocols

Query details	The router must support RIPv1 and RIPv2 OSPF BGPv4 MP IBGP and latest standard RFC protocols Request to modify this clause as this as these are aggregation nodes for the IPSEC VPN Gateways and not MPLS gateways
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 412

Page No/Section No of the RFP Document	RFP Volume 2 Page No 281/6.1.1.9. Departmental Office Router (IPsec VPN Network)
Description of the Original Clause	The router must support OSPF BGPv4 and IS IS MPLS MPLS L3VPN MPLS L2VPN ulicast VPN MVPN and latest standard RFC protocols
Query details	The router must support RIPv1 and RIPv2 OSPF BGPv4 MP IBGP and latest standard RFC protocols The router must support RIPv1 and RIPv2 OSPF BGPv4 MP IBGP and latest standard RFC protocols
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 413

Page No/Section No of the RFP Document	RFP Volume 2 Page No 281/ 6.1.1.9. Departmental Office Router (IPsec VPN Network)
Description of the Original Clause	22. The Router should support MPLS (Multiprotocol Label Switching)
Query details	Request to remove this clause as its a branch router for IpSec VPN loations and not MPLS locations
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 414

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 281/ 6.1.1.9. Departmental Office Router (IPsec VPN Network)
Description of the Original Clause	17. It should support IPv6 static route, OSPFv3, IS-IS support for IPv6 and should support Minimum of 10 VRF.
Query details	The router must support IPv6 static route OSPFv3 for IPv6 and should support Minimum of 10 VRF Branch routers in department LANs would be mostly static as per the current design Kindly Exclude IS IS protocol as OSPFv3 BGPv6 or Static route would suffice the requirement
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 415

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 67/ 4.2.1.1.1. MPLS Network
Description of the Original Clause	23. The SI should enable and configure QoS in the routers of the core network as well as the departmental location routers for the different applications used by the department office users.

Query details	Please clarify that the list of Priority Applications will be provided for the configuration of QOS will be provided by the KSWAN CEG
Clarification	List shall be provided by KSWAN CeG.

<b>QUERY- 416</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 64/ 4.2.1.1. IT Implementation
Description of the Original Clause	26. In KSWAN 3.0, all the solutions proposed by the SI should be supported for a minimum period of 7 years with an onsite replacement warranty from the date of “Go-Live of Product”.
Query details	We propose amending the clause In KSWAN 3 0 all solutions proposed by the SI must be supported for 5 years with an onsite replacement warranty from the product Go-Live date
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 417</b>	
Page No/Section No of the RFP Document	RFP Volume 3 Page No. 20/ 1.12. SI's Obligations
Description of the Original Clause	12. SI shall ensure that the OEMs supply equipment/components including associated accessories and software required and the OEMs shall support SI in the installation, commissioning, integration, and maintenance of these components during the entire period of the contract. SI shall ensure that the OEMs supply the software applications and shall support SI in the installation/deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of system for all the solutions proposed. SI would be required to explicitly display that he/they have a back-to-back arrangement for provisioning of warranty/O&M support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates of the software, hardware components and other devices.
Query details	We propose OEM warranty from delivery date and vendor warranty from the product Go-Live date
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 418</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 17/ 2.4.5 KSWAN 2.0 IT Asset List
Description of the Original Clause	General
Query details	No of IT Systems in each locaiton Pl share the clarity on No of IT Systems in each location
Clarification	Please refer to RFP volume 2, Clause 2.4.5 KSWAN 2.0 IT Asset List

<b>QUERY- 419</b>	
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Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	Timeline for certification Pl share the timeline for ISO certification
Clarification	Within the 4 months of the PO being issued.

QUERY- 420	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	ISO Specific Accreditation requirements if any pl share the details
Clarification	Please refer to RFP volume 1, Clause 12.3. ISO Standards Certifications

QUERY- 421	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	What is the Scope of Certification Pl share the detailed scope of ISO certification
Clarification	Please refer to RFP Volume 2, Clause 4.3.7 ISO 20000 and 27001 certifications

QUERY- 422	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	How many Departments Pl share details of number of departments for ISO
Clarification	Please refer to RFP Volume 2, Clause 4.3.7 ISO 20000 and 27001 certifications

QUERY- 423	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	Outsourced process if any pl share the same
Clarification	No outsourced process.

QUERY- 424	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	Does KSWAN have any Existing ISO Certifications if so pl share the details
Clarification	Details shall be shared to the successful bidder.

QUERY- 425	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	Does KSWAN have any Existing documents
Clarification	Details shall be shared to the successful bidder.

QUERY- 426	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	General
Query details	Is bidder allowed to do ISO certification and audit process through online pl confirm
Clarification	On-site

QUERY- 427	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR
Description of the Original Clause	72. In order to meet the overall solution requirement of provisioning 15000 IPsec tunnels, the solution can be deployed by proposing a maximum number of four routers in a cluster configuration and the solution should not have a single point of failure.
Query details	Request the department to clarify whether the bidder is required to size the proposed IPSEC core router to support 15000 IPsec tunnels from Day One or if the scalability to that capacity is expected to be supported over time
Clarification	Please refer to the Corrigendum

QUERY- 428	
Page No/Section No of the RFP Document	RFP Volume 1 Page No. 48/ 5.5.1 Technical Bid Evaluation Criteria

Description of the Original Clause	b. The bidder is unsuccessful in demonstrating all the functional requirements of the KSWAN 3.0 specified in the RFP will be awarded - Zero marks. Note: The PoC of the proposed solutions shall be demonstrated with existing MPLS/P2P and IPSec (FTTH/4G/5G) Networks and also other functionalities mentioned in this RFP
Query details	Kindly confirm whether the Proof of Concept may be conducted remotely or if physical presence is mandatory
Clarification	Please refer to the Addendum.

<b>QUERY-429</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 134/4.2.1.2.5. Detailed indicative BoM for non- IT: C. Other non-IT Components
Description of the Original Clause	9. Supply and installation of 19 inch 42U and 800mm width x 1000mm Depth self-standing equipment racks as per specifications. 10 Nos.
Query details	Request you to kindly share the dimensions SCR to facilitate the preparation of the server room layout and other rooms layout to accommodate 10 racks in server room Additionally dimensions provided on Page No 82 appear to have errors
Clarification	Details shall be shared with the successful bidder.

<b>QUERY- 430</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 131/4.2.1.2.5. Detailed indicative BoM for non- IT
Description of the Original Clause	33. Supplying and drawing UTP CAT 6E LAN cable for IT room, NOC room, conference room, manager cabin and other workstation areas in SCR as per specifications. 400 Metres
Query details	Request you to kindly confirm whether the payment for miscellaneous items not mentioned in the BoQ will be made to the SI on an actuals basis by CeG
Clarification	In case of any Miscellaneous items not mentioned in the BoQ which is required in the implementation of civil/electrical/network cabling are in the scope of the successful bidder with no additional cost to CeG.

<b>QUERY- 431</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 165/ 4.3.2 non-IT Infrastructure: Uninterrupted Power Supply (UPS)
Description of the Original Clause	4. Upon taking over of KSWAN 2.0 infrastructure, the SI shall replace the complete set of SMF batteries as part of AMC:

Query details	As per the RFP the replacement of UPS batteries is a one time activity After replacement the OEM provides a 3 year warranty beyond which battery performance may degrade Our understanding is that in such cases CeG will issue a change order to the SI for battery replacement-Kindly confirm if this understanding is correct
Clarification	The SI has to maintain the UPS batteries for the entire contract period.

#### QUERY- 432

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 181/ 4.3.6 Annual Maintenance Contract (AMC) of KSWAN 3.0
Description of the Original Clause	5. For the KSWAN 2.0 core network (SCR, DCRs, TCRs, Aggregation nodes, and Mini-PoPs) IT infrastructure (Servers, Routers, Switches, etc.,) and department office locations network appliances (Routers and Switches), the SI shall procure on-site, comprehensive annual maintenance from the OEMs. The SI shall submit proof of the procurement of the comprehensive annual maintenance and submit the relevant original documents to KSWAN, CeG for claiming payments.
Query details	Kindly confirm whether the SI is required to obtain a back to back AMC directly from the OEM
Clarification	KSWAN 2.0 IT equipment monitoring/configurations/maintenance is in the scope of the SI. CeG shall procure the back-to-back OEM support through a separate tender.

#### QUERY- 433

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 191/ 4.3.14 Spare Policy
Description of the Original Clause	1. The SI shall maintain a minimum of 10% IT and non-IT equipment spares including consumables (cables, connectors, etc. for all the DCRs, TCRs, Mini PoPs and aggregation nodes, and Departmental Offices. 2. The SI shall identify spare locations and maintain the spares accordingly to meet the service levels stipulated in this RFP.
Query details	The requirement to maintain a minimum of 10 percentage spares will result in a substantial inventory burden for the SI and lead to additional costs for CeG In light of this we kindly request that the spare requirement be reduced to 2 percentage
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 434

Page No/Section No of the RFP Document	RFP Volume 2 Page No. 191/ 4.3.14 Spare Policy
Description of the Original Clause	1. The SI shall maintain a minimum of 10% IT and non-IT equipment spares including consumables (cables, connectors, etc. for all the DCRs, TCRs, Mini PoPs and aggregation nodes, and Departmental Offices. 2. The SI shall identify spare locations and maintain the spares accordingly to meet the service levels stipulated in this RFP.

Query details	Suggest to provide storage space at DCR or TCR for storage of spares managing spares at such remote locations could be a challenge for SI to source a warehouse and may lead to theft /damages of equipments in case of torrental rains at it will be unmanned most of the time We would also request to reduce the spare maintaince from 10percent to 5percent only for the products supplied by the SI in KSWAN 3
Clarification	No Change, Original Contract Clause Prevails

QUERY- 435	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 262/ 6.1.1.4. Router at DCR/TCR PoPs
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request department to kindly confirm do we need to consider redundant/HA controller card in the router There is a huge price difference between router having single controller and redundant/HA controller Request department to kindly confirm
Clarification	Please refer to the Corrigendum

QUERY- 436	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 262/ 6.1.1.4. Router at DCR/TCR PoPs
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request department to kindly confirm do we need to consider redundant HA controller card in the router There is a huge price difference between router having single controller and redundant HA controller Request department to kindly confirm
Clarification	Please refer to the Corrigendum

QUERY- 437	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 269/ 6.1.1.6. 48 Port (L2) SWITCHES at DCR/TCR
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	We kindly request the department to confirm whether the MAC security features mentioned in the RFP refer to the IEEE 8021AE standard MACsec
Clarification	Understanding is correct

QUERY- 438	
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Page No/Section No of the RFP Document	RFP Volume 2 Page No. 285/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	General
Query details	in order to calculate the hardware sizing and license count please provide following details NMS Number of network devices to be monitored along with the bifurcation for example Number of routers switches firewalls servers UPS and any other SNMP devices Flow management Total Event per second Helpdesk Number of technicians for Helpdesk No of assets to be monitored for asset management
Clarification	Please refer the RFP Volume 1 commercial table for new IT & Non-IT equipment and RFP Volume 2 existing equipment IT & Non-IT for sizing.

QUERY-439	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 285/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	addiitonal point
Query details	ISO and CIS standards are a set of security guidelines and best practices developed by the nonprofit organizations such as ISO and CIS These standards provide detailed configuration recommendations and benchmarks for securing your enterprise network The purpose of these benchmarks is to provide industry-recognized guidelines for secure system configuration These benchmarks help the authority to enhance their security posture mitigate risks and ensure compliance with industry standards and regulatory requirements Hence we request you to add the following cluase in the RFP The OEM of the proposed NMS solution should possess Quality certifications ISO9001 Information security certificate ISO27001 Application security certificate ISO27034 and CIS benchmark certificate Documentary proof must be provided at the time of submission
Clarification	Please refer to the Corrigendum

QUERY- 440	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 285/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	additional point
Query details	n order to provide complete visibility of IT infrastructure including servers with micro level monitoring on need basis through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach Hence we request the authority to add the following clause in the NMS specification The proposed NMS solution must provide agentless as well as agent based monitoring for server infrastructure The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure
Clarification	No Change, Original Contract Clause Prevails

QUERY- 441	
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Page No/Section No of the RFP Document	RFP Volume 2 Page No. 286/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	3. The solution should provide scalable, comprehensive end-to-end hardware, and software (including perpetual licenses) for monitoring the connectivity up to 30,000 locations including the IT and non-IT elements operational at each of these locations.
Query details	As per the Bill of Materials BoM provided in the RFP it is understood that approximately 12000 devices are to be onboarded into the NMS In order to size the compute infrastructure accurately and estimate the commercials accordingly we kindly request you to confirm the exact number and type of devices planned for integration Additionally we request clarification on the requirement for the Network Configuration Management module specifically regarding configuration management and backup functionalities for routers and switches It would be helpful if the number of devices expected to be managed under the NCM scope could also be shared in terms of required licenses Looking forward to your clarification
Clarification	Please refer the RFP Volume 1 commercial table for new IT & Non-IT equipment and RFP Volume 2 existing equipment IT & Non-IT for sizing.

QUERY- 442	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 286/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	7a. The solution should be configured for High availability at SCR
Query details	We seek your clarification regarding the high availability HA setup at the State Control Room SCR As you are aware implementing HA will have implications on both the budget and compute resource requirements Please note that geographical redundancy at the Disaster Recovery DR site is already planned in line with the RFP Kindly confirm whether high availability at SCR is a mandatory requirement
Clarification	HA at SCR is mandatory.

QUERY- 443	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 287/ 6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	15. The solution shall be capable of simultaneously support a minimum of 500 concurrent users to monitor the KSWAN network
Query details	As per the current understanding the requirement of supporting 500 concurrent users is a significantly high load which will substantially impact both the commercials and compute resource requirements We request you to kindly confirm the exact number of concurrent users expected so we can assess and provision the infrastructure accordingly
Clarification	No Change, Original Contract Clause Prevails

QUERY- 444	
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Page No/Section No of the RFP Document	RFP Volume 2 287/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	25. The NMS should support GUI interface with a customized dashboard as per the requirement of CeG (Minimum 50 Department Dashboards).
Query details	Please note that both NMS and ITSM platforms support a certain level of customization in dashboards and reports However the requirement of 50 departmental dashboards can be effectively met by integrating a Business Intelligence BI module in conjunction with NMS Kindly note that this BI integration will have implications on compute requirements as well as overall commercials We therefore request your clarification on whether the built-in customization capabilities of NMS and ITSM would suffice or if the inclusion of the BI module is mandatory to fulfill the dashboard requirements
Clarification	As per the requirement of the RFP.

QUERY- 445	
Page No/Section No of the RFP Document	RFP Volume 2 287/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	26. The NMS should be capable of storing information like IP address, device name, date of installation, last fault status, next scheduled maintenance date and any other customized data fields.
Query details	We understand that fields like date of installation last fault status and next scheduled maintenance date are typically managed through an ITSM Help desk Incident Management tool which is already a part of this RFP Hence we request that such requirements be considered under the ITSM scope in conjunction with NMS Kindly let us know whether our understanding is correct
Clarification	Understanding is correct.

QUERY- 446	
Page No/Section No of the RFP Document	RFP Volume 2 288/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	40. The NMS should be capable of temporarily declaring individual locations as "To be commissioned", "Temporarily decommissioned", "Under shifting", etc., for unlimited periods and hence disable polling for those locations.
Query details	We understand that declaring individual locations as To be commissioned Temporarily decommissioned Under shifting etc can be effectively managed through the ITSM tool which is already a part of this RFP Hence we request that this requirement be considered under the scope of the ITSM scope in conjunction with NMS Kindly let us know whether our understanding is correct ?
Clarification	Understanding is correct.



QUERY- 447	
Page No/Section No of the RFP Document	RFP Volume 2 288/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	41. The offered NMS solution should monitor and also be capable of setting threshold-based alerts for network traffic and bandwidth usage for each link that is being monitored.
Query details	Part of Helpdesk need to remove in NMS specs as this is the scope of Helpdesk
Clarification	No Change, Original Contract Clause Prevails

QUERY- 448	
Page No/Section No of the RFP Document	RFP Volume 2 289/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	47. The offered solution should support creation of different Service Level templates based on different criteria's and should be possible to be applied on a global level or to an individual link/node/element
Query details	This is part of helpdesk hence request to remove from NMS
Clarification	No Change, Original Contract Clause Prevails

QUERY- 449	
Page No/Section No of the RFP Document	RFP Volume 2 289/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	48. The configured service levels in the NMS should be capable of providing instantaneous reports for customized periods for each link, element, appliance, or for the whole network.
Query details	Part of Helpdesk need to remove in NMS specs
Clarification	No Change, Original Contract Clause Prevails

QUERY- 450	
Page No/Section No of the RFP Document	RFP Volume 2 297/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	74. Link high-value customers to enhanced levels of service, i.e., priority call routing.
Query details	This is not the part of NMS should be removed
Clarification	No Change, Original Contract Clause Prevails

QUERY- 451	
Page No/Section No of the RFP Document	RFP Volume 2 297/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	75. Handle inbound and outbound contact via Telephone, Email, SMS, Fax, Web self care etc.
Query details	This is not the part of NMS should be removed

Clarification	No Change, Original Contract Clause Prevails
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QUERY- 452	
Page No/Section No of the RFP Document	RFP Volume 2 297/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	76. Support automatic screen Population via CTI (Computer Telephony Integration) and/or IVR
Query details	This is not the part of NMS should be removed - this should be part of call center application
Clarification	No Change, Original Contract Clause Prevails

QUERY- 453	
Page No/Section No of the RFP Document	RFP Volume 2 297/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	77. Enable customers to use an SMS service to receive requested details of the ticket.
Query details	This is not the part of NMS should be removed - this should be part of contact center application
Clarification	No Change, Original Contract Clause Prevails

QUERY- 454	
Page No/Section No of the RFP Document	RFP Volume 2 291/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	89. The NMS solution should have been deployed at Minimum 2 projects under State Government/ Central Government/ PSU in India with monitoring of minimum 10,000 devices under single deployment.
Query details	In the interest of encouraging wider participation and promoting the inclusion of other proven and reputed Make in India OEMs Furthermore we request that experience with Large Enterprises also be considered as part of the qualification criteria to ensure a more inclusive and competitive bidding process We respectfully urge you to amend the clause as proposed below The Proposed EMS NMS solution should have at least 5 deployments in state central Government PSU in India with 1500 devices or 3 deployments with 2500 devices or 2 deployments with 5000 devices or 1 deployments with 10000 devices
Clarification	No Change, Original Contract Clause Prevails

QUERY- 455	
Page No/Section No of the RFP Document	RFP Volume 2 295/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	44. APIs should be exposed to mobile application for enabling the user departments to book the complaints through mobile one platform.

Query details	Kindly confirm whether Mobile One is an existing platform that will be used by end users to raise complaints or is the proposed ticketing solution is expected to have a responsive GUI for mobile access Additionally please clarify if a dedicated mobile application is also required from the proposed ITSM tool
Clarification	The Mobile One platform may be utilized, and if any additional hardware/software is required shall be in the scope of the bidder.

<b>QUERY- 456</b>	
Page No/Section No of the RFP Document	RFP Volume 2 295/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	45. Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 3 processes and should allow the implementation of Incident management, Problem management, change management and service request fulfilment, Knowledge Base Management, Service Asset and Configuration Management, SLA Management process.
Query details	We request to have ITILv4 certification for at least 6 processes as this aligns with the latest ITILv4 framework terminology and ensures adherence to essential ITSM practices So we kindly request to ammend this clause as mentioned Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 6 processes and following ITIL process must have Incident management Problem management Change enablement Knowledge management Service request management and Service level management
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 457</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 301 320 134 65inch display and LED monitor
Description of the Original Clause	Specifications asked in both the technical compliances are different Resolution 3840 into 2160 UHDVs 1920 into 1080 full HD Connectivity HDMI 2 Nos DVIDDPRS 232C RJ 45 USB Vs HDMI USB RJ45
Query details	Request you to please confirm whether we should proceed with the specification provided on Page No 301 Section 6 1 1 15 for 65 Inch Display Specification
Clarification	Please refer to the RFP Volume 2 Page No. 301 for the 65inch Display/LED Monitor specifications

<b>QUERY- 458</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 303/6.1.2.1. Diesel Generator
Description of the Original Clause	5. Microprocessor based governing, regulation, metering, monitoring and auto synchronizing control system. AMF control panel, battery charger, remote/ auto start panel, auto/ manual synchronizing panel and audio/ visual annunciation for faults.

Query details	Synchronizing a small genset of 10 kVA is generally not practical as the cost of the synchronization panel is likely to exceed the cost of the genset itself. In light of this we kindly request the removal of the term synchronizing from the requirement
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 459</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 304/6.1.2.2. Conventional UPS
Description of the Original Clause	3. Input voltage range for main operations 160 V - 270V
Query details	Kindly change the same to 160 V - 300 VAC 100 load 3 for wider participation
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 460</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 304/6.1.2.2. Conventional UPS
Description of the Original Clause	5. Battery shall be of Sealed Maintenance free SMF type with metal rack and interconnecting cables and accessories with backup of minimum 6 Hrs.
Query details	As per Battery OEM Chart Maximum Battery can be connected is 200 AH so the maximum battery backup time can be 4 hours
Clarification	The UPS backup of a minimum 6 Hrs.

<b>QUERY- 461</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 304/6.1.2.2. Conventional UPS
Description of the Original Clause	8. The UPS Output Voltage should be configured for 230V +/- 1% V variation
Query details	The UPS Output Voltage should be configured for 230V 1 V or 2 V variation
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 462</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 305/6.1.2.2. Conventional UPS
Description of the Original Clause	35. ISO 9001:2000 ,14001,45001 & 50001 ETDC / CPRI test report/NABL accredited Lab & with BIS certificate & other any applicable statutory certificates as per Govt of India.
Query details	Request to remove in UPS ISO 50001 as ISO 50001 international standard provides a framework for organizations to establish implement maintain and improve an Energy Management System EnMS Please note that all UPS are energy Efficient hence ISO 50001 is not required Kindly remove the same
Clarification	No Change, Original Contract Clause Prevails

QUERY- 463	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 316/6.1.2.8. Portable fire extinguisher
Description of the Original Clause	4. The SI shall follow IS 2190 (2010): SELECTION, INSTALLATION AND MAINTENANCE OF FIRST-AID FIRE EXTINGUISHERS — CODE OF PRACTICE [CED 22: Fire Fighting] standard.
Query details	Kindly confirm whether the SI is required to provide First Aid kits at all locations including SCR and DCR and TCR and PoP sites If yes we request that a corresponding line item be added to the RFP BoQ
Clarification	No

QUERY- 464	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 319/6.1.2.11. Equipment Racks
Description of the Original Clause	19. Each rack should have 2 PDUs. The IPDUs should be connected to the two different UPS sources A and B individually. The 2 PDUs in each rack should have different chassis colour for identification of UPS source.
Query details	At the SCR location there are 2 Nos 50 kVA UPS systems available allowing us to connect to two UPS systems for PDUs as required However at the DCR and TCR and PoP locations only a single UPS system is available at each site Therefore only one UPS connection can be provided at these locations Kindly accept this arrangement and confirm
Clarification	No Change, Original Contract Clause Prevails

QUERY- 465	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 319/6.1.2.11. Equipment Racks
Description of the Original Clause	19. Each rack should have 2 PDUs. The IPDUs should be connected to the two different UPS sources A and B individually. The 2 PDUs in each rack should have different chassis colour for identification of UPS source.
Query details	As per our understanding at the SCR location 2 PDUs are to be supplied per rack whereas at the DCR and TCR and PoP locations only 1 PDU is to be supplied with each rack Kindly confirm if this understanding is correct
Clarification	No. Each rack should have 2 PDUs.

QUERY- 466	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 54/4.1.1 Scope of Work of KSWAN 2 0 As Is Takeover

Description of the Original Clause	27. The SI shall replace identified End-of-Life (EoL) and End-of-Support (EoS) IT assets such as Routers, switches, etc., and non-IT assets such as DG, UPS, etc., in a phased manner in compliance with SLA defined with CeG.
Query details	Existing UPS Solar UPS which will be taken under AMC as per the 254 KSWAN 20 non-IT Asset List provided on Page 22 in case OEM declares his product EOS/EOL please confirm how will the replacement taken care will the quote be taken on the date of change or from the RFP commercials?
Clarification	OEM has confirmed that the existing Solar UPS of KSWAN 2.0 is not attaining EOS/EOL in the coming 5 years. It is the responsibility of the SI to ensure the back to back OEM support for the contract period.

<b>QUERY- 467</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 64/4.2.1.1. IT Implementation
Description of the Original Clause	26. In KSWAN 3.0, all the solutions proposed by the SI should be supported for a minimum period of 7 years with an on-site replacement warranty from the date of “Go-Live of Product”.
Query details	Request to change the clause to 26 In KSWAN 3 0 all the solutions proposed by the SI should be supported for a minimum period of 5 years with an onsite replacement warranty from the date of Go-Live of Product
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 468</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 82/ 4.2.1.2.1. State Control Room (SCR) Refurbishment: B. Electrical works:
Description of the Original Clause	3. UPS 2x50 KVA with battery bank is installed and commissioned on 26/02/2022 and under AMC till 26/02/2025. The SI shall liaise with the UPS OEM on behalf of KSWAN for O&M activities for the entire contract period.
Query details	Request you to please share End of Life and End of Support dates for existing installed Conventional and Solar UPS systems
Clarification	As per the OEM EOS/EOL is till 26/12/2030, and the current AMC is valid.

<b>QUERY-469</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 82/ 4.2.1.2.1. State Control Room (SCR) Refurbishment: C. Fire Detection and Alarm System
Description of the Original Clause	8. Supply of fire safety accessories like safety jackets, goggles, hammers, shoes, axes, portable oxygen cylinders with masks, and other required accessories shall be kept in a place where it shall be easily accessible.
Query details	Generally these Safety equipments are provided by the building safety or maintenance department team please confirm if this is not under the scope of bidder

Clarification	It is in the scope of the bidder only.
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<b>QUERY- 470</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 93/4.2.1.2.2. New DCR & TCR implementation: Exhaust Fan and Ventilation
Description of the Original Clause	7. Supply and installation of Ceiling fan in the PoP as per the specification provided in this RFP
Query details	Ceiling Fan line items not discovered in the financial BoQ hence please confirm this will need to be supplied by the SI
Clarification	Need to be supplied by the SI if it is required.

<b>QUERY- 471</b>	
Page No/Section No of the RFP Document	RFP volume 2 Page No. 97/ 4.2.1.2.5. Detailed indicative BoM for non- IT
Description of the Original Clause	Capex NonIT DCR and TCR Quantities provided for all the line items including DG set Conventional UPS Solar UPS etc
Query details	The quantities asked in the RFP and price bid format will these will be replaced immediately after signing of the contract or CeG will ask them replace them over the period of 5 years
Clarification	As and when asked by the CEG during the contract period.

<b>QUERY- 472</b>	
Page No/Section No of the RFP Document	Volume 2 Additional point
Description of the Original Clause	
Query details	Considering KSWAN 3 SDWAN the solution should have the below functionalities in the same appliance without the requirement of additional hardware / device / Third party solution - Point 1-The device should have sufficient BW support to accommodate internet links of 100 Mbps from Day 1 for SDWAN -Point 2-The licenses should not be Capped on BW for SDWAN in order to cater to future BW increase from the ISP -Point 3-The device should support local breakout from day 1 with all the necessary licences like SDWAN NGFW IPS URL Anti virus Content filtering to secure the branch users from any internet threats -Point 4- The branch device should support SSL inspection to secure local breakout internet access -Point 5- The branch should be capable of forming a dynamic tunnel with other branch to avoid traffic going to HUB for branch to branch communication -Point 6- The device should be capable of using all the connected internet links to the optimum level in a load sharing basics
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 473</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 192/4.3.16 Information and Cyber Security

Description of the Original Clause	a. Create and deploy an information security and cyber security team headed by a Team Lead.
Query details	Please clarify how many personal have to be deployed as part of Information security team
Clarification	A minimum of 2 resources, including the team lead.

QUERY-474	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 30/3.5.1 Roles and Responsibilities of System Integrator
Description of the Original Clause	23. Perform Security vulnerability assessments and take corrective actions
Query details	Security assessment can be performed by the Bidder or third party auditor?
Clarification	By the bidder

QUERY-475	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 75/4.2.1.1.3. Other IT Components: 6. Security Solutions
Description of the Original Clause	Security Solutions the SI shall ensure that any solution that is brought in and implemented for the KSWAN 3 should include but not be limited to the following recommended security solutions like antivirus device hardening solutions security firmware security licenses enterprise support etc for a period of five years from the date of Go-Live of KSWAN 3 infrastructure
Query details	What are the envisaged security solution as part of KSWAN3 Could bidder include SIEM SOAR NGFW EDR NAC solution as part of the proposal
Clarification	As per the terms and conditions of the this RFP.

QUERY-476	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 87/4.2.1.2.1. State Control Room (SCR) Refurbishment: H. Video display
Description of the Original Clause	Video display Supply and installation of Professional grade LED displays including hardware software and mounting accessories as per the technical specifications
Query details	Please share the technical specifications of four types of video display
Clarification	Please refer to the RFP Volume 2 Page No. 301 for the 65inch Display/LED Monitor specifications.

QUERY- 477	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 287/6.1.1.11. Network Monitoring System (NMS)



Description of the Original Clause	26. The NMS should be capable of storing information like IP address, device name, date of installation, last fault status, next scheduled maintenance date and any other customized data fields.
Query details	We understand that fields like installation date last fault status and next scheduled maintenance date are managed via an ITSM/Helpdesk/Incident Management tool included in the RFP We request these be included under the ITSM scope with NMS Please confirm if this is correct
Clarification	Understanding is correct.

QUERY- 478	
Page No/Section No of the RFP Document	RFP Volume 2 Page 288/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	40. The NMS should be capable of temporarily declaring individual locations as "To be commissioned", "Temporarily decommissioned", "Under shifting", etc., for unlimited periods and hence disable polling for those locations.
Query details	We understand that designating locations as To be commissioned Temporarily decommissioned or Under shifting can be managed via the ITSM tool included in the RFP We request this be included under the ITSM scope with NMS Please confirm if this is correct
Clarification	No Change, Original Contract Clause Prevails. It is part of both NMS and ITSM tools.

QUERY- 479	
Page No/Section No of the RFP Document	RFP Volume 2 Page 291/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	Additional Suggestion
Query details	A valid CMMI Level 3 certification ensures the EMS OEM follows structured processes reducing risks and improving software/service development quality We request The proposed EMS solution must have a valid CMMI L3 certificate to streamline processes and promote productivity with OEM facilitating validation via the CMMI Institute PARS portal
Clarification	No Change, Original Contract Clause Prevails

QUERY- 480	
Page No/Section No of the RFP Document	RFP Volume 2 Page 291/6.1.1.11. Network Monitoring System (NMS)
Description of the Original Clause	89. The NMS solution should have been deployed at Minimum 2 projects under State Government/ Central Government/ PSU in India with monitoring of minimum 10,000 devices under single deployment.

Query details	To encourage broader participation and include reputable Make in India OEMs we request adding experience with Large Enterprises to the qualification criteria We propose amending the clause The NMS solution must have been deployed in at least 2 projects under State Government/Central Government/PSU/Large Enterprises in India monitoring at least 10 000 devices in a single deployment
Clarification	No Change, Original Contract Clause Prevails

QUERY- 481	
Page No/Section No of the RFP Document	RFP Volume 2 Page 295/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	45. Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 3 processes and and should allow the implementation of Incident management, Problem management, change management and service request fulfilment, Knowledge Base Management, Service Asset and Configuration Management, SLA Management process.
Query details	We request ITILv4 certification for at least 6 processes to align with the ITILv4 framework and ensure ITSM compliance We propose amending the clause The Helpdesk service desk must be certified in ITIL 4 for at least 6 processes including Incident management Problem management Change enablement Knowledge management Service request management and Service level management
Clarification	No Change, Original Contract Clause Prevails

QUERY- 482	
Page No/Section No of the RFP Document	RFP Volume 2 Page 295/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	44. APIs should be exposed to mobile application for enabling the user departments to book the complaints through mobile one platform.
Query details	Please confirm if Mobile One is an existing platform for end-user complaints or if the proposed ticketing solution requires a responsive GUI for mobile access Also clarify if a dedicated mobile application is needed for the ITSM tool
Clarification	The Mobile One platform may be utilized, and if any additional hardware/software is required shall be in the scope of the bidder.

QUERY- 483	
Page No/Section No of the RFP Document	RFP Volume 2 Page No 146/ 4.2.1.4. Training and documentation
Description of the Original Clause	1. Upon completion of the implementation, the SI shall provide training for the personnel identified by CeG for all the IT & non-IT infrastructure deployed and managed by the SI at no additional cost.
Query details	What is the frequency of the training how many members and how many sessions please specify

Clarification	Please refer to RFP Volume 2 of clause 4.2.1.4. Training and documentation for more information.
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QUERY- 484	
Page No/Section No of the RFP Document	RFP Volume 3 Page No. 20/1.12. SI's Obligations
Description of the Original Clause	12. SI shall ensure that the OEMs supply equipment/components including associated accessories and software required and the OEMs shall support SI in the installation, commissioning, integration, and maintenance of these components during the entire period of the contract. SI shall ensure that the OEMs supply the software applications and shall support SI in the installation/deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of system for all the solutions proposed. SI would be required to explicitly display that he/they have a back-to-back arrangement for provisioning of warranty/O&M support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates of the software, hardware components and other devices.
Query details	OEM Warranty can be from date of delivery and Vendor or SI warranty can be from date of GO live of the product
Clarification	No Change, Original Contract Clause Prevails

QUERY- 485	
Page No/Section No of the RFP Document	RFP Volume 3 Page No. 20/1.12. SI's Obligations
Description of the Original Clause	12. SI shall ensure that the OEMs supply equipment/components including associated accessories and software required and the OEMs shall support SI in the installation, commissioning, integration, and maintenance of these components during the entire period of the contract. SI shall ensure that the OEMs supply the software applications and shall support SI in the installation/deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of system for all the solutions proposed. SI would be required to explicitly display that he/they have a back-to-back arrangement for provisioning of warranty/O&M support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates of the software, hardware components and other devices.
Query details	Since the contract is for 5 years from the take over and the Pos of all equipment will not be placed on day 1 hence the clause should be amended to It must clearly be understood by SI that warranty and O and M of the system products and services incorporated as part of system would commence from the day of FAT of the equipment
Clarification	No Change, Original Contract Clause Prevails

QUERY- 486	
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Page No/Section No of the RFP Document	RFP Volume 3 Page No. 20/1.12. SI's Obligations
Description of the Original Clause	14. CeG reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between SI and OEMs and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of CeG. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by SI to CeG.
Query details	The written consent from CeG should not be mandatory as it may cause delay and secondly SI will be responsible for running the project hence the terms of the agreement with OEM should be the prerogative of SI The OEM agreement can be shared with CeG
Clarification	No Change, Original Contract Clause Prevails

QUERY- 487	
Page No/Section No of the RFP Document	RFP Volume 3 Page No. 20/1.12. SI's Obligations
Description of the Original Clause	25. In case of any device/hardware not supporting the future version upgrade of the firmware/operating system, the SI at his cost should replace the device/hardware with the upgraded version which supports the update. The SI in this case must take the approval of CeG for the intended replacement model. This clause is true for all the equipment (IT and non-IT)
Query details	Since all warranty are applicable for the contract period we assume the future upgrade means the upgrade during the contract period
Clarification	Understanding is correct.

QUERY- 488	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 156/4.3.1 IT Infrastructure/Scope of Work/Video Conferencing
Description of the Original Clause	3. The SI shall assist and provide the required onsite and remote support for setting up video conferencing sessions for the users located at the DCR, TCR, Aggregation nodes, Mini-PoPs, and Departmental offices.
Query details	As per our understanding scope limited to checking the connectivity or network issues only and the VCs will be managed by separate VC team which is not part of SIs scope of work
Clarification	The understanding is correct.

QUERY- 489	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 156/4.3.1 IT Infrastructure/Scope of Work/Network Monitoring System (NMS)

Description of the Original Clause	16. The SI shall ensure the local and geographic redundancy of the NMS solution are periodically tested for their functionalities and any issues detected during this shall be addressed within the service levels mentioned in this RFP.
Query details	As per our understanding DR-SCR site will be operational tentatively in the 3rd year of the contract period geographic redundancy may be verified after setting up of DR-SCR Please clarify
Clarification	The understanding is correct.

QUERY- 490	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 181/4.3.6 Annual Maintenance Contract (AMC) of KSWAN 3.0
Description of the Original Clause	3. The SI shall have back-to-back AMC with the OEMs during the contract period. The back-to-back agreements of AMC for all the existing (KSWAN 2.0) IT and non-IT equipment with the respective OEMs shall be in the name of KSWAN, CeG.
Query details	As per the clause 4 point 3 Point 1 The OEM support for the existing KSWAN 2-0 network equipment-Routers and Switches shall be provided by the CeG Please clarify the AMC requirements for existing IT equipment including routers switches AAA Firewall Sandbox Security Analyzer Storage SAN Switches DNS and NMS Servers etc
Clarification	The scope of the SI is limited to the existing NMS till the new NSM Go-Live.

QUERY- 491	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	ISO 20000 and 27001 certifications
Query details	Who will bear the cost of External Auditors for ISO certification
Clarification	Please refer to the commercial bid clause of the RFP Volume 1.

QUERY- 492	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 184/4.3.10 Governance activity
Description of the Original Clause	The SI shall submit a governance plan for IT and non-IT and approval from KSWAN, CeG, and shall implement the plan within 7 (seven) working days from the date of approval. Penalties are applicable for any deviation in service levels. The plan to be submitted and approved by KSWAN, CeG shall cover the following aspects:
Query details	Governance Activities includes developing Mobile App based application to record the activity outputs in real time and store them in the central repository Development of Mobile application may take time so please exclude mobile application readiness to start the implementation of Governance Activity
Clarification	No Change, Original Contract Clause Prevails.

<b>QUERY- 493</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 296/6.1.1.12. Helpdesk/Incident/Fault Management System
Description of the Original Clause	53. Shall be able to integrate with Voice based IVR (Interactive Voice Response) Systems for submitting tickets.
Query details	As per our understanding Incident Management system should have the IVRS integration feature but the IVRS solution is not part of current requirement Please clarify
Clarification	The understanding is correct.

<b>QUERY- 494</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 49/4. Scope of Work
Description of the Original Clause	During the contract period, whenever the existing KSWAN core infrastructure network equipment attains EoL/EoS or observed to underperformance, the KSWAN 3.0 SI shall replace the network equipment as per the commercials of the contract.
Query details	It is understood that the Scope of SI will be only limited to configuration and integration with the current system All technical Specifications related to the IT and Non-IT Components for EOL/EOS will be derived by the KSWAN CEG
Clarification	The scope of KSWAN 3.0 SI is to supply, install, commission, and maintain during the contract period.

<b>QUERY-495</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 52/4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover
Description of the Original Clause	4. As part of the KSWAN 2.0 takeover process, the KSWAN 3.0 SI shall similarly take over the Network device(s) which are deployed outside Karnataka (viz. SDC DR Data Centre at Mohali, UIDAI Data Centre Manesar, etc.).
Query details	Please specify the equipment Quantity make model and specifications of such equipment Also let us know the warranty/AMC status of these equipment
Clarification	Please refer to the BOM of RFP Volume 2.

<b>QUERY- 496</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 52/4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover

Description of the Original Clause	4. As part of the KSWAN 2.0 takeover process, the KSWAN 3.0 SI shall similarly take over the Network device(s) which are deployed outside Karnataka (viz. SDC DR Data Centre at Mohali, UIDAI Data Centre Manesar, etc.).
Query details	Please provide the details of devices with EOL/EOS status
Clarification	Please refer to the BOM of RFP Volume 2.

<b>QUERY- 497</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 54/4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover.
Description of the Original Clause	28. The SI shall implement an Asset management system i.e., creation of a database of all the IT and non IT hardware and software assets, and record installation and removal of any asset from the network and inform KSWAN, CeG.
Query details	Please clarify whether SI needs to implement any Asset Management Application or the same can be managed in Excel/hardcopies
Clarification	Please refer to the RFP Volume 2 of Document Management System/Work Flow Management/NMS

<b>QUERY- 498</b>	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 62/4.2.1 Scope of Work of Build Phase
Description of the Original Clause	13. The routers that are being planned to be used on the IPsec VPN core network shall also be equipped with a 3G/4G/5G SIM slot. The SIMs shall be able to provide internet access for the routers and this link can be used as a primary or as a backup link.
Query details	Please clarify who will bear the cost of procuring and recurring charges for the SIMs
Clarification	Bandwidth will be taken care of through the Department

<b>QUERY- 499</b>	
Page No/Section No of the RFP Document	Page No. 65/4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	31. The proposed routers of KSWAN 3.0 shall be SDWAN enabled and can be migrated to SDWAN as and when required by availing the required software licenses.
Query details	Shall we propose SDWAN based solution for KSWAN 3
Clarification	As per the specifications and scope of work mentioned in the RFP.

<b>QUERY-500</b>	
Page No/Section No of the RFP Document	General - Volume 2

Description of the Original Clause	
Query details	General: Please share Warranty/AMC end dates of existing IT and Non-IT equipment
Clarification	AMC of IT (Router/Switch shall be procured through a separate tender) and Non-IT is valid till the handover and takeover.

QUERY- 501	
Page No/Section No of the RFP Document	General - Volume 2
Description of the Original Clause	
Query details	Integration of Non-IT equipment like UPS DG etc to NMS
Clarification	In the scope of KSWAN 3.0 SI.

QUERY- 502	
Page No/Section No of the RFP Document	Page No 146/4.2.1.4. Training and documentation - Volume 2
Description of the Original Clause	3. The SI shall establish an annual training cycle for all the members identified by KSWAN, CeG.
Query details	Please Clarify that the scope of SI for Training is only to make the required training documents available and accessible over DMS.
Clarification	The bidder has to conduct training classes along with the documents.

QUERY- 503	
Page No/Section No of the RFP Document	Page No 52/ 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover-Volume 2
Description of the Original Clause	1. Post takeover of the KSWAN 2.0 infrastructure, the SI shall also provide the following services: a. Integration of new links and departmental offices to the KSWAN network. b. Relocation of CPE from old to new Departmental office location.
Query details	Please elaborate the Scope of SI in relocation
Clarification	Please refer to the RFP Volume 2 of clause 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover, for elaborated scope of SI.

QUERY- 504	
Page No/Section No of the RFP Document	Page No 53/ 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	10. Numerous pieces of equipment (IT and non-IT) operational in the KSWAN 2.0 network infrastructure are yet to attain EoL and EoS. Hence it is mandatory that the KSWAN 3.0 SI shall continue to operate and manage this equipment until they reach their EoL/EoS, or performance degradation as decided by CeG.



Query details	SI will not be responsible for any SLAs for the mentioned IT Components which are yet to attain EOL/EOS after which the delay in Replacement and Integration with the existing system SI Scope will only remain in Integration with existing system and configuration
Clarification	No Change, Original Contract Clause Prevails

QUERY- 505	
Page No/Section No of the RFP Document	Page No 54/ 4.1.1 Scope of Work of KSWAN 2.0 As-Is Takeover - Volume 2
Description of the Original Clause	19. SI shall integrate BharatNet, TSP / ISP infrastructure identified by CEG without any additional cost.
Query details	SI Scope is limited to the Configuration at Customer Edge only
Clarification	Understanding is correct

QUERY- 506	
Page No/Section No of the RFP Document	Page No 61/ 4.2.1 Scope of Work of Build Phase - Volume 2
Description of the Original Clause	1. The existing MPLS network shall be retained as it is already connected close to 8000 department locations and can be scalable up to 12,000 offices.
Query details	Required Bandwidth for the extension will be analyzed and provided with the scope of CEG
Clarification	Understanding is correct

QUERY- 507	
Page No/Section No of the RFP Document	Page No 63/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	5. KSWAN, CeG plans to establish a new core network leveraging the internet connectivity. This network shall be in parallel to the existing MPLS network. The new parallel network shall be built on FTTH and LTE/4G/5G technology.
Query details	Please Clarify that the parallel network over internet with FTTH and LTE/4G/5G technology will be built primarily for Non Feasible Locations with MPLS New GPOs OR for all departmental Offices
Clarification	The clause is self-explanatory.

QUERY- 508	
Page No/Section No of the RFP Document	Page No 63/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	9. The proposed KSWAN 3.0 solution shall have the ability for intelligent packet filtering, URL filtering, context-based access control, blocking of malicious contents to maximize security (The SI should specify this equipment in their technical bid).

Query details	Please Clarify that the SI Should propose an Dedicated Threat Mitigation/packet filtering URL filtering context-based access control with all the mentioned Functionalities OR the Existing Firewalls after EOL/EOS be replaced with the Threat Mitigation Blades
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 509</b>	
Page No/Section No of the RFP Document	Page No 64/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	28. At any point of time during the project, KSWAN may establish connectivity from SCR to any Data centre located outside the state for providing KSWAN connectivity. The SI shall coordinate with all concerned stakeholders and support for commissioning and maintenance of these links and equipment.
Query details	28-At any point of time during the project KSWAN may establish connectivity from SCR to any Data centre located outside the state for providing KSWAN connectivity The SI shall coordinate with all concerned stakeholders and support for commissioning and maintenance of these links and equipment
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 510</b>	
Page No/Section No of the RFP Document	Page No. 65/ 4.2.1.1. IT Implementation - Volume 2
Description of the Original Clause	42. The SI shall maintain a complete log for all internet traffic originating and destined from every host of the KSWAN network to meet any regulatory checks from the statutory organizations. The SI shall ensure that the complete solution required to implement and store the logs for the period of one (1) year should be supplied and maintained for the complete contract period with the SI. The logs shall be maintained for a minimum period of one (1) year at any given time. The log files should be capable of providing information but not limited to parameters like host IP, destination IP, bytes transferred, timestamps, TCP/UDP ports, etc.
Query details	Please Clarify that Storing Firewall Logs for a period of 1 Year as existing practice of storing logs at FW will not be a standard practice which will degrade the performance will be with a dedicated storage Syslog Server provided by the KSWAN CEG
Clarification	The bidder has to maintain the existing log storing solution (NGFW solutions) available with the KSWAN. The Syslog server is in the scope of the successful bidder as part of KSWAN 3.0 O&M.

<b>QUERY- 511</b>	
Page No/Section No of the RFP Document	Page No. 67/ 4.2.1.1.1. MPLS Network - Volume 2
Description of the Original Clause	29-The SI shall provision to retain the data for two years for the purpose of future analysis

Query details	Storage required for the Data Retention will be provided by the KSWAN CEG
Clarification	Understanding is correct.

<b>QUERY- 512</b>	
Page No/Section No of the RFP Document	Page No. 70/ 4.2.1.1.3. Other IT Components: - Volume 2
Description of the Original Clause	b. The proposed NMS is required to provide the following features: i. Monitor and manage all KSWAN IT infrastructure. ii. Monitor and manage all KSWAN non-IT infrastructure. iii. Asset management of all IT and non-IT infrastructure.
Query details	It is understood that the provided NMS from SI should includes Bundled with Asset management and Inventory management modules with NMS
Clarification	Understanding is correct.

<b>QUERY- 513</b>	
Page No/Section No of the RFP Document	Page No. 119/ 12.1 OPEX charges - Volume 1
Description of the Original Clause	Table: Opex Part C - AMC-IT & non-IT
Query details	In the commercial bid format the AMC equipment price inclusive of taxes is marked NA Please confirm if these items need to be quoted
Clarification	All items are to be quoted inclusive of taxes in the Karnataka Public Procurement Portal only.

<b>QUERY- 514</b>	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please provide the number of IT systems at each location
Clarification	Please refer to RFP volume 2, Clause 2.4.5 KSWAN 2.0 IT Asset List

<b>QUERY-515</b>	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please specify the timeline for certification
Clarification	Within the 4 months of the PO being issued.

<b>QUERY- 516</b>	
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Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please detail any specific accreditation requirements
Clarification	Please refer to RFP volume 1, Clause 12.3. ISO Standards Certifications

QUERY-517	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please define the scope of certification
Clarification	Please refer to RFP Volume 2, Clause 4.3.7 ISO 20000 and 27001 certifications

QUERY- 518	
Page No/Section No of the RFP Document	RFP Volume 2 Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications
Description of the Original Clause	For ISO Certification
Query details	Please indicate the number of departments involved
Clarification	Please refer to RFP Volume 2, Clause 4.3.7 ISO 20000 and 27001 certifications

QUERY- 519	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please confirm if any processes are outsourced
Clarification	Please refer to RFP Volume 2, Clause 4.3.7 ISO 20000 and 27001 certifications

QUERY- 520	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please verify if any ISO certifications exist
Clarification	Details shall be shared to the successful bidder.

QUERY- 521	
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Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please confirm the availability of existing documents
Clarification	Details shall be shared to the successful bidder.

QUERY- 522	
Page No/Section No of the RFP Document	Page No. 182/ 4.3.7 ISO 20000 and 27001 certifications - Volume 2
Description of the Original Clause	For ISO Certification
Query details	Please clarify if the process can be conducted online or offline
Clarification	On-site.

QUERY- 523	
Page No/Section No of the RFP Document	Page No. 47/ 5.5.1 Technical Bid Evaluation Criteria - Volume 1
Description of the Original Clause	<p>At least one client reference is mandatory from Central/State Governments / Departments, Public Sector Banks, Public Sector Units of the Government of India, and State Governments.</p> <p>Note: If the above criteria is not met by the bidders, zero marks shall be awarded against these criteria.</p> <p>a. The bidder should have experience in providing managed IT services (refer CeG scope of managed IT services mentioned below) for a duration of a minimum contract period of 3 years and above.</p> <p><u>"CeG scope of managed IT services"</u></p> <p>Bidders can provide the turnover from the business of</p> <p>a. Supplied, installed, configured, managed and monitored IT infrastructure comprising of network appliances (necessarily conventional Core and branch Routers) and WAN links (necessarily MPLS, P2P and ILL)</p> <p>b. Implementation and maintenance of Network Operations Centre (NOC)</p> <p>c. Providing remote assistance in trouble shooting from the NOC</p> <p>d. Supplied, installed, configured and managed security appliances like firewall, IPS/IDS, antivirus etc</p> <p>e. Providing software and patch management</p> <p>f. Providing capacity management for infrastructure</p> <p>g. Provide 24x7 helpdesk services to users</p> <p>h. Provide breakdown support for WAN links and network appliances for remote branch locations</p> <p>i. Provide resident engineers for remote branch locations</p> <p>j. Contracts with client should be multi-year, with a minimum of 3 year period</p>

Query details	<p>At least one client reference is mandatory from Central/State Governments / Departments Public Sector Banks Public Sector Units of the Government of India and State Governments</p> <p>Note If the above criteria is not met by the bidders zero marks shall be awarded against these criteria</p> <p>a The bidder should have experience in providing any Five 5 managed IT services refer CeG scope of managed IT services mentioned below for a duration of a minimum contract period of 3 years and above</p> <p><u>CeG scope of managed IT services</u></p> <p>Bidders can provide the No Of locations from the business of</p> <ol style="list-style-type: none"> <li>Supplied installed configured managed and monitored IT infrastructure comprising of network appliances necessarily conventional Core and branch Routers and WAN links necessarily MPLS P2P and ILL</li> <li>Implementation and maintenance of Network Operations Centre NOC</li> <li>Providing remote assistance in trouble shooting from the NOC</li> <li>Supplied installed configured and managed security appliances like firewall IPS/IDS antivirus etc</li> <li>Providing software and patch management</li> <li>Providing capacity management for infrastructure</li> <li>Provide 24x7 helpdesk services to users</li> <li>Provide breakdown support for WAN links and network appliances for remote branch locations</li> <li>Provide resident engineers for remote branch locations</li> <li>Contracts with client should be multi-year with a minimum of 3 year period</li> </ol>
Clarification	Please refer to the corrigendum

QUERY- 524	
Page No/Section No of the RFP Document	Page No. 262/ 6.1.1.4. Router at DCR/TCR PoPs - Volume 2
Description of the Original Clause	9. The router should support uninterrupted forwarding operation for OSPF, IS IS routing protocol to ensure high-availability during primary controller card failure.
Query details	Request department to kindly confirm do we need to consider redundant/HA controller card in the router There is a huge price difference between router having single controller and redundant/HA controller Request department to kindly confirm
Clarification	Please refer to the corrigendum

QUERY-525	
Page No/Section No of the RFP Document	Page No. 256/ 6.1.1.3. Router Reflector at SCR - Volume 2
Description of the Original Clause	The router should support uninterrupted forwarding operation for OSPF IS-IS routing protocol to ensure high-availability during primary controller card failure

Query details	Request department to kindly confirm do we need to consider redundant/HA controller card in the router There is a huge price difference between router having single controller and redundant/HA controller Request department to kindly confirm
Clarification	Please refer to the corrigendum

QUERY- 526	
Page No/Section No of the RFP Document	Page No. 269/ 6.1.1.6. 48 Port (L2) SWITCHES at DCR/TCR - Volume 2
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	We kindly request the department to confirm whether the MAC security features mentioned in the RFP refer to the IEEE 802 1AE standard MACsec
Clarification	Understanding is correct

QUERY- 527	
Page No/Section No of the RFP Document	Page No. 273/ 6.1.1.7. 24 Port (L2) SWITCHES at TCR/Mini-PoP/Aggregation Node - Volume 2
Description of the Original Clause	7. The Switch should support IPv4 MAC security ACEs:384
Query details	We kindly request the department to confirm whether the MAC security features mentioned in the RFP refer to the IEEE 802 1AE standard MACsec
Clarification	Understanding is correct

QUERY- 528	
Page No/Section No of the RFP Document	Page No. 17/ 2.4.5 KSWAN 2.0 IT Asset List - Volume 2
Description of the Original Clause	2.4.5 KSWAN 2.0 IT Asset List
Query details	As per the RFP some of the existing AMCs for active devices are nearing expiry We recommend including the AMC requirement for these devices as part of this RFP to ensure a single point of ownership for the department Without this it may be difficult for the department to assess or impose penalties during network or hardware failures in operations as multiple system integrators may be involved in coordinating with the OEM even for raising a simple TAC case This can lead to increased downtime and operational inefficiencies Hence we strongly recommend incorporating the existing OEM AMC under this tender to streamline support reduce dependencies and ensure better accountability and uptime
Clarification	KSWAN 2.0 IT equipment (Routers/Switches) monitoring/configurations/maintenance are in the scope of the SI. CeG shall procure the back-to-back OEM support through a separate tender.

<b>QUERY- 529</b>	
Page No/Section No of the RFP Document	Page No. 279/ 6.1.1.8. IPSec VPN Core Router at SCR - Volume 2
Description of the Original Clause	72. In order to meet the overall solution requirement of provisioning 15000 IPsec tunnels, the solution can be deployed by proposing a maximum number of four routers in a cluster configuration and the solution should not have a single point of failure.
Query details	Request the department to clarify whether the bidder is required to size the proposed IPSEC core router to support 15000 IPsec tunnels from Day One or if the scalability to that capacity is expected to be supported over time
Clarification	Please refer to the corrigendum

<b>QUERY- 530</b>	
Page No/Section No of the RFP Document	Page No. 286/ 6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	7a. The solution should be configured for High availability at SCR
Query details	We seek your clarification regarding the high availability HA setup at the State Control Room SCR As you are aware implementing HA will have implications on both the budget and compute resource requirements Please note that geographical redundancy at the Disaster Recovery DR site is already planned in line with the RFP Kindly confirm whether high availability at SCR is a mandatory requirement
Clarification	High availability at SCR is a mandatory requirement

<b>QUERY- 531</b>	
Page No/Section No of the RFP Document	Page No. 286/ 6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	3. The solution should provide scalable, comprehensive end-to-end hardware, and software (including perpetual licenses) for monitoring the connectivity up to 30,000 locations including the IT and non-IT elements operational at each of these locations.
Query details	As per the Bill of Materials BoM provided in the RFP it is understood that approximately 12000 devices are to be onboarded into the NMS In order to size the compute infrastructure accurately and estimate the commercials accordingly we kindly request you to confirm the exact number and type of devices planned for integration Additionally we request clarification on the requirement for the Network Configuration Management NCM module specifically regarding configuration management and backup functionalities for routers switches It would be helpful if the number of devices expected to be managed under the NCM scope could also be shared in terms of required licenses Looking forward to your clarification
Clarification	Please refer the RFP Volume 1 commercial table for new IT & Non-IT equipment and RFP Volume 2 existing equipment IT & Non-IT for sizing.



<b>QUERY- 532</b>	
Page No/Section No of the RFP Document	Page No. 287/ 6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	26. The NMS should be capable of storing information like IP address, device name, date of installation, last fault status, next scheduled maintenance date and any other customized data fields.
Query details	We understand that fields like installation date last fault status and next scheduled maintenance date are managed via an ITSM/Helpdesk/Incident Management tool included in the RFP We request these be included under the ITSM scope with NMS Please confirm if this is correct
Clarification	The understanding is correct.

<b>QUERY- 533</b>	
Page No/Section No of the RFP Document	Page No. 287/ 6.1.1.11. Network Monitoring System (NMS)- Volume 2
Description of the Original Clause	15. The solution shall be capable of simultaneously support a minimum of 500 concurrent users to monitor the KSWAN network.
Query details	As per the current understanding the requirement of supporting 500 concurrent users is a significantly high load which will substantially impact both the commercials and compute resource requirements We request you to kindly confirm the exact number of concurrent users expected so we can assess and provision the infrastructure accordingly
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 534</b>	
Page No/Section No of the RFP Document	Page No. 287/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	25. The NMS should support GUI interface with a customized dashboard as per the requirement of CeG (Minimum 50 Department Dashboards)
Query details	Please note that both NMS and ITSM platforms support a certain level of customization in dashboards and reports However the requirement of 50 departmental dashboards can be effectively met by integrating a Business Intelligence BI module in conjunction with NMS Kindly note that this BI integration will have implications on compute requirements as well as overall commercials We therefore request your clarification on whether the built-in customization capabilities of NMS and ITSM would suffice or if the inclusion of the BI module is mandatory to fulfill the dashboard requirements
Clarification	As per the requirement of the RFP.

<b>QUERY-535</b>	
Page No/Section No of the RFP Document	Page No. 287/6.1.1.11. Network Monitoring System (NMS) - Volume 2

Description of the Original Clause	The NMS should be capable of storing information like IP address device name date of installation last fault status next scheduled maintenance date and any other customized data fields
Query details	We understand that fields like date of installation last fault status and next scheduled maintenance date are typically managed through an ITSMHelpdeskIncident Management tool which is already a part of this RFP Hence we request that such requirements be considered under the ITSM scope in conjunction with NMS Kindly let us know whether our understanding is correct
Clarification	The understanding is correct.

<b>QUERY-536</b>	
Page No/Section No of the RFP Document	Page No. 288/6.1.1.11. Network Monitoring System (NMS) -Volume 2
Description of the Original Clause	40. The NMS should be capable of temporarily declaring individual locations as "To be commissioned"," Temporarily decommissioned", "Under shifting", etc., for unlimited periods and hence disable polling for those locations.
Query details	We understand that designating locations as To be commissioned Temporarily decommissioned or Under shifting can be managed via the ITSM tool included in the RFP We request this be included under the ITSM scope with NMS Please confirm if this is correct
Clarification	No Change, Original Contract Clause Prevails. It is part of both NMS and ITSM tools.

<b>QUERY- 537</b>	
Page No/Section No of the RFP Document	Page No. 288/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	40. The NMS should be capable of temporarily declaring individual locations as "To be commissioned"," Temporarily decommissioned", "Under shifting", etc., for unlimited periods and hence disable polling for those locations.
Query details	We understand that declaring individual locations as To be commissioned Temporarily decommissioned Under shifting etc can be effectively managed through the ITSM tool which is already a part of this RFP Hence we request that this requirement be considered under the scope of the ITSM scope in conjunction with NMS Kindly let us know whether our understanding is correct
Clarification	No Change, Original Contract Clause Prevails. It is part of both NMS and ITSM tools.

<b>QUERY- 538</b>	
Page No/Section No of the RFP Document	Page No. 289/6.1.1.11. Network Monitoring System (NMS) - Volume 2

Description of the Original Clause	46. In the offered NMS solution, it should be possible to configure the Service Levels applicable for an SI/Vendors/TSPs for each link, node, or network element.
Query details	Part of Helpdesk need to remove in NMS specs
Clarification	No Change, Original Contract Clause Prevails

QUERY- 539	
Page No/Section No of the RFP Document	Page No. 289/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	46. In the offered NMS solution, it should be possible to configure the Service Levels applicable for an SI/Vendors/TSPs for each link, node, or network element.
Query details	Part of Helpdesk need to remove in NMS specs
Clarification	No Change, Original Contract Clause Prevails

QUERY- 540	
Page No/Section No of the RFP Document	Page No. 289/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	48. The configured service levels in the NMS should be capable of providing instantaneous reports for customized periods for each link, element, appliance, or for the whole network.
Query details	Part of Helpdesk need to remove in NMS specs
Clarification	No Change, Original Contract Clause Prevails

QUERY- 541	
Page No/Section No of the RFP Document	Page No. 297/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	74. Link high-value customers to enhanced levels of service, i.e., priority call routing.
Query details	This is not the part of NMS should be removed
Clarification	No Change, Original Contract Clause Prevails

QUERY- 542	
Page No/Section No of the RFP Document	Page No. 297/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	75. Handle inbound and outbound contact via Telephone, Email, SMS, Fax, Web self care etc.
Query details	This is not the part of NMS should be removed
Clarification	No Change, Original Contract Clause Prevails

QUERY- 543	
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Page No/Section No of the RFP Document	Page No. 297/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	76. Support automatic screen Population via CTI (Computer Telephony Integration) and/or IVR.
Query details	This is not the part of NMS should be removed
Clarification	No Change, Original Contract Clause Prevails

QUERY- 544	
Page No/Section No of the RFP Document	Page No. 297/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	77. Enable customers to use an SMS service to receive requested details of the ticket.
Query details	This is not the part of NMS should be removed
Clarification	No Change, Original Contract Clause Prevails

QUERY- 545	
Page No/Section No of the RFP Document	Page No. 291/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	89. The NMS solution should have been deployed at Minimum 2 projects under State Government/ Central Government/ PSU in India with monitoring of minimum 10,000 devices under single deployment.
Query details	To promote broader participation and include reputable Make in India OEMs we request adding experience with Large Enterprises to the qualification criteria We propose amending the clause The NMS solution must have been deployed in at least 2 projects under State Government/Central Government/PSU/Large Enterprises in India monitoring at least 10 000 devices in a single deployment
Clarification	No Change, Original Contract Clause Prevails

QUERY- 546	
Page No/Section No of the RFP Document	Page No. 291/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	Additional Suggestion
Query details	A valid CMMI Level 3 certification ensures the EMS OEM follows structured processes reducing risks and enhancing software/service development quality We request The proposed EMS solution must have a valid CMMI L3 certificate to streamline processes and promote productivity with OEM facilitating validation via the CMMI Institute PARS portal
Clarification	No Change, Original Contract Clause Prevails

QUERY- 547	
Page No/Section No of the RFP Document	Page No. 291/6.1.1.11. Network Monitoring System (NMS) - Volume 2
Description of the Original Clause	89. The NMS solution should have been deployed at Minimum 2 projects under State Government/ Central Government/ PSU in India with monitoring of minimum 10,000 devices under single deployment.
Query details	In the interest of encouraging wider participation and promoting the inclusion of other proven and reputed Make in India OEMs Furthermore we request that experience with Large Enterprises also be considered as part of the qualification criteria to ensure a more inclusive and competitive bidding process We respectfully urge you to amend the clause as proposed below The Proposed EMSNMS solution should have at least 5 deployments in statecentral Government PSU in India with 1500 devices 3 deployments with 2500 devices 2 deployments with 5000 devices 1 deployments with 10000 devices
Clarification	No Change, Original Contract Clause Prevails

QUERY- 548	
Page No/Section No of the RFP Document	Page No. 295/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	44. APIs should be exposed to mobile application for enabling the user departments to book the complaints through mobile one platform.
Query details	Please confirm if Mobile One is an existing platform for end-user complaints or if the proposed ticketing solution requires a responsive GUI for mobile access Also clarify if a dedicated mobile application is needed for the ITSM tool
Clarification	The Mobile One platform may be utilized, and if any additional hardware/software is required shall be in the scope of the bidder.

QUERY- 549	
Page No/Section No of the RFP Document	Page No. 295/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	45. Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 3 processes and and should allow the implementation of Incident management, Problem management, change management and service request fulfilment, Knowledge Base Management, Service Asset and Configuration Management, SLA Management process.
Query details	We request ITILv4 certification for at least 6 processes to align with the ITILv4 framework and ensure ITSM compliance We propose amending the clause The Helpdesk service desk must be certified in ITIL 4 for at least 6 processes including Incident management Problem management Change enablement Knowledge management Service request management and Service level management
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY-550</b>	
Page No/Section No of the RFP Document	Page No. 295/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	44. APIs should be exposed to mobile application for enabling the user departments to book the complaints through mobile one platform.
Query details	Kindly confirm whether Mobile One is an existing platform that will be used by end users to raise complaints or is the proposed ticketing solution is expected to have a responsive GUI for mobile access Additionally please clarify if a dedicated mobile application is also required from the proposed ITSM tool
Clarification	The Mobile One platform may be utilized, and if any additional hardware/software is required shall be in the scope of the bidder.

<b>QUERY- 551</b>	
Page No/Section No of the RFP Document	Page No. 295/6.1.1.12. Helpdesk/Incident/Fault Management System - Volume 2
Description of the Original Clause	45. Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 3 processes and and should allow the implementation of Incident management, Problem management, change management and service request fulfilment, Knowledge Base Management, Service Asset and Configuration Management, SLA Management process.
Query details	We request to have ITILv4 certification for at least 6 processes as this aligns with the latest ITILv4 framework terminology and ensures adherence to essential ITSM practices So we kindly request to ammend this clause as mentioned Helpdesk service desk should be certified in ITIL 4 ITIL minimum of 6 processes and following ITIL process must have Incident management Problem management Change enablement Knowledge management Service request management and Service level management
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 552</b>	
Page No/Section No of the RFP Document	Page No. 304/6.1.2.2. Conventional UPS - Volume 2
Description of the Original Clause	3. Input voltage range for main operations 160 V - 270V
Query details	Please clarify the specification for 176 V - 300 VAC at 100 percent load for 3 units
Clarification	No Change, Original Contract Clause Prevails

<b>QUERY- 553</b>	
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Page No/Section No of the RFP Document	Page No. 304/6.1.2.2. Conventional UPS -Volume 2
Description of the Original Clause	Battery shall be of Sealed Maintenance free SMF type with metal rack and interconnecting cables and accessories with backup of minimum 6 Hrs
Query details	Per the Battery OEM chart the maximum connectable battery capacity is 200 AH
Clarification	The UPS backup of a minimum 6 Hrs.

QUERY- 554	
Page No/Section No of the RFP Document	Page No. 304/6.1.2.2. Conventional UPS - Volume 2
Description of the Original Clause	8. The UPS Output Voltage should be configured for 230V +/- 1% V variation
Query details	Please provide details on the 230V 2 V specification
Clarification	No Change, Original Contract Clause Prevails

QUERY- 555	
Page No/Section No of the RFP Document	Page No. 305/6.1.2.2. Conventional UPS - Volume 2
Description of the Original Clause	35. ISO 9001:2000 ,14001,45001 & 50001 ETDC / CPRI test report/NABL accredited Lab & with BIS certificate & other any applicable statutory certificates as per Govt of India.
Query details	The ISO 50001 standard outlines a framework for establishing implementing maintaining and improving an Energy Management System EnMS As all UPS units are energy-efficient ISO 50001 certification is not needed We request its removal
Clarification	No Change, Original Contract Clause Prevails

QUERY- 556	
Page No/Section No of the RFP Document	Page No. 64/4.2.1.1. IT Implementation -Volume 2
Description of the Original Clause	26. In KSWAN 3.0, all the solutions proposed by the SI should be supported for a minimum period of 7 years with an on-site replacement warranty from the date of “Go-Live of Product”.
Query details	We propose amending the clause In KSWAN 3 0 all solutions proposed by the SI must be supported for 5 years with an onsite replacement warranty from the product Go-Live date
Clarification	No Change, Original Contract Clause Prevails

QUERY-557	
Page No/Section No of the RFP Document	Page No. 74/ 4.2.1.1.3. Other IT Components: 4. Document Management System (DMS) - Volume 2

Description of the Original Clause	d. The SI shall implement a DMS solution that shall be capable of storing documents in a centralized location and can provide access to authorized users.
Query details	Please specify the total amount of legacy data in TB to be migrated to DMS
Clarification	A minimum of 2 TB expandable up to 5 TB.

#### QUERY- 558

Page No/Section No of the RFP Document	Page No. 75/ 4.2.1.1.3. Other IT Components: 4. Document Management System (DMS) -Volume 2
Description of the Original Clause	f. The proposed solution by the SI should be configured to model and design workflows like different steps, tasks, approval processes, and other important steps as required in KSWAN, CeG's internal workflows.
Query details	Please provide the total number of existing and new workflows for WMS implementation
Clarification	A new WMS to be built as per the requirements of KSWAN.

#### QUERY- 559

Page No/Section No of the RFP Document	Page No. 20/ 1.12. SI's Obligations -Volume 3
Description of the Original Clause	12. SI shall ensure that the OEMs supply equipment/components including associated accessories and software required and the OEMs shall support SI in the installation, commissioning, integration, and maintenance of these components during the entire period of the contract. SI shall ensure that the OEMs supply the software applications and shall support SI in the installation/deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of system for all the solutions proposed. SI would be required to explicitly display that he/they have a back-to-back arrangement for provisioning of warranty/O&M support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates of the software, hardware components and other devices.
Query details	We propose OEM warranty from delivery date and vendor warranty from the product Go-Live date
Clarification	No Change, Original Contract Clause Prevails

#### QUERY- 560

Page No/Section No of the RFP Document	Page 48/2.2.Liquidated Damages Volume-3
Description of the Original Clause	2. The total liquidated damages shall not exceed ten percent (10 percent) of the Contract price of the unit or units, or services so not supplied. Material/Equipment/Services will be deemed to have been delivered only when all their component parts and services are also delivered. If certain components or services are not delivered, the supply will be considered as delayed until such time as the missing parts or services are delivered.



Query details	2 The total liquidated damages shall not exceed ten percent 10 percent of the Contract price of the unit or units or services so not supplied Material/Equipment/Services will be deemed to have been delivered only when all their component parts and services are also delivered If certain components or services are not delivered the supply will be considered as delayed until such time as the missing parts or services are delivered
Clarification	No Change, Original Contract Clause Prevails

QUERY-561	
Page No/Section No of the RFP Document	Page 53/2.9. Termination Volume-3
Description of the Original Clause	<p>(k) Termination for Convenience: If the Purchaser in its sole discretion and for any reason whatsoever decides to terminate this contract:</p> <p>i. Purchaser by Notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CeG's convenience, the extent to which the performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>ii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Bidder's receipt of the Notice of termination shall be accepted by Purchaser at the Contract terms and prices. For the remaining Goods, [Purchaser] may elect:</p> <p>a. To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b. to cancel the remainder and pay the Bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Bidder.</p>
Query details	Regarding termination for convenience if the Purchaser terminates the contract at its discretion it may issue a Notice specifying termination for CeG convenience the extent of performance termination and the effective date Goods ready for shipment within 28 days of the Notice must be accepted at contract terms and prices For remaining Goods the Purchaser may choose to have them completed and delivered at contract terms or cancel and pay an agreed amount for partially completed Goods Related Services and previously procured materials Customized goods/software in manufacturing/development should be suitably compensated
Clarification	<p>In the event the Termination for Convenience clause is invoked, the payments to the bidder shall be limited to the following:</p> <p>i. The services already procured on a purchase basis, including but not limited to Manpower, AMC of IT and non-IT, Insurance, etc.</p> <p>ii. The goods that shall be delivered within twenty-eight (28) days from the date of the termination notice.</p>

QUERY- 562	
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Page No/Section No of the RFP Document	Page 12/ 1.1. Definition of Terms Volume-3
Description of the Original Clause	29.“Contract Price” means the price to be paid for the performance of the Services as agreed as per this contract, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract
Query details	Since the purchase orders to serve the contract will be received over the duration of contract hence the suggestion Contract Price means price to be paid for the performance of the services as agreed through the release of Purchase Orders by CeG subject to such additions and adjustments thereto or deductions there from as may be pursuant to the contract
Clarification	No Change, Original Contract Clause Prevails

QUERY- 563	
Page No/Section No of the RFP Document	Page 15/ 1.4. Conditions Precedent Volume-3
Description of the Original Clause	2. Obtaining of all statutory Approvals and Permits required for the performance of the Services under the Contract; This may include Approvals/clearances, wherever applicable, that may be required for execution of the Contract e.g., clearances from Government authorities for importing equipment, exemption of tax/duties/levies, work permits/clearances for Bidder/Bidder’s team, etc.
Query details	All statutory Approvals Permits and the clearances from govt authorities are requested from CeG
Clarification	No Change, Original Contract Clause Prevails

QUERY- 564	
Page No/Section No of the RFP Document	Page 15/ 1.4. Conditions Precedent Volume-3
Description of the Original Clause	7. In the event of that any of the conditions set forth in section 1.4 clause #1 herein above are not fulfilled within two (2) weeks from the date of issue of LoI, or such later date as may be mutually agreed upon by the Parties, CeG may terminate the Contract and upon such termination, SI shall have no right to claim any damages from CeG on such account
Query details	In the event of that any of the conditions set forth in section 1 dot 4 clause number 1 herein above are not fulfilled within two 2 weeks from the date of issue of LoA or such later date as may be mutually agreed upon by the Parties CeG may terminate the Contract and upon such termination SI shall have no right to claim any damages from CeG on such account
Clarification	No Change, Original Contract Clause Prevails

QUERY- 565	
Page No/Section No of the RFP Document	Page 31/1.25.1. Indemnity Volume-3
Description of the Original Clause	1. The SI shall indemnify and defend the CeG / User departments against all third-party claims of infringement of patent, trademark/copyright

	<p>or industrial design rights arising from the use of the supplied software/ hardware, documents, other artifacts, deployed resources and related services or any part thereof (“Deliverables”). The SI shall have no obligations with respect to any claims to the extent such claim results from:</p> <p>a. The SI’s compliance with CeG/User departments specific technical designs, specifications, or instructions where the SI has notified CeG/ User department in writing (with proper reasons) prior to implementation of such specific technical designs, specifications, or instructions that the implementation of such specific technical designs, specifications or instructions will result in infringement claims.</p> <p>b. Inclusion in a deliverable of any content or other materials provided by CeG/User departments and the infringement relates to or arises solely from such CeG/User departments materials or provided material.</p> <p>c. Modification of a deliverable after delivery by the SI to CeG/User departments if such modification was not made by or on behalf of the SI and the claim arises solely due to such modification.</p> <p>d. Operation or use of some or all of the Deliverable in combination with materials not provided by the SI and the claim arises solely due to such reason, OR</p> <p>e. Use of the Deliverable for any purposes for which the CeG/ User department has been advised in advance in writing that the same has not been designed or developed or other than in accordance with any applicable specifications or documentation provided by the SI, OR</p> <p>f. Use of a superseded release of some or all of the deliverables or CeG/User departments’ failure to use any modification of the deliverable furnished under the contract including, but not limited to, corrections, fixes, or enhancements made available by the SI provided that such modifications or new releases are made available by SI free of cost and the use of such modifications or new releases does not adversely impact the performance/service levels</p>
Query details	Since the OEM are liable for their own products so they should also be asked for IPR compliance
Clarification	Responsibility of indemnification completely lies on SI. However, the SI shall enter into a suitable agreement with the OEM <i>inter se</i> regarding the IPR compliance.

QUERY- 566	
Page No/Section No of the RFP Document	Page 36/1.28.2. Dispute Resolution Mechanism Volume-3
Description of the Original Clause	<p>4. If any dispute arises between CeG and the System Integrator in connection with, or arising out of, the agreement or submitted proposals or the execution of the Project, whether during the execution of the Project or after its completion and whether before or after the repudiation or other termination of the Agreement, including any disagreement by either party with any action, inaction, opinion, instruction, determination, certificate or valuation, the matter in dispute shall, in the first place, be referred to the Secretary/Principal Secretary /Additional Chief Secretary, DPAR (e-Gov) for CONCILIATION.. Either party may refer a dispute to the Secretary/Principal Secretary /Additional Chief Secretary, DPAR (e-Gov), who shall TRY FOR CONCILIATION within 30 days of reference of dispute.</p>

	<p>5. In case conciliation is not possible, parties can approach the Civil Court of competent jurisdiction seeking an appropriate remedy.</p> <p>6. The parties mutually agree that the suit proceedings shall be subject to the jurisdiction of Courts of law in Bengaluru, Karnataka, The parties mutually agree that since the agreement/contract would be signed in Bengaluru, they would subject themselves to the jurisdiction of Courts of law in Bengaluru and the contract shall be governed by and interpreted in accordance with laws applicable in Karnataka. The Courts in Bengaluru, Karnataka shall have exclusive jurisdiction in all matters and disputes arising under this RFP.</p>
Query details	Better mechanism is to go through arbitration process where the matter can be referred to sole arbitrator chosen from list of empanelled arbitrators with the arbitration cell
Clarification	No Change, Original Contract Clause Prevails

QUERY- 567	
Page No/Section No of the RFP Document	Page 48/2.1.Performance Security Volume-3
Description of the Original Clause	1. SI shall furnish Performance Security to CeG at the time of signing the Contract which shall be equal to 5% of the value of the Contract and shall be in the form of a Bank Guarantee Bond from a Nationalized/Scheduled Bank in the Performa given in Annexure 5, section 13.1 RFP Volume - 1 within two weeks after issuance of letter of intent (LOI) or Letter of Award (LoA) which would be valid up to a period of six months after the contract completion.
Query details	Since CeG will be releasing seperate POs over the duration of contract hence the PBG value should be arrived for the amount of POs released SI shall furnish Performance Security to CeG at the time of signing the Contract which shall be equal to 5 percent of the value of the POs released and shall be in the form of a Bank Guarantee Bond from Nationalized or Scheduled Bank in the Performa given in Annexure 5 section 13.1 RFP Volume 1 within two weeks after issuance of Purchase Order which would be valid up to a period of six months after the contract completion
Clarification	No Change, Original Contract Clause Prevails

QUERY- 568	
Page No/Section No of the RFP Document	Page 53/2.9. Termination Volume-3

Description of the Original Clause	<p>(k) Termination for Convenience: If the Purchaser in its sole discretion and for any reason whatsoever decides to terminate this contract:</p> <p>i. Purchaser by Notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CeG's convenience, the extent to which the performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>ii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Bidder's receipt of the Notice of termination shall be accepted by Purchaser at the Contract terms and prices. For the remaining Goods, [Purchaser] may elect:</p> <p>a. To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b. to cancel the remainder and pay the Bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Bidder.</p>
Query details	The customized goods/Softwares which is in the stage of Manufacture/ Development need to compensated suitably
Clarification	<p>In the event the Termination for Convenience clause is invoked, the payments to the bidder shall be limited to the following:</p> <p>i. The services already procured on a purchase basis, including but not limited to Manpower, AMC of IT and non-IT, Insurance, etc.</p> <p>ii. The goods that shall be delivered within twenty-eight (28) days from the date of the termination notice.</p>

QUERY- 569	
Page No/Section No of the RFP Document	Page 53/2.9. Termination Volume-3
Description of the Original Clause	<p>(k) Termination for Convenience: If the Purchaser in its sole discretion and for any reason whatsoever decides to terminate this contract:</p> <p>i. Purchaser by Notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CeG's convenience, the extent to which the performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>ii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Bidder's receipt of the Notice of termination shall be accepted by Purchaser at the Contract terms and prices. For the remaining Goods, [Purchaser] may elect:</p> <p>a. To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b. to cancel the remainder and pay the Bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Bidder.</p>

Query details	<p>Since the exposure taken with the OEM on behalf of ceg like warranty of the product may be more than services offered till date of such termination</p> <p>we request for the following change the goods that are complete and ready for shipment within 28 days after the bidders receipt of notice of termination shall be accepted by purchaser at the contract terms and prices for the remianing goods purchaser may elect</p> <p>a to have any portion completed and delivered at the contract terms and prices and or to cancel the remaining and pay the bidder an agreed amount for particially completed goods and related services</p> <p>2 for materials and parts previously procured by the bidder</p> <p>3. paid amount to OEMs for maintaining warranty</p> <p>4 the loss of profit which could have be earned to serve the balance contract</p>
Clarification	<p>In the event the Termination for Convenience clause is invoked, the payments to the bidder shall be limited to the following:</p> <p>i. The services already procured on a purchase basis, including but not limited to Manpower, AMC of IT and non-IT, Insurance, etc.</p> <p>ii. The goods that shall be delivered within twenty-eight (28) days from the date of the termination notice.</p>

QUERY- 570	
Page No/Section No of the RFP Document	Page 59/3.7. Conditions for No Penalties Volume-3
Description of the Original Clause	4.Theft cases by default/vandalism would not be considered as “beyond the control of the bidder”. Hence, the Bidder should be taking adequate anti-theft measures, spare strategy, and Insurance as required to maintain the desired SLA.
Query details	SLA to be avoided since spare/new equipment installation/configuration required time Any cost shall be absorbed by the Vendor
Clarification	No Change, Original Contract Clause Prevails

QUERY- 571	
Page No/Section No of the RFP Document	Page 52/2.9.1.By the Purchaser Volume-3
Description of the Original Clause	(g) If the Bidder fails to provide the quality services as envisaged under this Contract. The Purchaser may make a judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Purchaser may decide to give one chance to the Bidder to improve the quality of the services. Poor Quality is breach of SLA
Query details	This must be deleted since the term quality services is open ended and very subjective
Clarification	No Change, Original Contract Clause Prevails

QUERY- 572	
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Page No/Section No of the RFP Document	Page 15/ Section 1.22.Intellectual Property Rights Volume-3
Description of the Original Clause	CeG shall exclusively own and have a right in perpetuity to use all newly create Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specification reports, and other documents which have been newly created and developed by S solely during the performance of Services and for the purposes of inter-alia use of sub-license of such Services under this Contract. SI undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to CeG, execute all such agreements/documents and obtain all permits and approvals that may be necessary regarding the Intellectual Property Rights of CeG
Query details	This is permissible only in case OEM permits so and it will be subject to Licensing Agreement therefore it should be modified
Clarification	No Change, Original Contract Clause Prevails

QUERY- 573	
Page No/Section No of the RFP Document	Page 22 / Section 1.12. SI's Obligations Volume-3
Description of the Original Clause	26.SI shall provision the required critical spares/components at the designated Office locations of CeG for meeting the uptime commitment of the components supplied by him.
Query details	It is requested to confirm the number of CeG designated office locations and the applicable charges if any for transporting materials from CeG premises to operational sites and returning defective components
Clarification	Please refer to Section 6.2 List of DCR and TCR Locations connected on KSWAN of RFP Volume -2

QUERY- 574	
Page No/Section No of the RFP Document	Page 53/2.9. Termination Volume-3
Description of the Original Clause	<p>(k) Termination for Convenience: If the Purchaser in its sole discretion and for any reason whatsoever decides to terminate this contract:</p> <p>i. Purchaser by Notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CeG's convenience, the extent to which the performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>ii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Bidder's receipt of the Notice of termination shall be accepted by Purchaser at the Contract terms and prices. For the remaining Goods, [Purchaser] may elect:</p>



	<p>a. To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b. to cancel the remainder and pay the Bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Bidder.</p>
Query details	Termination for Convenience is quite onerous as SI would not enjoy that liberty with OEMs and Subcons and it will have to invest in resources including manpower with the expectation that this Contract will continue through the term
Clarification	No Change, Original Contract Clause Prevails

QUERY- 575	
Page No/Section No of the RFP Document	<p>Page no. 71/ Section 10.4. Format for Auditor certification for Similar business.</p> <p>Page no. 76/ Section 10.7. Format for Auditor's Certificate for Average Annual Turnover and Net Worth</p>
Description of the Original Clause	Requested a Statutory Auditor /CA certificate
Query details	request to accept and consider CA certificate
Clarification	Please refer to the Addendum

QUERY- 576	
Page No/Section No of the RFP Document	Page 15/ Section 1.4. Conditions Precedent Volume-3
Description of the Original Clause	2.Obtaining of all statutory Approvals and Permits required for the performance of the Services under the Contract; This may include Approvals/clearances, wherever applicable, that may be required for execution of the Contract e.g., clearances from Government authorities for importing equipment, exemption of tax/duties/levies, work permits/clearances for Bidder/Bidder's team, etc.
Query details	We request CeG to secure all statutory approvals permits and clearances from government authorities
Clarification	No Change, Original Contract Clause Prevails

QUERY- 577	
Page No/Section No of the RFP Document	Page no.19/ Section 1.11.Approvals and Required Consents Volume 3
Description of the Original Clause	<p>1.CeG shall extend necessary support to SI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances, and applicable approvals (hereinafter the "Approvals") necessary for SI to provide the Services. The costs of such Approvals shall be borne by SI. Both parties shall give each other all co-operation and information reasonably.</p> <p>2.CeG shall also provide necessary support to Bidder in obtaining the Approvals. In the event that any Approval is not obtained, SI and CeG shall co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for CeG, to continue to process its work with as</p>

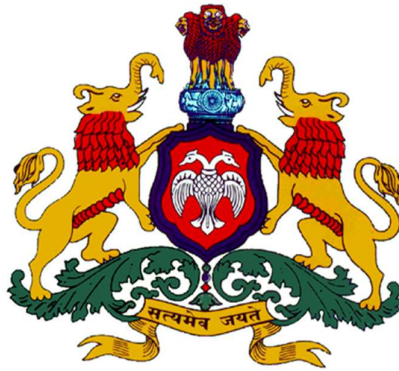


	minimal interruption to its business operations as is commercially reasonable until such Approval is obtained, provided that SI shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Approvals are obtained if and to the extent that SI 's obligations are dependent upon such Approvals
Query details	We request CeG to cover customary approval costs as budgeting is not possible
Clarification	No Change, Original Contract Clause Prevails

QUERY- 578	
Page No/Section No of the RFP Document	Page 53/2.9. Termination Volume-3
Description of the Original Clause	<p>(k) Termination for Convenience: If the Purchaser in its sole discretion and for any reason whatsoever decides to terminate this contract:</p> <p>i. Purchaser by Notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for CeG's convenience, the extent to which the performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>ii. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Bidder's receipt of the Notice of termination shall be accepted by Purchaser at the Contract terms and prices. For the remaining Goods, [Purchaser] may elect:</p> <p>a. To have any portion completed and delivered at the Contract terms and prices; and/or</p> <p>b. to cancel the remainder and pay the Bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Bidder.</p>
Query details	Regarding termination for convenience if the Purchaser terminates the contract at its discretion it may issue a Notice specifying termination for CeG convenience the extent of performance termination and the effective date Goods ready for shipment within 28 days of the Notice must be accepted at contract terms and prices For remaining Goods the Purchaser may choose to have them completed and delivered at contract terms or cancel and pay an agreed amount for partially completed Goods Related Services and previously procured materials Customized goods/software in manufacturing/development should be appropriately compensated
Clarification	<p>In the event the Termination for Convenience clause is invoked, the payments to the bidder shall be limited to the following:</p> <p>i. The services already procured on a purchase basis, including but not limited to Manpower, AMC of IT and non-IT, Insurance, etc.</p> <p>ii. The goods that shall be delivered within twenty-eight (28) days from the date of the termination notice.</p>

QUERY- 579	
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Page No/Section No of the RFP Document	Page no 33/Section 1.25.3. Limitation of liability Section Volume 3
Description of the Original Clause	<p>The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force at the time. The SI shall be liable to CeG for loss or damage that occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to CeG on account of defect in goods or deficiency in services on the part of SI or their agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the Total Contract Value (TCV).</p> <p>This limitation of liability shall not limit the SI's liability, if any, for damage to Third Parties caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein. Third Party Liability however is not applicable for the viewing manpower deployed by SI.</p> <p>In no event will the SI be liable for any incidental damages, consequential damages, special damages, indirect damages, loss of profits, loss of revenues, or loss of use, these limitations and exclusions will apply regardless of whether liability arises from breach of contract, warranty, tort (including but not limited to negligence), by operation of law, or otherwise.</p>
Query details	<p>since a sizeable portion of the contract will be purchased through seperate POs and served over the period of contract we request for following changes Ths SIs liability under this agreeement and or its modifications shall be determined as per the law in force at the time THe SI shall be liable to CEG for loss or damage that occured or caused or likely to occur on account of any act of omission on the part of the SI and its employees including loss caused to CEg on account of defect in goods or deficiency in services on the part of SI or their agents or any person or persons claiming htrough or under said SI However such liability of SI shall not exceed the value of the contract in the year of occurence ACV</p>
Clarification	No Change, Original Contract Clause Prevails



**CORRIGENDUM FOR REQUEST FOR  
PROPOSAL FOR SELECTION OF SYSTEM  
INTEGRATOR FOR KSWAN 3.0  
(Tender # CEG/2025-26/IND0043)**

**Centre for e-Governance**

Corrigendum-1	
Page No/Section No of the RFP Document	Page-17 Section-3 Volume 1
Description of the Original Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 7 (Seven) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note:</p> <p>i) The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>ii) " Definition of Go-Live" –</p> <p>For the purpose of this RFP, bidders may only cite projects for which the Purchase Order (PO) / Work Order / Contract Agreement was issued within the last seven (7) financial years from the date of publication of this RFP.</p> <p>Further, the following examples may be considered with respect to the definition of Go-Live:</p> <p>1. Projects with Supply and O&amp;M Components:</p> <p>Where a PO includes both supply/implementation and Operations &amp; Maintenance (O&amp;M) components, the project shall be considered Go-Live once the bidder has completed all contractual obligations related to the supply/implementation phase, and the end client has formally accepted the system/solution as operational. At this point, the O&amp;M phase is deemed to have commenced.</p> <p>2. Projects with O&amp;M/Manpower Deployment Only:</p> <p>In cases where the PO pertains exclusively to manpower deployment or managed O&amp;M services, the project shall be considered Go-Live once the bidder has mobilized resources, taken over operations as per the contract scope, and the client has confirmed commencement of services with billing initiated.</p> <p>In both situations, the bidder must submit an official confirmation from the end client (such as a Go-Live Certificate, Completion Certificate, or Letter of Acceptance) explicitly stating that the project has been declared Go-Live and has entered the O&amp;M phase .</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium:</p>

	<p>Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
Modified Clause	<p>The Sole bidder/Lead bidder of the Consortium should have experience in executing similar projects in the specified business area of Managed IT Services in the last 10 (Ten) financial years from the date of notification of tender and these projects shall be shown as bidders experience and should have been declared "Go-Live" by the end client.</p> <p>Note:</p> <p>i) The date of commencement of the project shall be taken as per the Work Order / Purchase Order and Copy of Agreement of multi-year projects only.</p> <p>ii) " Definition of Go-Live" –</p> <p>For the purpose of this RFP, bidders may only cite projects for which the Purchase Order (PO) / Work Order / Contract Agreement was issued within the last ten (10) financial years from the date of publication of this RFP.</p> <p>Further, the following examples may be considered with respect to the definition of Go-Live:</p> <p>1. Projects with Supply and O&amp;M Components:</p> <p>Where a PO includes both supply/implementation and Operations &amp; Maintenance (O&amp;M) components, the project shall be considered Go-Live once the bidder has completed all contractual obligations related to the supply/implementation phase, and the end client has formally accepted the system/solution as operational. At this point, the O&amp;M phase is deemed to have commenced.</p> <p>2. Projects with O&amp;M/Manpower Deployment Only:</p> <p>In cases where the PO pertains exclusively to manpower deployment or managed O&amp;M services, the project shall be considered Go-Live once the bidder has mobilized resources, taken over operations as per the contract scope, and the client has confirmed commencement of services with billing initiated.</p> <p>In both situations, the bidder must submit an official confirmation from the end client (such as a Go-Live Certificate, Completion Certificate, or Letter of Acceptance) explicitly stating that the project has been declared Go-Live and has entered the O&amp;M phase .</p> <p>a) Sole Bidder should have a minimum of 1 No. (One) project in the name of the bidding entity with a similar scope of work of Contract value of an</p>

	<p>amount equal to or not less than ₹ 245 Crores (Two Hundred Forty-Five Crores only), inclusive of all taxes.</p> <p>In the case of a two-member Consortium:  Lead Member should have executed one project of at least ₹ 125 Crores in the name of the bidding entity with a similar scope of work and the 2nd Consortium Member should have executed one project of at least ₹ 61 Crores in the name of the bidding entity with a similar scope of work totaling at least ₹ 245 Crores (Two Hundred Forty-Five Crores only) from consortium members.</p>
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Corrigendum-2	
Page No/Section No of the RFP Document	Page no.43/ Section 3.9 Job Description of Resources- Volume 2
Description of the Original Clause	<p>Resource Level- Nodal Officer (DCR)  Qualification Experience and Skills</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom/ Information Science/ Electrical and Electronics/Instrumentation/ MCA/ M.Sc (IT) with a minimum of three (3) years of experience in implementation/maintenance of IT networks.</p> <p>b. Minimum of 3 years of experience in maintenance of IT and non-IT infrastructure.</p> <p>c. Familiar with the maintenance of networking technologies like LAN, WAN, and networking appliances like routers, switches etc.</p> <p>d. Familiar with the maintenance of critical electrical infrastructure like Solar UPS, DGs, electrical controls, LT Panels, and AC / DC power distribution.</p> <p>e. Capable of managing a team of engineers in the district and taluks for maintenance of KSWAN infrastructure as per the service levels stipulated by KSWAN, CeG.</p> <p>f. Capable of coordinating and maintaining good communication with departmental office location personnel located at the DCRs, TCRs, and off-site departmental office locations.</p> <p>g. Ability to speak fluently in Kannada and English.</p>
Modified Clause	<p>Resource Level- Nodal Officer (DCR)  Qualification Experience and Skills</p> <p>a. B. E/B Tech Electronics/Computer Science/IT /Telecom/ Information Science/ Electrical and Electronics/Instrumentation/ MCA/ M.Sc (IT) with a minimum of five (5) years of experience in implementation/maintenance of IT networks.</p>

	<p>b. Minimum of 3 years of experience in maintenance of IT and non-IT infrastructure.</p> <p>c. Familiar with the maintenance of networking technologies like LAN, WAN, and networking appliances like routers, switches etc.</p> <p>d. Familiar with the maintenance of critical electrical infrastructure like Solar UPS, DGs, electrical controls, LT Panels, and AC / DC power distribution.</p> <p>e. Capable of managing a team of engineers in the district and taluks for maintenance of KSWAN infrastructure as per the service levels stipulated by KSWAN, CeG.</p> <p>f. Capable of coordinating and maintaining good communication with departmental office location personnel located at the DCRs, TCRs, and off-site departmental office locations.</p> <p>g. Ability to speak fluently in Kannada and English.</p>
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Corrigendum-3	
Page No/Section No of the RFP Document	Page no.45/ Section 5.4.3 Stage 3: Commercial Evaluation- Volume 1
Description of the Original Clause	4. CeG shall consider Grand Total Price ((Capex Price + Opex Price) - Buyback price) inclusive of applicable taxes, levies etc. for evaluation purpose and arriving at L1 price.
Modified Clause	4. CeG shall consider Grand Total Price (Capex Price + Opex Price) inclusive of applicable taxes, levies etc. for evaluation purpose and arriving at L1 price.

Corrigendum-4	
Page No/Section No of the RFP Document	Page no.45/ Section 5.4.4 Successful Bidder Evaluation - Volume 1
Description of the Original Clause	2. The grand total prices of each bidder (inclusive of taxes) will be tabulated and compared with each other to determine the Lowest Grand Total Price ((Capex Price + Opex Price) - Buyback price) inclusive of applicable taxes, levies, etc.
Modified Clause	2. The grand total prices of each bidder (inclusive of taxes) will be tabulated and compared with each other to determine the Lowest Grand Total Price (Capex Price + Opex Price), inclusive of applicable taxes, levies, etc.