

Pre Bid Queries for "THREE YEAR RATE CONTRACT FOR INTERNET LEASE LINE (ILL) SERVICES AT TPCODL against Tender Enquiry No. TPCODL /P&S/1000001863/2024-25				
Sl. No.	Detailed Reference to Tender Document. Please specify Document No / Clause No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Remark
1	ANNEXURE II Scope of Work & Service Level Agreement Page No.18	32. Delivery Time: 4 Weeks from the PO award date	In view of the scope of work we would request TPCODL to kindly extend the delivery timeline to 12 weeks from the PO date.	Tender Clause Stands.
2	Annexure II- Scope of Work & Service Level Agreement Clause No. 2 Page No.17	Bidder should provide feasibility report along with signal strength for location.	Bidder wants to understand why Signal Strength is opted. Last mile can be of Fiber or RF maintaining uptime sought for. Request to amend the clause of ask for signal strength.	Tender clause may be read as "Bidder should provide feasibility report"
3	Annexure II- Scope of Work & Service Level Agreement Clause No. 4 Page No.17	Bidder shall provide N-1 redundancy for last mile connectivity through Optical Fibre and from 2 different physical paths.	Need to understand- whats meant by N1 redundancy	Tender clause may be read as "Last mile connectivity through Optical Fibre and from 2 different physical paths"
4	Annexure II- Scope of Work & Service Level Agreement Clause No. 6 Page No.17	Remote Network monitoring system should be deployed at Customer premises for fault and performance monitoring. NMS should support Web based access and remote management functionality	With Managed Service SP themselves monitors and manages link end to end and reports/address any faults and incidents cropping up. Need to understand why separate NMS is opted for which may increase the Opex as well.	Tender clause may be read as "Web based access for Link status monitoring , utilization, report extraction functionality & fault ticket logon is required"
5	Annexure II- Scope of Work & Service Level Agreement Clause No. 21 Page No.17	Bidder should ensure that major security features against attacks as mentioned below to be implemented in their network: a) Protection against all kinds of attacks. b) Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc	To prevent all kinds of attacks or spoofing, DDoS mitigation solutiion kind of service is always opted for but that's not included in the current scope of this RFP. Need clarity if that may get added as part of addendum or the L1 Bidder may need to implement the same in future.	Tender clause may be read as "Bidder needs to implemented major security features in their network to protect all kinds of attack"
6	Annexure II- Scope of Work & Service Level Agreement Clause No. 22 Page No.17	Bidder must ensure that it ILL use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should erect separate earthing for all its masts.	Bidder requests to use the earthing already in use or customer to take the earthing part (220-230V)in their scope.	Tender clause may be read as "Bidder need to provide dedicated earthing of all the GBT, RTT and Poles, which are installed by bidder to delivery the link"
7	Annexure II- Scope of Work & Service Level Agreement Clause No. 23 Page No.17	Bidder should be responsible for Replace/ repair faulty/ damaged equipment at Bidder's own cost during entire contract period.	Any fault or issue caused owing to customer's dependency should be taken up by customer only	Tender Clause Stands.
8	Annexure II- Scope of Work & Service Level Agreement Clause No. 27 Page No.17	Bidder needs to provision low-latency (<30ms), low noise,highly reliable, high-speed Link. The connectivity shall facilitate customer to conduct business operations as per the specified bandwidth requirements and as defined Service Level Agreements (SLA).	Latency value should be amended to <80 ms (PoP-PoP nationally) as per Industry standard	Tender clause may be read as " Bidder needs to provision low-latency (< 80ms),and low jittering (< 30 ms) highly reliable, high[1]speed Links. The connectivity shall facilitate TPCODL to conduct business operations as per the specified RFP bandwidth requirements and as defined Service Level Agreements (SLA)
9	Annexure II- Scope of Work & Service Level Agreement Clause No. 32 Page No.17	Delivery Time: 4 Weeks from the PO award date.	Request to amend the Delivery timeline to 6-8 weeks for each link.	Tender Clause Stands.
10	Additional		Following Hardware/Accessories are excluded from Bidder's Scope for both A and B ends:- • Online UPS Power of 150 watts, • Earthing from 220 volts to 230 volts, E-N Voltage < 2 volts, • Air conditioning inside server room, • Rack Space of 4U. • Extension of cross-connect will be under the scope of customer	Tender clause may be read as "Bidder need to provide dedicated earthing of all the GBT, RTT and Poles, which are installed by bidder to delivery the link"
11	Additional	Any Eligibility clause challenge 4. The ISP must have executed at least ILL (1:1) connectivity to offices located at 10 different districts within Odisha. Out of which 2 Orders must be equal or above 100 MBPS capacity.	Kindly allow us to submit the the 10 PO from Pan India, not restrict us within Odisha districts	Tender clause may be read as "ISP must have executed at least ILL (1:1) connectivity to offices located at 5 different districts within Odisha. Out of which 1 Order must be equal or above 100 MBPS capacity"

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12	Additional		Please allow extension for 1 week to submit the competitive techno commercial bid	Tender Clause Stands.																																																																																																									
13	Additional	Qualified manpower available List of trained/untrained Manpower	Please confirm if Manpower is required for full Time 24/7	As per Scope of Work/SLA																																																																																																									
14	Appendix 6: Proposed Manpower Deployment Schedule	Appendix 6: CSM F6 - Safety Competency Assessment Form (Template) 1. Proposed Manpower Deployment Schedule :- <table border="1"><thead><tr><th>Type of manpower</th><th>Qualification</th><th>Experience</th><th>Month 1</th><th>Month 2</th><th>Month 3</th><th>.....</th></tr></thead><tbody><tr><td>Project /AMC Manager(R7)</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Site In Charge</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Safety Manager</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Safety Officer</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Supervisors</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Technicians</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>High Skilled workmen</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Skilled workmen</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Semiskilled workmen</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Lineman</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Helpers</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Drivers</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Unskilled</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Others(R7)</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> Instruction to Bidders: i. Indicate the overall site manpower deployment schedule as above	Type of manpower	Qualification	Experience	Month 1	Month 2	Month 3		Project /AMC Manager(R7)							Site In Charge							Safety Manager							Safety Officer							Supervisors							Technicians							High Skilled workmen							Skilled workmen							Semiskilled workmen							Lineman							Helpers							Drivers							Unskilled							Others(R7)							The mentioned Manpowers skills sets are not applicable for Connectivity business, hence request to remove this clause.	Noted
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15	List of Tools, Tackles, Machines and Equipment: -	 2. List of Tools, Tackles, Machines and Equipment: - Bidder/ Vendor to provide the list of tools, tackles, equipment to be used during the job / project execution. Bidder/Vendor to ensure that all the lifting tools and tackles, pressure vessels are duly certified by the competent person authorised by the Chief Inspector of Factories of the respective state prior to start of the job <table border="1"><thead><tr><th>Sr. No</th><th>Description of Tools / Tackles</th><th>Capacity / Rating</th><th>Quantity</th><th>Make</th><th>Year of manufacture</th><th>Remarks</th></tr></thead><tbody><tr><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>4</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>5</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>.....</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> 3. Safety Records: Bidder to provide the details of fatalities and lost workday cases (LWDC), occurred in last three years (data to be provided for the last completed FY and preceding 2 years). <table border="1"><thead><tr><th rowspan="2">Description</th><th colspan="4">Safety Data for current and Last 3 Years</th></tr><tr><th>Current Year</th><th>Year 1 (Last FY)</th><th>Year 2</th><th>Year 3</th></tr></thead><tbody><tr><td></td><td></td><td>20__ - __</td><td>20__ - __</td><td>20__ - __</td></tr><tr><td>Fatalities (Nos.)</td><td></td><td></td><td></td><td></td></tr><tr><td>Lost Workday Cases (Nos.)</td><td></td><td></td><td></td><td></td></tr></tbody></table> In case of no fatalities, LWDC during any year, the form may be filled stating NIL against the respective year. Bidders are encouraged to also submit the RCA / incident investigation reports and the learning's implemented out of the above reported incidents 4. Job Safety Plan/ Method Statement: Bidder to provide / enclose a detailed Site/Job Safety Plan along with a Method statement detailing the execution philosophy (how the bidder intends to execute the Job/Project),	Sr. No	Description of Tools / Tackles	Capacity / Rating	Quantity	Make	Year of manufacture	Remarks	1							2							3							4							5														Description	Safety Data for current and Last 3 Years				Current Year	Year 1 (Last FY)	Year 2	Year 3			20__ - __	20__ - __	20__ - __	Fatalities (Nos.)					Lost Workday Cases (Nos.)					Please clarify this clause, As per Connectivity Business this clause is not applicable. We are not providing any tools and mentioned the safty records	Yes as applicable																																
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18	Eligibility Issue	10. Management System Certification: - ISO 9001 ISO 14001 ISO 45001	We can provide only - ISO 9001	Noted
19	19 onwards	Service Level Agreement (SLA)	Total penalty (LD+SLA+ Any other) shall not be more than 10% if the TCV	Yes as applicable
20	Pg-20	Link availability (Quarterly) Penalty >=99.5% No Penalty <99.5% and >=98.5% 2% of Quarterly lease charges <98.5% and >=97% 5% of Quarterly lease charges <97% and >=95% 7% of Quarterly lease charges <95% and >=80% 10 % of Quarterly lease charges < 80% 80% of Quarterly lease charges	Total penalty (LD+SLA+ Any other) shall not be more than 10% if the TCV	
21	Annexure I Pg-16	Unit Price	Please confirm what amount is to be entered here.	Unit Price = ARC Price/link (OTC if any applicable, to be included in the Price)