



Tea Board India

(Under Ministry of Commerce & Industry, Dept. of Commerce, Govt. of India)
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Tender No. 6(29)/LC/MPLS RFP/2018/11836

Dated: 10^h January, 2019.

NOTICE INVITING TENDER THROUGH e-PROCUREMENT

Ref. Tender ID: 2018_TBI_420558_1

Corrigendum No.1 reg. Clarification on Pre Bid Queries for submission of Request for Proposal for Selection of MPLS (Multiprotocol Label Switching) Service Provider for Installation and Commissioning of MPLS Links.

All the interested bidders are advised to make note that the Last Date of Submission of Bid has been extended to **18th January, 2019 up to 1500 Hrs** and opening date of **Technical Bid** is **21st January, 2019 at 1500 Hrs.**

All other terms and conditions will remain unchanged.

Sd/-
(Dr. Rishikesh Rai)
Secretary

CLARIFICATIONS ON QUERIES ON REQUEST FOR PROPOSAL for Selection of MPLS (Multiprotocol Label Switching) Service Provider for Installation and Commissioning of MPLS Link

SL NO	PARAGRAPH	PAGE NO	CLAUSE NO	DESCRIPTION IN RFP	CLARIFICATIONS SOUGHT	REPLY OF TEA BOARD
1	Section-1 - Bid Schedule and address	Page No 4	SI No 5	Last date and time of Bid Submission : 10th January 2019 at 3:00 PM	Request for extension of bid submission date to 24th January 2019. Extension of time is required post corrigendum for the preparation of bid, arrangement of EMD amount, commercials, etc	The last date of bid submission is extended up to 18 th January, 2019 at 3 P.M. Date of opening of technical bids is 21 st January, 2019 at 3 P.M.
2	Sec-2	20	16. Deposit of EMD:	The bidder shall furnish an Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees five lakhs only) through e-procurement portal (refundable) and shall furnish the details as stated in section 1 of this document.	The bidder shall furnish an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only) through e-procurement portal (refundable) and shall furnish the details as stated in section 1 of this document.	The bidder shall furnish an Earnest Money Deposit (EMD) of Rs. 100,000/- (Rupees One Lakh only) through e-procurement portal (refundable) and shall furnish the details as stated in section 1 of this document.
3	Sec-2	10	6. Brief Scope of Work (m)	The link commissioning period for hub at Mumbai shall be within four (4) weeks for hub and all spoke locations from the date of the work order issued by the Board.	m) The link commissioning period for hub at Mumbai shall be within Eight(8) weeks for hub and all spoke locations from the date of the work order issued by the Board.	The link commissioning period for hub at Mumbai as well as spoke locations shall be within six (6) weeks from the date of the work order issued by the Board.
4	Sec-2	22	18. Liquidated Damage In case of any delay in link	In case of any delay in link commissioning If the bidder fails to complete the work within prescribed period or within any extended	In case of any delay in link commissioning If the bidder fails to complete the work within prescribed period or within any	No change.

			commissioning	time allowed on account of delay due to unforeseen reasons beyond control, 0.5% per week (or part thereof) of the prices of any stores/ service which the contractor has failed to deliver within the delivery period specified in the contract subject to a maximum of 10% of contract value excluding taxes and duties.	extended time allowed(Asked for Eight weeks) on account of delay due to unforeseen reasons beyond control, 0.25% per week (or part thereof) of the prices of any stores/ service which the contractor has failed to deliver within the delivery period specified in the contract subject to a maximum of 5% of contract value excluding taxes and duties.	
5	Sec-2	10	6. Brief Scope of Work u) Service level parameters as detailed below shall be ensured:	Up time guarantee Days Time Guarantee percentage (%) Auction day 8 A.M. to 8 P.M 99.90 Non-auction day 24 hrs 99.50	Up time guarantee Days Time Guarantee percentage (%) Auction day 8 A.M. to 8 P.M 99.00 Non-auction day 24 hrs 98.50 As Single link is being provided by service provider so please allow uptime 99.5% for all the days, for non metro and remote areas SLA uptime to be considered as 98.5%. SLA 99.90% can be provide if Tea Board is taking both the circuit(Primary and secondary link) from single service	Uptime Guarantee Days Time Guarantee percentage(%) Auction day 8 A.M. to 8 P.M. 99.5 Non-auction day 24 hours 99.0 Accordingly, Calculation of Service Credit clause should be read in conjunction with this.

					provider.	
6	Sec-2	22	18. Liquidated Damage	<p>In case of any failure in respect of mentioned Service Level Parameters Any failure in the central hub in Mumbai shall be considered as a multiple of that many centres where auctions are held.</p> <p>In case of any failure in achieving uptime guarantee of 99.9% during 8 A.M. to 8 P.M. on any auction day and 99.5% during 24 hours on non-auction days & failure in achieving other required service level parameters mentioned above, Supplier/Bidder shall provide Service Credit and shall be deducted from subsequent bill.</p> <p>The calculation of service credit shall be as follows: The Service Provider shall submit monthly report in this regard mandatorily. Calculation of Service Credit Sl. No. Service Level Percentage (calculated on monthly basis) Service Credit / rebate</p>	<p>In case of any failure in respect of mentioned Service Level Parameters Any failure in the central hub in Mumbai shall be considered as a multiple of that many centres where auctions are held.</p> <p>In case of any failure in achieving uptime guarantee of 99.00% during 8 A.M. to 8 P.M. on any auction day and 98.5% during 24 hours on non-auction days & failure in achieving other required service level parameters mentioned above, Supplier/Bidder shall provide Service Credit and shall be deducted from subsequent bill.</p> <p>The calculation of service credit shall be as follows: The Service Provider shall submit monthly report in this regard mandatorily. Calculation of Service Credit Sl. No. Service Level Percentage (calculated on monthly basis)</p>	<p>NO CHANGE May refer to the reply at Sl. No. 6.</p> <p>Service Credit / rebate value (in terms of day's rental of affected ports)</p> <ol style="list-style-type: none"> 1. >= 99.5% NIL 2. <99.5% to 98.5% 1 day 3. <98.5% to 97% 2 days 4. <97%to 95% 5 days 5. <95% 10 days

				<p>value (in terms of day's rental of affected ports)</p> <ol style="list-style-type: none"> 1. >= 99.9% NIL 2. <99.9% to 98.5% 1 day 3. <98.5% to 97% 2 days 4. <97%to 95% 5 days 5. <95% 10 days 	<p>Service Credit / rebate value (in terms of day's rental of affected ports)</p> <ol style="list-style-type: none"> 1. >= 99.00% NIL 2. <99.00% to 98.5% 1 day 3. <98.5% to 97% 2 days 4. <97%to 95% 3 days 5. <95% 5 days <p>Maximum Capping of 10 days</p>	
7	Sec-2	23	19. Other Terms and Conditions:	<p>2. The agreement shall remain in force from the date of entering into contract but it can be suspended/cancelled at any time and any stage by Tea Board during the validity of the contract without assigning any reason. No claim or damage on account of such cancellation/suspension of the contract/license shall be entertained.</p>	<p>The proposal shall be for a period of three (03) Years.</p> <p>2. The agreement shall remain in force from the date of entering into contract but it can be suspended/cancelled at any time and any stage by Tea Board during the validity of the contract after assigning justifiable reason. Reasonably calculated claim or damage on account of such cancellation/suspension of the contract/license shall be entertained.</p>	No Change
8	Sec-2	20	4. Payment terms:	<p>Payment of the cost of equipments & services, as mentioned in the Price Schedule, shall be effected on Quarterly basis for any quarter after the end of the</p>	<p>Payment of the cost of equipments & services, as mentioned in the Price Schedule, shall be effected on Quarterly basis for any quarter after the end</p>	No Change

				concerned quarter. No payment shall be made for goods/services rejected at site on testing.	of the concerned quarter within 1 week.	
9	Brief Scope of Work	Page no. 10	6	Supply of Firewall at each of spoke locations	As it's a MPLS VPN link then there should not be firewall requirement at spoke locations. If It is mandatory then please confirm from which service provider (Primary or secondary service provider) customer will buy this Firewall.	Firewall has to be provided by both the service provider
10	Brief Scope of Work	Page no. 9	6	The entire connectivity (including last mile) from nearest MPLS POP (Point of presence) to Customer End (CE) shall be also on OFC. No mixed media like RF etc shall be accepted. The Service Provider shall furnish a declaration in this regard. In case of any violation, if noticed, after commissioning, appropriate steps shall be taken against such Service Provider.	As spoke locations are remote locations with low bandwidth(2mbps) requirement, so would request to allow RF/4G as a last mile.	No Change
11	Brief Scope of Work	Page no. 10	6	Post-implementation management of the services towards connectivity shall be provided on regular basis.	Please confirm is proactive monitoring and auto ticketing is also required in the scope of management of the services.	REQUIRED
12	Brief Scope of	Page	6	The successful bidder is	Please confirm if a single	NO CHANGE

	Work	no. 9		required to configure the MPLS link for load sharing/failover with the link of other successful bidder (service provider) on BGP.	provider can provide both primary and secondary link, secondary link would be on 4G connectivity to achieve high availability.	
13	Brief Scope of Work	Page no. 9	6	The network so configured shall be able to seamlessly switch over to the other link in case of any one of the link going down. Failover between two links needs to configure on Firewall and within 2 Request time out failover to other link needs to happen.	Please confirm your network connectivity, and role of firewall.	As per RFP. Both the links will terminate at the firewall.
14	Brief Scope of Work	Page 10 C	6	Availability of spare firewalls/hardware. router, Firewalls and/or MODEMS etc. to be made available at site to handle emergencies.	Service providers keep spare hardware on their store/maintainance point, and engineer carry the hardware from their store to customer location if there is hardware failure. If SP keep the spare at customer location it will increase the cost to the customer. SO would request to remove this clause.	The spare hardware can be kept at the maintenance point of the service provider.
15	Brief Scope of Work	Page 11	6	Packet Loss (CE to CE)-Shall be 0.1%	Please amend the clause as" packet loss <0.5% PE to PE"	No Change
16	Brief Scope of Work	Page 11	6	MTTR shall be less than 2 hours for each center.	Please change the clause as" MTTR Shall be less than 4 hrs"	No Change
17	Brief Scope of Work	Page 11	6	Software support shall be provided.	SP will be responsible for Router software upgradation	Yes

					only, as to provide Router is in Bidder's scope.	
18	Brief Scope of Work	Page 9	6	The network so configured shall be able to seamlessly switch over to the other link in case of any one of the link going down. Failover between two link needs to configure on Firewall and within 2 Request time out failover to other link needs to happen.	To achieve failover there is dependency of both the service provider, so would request customer to take firewall from SI and keep the failover ownership on SI.	No Change
19	General	Page 9	Section 2 (6)	Mumbai(IDC) Connectivity	Service provider will be providing connectivity till meet me room in IDC, Cross connect and subsequent commercials charges will be customer's responsibility.	Connectivity to be provided up to MUX at IDC by the Service Provider. However, the Service Provider shall manage the Router at IDC.
20	MPLS Links to be provided	9	Section-2	as stated	Required location wise address & Contact person name , number	Separate mails seeking details to be sent by prospective bidders in the following address: clrfpqueries@gmail.com
21	Deposit of EMD:	20	Section-2	The bidder shall furnish an Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees five lakhs only) through e-procurement portal (refundable) and shall furnish the details as stated in section 1 of this document.	Request for exemption on deposit of EMD amount of Rs. 5, 00,000.00 for Govt Organisation. Otherwise Bank Guarantee of same amount may be accepted.	Rs.1,00,000/- Bank Guarantee is also permissible.
22	Sec-2	16	Section 2 (10)	Commercial Bid Opening	Selection of L-1 bidder	L-1 bidder will be selected based on the total value comprising of all the locations.