

Corrigendum - I
Tender No : WTL/ PAR/STR/17-18/035 Dated 15.01.2018

Sl. No.	Section No.	Clause No.	Page No.	Queries	Response to prebid queries
1	A		Page 10	Locations details required city wise	Location with contact details along with configuration will be shared with selected bidder
2	D	14	Page 18	Delivery need to be revised to 6-8 weeks and installation 10-12 weeks , subject to availability of site readiness and existing configuration of Devices in advance	Delivery at respective sites will be within 4-6 weeks and installation within 8-10 weeks from the date of order.
3	New			Configuration of All existing device will be required in advance for integration.	Configuration will be shared with selected bidder only
4	B	3	12	Please accept the credentials of the bidder or its parent company for this clause.	Credential of bidder along with its 100% owned subsidiary will be considered as bidder's credential.
5	B	4	12	Please accept the credentials of the bidder or its parent company for this clause.	
6	B	7	12	Please accept the credentials of the bidder or its parent company or both entities combined for this clause.	
7	B	8	12	Please accept the credentials of the bidder or its parent company or both entities combined for this clause.	
8	B	10	12	Please accept EMD in the form of Bank Guarantee or Demand Draft	EMD in the form of Bank Guarantee or Demand Draft acceptable
9	E	2	27	Please consider the credentials of the bidder or its parent company or combined experience of both the entities for all the clauses (A1, A2, B1, B2, B3, B4, B5)	Credential of bidder along with its 100% owned subsidiary will be considered as bidder's credential.
10	Dates	9	14	Please extend the submission by at least 10 days to 15.02.2018	Last date of submission of bid will be 09.2.2018 at 15 hrs. Last date of opening of bid will be 12.02.2018 at 11.30 hrs. • Last date & time of Tender Fee & EMD Submission - 12.02.18 at 11.00 Hrs.
11	D	19	19	Please clarify back to back as we are given to understand that WTL is the end user as well as the tenderer. a. Please change to 70% on delivery b. 20% on installation c. 10% after project completion	Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer (P&AR & e- Governance Dept, Govt of West Bengal). A scheduled payment terms depicted below: a. 50% against delivery on submission of invoice with all relevant documents. b. 30% after installation c) 10% at the beginning of 2 nd year d) 10% at the beginning of 3rd year
12	12	MCU	55	Request you to please confirm if 190 ports MCU HD720p/1080p should be delivered in a single chassis or can it be multiple chassis	190 ports MCU to be provided either in single device or in 2 devices
13	C	Gatekeeper - Management	57	In the RFP clause "The system must be able to manage minimum 500 devices including endpoints and call control from day one and should be scalable to 200 devices in future" looks like a typo error. The clause should be " The system must be able to manage minimum 200 devices including endpoints and call control from day one and should be scalable to 500 devices in future"	The system must be able to manage minimum 250 devices including endpoints and call control from day one and should be scalable to 500 devices in future"
14	I	BHQ Router	68	The Router should support interfaces supported by router like Channelized E1/T1, V.35, G.703, LTE, Gigabit and 10G Ethernet modules to accommodate field upgrades without rebooting the router. Please clarify if all the modules like NIM, HWIC,PIM etc should have support for OIR/hot-swappable for a seamless upgrade	All the pluggable modules on the router like NIM, HWIC, PIM, Mini-PIM or any other applicable modules should be hot-swappable / OIR supported to ensure seamless upgrade or replacement in a live network environment without rebooting the router
15	I	SDHQ Router	65	The Router should support interfaces supported by router like Channelized E1/T1, V.35, G.703, LTE, Gigabit and 10G Ethernet modules to accommodate field upgrades without rebooting the router. Please clarify if all the modules like NIM, HWIC,PIM etc should have support for OIR/hot-swappable for a seamless upgrade	All the pluggable modules on the router like NIM, HWIC, PIM, Mini-PIM or any other applicable modules should be hot-swappable / OIR supported to ensure seamless upgrade or replacement in a live network environment without rebooting the router

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16	H	DHQ VC end point total Qty required 5nos with price Bid format	34	Please specify as per BOQ Qty- 5 but details technical spec. Qty required 10 nos.	Qty Required : 5 nos
17	I	12. Video Conferencing Solution at SHQ B. Upgradation of Existing MCU	56	Tender Specs : " The OEM should be placed in the Gartners leaders magic quadrant for last 3 consecutive years" Request you to pls. change to: The OEM should be placed in the Gartners magic quadrant for last 3 consecutive years	The OEM should be placed in the Leader's or Challenger quadrant for last 3 consecutive years
18	I	12. Video Conferencing Solution at SHQ C. Minimum Specification of Gatekeeper	59	Tender Specs : " The desktop client should have a guest feature so that a guest user can join the conference by simply clicking a URL." Request you to pls. delete this	The desktop client should have a guest feature so that a guest user can join the conference by simply clicking a URL/ IP address.
19	I	15. Minimum Specification of VC End-point	63	Tender Specs : " Audio Inputs Should support minimum 2 Microphone inputs. 2 needs to be supplied from day one with minimum cable length of 20 ft." Request you to pls. change to: Should support minimum 1 Microphone input with support for two microphones. 2 needs to be supplied from day one with minimum cable length of 20 ft.	2 MICs can be connected on a single port or on two different ports
20	I	15. Minimum Specification of VC End-point	64	Tender Specs : " Camera Should have at least 70 degrees field of view (horizontal)" Request you to pls. change to: Camera Should have at least 65 degrees field of view (horizontal)	Camera Should have at least 65 degrees field of view (horizontal)
21	I	Additional		WBSWAN has deployment of Multi Conferencing Unit (Polycom RMX 2000), Gatekeeper (Polycom DMA 7000), Scheduling & Management (Polycom Resource Manager), Endpoint (Polycom Group 500). We request that the quoted products should interoperable with the existing set-up to meeting the following functionality Join a multiconferencing call on the MCU Registration on gatekeeper for H.323 and SIP functionality Centralized Device Management Scheduling of call Dynamic Management Reporting and CDR Centralized software update Address book support Connecting HD 720p call @ 512 kbps Connecting HD 1080p call @ 1024 kbps	All Endpoints (existing and new) should be interoperable with the proposed solution
22	B & D	EMD under NIT & 1.2. Eligibility Criteria & Section D Clause 9 Earnest Money Deposit	1,2,12,17	Please include EMD in the form of BG from Nationalised /Scheduled Bank(like mentioned in PBG clause) in other places under EMD as mentioned in Clause 1.2. Eligibility Criteria . Further EMD amount is requested to be reduced to INR 25 lac .	No change in EMD Amount. EMD in form of DD/ BG is acceptable.

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23	B	Sl No 2 Annual Turn Over	12	Please mention Average Annual Turn Over as it is already mentioned in SECTION – E TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT :2. EVALUATION CRITERIA Techno Commercial Evaluation under A2. Financial Profile . Justification :	Average Annual turnover for last 3 FY shall be as per the Eligibility criteria mentioned in Section B. 2. Evaluation Criteria, Section E, A2 : Average Turnover for 3 Financial Years (FY : 2014-15,2015-16,2016-17) : Above 250 to 300 crores : 10 Marks; More than 301 to 500 crores : 12 Marks; More than 500 crores : 15 Marks
24	D	10. FORFEITURE OF EMD	10	Please redraft the clause 10. FORFEITURE OF EMD as follows with minor changes as highlighted below EMD made by Bidder may be forfeited under the following conditions: If Bidder withdraws the proposal before the expiry of validity period. During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances. If Bidder violates any of the provisions of the terms and conditions of the proposal. In the case of a successful Bidder, if Bidder fails to: a) Accept the work order along with the "mutually " terms and conditions. [Request : Please Add "Mutually;) b) Furnish performance security as per bank's text [Request : please add as per bank's text) c) Violates any of the work conditions of this proposal or indulges in any such activities (Request : Please delete "any such activity" and replace it with "any corrupt and fraudulent activity" as would jeopardize the work. d) Submitting false/misleading information/declaration/documents/proof/etc.	EMD made by Bidder may be forfeited under the following conditions: If Bidder withdraws the proposal before the expiry of validity period. During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances. If Bidder violates any of the provisions of the terms and conditions of the proposal. In the case of a successful Bidder, if Bidder fails to: a) Accept the work order along with the terms and conditions. b) Furnish performance security. c) Violates any of the work conditions of this proposal or indulges in any corrupt and fraudulent activities as would jeopardize the work. d) Submitting false/misleading information/declaration/documents/proof/etc. The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.
25		10. FORFEITURE OF EMD and PBG if any AND BG Text		Please add the following banking text which is missing in the BG Formats : "A BG invoking /encashment demand shall be deemed duly completed only if: (i) it states the Bidder remains in breach of its obligations under the contract, specifying under which clause(s), (ii) it specifies the amount claimed under the bank guarantee, (iii) it indicates that such amount claimed under the bank guarantee does not exceed the sums due by the Bidder under the contract and (iii) is accompanied with a copy of the notification in which the Purchaser informs the Bidder that it is in breach of its obligations under the contract and asks for the remedy of the relevant breach, sent by the Purchaser to the Bidder at least sixty (60) calendar days before the date of the demand."	Addendum :: "A BG invoking /encashment demand shall be deemed duly completed only if: (i) it states the Bidder remains in breach of its obligations under the contract, specifying under which clause(s) and (ii) is accompanied with a copy of the notification in which the Purchaser informs the Bidder that it is in breach of its obligations under the contract and asks for the remedy of the relevant breach, sent by the Purchaser to the Bidder at least thirty (30) calendar days before the date of the demand."
26	D	BG Text		Further request to include the text "We ,Guarantor undertake to extend the validity of Bank Guarantee at Bank's discretion . Here need to clarify that Bank has their own regulation to follow in BG issuance and extension .Normally all bank issue BG with 3 years period and to be extended subsequently for no of years as required by the customer . Further Bidder can be asked to submit an undertaking with the bid /BG that in case extension if any the bidder will arrange to get the BGs extended from existing bank or alternative Nationalised/Scheduled Bank in India to safeguard the objective of end customer and project .	Undertaking from bidder is required.

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27	A		11	It is mentioned in the paragraph that " The present proposal considers warranty support for 3 years for all hardware and software items including UPS (except UPS batteries which will have 2 years warranty coverage).However all quoted hardware and software items must have OEM support coverage for at least 5 years after supply and installation and must not be End of Sale within 2 years from the bid submission date. This is required to ensure seamless support for extended period beyond 3 years warranty coverage period." QUERY : We assume that extended 2 years warranty support declration only needed from OEM and the bidder is no expected to include the cost of extended 2 years support ? Please confirm our undertansing as Price Bid BoQ contains only 3 years support .	Price should be quoted with 3 years onsite warranty support. However, all quoted items shall be available for OEM support for 5 years from the date of bid submission and must not be End of Sale within 2 years from the bid submission date. Confirmation from respective OEMs is required in this regard.
28	A	SCOPE of WORK AND Clause 8. BIDDER'S SOLUTION	11,15	Please share the SLA to be applicable during the O&M period as you have asked for onsite resources ,spares etc	Service Up time for SHQ for the warranty period of 3 years: Min 99.5% per quarter - No penalty. In case of equipment failure (supplied and installed by the bidder) resulting in to service downtime of SHQ, response time for the bidder is 4 hours and resolution time is 12 hrs. Beyond 12 hours downtime for any of the SHQ equipment (< 99.5% uptime in a quarter), 0.5% of the total equipment cost (supplied by the bidder) installed at the SHQ shall be levied as penalty subject to maximum penalty of 5% per qtr. Beyond 5% of penalty value WTL reserves the right to cancel the order and invoke PBG. Service Up time for DHQ, SDHQ and BHQ for the warranty period of 3 years: Min 99% per quarter - No penalty. In case of equipment failure (supplied and installed by the bidder) resulting in to service downtime of DHQ/SDHQ/BHQ, resolution time is 24 hrs. Beyond 24 hours downtime for any of the DHQ/SDHQ/BHQ equipment (< 99% uptime in a quarter), 0.5% of the total equipment cost (supplied by the bidder) installed at the respective POP shall be levied as penalty subject to maximum penalty of 5% per qtr. Beyond 5% of penalty value WTL reserves the right to cancel the order and invoke PBG.
29			10	It is mentioned under Note that "As this is a refresh project bidder need to ensure that quoted product should be integrated with existing infrastructure. Bidder may seek clarification during pre-bid for the same. This is to ensure proper integration of existing and new infrastructure during implementation phase without any service outage during prime working hours. Planned downtime required for upgrade/replacement of any equipment must be scheduled outside prime working hours at SHQ and DHQ POPs. Prime working hours will be from 10AM to 6PM from Monday to Friday. Network Downtime should not be more than 3 hours per day during non prime hours/holidays at these locations. Max 2 Hours' prescheduled down time may be allowed at SDHQ and BHQ POPs during working hours with permission from the concerned authority" QUERY : Please share existing infrasturcutes asser list with support availablity period and confirm the components to be integrated with .Further we assume that that there is no Penalty applicable during erection /installtion /transition period .	Existing asset list with configuration details shall be shared with the selected bidder

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30	D	32. WARRANTY & 33. WARRANTY SUPPORT	21-22	It is mentioned that Service support for the entire warranty period will be on site and comprehensive (including spares) and free of cost for the entire warranty period. Please confirm if onsite means deployment of manpower also and remove the comprehensive as manpower is said to be deployed by WTL hence it should rephrased as with OEM warranty support only .Further nationalised bidder's ISO 20000 & ISO 27001 certified Network Operation Centre /Security Operation Centre /Call Centre are located centrally from where the services /remote services are imparted. Hence please replace "Kolkata" with "India" . Also share the Penalty Table /SLA table.	Deployment of manpower is not within the scope of the project. However, for installation of equipment at the respective sites and subsequent 3 years maintenance deployment of manpower may be necessary, as deemed fit by the bidder.
	B	Eligibility Criteria for OEM of UPS	Page 13	<u>Eligibility Criteria for OEM of UPS (existing Clause)</u> The maker of proposed UPS system must be proven in terms of service support in West Bengal and should fulfill the following criterion:	
31				a) The maker of UPS proposed must be in use in at least 3 government projects in West Bengal with a minimum installation base of 100 UPS systems in each of these projects	a) The maker of UPS proposed must be in use in at least 3 government /PSU/Corporate projects in West Bengal with a minimum installation base of 100 UPS systems in each of these projects
32				b) Each of these projects should have an installation in each and every district of West Bengal	b) Each of these projects should have an installation in minimum 10 districts (including 3 districts in North Bengal) of West Bengal
33				c) The UPS should be in service for at least 5 Years for each of these projects	c) The UPS should be in service for at least 3 Years for each of these projects