

**ERNET's Response to the Vendors Queries for : Tender for Invitation of Bids for empanelment of Agencies for Maintenance of Existing Radio Links and Supply, Installation, and commissioning of New Radio Links for ERNET India or its users organisations-reg."**

S. No.	Clause No.	Description of the Clause	Queries from Vendors.	ERNET's Clarification / Reply
1	Point # 9 A iv); Page # 3	Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for atleast One similar project of value not less than Rs. 16 lakhs or Two similar projects of value not less than Rs. 8 lakhs each or Three similar projects of value not less than 6 lakhs each. Definition of similar work/ project: Supply, Installation & Commissioning of network infrastructure including provisioning of radio links in last five financial years in India.	<p><b>Query 1</b> One single order and completion report of Rs16 lakhs is required for qualification against this tender. Whether one PO of Rs 16 lakhs is sufficient for both supply and maintenance .Or we need to submit two seprated PO, one for supply and one for mantainance. If we are issued a single rate contract for certain vlaue for a time period. In case we have executed the same in multiple parts/orders. Can we submit the total executed value of the rate contract against your requirement for a single order of 16 lakh .</p>	<p>No Change.</p> <p><b>Tender/ RFP Clause is self-explanatory.</b></p>
2	Point # 9 A xi); Page # 4	All offered products, softwares & components should support seamless inter-operability among them. There should be no compatibility issue among the supplied products, software & components etc. All offered products, softwares & components should be as per IEEE/ITU/ WPC/DoT standards where ever applicable. An undertaking to this effect should be submitted by the bidder	<p><b>Query 1</b> ETA from WPC is mandatory for import of microwave radios in India. ETA is issued for full unlicensed spectrum i.e. (for 50 MHz full band of 5.825 to 5.875 GHz.) In case ETA is not sumitted for full spectrum then it becomes illegal to use the full 50MHz spectrum. Moreover, if allowed spectrum is only 25 MHz then it is possible to run only one non-overlapping channel of 20 MHz and no channel of 30 MHz or 40 MHz bandwidth is possible. If the link is running with 20 MHz channel bandwidth</p>	<p>Kindly Refer response at S.No. 7, 26, 28 &amp; 29 below.</p>

			and suffers interference then no other channel will be available to shift to and link may not run to full capacity or even become non operational . whether supplied products needs to be compatible for MAc address locking , ethernet intrasite synchronisation with the existing Radio links ? MAC address locking is very important feature in the radio to avoid hacking in open band .The same feature is not in the tender specs. It is required to have IP67 in the radios to work in rain. Radio must have 100% condensing to work in harsh conditions.PM Logs for 30 days in the radio allows to detect the problems in the link. These features are not available in the tender specs.	
3	Point # 24 xvii); Page # 13	The successful bidder has to ensure & will be fully responsible for operation of links in free band as defined by DoT, Govt. of India (2.4 Ghz/ 5.8 MHz or any other frequency as defined by govt. from time to time). Also any issue pertaining to the licensing or compliance from the government / regulator's prospective will be dealt by successful bidder. Failure to the same will be treated as breach of contract	<b>Query 1</b>  Kindly comment	<b>Tender/ RFP Clause is self-explanatory.</b>
4	Point 26 iv) on Page # 16	The successful bidder will ensure smooth integration of the offered equipment with the existing equipment installed at sites.	<b>Query 1</b>  Kindly comment	<b>Tender/ RFP Clause is self-explanatory.</b>

			<p><b>Query 2</b></p> <ol style="list-style-type: none"> <li>1. Do we need to have synchronization of hub site with existing links?</li> <li>2. You have not listed important security feature like MAC address locking for the radios working in free band. This feature is must.</li> <li>3. Provision of storage of maintenance of logs in the radios is not mentioned in the specs but is very much required.</li> <li>4. Installation and maintenace of link from one side of the link is very important feature which is missing from specs. Without this feature it is very difficult to troubleshoot the link problems.</li> <li>5. If we need to integrate feature of old radios with new radios specially security of features.</li> </ol>	<p>Synchronization is required between same OEM's Radio modems.</p> <p>Kindly Refer response at S.No. 26 below.</p> <p>Kindly Refer response at S.No. 28 below.</p> <p>Kindly Refer response at S.No. 29 below.</p> <p>Tender/ RFP Clause is self-explanatory.</p>
5	Point 10 (i), page # 5	The bidder must be an authorized representative of the products offered. The authority from the manufacturer(s)/OEM(s) must be submitted along with the bid.	<p><b>Query 1</b></p> <p>Kindly inform if single authorization letter is sufficient for both subsets or authorization letter to be submitted separately. we are required to submit authorization letter for the maintenance of existing radios. Do we need to submit back to back support letter along with Bid for the maintenance of existing radio?</p>	<p><b>Explanation of the clause:</b>  "Only single authorization is required".</p>

			<p><b>Query 2</b> If we need to submit the authorization for the existing radios for the tender of maintenance of the existing radios.</p>	<p>“The successful bidder has to maintain the network as per SLA requirement”.</p>
6	Point 10 ii) Page#5	Sealed bids are invited in two-part format (Technical bid and Commercial bid) in two separate sealed covers with both the covers to be sealed in a single cover. First cover indicating “COVER FOR TECHNICAL BID” should consist of only Bidder’s profile, Compliance sheets with supporting documents, undertaking and all other documents as asked in support of Eligibility Criteria, technical solution, specification, design, configurations of the system/items offered, un-priced bill of material with make, model details, literature, pamphlets, drawing etc. This cover should contain complete technical specifications, make & model, names of supplier / manufacturer and commercial terms etc. of the system/items offered. Price column in this cover should be kept blank. Second cover indicating, “COVER FOR PRICE BID”...	<p><b>Query 1</b> There is requirement of only one Technical bid but separate Price bid. We feel there is requirement of separate technical bid for supply of new radio links and maintenance of existing radio links because technical requirement of eligibility for both bids are different.</p> <p><b>Query 2</b> Do we need to submit the separate order copies for the AMC tender for existing links?</p>	<p>No Change.</p> <p>Tender/ RFP Clause is self-explanatory.</p>
7	Annexure I B; Point # 1, Under 2.1 & 2.2, Page # 25	Frequency Must operate in Unlicensed band 2.4 / 5.8Ghz as per WPC norms	<p><b>Query 1</b> Unlicensed frequency band is 5.825 - 5.875 GHz instead of 5 GHz. Ernet need to have radios to work in the full band . Moreover, now 2.4 GHz band is not available so it may be removed.</p>	<p><b>The clause may be read as:</b> “Frequency Must operate in Unlicensed band of 2.4 / 5.8Ghz (5.825 to 5.875 i.e full band of 50 Mhz) as per WPC norms”.</p>

			<p><b>Query 2</b> Unlicensed frequency band is 50 mhz in the 5.825-5.875 ghz as prescribed by WPC. Do we need full spectrum of 50 mhz or a part of that.</p>	
8	Annexure I B; Point # 3, Under 2.1 & 2.2, Page # 25 & 26	The supplied hardware should support IPv4 & IPv6	<p><b>Query 1</b> The supplied hardware should support IPv4 &amp; IPv6 traffic transparently</p> <p><b>Query 2</b>  The modem and other hardware should support IPv4 and IPv6 traffic without interruption.</p>	No Change.
9	Annexure I B; Point # 6, Under 2.1 Page # 25	System should Channel Bandwidth 5/10/15/20/30 MHz user configurable to provide required throughput	<p><b>Query 1</b> This range of channel bandwidth (15 MHz and 30 MHz) is supported by only one OEM. All other OEM supports 5/10/20/40 MHz. The condition should be amended accordingly so that it should allow all OEM to comply. Also, for low bandwidth links 5/10/20 MHz may be considered.</p>	<b>The clause may be read as:</b> “System should Channel Bandwidth 5/10/20/30 or 40 MHz user configurable to provide required throughput”.
10	Annexure I B; Point # 6, Under 2.2, Page # 26	System should Channel Bandwidth 5/10/15/20/30 MHz user configurable to provide required throughput	<p><b>Query 1</b> This range of channel bandwidth (15 MHz and 30 MHz) is supported by only one OEM. All other OEM supports 5/10/20/40 MHz. The condition should be amended accordingly so that it should allow all OEM to comply. Also, allowing 40 MHz channel will provide option for</p>	<b>The clause may be read as:</b> “System should Channel Bandwidth 5/10/20/30 or 40 MHz user configurable to provide required throughput”.

			higher bandwidth.	
11	Annexure I B; Point # 12 under heading 2.1 & 2.2, Page # 25 & 26;	System should support Automatic channel selection or Dynamic frequency selection	<p><b>Query 1</b> Dynamic Channel Selection doesn't have anything to do with automatic change of channel to avoid interference in selected channel range. It is requirement for Radar detection and It is not applicable as per india. Automatic cahnnel selection helps to change the channel in the wide sepctrum provided by WPC and this feature helps to avoid interference.</p> <p><b>Query 2</b>  Dynamic frequency selection is only applicable in countries where radar detection is required and it will not help in multiple frequency selection to avoid interference.</p>	The clause stands deleted.
12	Page 4, Pt 9B	OEMs whose products have been offered in the bid shall be based in India to provide quick service and technical support. The OEM shall also have own physical / web based technical Assistance centre manned with technical staff. Relevant documentary proof should be submitted.	<p><b>Query 1</b> The services are critical to operations of customers of Ernet and there should be continuous support of OEM as and when required. The OEM shall have physical technical assistance centre in Delhi / NCR to support Ernet and its customer as and when required. In case OEM does not have physical service center,It is very difficult to export and import of radios for repair in other countries due to license issues of wireless and palnning</p>	<b>The clause may be read as:</b> "OEMs whose products have been offered in the bid shall be based in India to provide quick service and technical support. The OEM shall also have own physical technical Assistance centre manned with technical staff. Relevant documentary proof should be submitted".

			coordiantion wing(WPC).	
13	Page 8, Pt 13 i) a	For Maintenance / AMC of Existing Links a) Payment towards maintenance / AMC of links would be released on yearly basis after deducting all penalties (if any) after the successful completion of every year of maintenance / AMC.	<p><b>Query 1</b></p> <p>Payment for AMC should be released on quarterly basis.</p> <p><b>Query 2</b></p> <p>Normally the payment terms for AMC at the end of quarter.</p>	<b>The clause may read as:</b> “For Maintenance / AMC of Existing Links a) Payment towards maintenance / AMC of links would be released on quarterly basis after deducting all penalties (if any) after the successful completion of every quarter of maintenance / AMC”.
14	Page 10, Pt 17 i), ii)	PERFORMANCE SECURITY i) At the time of signing of rate contract, the successful bidder(s) shall be required to submit a security deposit of Rs.1 Lakhs towards adherence of rate contract in the form of Demand Draft/ Pay Order/EM Fixed deposit/Bank Guarantee of any Nationalized/Scheduled commercial Bank taken in the name of ERNET India, New Delhi... ii) The successful bidder shall submit a Performance Security of 10% of the cost of the purchase order at every occasion within 15 days of the placement of purchase order...	<p><b>Query 1</b></p> <p>Performance security of 1 Lakh is required under point i) whereas 10% performance security is required under point ii). Kindly inform if both these securities have to be submitted.</p> <p><b>Query 2</b></p> <p>There should be one type of guarantee. Either fixed amount should be there or 10 % value to be submitted against security.</p>	Tender/ RFP Clause is self-explanatory.  No Change.
15	Page 23, Pt 3 & 4	Construction of new Guy mast	<p><b>Query 1</b></p> <p>Height of the mast is not specified. Cost of self supporting as well as guy wire mast varies according to the height. Details are not clear.</p>	<b>The clause may be read as:</b> “Construction of new Guy mast of below heights: i) 3 Mtr ii) 6 Mtr. iii) 9 Mtr.

				iv) 15 Mtr. v) 21 Mtr. vi) 27 Mtr. vii) 33 Mtr. viii) 39 Mtr.”
16	Page 25 & 26; Pt 14	System should have Built-in Spectrum Scanner/Spectrum Analyzer Link-oriented Spectrum Analyzer to show the results of both sites	<b>Query 1</b> Radio normaly supports Spectrum Scanner & Spectrum Monitor. Language may be changed to reflect the actual available result.	<b>The clause may be read as:</b> “System should support Spectrum Scanner/Spectrum Monitor”.
17	Page 25, Pt 16	System should support 120 Mbps Aggregate throughput	<b>Query 1</b> Typographical error  <b>Query 2</b> ERNET needs to have microwave radios compatible in line to their existing links of 100 MB full duplex throuput. But in your specs you are asking 60 MB full duplex. Customer now needs more bandwidth but you are asking less. Please correct it.	<b>The clause may be read as:</b> “System should support 100 Mbps Aggregate throughput”.
18	Page 26, Pt 16	System should support 120 Mbps Aggregate throughput	<b>Query 1</b> New radios are very efficient and even provide 200 Mbps of aggregate bandwidth. The bandwidth requirement may be amended accordingly (along with inclusion of 40 MHz channel bandwidth (point#6 of annexure I B). 120 MB aggregate throughtput will give actual bandwidth of max of 60MB full duplex,	<b>The clause may be read as:</b> “System should support 200 Mbps Aggregate throughput”.

			which is not industrial practice. Packet size should be more than 2000 bytes so that the applications of the customers can run.	
19	Annexure I B; Point # 13 under heading 2.1 & 2.2, Page # 25 & 26;	System should support Transmit Power Control - within allowable EIRP, Max 27 dBm	<b>Query 1</b> Total Allowed EIRP by WPC is 36 dB. This point should be amended accordingly. Transmit power of the radio has nothing to do with maximum EIRP.	<b>The clause may be read as:</b> “System should support Transmit Power Control - within allowable EIRP, Max 36 dBm”.
20	Point 1, Page 22	Supply, Installation and Commissioning of new link including submission and obtaining of license for SACFA/ WPC	<b>Query 1</b>  SACFA is not being awarded currently. ETA can be provided from WPC for the radios.	No Change.
21	Point 5, Page 23	Chemical Earthing	<b>Query 1</b>  Chemical earthing to be removed and normal earthing if required.	No Change.
22	Point 3 and 4, Page 23	Construction of new self-support mast	<b>Query 1</b> Please clear your height requirements.	<b>The clause may be read as:</b> “Construction of new self-support mast of below heights: ix) 3 Mtr x) 6 Mtr. xi) 9 Mtr. xii) 15 Mtr. xiii) 21 Mtr. xiv) 27 Mtr. xv) 33 Mtr. xvi) 39 Mtr.”  Please refer the new BOM on website.

23	Point 8, Page 25-26	System should Channel Accuracy $\pm$ 20 PPM	<b>Query 1</b>  Currently radios are supporting even more accurate $\pm$ 10 ppm. This may be considered.	No Change.
24	Point 10, Page 25-26	System should support Asymmetrical Bandwidth (Uplink/DownLink)	<b>Query 1</b>  Even if a link is supporting 51%-49%, it will comply to this point. As per technicality and utility 51% will not give asymmetric result. Minimum limit for asymmetric bandwidth as per industry is 90%-10%. Installation and configuration for the link can be done from one end of the link in default mode.	No Change.
25	Point 20, Page 25-26	System should support Ring Protection and support for redundancy	<b>Query 1</b>  Can we use any third party hardware to support this feature.	Tender/ RFP Clause is self-explanatory.
26	Additional Point for Annexure - IB, Technical Specs, Clause no. 2.1 & 2.2	N/A	N/A	<b>New line item is added as S. No. 22 for both type of Radios</b> “The system should provide secure communication channel through MAC address locking / code binding”.
27	Additional Point for Annexure - IB, Technical Specs, Clause no. 2.1 & 2.2	N/A	N/A	<b>New line item is added as S. No. 23 for both type of Radios</b> “The system should have IP67 to protect the radio from external environmental conditions”.

28	Additional Point for Annexure - IB, Technical Specs, Clause no. 2.1 & 2.2	N/A	N/A	<b>New line item is added as S. No. 24 for both type of Radios</b> “The system should store the logs for minimum 30 days or 3k lines/ events”.
29	Additional Point for Annexure - IB, Technical Specs, Clause no. 2.1 & 2.2	N/A	N/A	<b>New line item is added as S. No. 25 for both type of Radios</b> “The system should provide functionality for maintenance of link from remote”.
30			<b>Query 1</b> Make and details along with the address of existing links	Kindly Refer annexure – II.
31			<b>Query 1</b> Power of UPS available at sites.	Tender/ RFP Clause is self-explanatory.
32			<b>Query 1</b> Inspection to be carried out at OEM place or at System Integrator.	Will be decided by ERNET on case to case basis.
33			<b>Query 1</b> More clarity required on security deposit of Rs. 100000 valid for 27 months and performance security of 10% valid for minimum 2 months.	Tender/ RFP Clause is self-explanatory.