

**Response of the queries against the tender No E1-D/Tech/49-2/2013 for Supply and Installation of routers with STM-1 Interface**

| S.No.                         | RFP Reference  | Requested Amendment/ Other Query / Other Requests   | ERNET's Response   |
|-------------------------------|--|---|--|
| M/s. HP India Sales Pvt. Ltd. |  |   |  |
| 1.                            | <b>Annexure - I / Specifications: Category: WAN Access: 3G</b><br><br>Support 2G frequency band:<br>GSM/GPRS/EDGE 50/900/1800/1900 MHz;<br>3G frequency band: HSPA+/HSPA/UMTS<br>2100/900 MHz. | Delete this clause,   | The clause may be treated as deleted.  |
| 2.                            | <b>Annexure - I / Specifications: Category: IP Application: DNS</b><br><br>Support DNS Client, DNS proxy/relay,<br>DDNS, DNS6 Client, DNS6 Proxy/Relay.  | Support DNS Client/proxy/relay, DDNS, DNS6 Client/ Proxy/Relay.   | No Change  |
| 3.                            | <b>Annexure - I / Specifications: Category: Routing: SPR</b><br><br>support smart policy route.  | SPR/PBR : support smart policy route/ PBR   | The details of this specification may be read as:<br><br>SPR/PBR : support smart policy route/ PBR                 |
| 4.                            | <b>Annexure - I / Specifications: Category: Security: IP Security</b><br><br>Support ICMP attack defense, uRPF, IPSG,  | support ICMP attack defense, uRPF, IPSG/ IP source guard  | The details of this specification may be read as:<br><br>Support ICMP attack defense, uRPF, IPSG( IP Source Guard) |
| 5.                            | <b>Annexure - I / Specifications: Category: QoS: HQoS</b><br><br>Support 3-Level scheduling and shaping for flows, services (sub-interfaces), and interfaces.                                  | Remove this clause "HQoS" and " Support 3-Level scheduling and shaping for flows, services (sub-interfaces), and interfaces" and Modify as Suggested below<br><br>Qos : FIFO, PQ, CQ, WFQ, CBQ, RTPQ, traffic shaping, FR QoS, MPLS QoS, and MP QoS/LFI, weighted Random Early Detection (WRED)/RED | No Change  |

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| 6. | <b>Annexure - I / Specifications: Category: Reliability: MTBF (year)</b><br>>=30  | >=26 | The details of this specification may be read as:<br>MTBF (year)>= 26 |
| 7. | <b>Annexure - I / Specifications: Category: Reliability: MTTR (hour)</b><br><=0.6 | <=1  | The details of this specification may be read as:<br>MTTR (hour) <=1  |

**M/s Velocis Systems Pvt. Ltd.**

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| 1 | <b>General Conditions:</b><br><br>ELIGIBILITY CRITERIA - Bidder/OEM must have repairing centre in India for repairing of the equipment in the country  | Request repairing centre should be changed to support centre   | The clause may be read as:<br><br>Bidder/OEM must have support centre in India for repairing of the equipment in the country.   |
| 2 | <b>General Conditions:</b><br><br>PAYMENT TERMS: However, ERNET India may consider releasing the 10% based on Bank Guarantee provided by the successful bidder   | Request you to change to -ERNET India to release remaining 10% based on Bank Guarantee provided by the successful bidder   | The clause may be read as:<br><br>ERNET India will release the 10% based on Bank Guarantee provided by the successful bidder  |
| 3 | <b>General Conditions:</b><br><br>SERVICE LEVEL AGREEMENT: The successful bidder will give a replacement of any faulty equipment within 6 hours from the log of calls for the equipment failure. However, in any case faults should prolong beyond 8 hours. In case the fault is not repairable within 8 hours, the bidder will provide a standby router of the equivalent specifications. | Request you change - The successful bidder will give a replacement of any faulty equipment within 6 hours from the log of calls for the equipment failure. However, in any case faults should prolong beyond 8 hours. In case the fault is not repairable within 8 hours, the bidder will provide a standby router of the equivalent specifications. Should be backed by similar or better warrant back to back with OEM | The clause may be read as:<br><br>The successful bidder will give a replacement of any faulty equipment within 6 hours from the log of calls for the equipment failure. However, in any case faults should not prolong beyond 8 hours. In case the fault is not repairable within 8 hours, the bidder will provide a standby router of the equivalent specifications.<br><br>The bidder must have a back to |

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|  |  |   | back SLA with OEM for the above SLA with ERNET India. The documentary proof for the same must be enclosed.   |
| 4  | <b>General Conditions:</b><br><br>Delivery Period : The routers will be supplied at respective PoP of ERNET India within 4 weeks of the issue of Purchase order  | It is requested to change -The routers will be supplied at respective PoP of ERNET India within 6 weeks of the issue of Purchase order  | The clause may be read as:<br><br>The routers will be supplied at respective PoP of ERNET India within 8 weeks of the issue of Purchase order  |
| 5  | <b>Annexure-I:Specifications: Hardware: Architecture</b><br><br>CPU Architecture support Muliti-core CPU; At least support 12 cores.   | Request to amend the 12 core as this does not provide functionality   | The details of this specification may be read as:<br><br>CPU Architecture support Muliti-core CPU; At least support 4 cores.   |
| 6  | <b>Annexure-I:Specifications:</b><br><br>Hardware: Interface - 3G  | Request for modification - Please delete as this is not required on the core router   | The clause may be treated as deleted.  |
| 7  | <b>Annexure-I:Specifications:</b><br><br>Wan Interface: 3G   | Request for modification - Please delete as this is not required on the core router   | The clause may be treated as deleted.  |
| <b>M/s Sterlite Technologies Limited</b> |  |   |  |
| 1.                                       | <b>General Conditions:</b><br><br>The bidder should have executed (supplied and installed successfully) at least three nos. of similar type of orders in last 3 years. Copy of the Purchase order must be enclosed.                    | We kindly request to please clarify that similar type of orders would mean orders involving supplying and installing routers.   | The clause may be read as:<br><br>The bidder should have executed (supplied and installed successfully) at least three nos. orders involving supplying and installation of routers in last 3 years.                                    |
| 2.                                       | <b>General Conditions:</b><br><br>The routers will be supplied at respective PoP of ERNET India within 4 weeks of the issue of Purchase order. However, the routers will be maintained at the respective user site on all India basis. | We kindly request to please modify the clause as follows: The routers will be supplied at respective PoP of ERNET India within 8 weeks of the issue of Purchase order. However, the routers will maintained at the respective user site on all India basis. | The clause may be read as:<br><br>The routers will be supplied at respective PoP of ERNET India within 8 weeks of the issue of Purchase order. However, the routers will be maintained at the respective user site on all India basis. |

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| 3.  | <b>General Conditions:</b><br>However, the routers will maintained at the respective user site on all India basis                          | Kindly clarify this statement.   | The two routers are required for ERNET PoPs at Delhi and Kolkata and the routers are to be maintained at these locations.   |
| 4.  | NA   | Tender doc does not clearly state as to what will be date of start of warranty and AMC respectively.                               | The date of start of warranty and AMC will be the date of installation and commissioning of router.   |
| 5.  | The prices of routers are for Rate Contract for 2 years and actual order will be placed as per requirement.                                | What will be the final quantity while placing the order on successful bidder?  | Initially, the order will be placed for 2 routers for Delhi and Kolkata. However ERNET may place order for other PoPs subject to a maximum of 5 nos. of such routers. |
| 6.  | <b>General Conditions:</b><br>The routers will be supplied at respective PoP of ERNET India within 4 weeks of the issue of Purchase order. | Please provide the information of respective PoPs where routers have to be supplied.   | The routers are to be supplied at Delhi and Kolkata PoPs of ERNET India   |
| 7.  | NA   | Is acceptance testing also part of the scope in this tender? If yes then please provide parameters on which testing shall be done. | The routers will be treated as accepted only when the current users will be migrated to these routers.  |
| 8.  | NA   | is SFP also needs to be supplied?  | The routers have to be supplied along with STM-1 optical interface (including SFP)  |
| 9.  | NA   | Is there any scope of integration with existing network if yes then pls clarify & provide details                                  | The router has to be integrated in existing ERNET Network. It involves connecting the router with local LAN of the PoP and configuring STM-1 interface.               |
| 10. | NA   | Will their be requirement of providing patch cords and cat 6 patch cables by successful bidder?                                    | Yes, all the patch cables required for integration have to be provided by the bidder.   |
| 11. | NA   | Time frame for completing installation is not mentioned.   | The total time of completing installation should not exceed 2 weeks after delivery of routers.  |

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