

With reference to SPMCIIL tender no. SPMCIL/IT/71/19/1305 "Commissioning of secondary MPLS links between units of SPMCIIL and corporate office to DC, Noida, Disaster recovery center Hyderabad for five years" dated 31.05.2019 was held at 11:00am on 12.06.2019 at SPMCIIL Corporate Office.

Below are the query received for above tender, do find SPMCIIL remarks for the same.

1.) Company Name :- Tikona Infinet Pvt Ltd

S. No.	Topic	Requirement of PQB	Query/ Require deviation	SPMCIL Remarks
1	Financial Standing	ii) Bidder Firm should not have suffered any financial loss for more than one year during the last Three financial years ending 31.03.2018	Need deviation on this to participate in the Bid.	No Change

2.) Company Name :- M/s Sify Technologies

Sr.No	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP Requiring Clarification(s)	Point Of Clarification	SPMCIL Remarks
1	Page No 15 4.1 MPLS Bandwidth requirement	The bidder should provide the link connectivity of 2 mbps wired/RF(Radio frequency) bandwidth at each of the units. Bidder should supply & maintain 20 Mbps (wired) bandwidth as DC link and 15 Mbps (wired) as DR link.	Please confirm who will provide CPE and DC ,DR and other location unit.	CPE will be provided by SPMCIIL.
2	Page No 14 3. Network architecture & its support	A key requirement of the network is having sufficient redundancy in the network to eliminate any single point of failure. The network is so designed, to ensure that failure of any single switch, router or WAN link does not affect the ERP Services. The network is run on dynamic routing protocols to ensure that alternate paths are available during such failure. There is no requirement for any manual intervention for re-routing of traffic and there is no disruption in service. Bidder has to ensure to provide the same.	Please confirm what routing protocol is currently being used by Primary service provider.	currently using ipv4, GRE tunnel, Hub and Spoke setup

3	Page No 15 4.2. National Long Distance (NLD)	For the SAN based asynchronous data replication 2(wired) Mbps from service provider between the DC and DR, the redundant NLD service methodology is applicable in the SPMCIL landscape. The bidder should ensure the attainment of the RTO & RPO requirements while deploying the dedicated NLD without having an overlap on the MPLS.	Please confirm where NLD will get terminated. Our understanding is that this link will get terminate on SPMICL provided switches/ Routers	It will be terminated on HP storage works MPX100
4	Page No 14 4.1 MPLS Bandwidth Requirement	*In This regard undertaking by existing service provider is required that they are not using existing Media for the same if they bid.	Please provide location wise primary service provider detail.	Details in point number 3 in tender document
5	Page No 15 4. MPLS	The bidder should provide the link connectivity of 2 mbps wired/RF(Radio frequency) bandwidth at each of the units. Bidder should supply & maintain 20 Mbps (wired) bandwidth as DC link and 15 Mbps (wired) as DR link.	if CPE will be provided by SPMICL then please provide below details 1. Complete spec of CPE 2. Please confirm last mile handoff required at each location	1. DC and DR cisco 7204 vxr, for other location Cisco 2911 2. Yes last mile handoff is required at each location
6	Page No 17 6. Maintenance Support.	Bidder should ensure all links should be monitored proactively i.e. as and when link went down a fault ticket has to be created by the bidder NMS automatically and alert should be given to SPMCIL team or designated SPMCIL officials by email and SMS.	Do you need Managed services with auto ticket logging.	yes
7	Page No 13 2. SPMCIL Business Locations	The SPMCIL's production units have been classified in to various broad areas like Coin Minting, Currency Note Printing, Security Printing Presses and Security Paper Mill. The location of units is given in below table:	Please provide complete exact address with Lat-Long and contact person of the location	Complete address details available in website, contact details will be shared.
8	Page No 16 4.6 Delayed commissioning of links	Penalty shall be levied @ 0.5% per week for late link commissioning subject to max. of 10%, if the link is not commissioned within the stipulated time.	We request to make Maximum at 5%.	No change

9	Page No 16 4.4.1 Uptime Penalty	Penalty (%, Percentage)	Penalty is very high. Please lower the penalty as per the industry standards.	No change
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3. Company Name :- M/s Reliance Jio Infocomm Limited

Sr. No	RFP Clause/Reference Number/ Page No.	Content of RFP	Points of Clarification	SPMCIL Remarks
1	Requirement Description/ 13	SPMCIL Business Locations	Request SPMCIL to share us the complete site address details with Pin code & Site contact details to check the feasibility study.	Complete address details available at our website, contact details will be shared.
2	Requirement Description/13	Additional Query	Request SPMCIL to confirm whether CPE router needs to be provided by Bidder or SPMCIL will provide the CPE router? Please confirm.	CPE will be provided by SPMCIL
3	Clause no 4.2, NLD/15	National Long Distance (NLD) For the SAN based asynchronous data replication 2(wired) Mbps from service provider between the DC and DR, the redundant NLD service methodology is applicable in the SPMCIL landscape. The bidder should ensure the attainment of the RTO & RPO requirements while deploying the dedicated NLD without having an overlap on the MPLS.	As understood that SPMCIL is looking for Replication link between DC & DR. Request SPMCIL to consider the replication link can be NLD or L2 MPLS link which will provide the same response. Please consider both the Technology/solution.	No change
4	Clause no 4.3, SLA/15	Latency of 50 msec	Request SPMCIL to consider the end to end Latency of 100 msec.	No change
5	Additional Query	Technical Query	Request SPMCIL to confirm the required below Technical details. Required Topology Required Routing Protocol between PE & CPE Required Class of services (i.e. Voice, Data & Video) -- With percentage of bifurcation of BW.	currently using ipv4, GRE tunnel, Hub and Spoke setup

6	Qualification/ Eligibility Criteria/20	The bidder should be a company incorporated in India as a Telecom Service provider for the last 5 years having MPLS VPN license	We understand from this clause that SPMCIL is looking for Service provider who has experience in deploying the MPLS VPN link in past. However this clause is favoring to old/incumbent service provider only. We request SPMCIL to review this clause & to reconsider the clause to accommodate new service provider. The bidder should be a company incorporated in India as a Telecom Service provider for the last 5 years & has valid MPLS VPN license/Unified license from last 1 year	No change
7	Qualification/ Eligibility Criteria/20	Experience and past performance: The Bidder should have executed minimum one order of 4(four) network installations (links) in PSU /Govt.Organization/other organization etc from 01.04.2013 in anywhere in India.	We understand from this clause that SPMCIL is looking for Service provider who has experience in deploying the MPLS VPN link in past. However this clause is favoring to old/incumbent service provider only. We request SPMCIL to review this clause & to reconsider the clause to accommodate new service provider. Bidder should have executed minimum 2000 MPLS Links in India out of which at least one order should be of more than 100 Managed MPLS Links from Govt/PSU/State Govt/Central Govt/Municipal Corporation during last 1 year.	No change

8	Qualification/ Eligibility Criteria/20	Capability: The Bidder should have their own Network Operation Centre (NOC) in India for monitoring / maintenance of MPLS network at its own premises or they should have leased signed for the period of next 5 years. The bidder's NOC should be in existence for last 3 years.	Reliance Jio is new Telecom service provider & has laid the more than 3 lakh route Km of fiber & has installed more than 2 lakh of eNode B/Tower & serving more than 300 Mn of Mobility customers. We request SPMCIL to review this clause & to reconsider the clause to accomodate new service prvider. The bidder's NOC should be in existence for last 2 years.	No change
9	Additional Query	Exclusion from LD Penalty	Request SPMCIL to exclude the LD Penalty on below scenario. 1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Buidling permission for laying the fibre cable 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. CPE is not available for termination of link. 5. Permission not available on rooftop for installation of link. 6. Force Majeure 7. Political Instability 8. Flood/Riots	No change
10	Additional Query	Exclusion from SLA up time Penalty	Request SPMCIL to exclude the Penalty for not meeting the SLA up time in below scenario. 1. Power failure. 2. Force Majeure 3. Trouble ticket not booked with ISP. 4. Permission not available for maintenance & restoration of link. 5. Earthing issue or Online UPS relatedd issue. 6. Political Instability 7. Flood/Riots	No change

11	Additional Query	Acceptance of the link to be site wise	Request SPMCIL to consider in providing the Acceptance of link to be site wise after installing the link at DC & DR.	No change
12	Additional Query	UAT Criteria	Request SPMCIL to consider the UAT Criteria as WAN to WAN Ping test from DC to Spoke site.	No change
13	Additional Query	Site Readiness requirement at all the sites	Request SPMCIL to have the site readiness requirement at each site as below: Online UPS Power of 220 volts to 230 volts, E-N Voltage < 2 volts, Air Conditioning inside server room, Permission inside Data center for installation of link, Permission on roof top for installation of RF Pole/Tower, 24*7 permission inside server room fro Maintenance of link, Rack space of 9U in existing rack at all sites. etc	Site is already ready

4. . Unit wise contact details are to be shared as per requirement from M/s Sify and M/s Reliance Jio Infocomm Limited.

Sr. No.	Unit Name	Contact Person	Mobile
1.	IGM, Noida for DC and unit link	Mr Arun Gulia	9810258451
2.	Corporate office, New Delhi	Mr. Chandra Kuswaha	8888012227
3.	IGM, Mumbai	Mr. Amit Vidhayarth	9425409887
4.	a)IGM, Hyderabad, b) DRC	Mr. Jenar Sinha	9903307044
5.	SPP Hyderabad	Mr. Ajay Yadav	7065664447
6	IGM , Kolkata	Mr. Sanjeev sharma	9968933221
7.	SPM, Hosangabad	Mr. Yogindera	9926642465/ 07574286554
8.	BNP, Dewas	Mr. Neeloo Dwivedi	07272268360/9903781261

9.	a) CNP Nashik b) ISP Nashik	Mr. Tushar Mahajan	8275022966/02532402474
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