

TRIPURA STATE COMPUTERISATION AGENCY
(A Society of Directorate Of Information Technology, Government of Tripura)
ITI Road, Indranagar, Agartala - 799 006


F#6(7)/TSCA/SWAN/2017/1968

Dated, 2nd November , 2017

MEMORANDUM

This refers to the tender no. 6(7)/TSCA/SWAN/2017 dated 26/09/2017 for Selection of Facility Management Service Operator for Tripura State Wide Area Network (TSWAN).

Various prospective bidders have requested to clarify on some clauses and also requested to amend some of the clauses. These issues have also been discussed during the pre-bid meeting held on 12/10/2017. After careful examination, clarifications have been given at *Annexure – I* and corrigendum has been given at *Annexure – II*. However, all the other clauses/specifications etc. will remain unchanged.


(D. Bardhan, IAS)
Member Secretary, TSCA

Anneure – I

Clarification for the tender no. 6(7)/TSCA/SWAN/2017 dated 26/09/2017 for Selection of Facility Management Service Operator for Tripura State Wide Area Network (TSWAN)

Sl. No.	Section No.	Page No	Content in RFP	Query	Reply opf TSCA
1	2.14. Bid Security	15	The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft, issued by any Nationalized bank/Scheduled commercial bank in India having branch at Agartala, drawn in favor of “Member Secretary ,Tripura State Computerization Agency” payable at Agartala. Such negotiable instrument should be valid for at least 3 (three) months.	It is requested to reword as: The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/ or in the form of Bank Guarantee , issued by any Nationalized bank/Scheduled commercial bank in India having branch at Agartala, drawn in favor of “Member Secretary ,Tripura State Computerization Agency” payable at Agartala. Such negotiable instrument should be valid for at least 3 (three) months.	No change in the RFP Clause
2	2.15. Forfeiture of BID Security	15	1. The IA fails to co-operate in the Bid evaluation process	It is requested to kindly clarify the clause or reword as: 1. If IA does not respond to the written queries post submission during Bid Evaluation phase	No change in the RFP Clause
3	2.17. Performance Security	15	2.17. Performance Security 3.3. Implementation/ Performance Guarantee	There are 2 kind of security/gurantee mentioned in 2.17 and 3.3 Kindly clarify how many guarantee are required. Also if there are multiple Work Order then multiple PBG should be submitted on propotianate WO value	Both have same meaning.

4	2.14 Bid Security	15	4. The successful IA's Bid security will be discharged upon the IA signing the Contract Agreement and furnishing the Performance Security.	It is requested to change the clause as follows: 4. The successful IA's Bid security will be discharged within 15 days , upon the IA signing the Contract Agreement and furnishing the Performance Security.	No change in the RFP Clause
5	2.20. Lack of Information to IA	16	The IA shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the IA of his responsibility to fulfill his obligation under the bid.	It is requested to change the clause as follows: The IA shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the IA of his responsibility to fulfill his obligation under the bid. However, any critical information omitted to be provided in the RFP which has a major impact on the project; the matter shall be mutually discussed between the TSCA and IA. Accordingly, extension in time and requisite compensation in the form of change request or otherwise been give to IA	No change in the RFP Clause

6	3.1. Conditions Precedent	17	<p>3.1.1. Commencement of the Agreement All the timelines will be counted from the date of signing the Agreement.</p> <p>3.1.2. Obligations to satisfy the Conditions Precedent The successful IA and TSCA shall use all reasonable endeavours to satisfy the Conditions Precedent that falls within the scope of its respective responsibility.</p> <p>3.1.3. Notice of fulfilment of the Conditions Precedent Upon the date on which the successful IA becomes aware that any of the Conditions Precedent has been satisfied in full, it shall promptly give notice thereof to TSCA together with full details of the circumstances constituting such satisfaction and documentary evidence thereof.</p> <p>3.1.4. Non-fulfilment of Conditions Precedent If the Conditions Precedent set out hereinabove are not satisfied in full within 21 days of issuance of Lol, TSCA shall have the right to terminate/ cancel the Lol without any liability on TSCA and /or GOT. However, the Implementation Guarantee provided by the successful IA will be encashed by TSCA/GoT if the delay is ascribed to the successful IA.</p>	<p>Kindly define the term Conditions Precedent It is further suggested that the conditions under 3.1 are not relevant to this Contract and may be deleted</p> <p>Further, TSCA/GoT shall provide all the required assistance sought by IA to fulfill the said Condition Precedent</p>	No change in the RFP Clause.
---	---------------------------	----	--	---	------------------------------

7	3.2 Contract Obligations	17	Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the IA's bid and all previous correspondence.	It is requested to change the clause as follows: Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the IA's bid and all previous correspondence. However any relevant/ specific matters not touched upon/mentioned in the contract; then the following documents be referred: a) RFP with all its versions b) Corrigendums issued by TSCA c) Pre Bid queries answered by TSCA	No change in the RFP Clause.
8	3.3. Implementation/ Performance Guarantee	18	The Implementation/Performance Guarantee shall be valid for a period of 72 months and shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by a Nationalized Bank/schedule commercial Bank located in India having at least one Branch in Agartala in the format provided by TSCA as per annexure prescribed in these documents to be submitted within 15 days of issuance of Lol by TSCA. Hence TSCA/GoT should verify the PBG from the issuing Bank.	Please clarify whether the Project is for 63 months or 72 months	Agreement will be signed for 63 months. However, PBG to be submitted for 72 months.

9	3.10. Taxes and Duties	19	<p>Goods and Service Tax (GST) and other statutory levies shall be paid by IA as applicable. TSCA shall pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. In case of any decrease in duties, taxes and surcharges and other charges, IA should refund the same to TSCA. The decision of TSCA in this regard will be final and binding and no disputes in this regard will be entertained.</p>	<p>It is requested to reword as: Goods and Service Tax (GST) and other statutory levies shall be paid by IA as applicable. TSCA shall pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. In case of any decrease in duties, taxes and surcharges and other charges, IA should refund the same to TSCA. The adjustments will be as per actuals post the mutual discussion and agreement. The decision of TSCA in this regard will be final and binding and no disputes in this regard will be entertained. However, in case of any dispute arises in the matter both the parties shall try to reach to amicable solution OR dispute resolution process being followed</p>	No change in the RFP Clause
10	3.13. Termination	22	<p>4. Termination for Convenience: TSCA may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience by giving 60 day notice. The notice of termination will specify that termination is for TSCA's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. TSCA reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.</p>	<p>It is requested to reword as: TSCA may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience by giving 60 day notice. The notice of termination will specify that termination is for TSCA's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. TSCA reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.</p> <p>An opportunity of being heard shall be given to the SI within 30 days of the notice</p>	No change in the RFP Clause

11	3.16. Statutory and Regular Approvals	23	The IA shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the IA shall be responsible to get required documentation completed for obtaining such approvals from time to time.	It is requested to change the clause as follows: The IA shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the IA shall be responsible to get required documentation completed for obtaining such approvals from time to time. Further, TSCA/GoT shall provide all the required assistance with required information /documents to obtain such statutory/regulatory approvals	No change in the RFP Clause
12	3.20. Indemnification	24	(1) The IA shall indemnify TSCA and hold it harmless from all losses, claims, causes of action, damages, liabilities, fines, penalties and expenses of all kinds (including legal expenses, court fees and professional advisory service expenses) arising from or out of any adverse claims of any and all persons related to the execution of services as mentioned in the RFP.	It is requested to reword as: (1) Either Party shall indemnify the other Party The IA shall indemnify TSCA and hold it harmless from all losses, claims, causes of action, damages, liabilities, fines, penalties and expenses of all kinds (including legal expenses, court fees and professional advisory service expenses) arising from or out of any adverse claims of any and all persons related to the execution of services as mentioned in the RFP.	No change in the RFP Clause

13	3.17. Confidentiality	24	Any information pertaining to GoT /TSCA or any other agency involved in the project, matters concerning GoT/TSCA that comes to the knowledge of the IA in connection with this contract, will be deemed to be confidential and the IA will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The IA shall ensure due secrecy of information and data not intended for public distribution.	It is requested to change the clause as follows: Any information pertaining to GoT /TSCA or any other agency involved in the project, matters concerning GoT/TSCA that comes to the knowledge of the IA in connection with this contract, will be deemed to be confidential and the IA will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The IA shall ensure due secrecy of information and data not intended for public distribution. However, following should be excluded one way or the other: a. Information developed by the receiving party prior to disclosure under the NDA (without reference to the confidential information); b. Information received by the receiving party lawfully from third parties (without breach of confidentiality obligations); c. Information derived independently by the receiving party (without reference to the confidential information) after disclosure under the NDA; d. Information already in the public domain, including information disclosed in court or regulatory proceedings, through no wrongful act or omission of the receiving party; and e. Disclosure compelled by law or court order.	No change in the RFP Clause
14	3.20. Indemnification	25	For the purpose of this clause:- (1) The IA shall include its directors, employees, agents, Affiliates and sub-contractors.	It is requested to reword as: For the purpose of this clause:- (1) The IA shall include its directors, employees, agents, Affiliates and sub-contractors.	No change in the RFP Clause

15	3.21. Control and Possession	25	The IA shall be deemed to be in control and possession of the equipment necessary for the proper and normal operation of the Tripura SWAN.	Kindly reword as: Subject to the exceptions as mentoioned in 3.20, The IA shall be deemed to be in control and possession during working hours of the equipment necessary for the proper and normal operation of the Tripura SWAN.	No change in the RFP Clause
16	3.26. TSCA's Right to Vary Scope of Contract at the time of Award	26	The TSCA may at any time during the period of contract, by a written order given to the Bidder, make changes within the general scope of the Contract. Accordingly, the TSCA reserves the right to expand resources by up to 100% or to reduce up to 25% as when work is reduced if deemed necessary by TSCA, subject to 100% of the Contract value. The TSCA shall reserve the right, not to purchase all or partial services/resources quoted by the bidder in this bid.	It is requested to reword as: The TSCA may at any time during the period of contract, by a written order given to the Bidder, make changes within the general scope of the Contract. Accordingly, the TSCA reserves the right to expand resources by up to 100% or to reduce up to 25% as when work is reduced if deemed necessary by TSCA, over and above the Contract Value, subject to payment of addtional fees as agreed originally maximum upto 100% of the Contract value. The TSCA shall reserve the right, not to purchase all or for partial services/resources quoted by the bidder in this bid.	No change in the RFP Clause
17	4.5 Penalties for misuse	31	Case of misuse of bandwidth/Internet at the instance of IA, it shall be considered as a criminal offence and also the penalty imposed on the IA, without prejudice to TSCA other remedies under the Agreement, shall be in the form of forfeiting of Performance bank guarantee(PBG).	It is requested to reword as: Case of misuse of bandwidth/Internet at the instance of IA, it shall be considered as an a criminal offence and also the penalty imposed on the IA, without prejudice to TSCA other remedies under the Agreement, shall be in the form of forfeiting of Performance bank guarantee(PBG).	No chane in RFP Clause
18	5.1 5.1 Network, Security System and Facility Management	31	Monitoring of the Network.	We understand that all EMS and NMS dashboards for monitoring of network and equipments will be provided by TSCA. Kindly confirm. In case existing NMS available please share the details	Existing NMS is from CA (Spectrum & eHealth module)/ Nagios

19	5.1 5.1 Network, Security System and Facility Management	31	Management of Network hardware, NMS and Servers related to Networks and Security. Management of Network Infrastructure for Voice and VC Services	We understand that IA is responsible for break-fix maintenance of hardware being proposed as part of this tender only. Replacement of parts and/or hardware of any existing hardware that is part of TSWAN will be carried out by TSCA. Kindly confirm.	Successful IA has to maintain SLA from day one.
20	4.5 Penalties for misuse	31	Case of misuse of bandwidth/Internet at the instance of IA, it shall be considered as a criminal offence and also the penalty imposed on the IA, without prejudice to TSCA other remedies under the Agreement, shall be in the form of forfeiting of Performance bank guarantee(PBG).	It is requested to reword as: Case of misuse of bandwidth/Internet at the attributable instance of IA, it shall be considered as an a criminal offence and also the penalty of 5% of quarterly OPEX Charges for that site will be imposed on the IA.without prejudice to TSCA other remedies under the Agreement, shall be in the form of forfeiting of Performance bank guarantee(PBG).	No chane in RFP Clause
21	4.6 Penalty Exclusions	31	Penalty will not be applicable to NFO under following conditions: · Systems not owned or controlled by IA. However, IA will troubleshoot the failure and rectify the problem with spares/equipment/software/components provided by TSCA and maintain the SLA.	We understand that all the current hardware and software in TSWAN will be covered under "Systems not owned or controlled by IA" are all the existing equipments procurred outside the scope of this RFP. Kindly confirm if our undetsanding is correct	No chane in RFP Clause.
22	5.1 5.1 Network, Security System and Facility Management	32	Management of LAN, Structured Cabling (Passive) including Active & Passive components for all type of copper & OFC media including splicing of OFC for the existing infrastructure.	We understand that IA will be responsible for only management of existing LAN at the respective TSWAN PoPs. Any additional LAN cable laying, OFC splicing & copper and OFC media fixing activities are out of scope. Kindly confirm.	No chane in RFP Clause
23	5.1 5.1 Network, Security System and Facility Management	32	Service Desk/Help Desk Management.	We understand that existing helpdesk tools and dashboards will be available to IA for helpdesk activities. Kindly confirm.	Yes.

24	5.1 5.1 Network, Security System and Facility Management	32	Liaison with UPS vendors for maintenance and for proper operation. UPS operation at PoPs and maintain the log register for outage, breakdown etc.	Maintenance of UPS and batteries will be done by IA only for UPS systems being provided as part of this tender. Maintenance of existing UPS and/or replacement of batteries of existing UPS if any will be carried out by TSCA. Kindly confirm.	No chane in RFP Clause
25	5.1 5.1 Network, Security System and Facility Management	32	IA shall be responsible for any technology or platform up gradation during the term of project. Such migrations shall also include migration to IPv6, MPLS, etc. IA has to prepare project plan for this migration activity, and provide complete support to TSCA for the smooth transition whenever desired.	We understand that IA will only intimate and support TSCA for any technology or platform up-gradation requirements. Any costs arising out of technology or platform up-gradation will be borne by TSCA. Kindly confirm.	No change in the RFP Clause
26	6. Exit Management:	34	(d) pay all transfer costs and stamp duty applicable on hand back of project assets except in case the Project is being transferred due to State Govt. of Default, Indirect Political Event, Political Event or expiry of Concession period , where State Govt. shall be responsible for transfer costs and stamp duty, if any. 4. The divestment of all rights, title and lien in the TSWAN Project shall be deemed to be complete on the ate when all the Divestment requirements have been fulfilled or the Certificate has been issued, whichever is earlier, it being expressly agreed that any defect or deficiency in any Divestment Requirement shall not in any manner be construed or interpreted as restricting the exercise of any rights by State Government or its nominee on or in respect of the TSWAN	Term Consessional is being used in the bid, while this is Paid for project and not a concessional project. Request your clarification on the same	This is a paid project.

			Project on the footing as if all Divestment Requirements have been complied with by the Concessionaire .		
27	6. Exit Management:	34	(i) all Project Assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the TSWAN Project is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;	It is requested to reword as: (i) all Project Assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the TSWAN Project is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;	No change in the RFP Clause
28	6. Exit management	34		at clause 6(2) : points iii& v missing. Please check.	No change in the RFP Clause

29	3.3 Implementation/ Performance Guarantee	40	<p>As mentioned in clause, 3.3 Implementation/Performance Guarantee, The <u>Implementation/Performance Guarantee shall be valid for a period of 72 months</u> and shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by a Nationalized Bank/schedule commercial Bank located in India having at least one Branch in Agartala in the format provided by TSCA as per annexure prescribed in these documents to be submitted within 15 days of issuance of Lol by TSCA. while in Annex 3: Format for Performance Bank Guarantee is: This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of six years from the date of issue of this Guarantee.</p>	<p>It is requested to reword 3.3 Implementetion/Performance Guarantee, The Implementation/Performance Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the IA Shall ensure that the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The IA shall get the Guarantee extended annually from the Bank in the manner herein before provided for a period of six years from the date of issue of the Guarantee and the Guarantee shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by a Nationalized Bank/schedule commercial Bank located in India having at least one Branch in Agartala in the format provided by TSCA as per annexure prescribed in these documents to be submitted within 15 days of issuance of Lol by TSCA.</p> <p>It is further requested that accordingly, the clause 3 of PBG Format in Annexure 3 may be deleted.. as the concerned bank may not agree to such condition</p>	No change in the RFP Clause
30	Annexure 17: Technical specification of equipment,ROUT ER SDHQ/BHQ,Page no 62	62	<p>Additional clause The router hardware shall be capable to accommodate WAN optimization and data compression if needed in future.</p>	<p>The bandwidth link optimization and compression will improve application response time over low-speed and congested WAN links and provide significant bandwidth savings and reduce network latency .Requesting you to please add this clause</p>	No change in the RFP Clause

31	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Feature :Aggregate Throughput 100 Mbps Request to change to"Shall support performance of 50 Mbps from day 1 and upgradable upto 100 Mbps ."	50 Mbps throughput is enough for branch connectivity ,Router capacity can be increased with a remote performance-on-demand license upgrade (no hardware change) for exceptional savings. Requesting you to modify this clause	No change in the RFP Clause
32	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Router should support comprehensive network-based visibility into application performance and end-user experience and System shall support of granularly identify 1000 + applications in the enterprise (For e.g. Oracle, SAP, WebEx etc.)	Comprehensive network monitors application performance and troubleshoot issues that may arise. It helps the organization to deliver business-intent policies across the entire WAN network. And it does all this without additional appliances in a simple and powerful way.	No change in the RFP Clause
33	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Request to change to"OEM should be in the Gartner's Leaders & Challengers quadrant for Wired and Wireless LAN Access Infrastructure"	To select and choose the best and suitable product in select market categories , please consider Gartner's magic Quadrant(leaders and challengers).Router with better vision and execution are placed in the challengers and leader's quadrant, hence these two quadrants should be the selection criteria	No change in the RFP Clause
34	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Should have support for in-built voice call processing in the event of WAN link failure to central call processing Engine capability for IP phones	This function ensures in the remote-location router to automatically detect a failure in the network and initiate a process to provide call-processing backup redundancy for the IP phones in that location and help ensure that the telephony capabilities stay operational.This feature is important for future of investment protection for branch voice connectivity and IP Phones.	No change in the RFP Clause

35	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Request you to change to "Support for Load balancing Protocol; Router should be able to utilize and load balance all (multiple) WAN bandwidth by distributing the traffic based on load, cost, path performance, delay, loss etc by the router itself"	For efficient traffic traversal based on intelligent routing the load can be divided based link performance , delay and link health. This is the one of the essential and critical aspect to use redundant links with intelligence and efficiency and one of the critical requirements for treasury network, So please include load balance feature parameters "WAN bandwidth by distributing the traffic based on load, cost, path performance, delay, loss etc by the router itself "	No change in the RFP Clause
36	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Request you to add "Should support extensive support for SLA monitoring for metrics like delay, latency, jitter, packet loss, RTP-Based VoIP traffic and should support the capability for measurement of the call setup time using H.323/SIP signalling protocol over IP network."	This features actively monitors traffic to measure the performance of the network by measuring critical parameters for traffic passing by router. By leveraging SLA monitoring, it is possible identify critical metrics that affect network performance and that of the associated applications ,data and voice. This is one of the important performance monitoring tools we recommend to incorporate this feature	No change in the RFP Clause
37	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Additional clause Request you to add "Shall support embedded event manager that enables automation of many network management tasks and directs the operation of router OS to increase availability, collect information, and notify external systems or personnel about critical events "	This fetaure allows to adopt the significant intelligence to respond to real-time events, automate tasks, create customer commands and take local automated action . As an example to react to an abnormal condition such as the detection of a high error rate on an interface by forcing transit traffic over a more stable and error-free path. EEM can watch for the increased error rate and trigger a policy into action. The policy could notify network operations personnel and take immediate action to reroute traffic.	No change in the RFP Clause

38	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Router should support Internal redundant power supply	Power supply redundancy plays a significant role in the uptime and operation for remote branches -there will be single router in each branch so redundant power supply is recommended.Requesting you to please add this clause	No change in the RFP Clause
39	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause The router hardware shall be capable to accommodate WAN optimization and data compression if needed in future.	The bandwidth link optimization and compression will improve application response time over low-speed and congested WAN links and provide significant bandwidth savings and reduce network latency .Requesting you to please add this clause	No change in the RFP Clause
40	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Router should support comprehensive network-based visibility into application performance and end-user experience and System shall support of granularly identify 1000 + applications in the enterprise (For e.g. Oracle, SAP, WebEx etc.)	Comprehensive network monitors application performance and troubleshoot issues that may arise. It helps the organization to deliver business-intent policies across the entire WAN network. And it does all this without additional appliances in a simple and powerful way.	No change in the RFP Clause
41	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Request to add"OEM should be in the Gartner's Leaders & Challengers quadrant for Wired and Wireless LAN Access Infrastructure"	To select and choose the best and suitable product in select market categories , please consider Gartner s magic Quadrant(leaders and challengers).Router with better vision and execution are placed in the challengers and leader's quadrant, hence these two quadrants should be the selection criteria	No change in the RFP Clause

42	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Should have support for in-built voice call processing in the event of WAN link failure to central call processing Engine capability for IP phones	This function ensures in the remote-location router to automatically detect a failure in the network and initiate a process to provide call-processing backup redundancy for the IP phones in that location and help ensure that the telephony capabilities stay operational.This feature is important for future of investment protection for branch voice connectivity and IP Phones.	No change in the RFP Clause
43	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Request you to add "Support for Load balancing Protocol; Router should be able to utilize and load balance all (multiple) WAN bandwidth by distributing the traffic based on load, cost, path performance, delay, loss etc by the router itself"	For efficient traffic traversal based on intelligent routing the load can be divided based link performance , delay and link health. This is the one of the essential and critical aspect to use redundant links with intelligence and efficiency and one of the critical requirements for treasury network, So please include load balance feature parameters "WAN bandwidth by distributing the traffic based on load, cost, path performance, delay, loss etc by the router itself "	No change in the RFP Clause
44	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Request you to add "Should support extensive support for SLA monitoring for metrics like delay, latency, jitter, packet loss, RTP-Based VoIP traffic and should support the capability for measurement of the call setup time using H.323/SIP signalling protocol over IP network."	This features actively monitors traffic to measure the performance of the network by measuring critical parameters for traffic passing by router . By leveraging SLA monitoring, it is possible identify critical metrics that affect network performance and that of the associated applications ,data and voice. This is one of the important performance monitoring tools we recommend to incorporate this feature	No change in the RFP Clause

45	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Additional clause Request you to add"Shall support embedded event manager that enables automation of many network management tasks and directs the operation of router OS to increase availability, collect information, and notify external systems or personnel about critical events "	This feature allows to adopt the significant intelligence to respond to real-time events, automate tasks, create customer commands and take local automated action . As an example to react to an abnormal condition such as the detection of a high error rate on an interface by forcing transit traffic over a more stable and error-free path. EEM can watch for the increased error rate and trigger a policy into action. The policy could notify network operations personnel and take immediate action to reroute traffic.	No change in the RFP Clause
46	Annexure 17: Technical specification of equipment, MANAGED SWITCH,Page no 63	63	Additional clause Request to add"OEM should be in the Gartner's Leaders & Challengers quadrant for Wired and Wireless LAN Access Infrastructure"	To select and choose the best and suitable product in select market categories , please consider Gartner's magic Quadrant(leaders and challengers).Router with better vision and execution are placed in the challengers and leader's quadrant, hence these two quadrants should be the selection criteria	No change in the RFP Clause
47	Annexure 17: Technical specification of equipment, MANAGED SWITCH,Page no 63	63	Additional clause Request you to add"the switch should support minimum 2k IPv4static routes	Static routes is important routing feature for network which build a route to a particular destination and are useful for specifying a gateway of last resort to which all unroutable packets are sent	No change in the RFP Clause

48	Annexure 17: Technical specification of equipment, Firewall 1,Page no 65	65	High Availability Features: VRRP, Stateful high availability(Dual box clustering , Active/passive , Active/active, Configuration synchronization , Firewall session synchronization	Request you to change to "VRRP, Stateful high availability Dual box clustering, Active/passive , Active/active or active /Standby, Configuration synchronization , Firewall session synchronization" For almost all deployment firewalls are always deployed as Active Standby which caters to all possible functionalities required to be carried out by the firewall.Non-compliant point please remove this clause for wider OEM participation.	No change in the RFP Clause
49	Annexure 17: Technical specification of equipment, Firewall 1,Page no 65	65	Application Security Services: Application visibility and control, Application-based firewall, Intrusion prevention, Antivirus, Antispam, Category/reputation-based URL filtering, SSL inspection.	Request you to change to "Application Security Services Application visibility and control, Intrusion prevention, Antivirus, Category/reputation-based URL filtering, SSL inspection" For today's scenario a firewall should have application visibility so that controls can be enforced to block the non-productive applications that can have benefits to the overall business environment and ROI. Emails are lifeline for business communication hence should always be handled by a separate solution to detect and prevent the threats associated with the malicious and spam mails.Non-compliant point please remove this clause for wider OEM participation.	No change in the RFP Clause

50	Annexure 17: Technical specification of equipment, Firewall 2,Page no 66	66	High Availability Features: VRRP, Stateful high availability(Dual box clustering , Active/passive , Active/active, Configuration synchronization , Firewall session synchronization	Request you to change to "VRRP, Stateful high availability Dual box clustering, Active/passive , Active/active or active /Standby, Configuration synchronization , Firewall session synchronization" For almost all deployment firewalls are always deployed as Active Standby which caters to all possible functionalities required to be carried out by the firewall.Non-compliant point please remove this clause for wider OEM participation.	No change in the RFP Clause
51	Annexure 17: Technical specification of equipment, Firewall 2,Page no 66	66	Application Security Services: Application visibility and control, Application-based firewall, Intrusion prevention, Antivirus, Antispam, Category/reputation-based URL filtering, SSL inspection.	Request you to change to "Application Security Services Application visibility and control, Intrusion prevention, Antivirus, Category/reputation-based URL filtering, SSL inspection" For today's scenario a firewall should have application visibility so that controls can be enforced to block the non-productive applications that can have benefits to the overall business environment and ROI. Emails are lifeline for business communication hence should always be handled by a separate solution to detect and prevent the threats associated with the malicious and spam mails.Non-compliant point please remove this clause for wider OEM participation.	No change in the RFP Clause
52	Commercial Bid	92	Commercial bid format	It is not clear from the format that whether TSCA has asked for inclusive tax OR exclusive tax quote from the Bidder; Please clarify	No change in the RFP Clause

53	3.13. Termination 19. termination	22 and 84	<p>1. Termination for Default: If the IA fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by TSCA, without any valid reasons acceptable to TSCA, TSCA may terminate the contract after giving 45 days' notice, and the decision of TSCA on the matter shall be final and binding on the IA. Upon termination of the contract, TSCA shall be at liberty to get the work done at the risk and expense of the IA through any other agency, and to recover from the IA compensation or damages.</p>	<p>It is requested to change the clause as follows: 1. Termination for Default: If the IA fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by TSCA, without any valid reasons acceptable to TSCA, TSCA may terminate the contract after giving 45 days' notice. However, an opportunity of being heard given to IA; Futher, default cure period of 30 days also being provided. And if the IA is not being able to justify the defaults and/or further not being able to cure the default; thereafter any decision of TSCA on the matter shall be final and binding on the IA. Upon termination of the contract, TSCA shall be at liberty to get the work done at the risk and expense of the IA through any other agency, and to recover from the IA compensation or damages.</p>	No change in the RFP Clause
54	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Point #4,Flash Memory	62	<p>The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 1 GB DRAM and 256 MB flash are sufficient to store the OS, Configuration files and Log files in HPE router without any degradation of performance because all the featuers, application and protocols supports from day one. No additional licences are required for upgradation for featuers and protocols. Request you to modify the clause so that leading OEM can participate.</p>	<p>The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 1 GB DRAM and 256 MB flash are sufficient to store the OS, Configuration files and Log files in HPE router without any degradation of performance because all the featuers, application and protocols supports from day one. No additional licences are required for upgradation for featuers and protocols. Request you to modify the clause so that leading OEM can participate.</p>	No change in the RFP Clause

55	Annexure 17: Technical specification of equipment,ROUTER DHQ,Point# 4,Flash Memory	63	The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 4 GB DRAM and 256 MB flash are sufficient to store the OS, Configuration files and Log files in HPE router without any degradation of performance because all the features, application and protocols supports from day one. No additional licences are required for upgradation for features and protocols. Request you to modify the clause so that leading OEM can participate.	The architecture and technology differs from OEM to OEMs and RAM and FLASH size not related to performance of the router. 4 GB DRAM and 256 MB flash are sufficient to store the OS, Configuration files and Log files in HPE router without any degradation of performance because all the features, application and protocols supports from day one. No additional licences are required for upgradation for features and protocols. Request you to modify the clause so that leading OEM can participate.	No change in the RFP Clause
56	ROUTER - SDHQ/BHQ & DHQ	62 & 63	Kindly include the statement "The OEM should be in leaders Quadrant of Gartner's Wired & Wireless Report for last 2 years	Kindly include the statement "The OEM should be in leaders Quadrant of Gartner's Wired & Wireless Report for last 2 years	No change in the RFP Clause
57	Section 2.2 , page #9, SL 2	9		Minimum Average Annual Turnover to be amended to 100 Crores for last 3 years	Corrigendum Issued.
58	Section 4.1	28		What would be the cost for migration of IPV4 to IPV6 as mentioned in page no. 28	All the equipment should be IPV6 compatible and IA needs to configure for IPV6.

59	Annexure 17:	71	Specification for STM1	STM generally provided by Bandwidth Service Provider (BSNL/RAILTEL). To be excluded from the scope of IA	No change in the RFP Clause
60				Who will provide the power cost and power connection for implementaion of new PoP	Provisioning of power is out of scope for IA.
61				For new connectivity site preperation job is not mentioned in the tender. Earthing, power connection, Air conditioning, Generator Back up, Seating and lighting arrangement to be provided.	These componnets are not in the scope of IA.
62				Whether internet feed is required to the PoPs	Internet bandwidth will be provided by TSCA from NICNET.
63	3.18. Limitation of Liability	24	The liability of the TSCA for its obligations under the Contract shall in no case exceed the total value of the Contract.	It is requested to reword as: The liability of the TSCA/IA for its obligations under the Contract shall in no case exceed the total value of the Contract.	No change in the RFP Clause

Annexure - II

Corrigendum for the tender no. 6(7)/TSCA/SWAN/2017 dated 26/09/2017 for Selection of Facility Management Service Operator for Tripura State
Wide Area Network (TSWAN)

Sl. No.	Section No.	Page No	Existing Clause in RFP	Revised Clause in RFP
1	2.2. Eligible IAs	9	5.1 Self certificate signed by Company Secretary should be submitted.	5.1 Self certificate signed by Company Secretary/ Human Resource Head (HR Head) should be submitted.
2	2.2. Eligible IAs	9	5.2 Self certificate signed by Company Secretary should be submitted	5.2 Self certificate signed by Company Secretary/ Human Resource Head (HR Head) should be submitted.
3	3.11.3. Procedure for Claiming Relief	21	3.11.3 Procedure for Claiming Relief III When the Affected Party is able to resume performance of its obligations under the Agreement, it shall promptly give the other Party written notice to that effect. In no event shall the suspension of performance be of greater scope and of longer duration than is necessitated by Force Majeure.	3.11.3 Procedure for Claiming Relief III When the Affected Party is able to resume performance of its obligations under the Agreement, it shall promptly give the other Party written notice to that effect. In no event shall the suspension of performance be of greater scope and of longer duration than is necessitated by Force Majeure. IV. TSCA shall pay/compensate IA for the material/assets damaged due to force majeure which were already delivered or Services already provided before the occurrence of event of force majeure.

4	3.11.3 Extensions due to Force Majeure	21	<p>3.11.3 Extensions due to Force Majeure Neither Party shall be responsible or liable for, or deemed to be in breach of the Agreement because of any failure or delay in complying with its obligations under the Agreement, due solely to one or more events of Force Majeure, and the periods allowed for the performance by the Parties of such obligation(s) shall be extended on a day-for-day basis from the date of the event of Force Majeure provided that no relief shall be granted to the Affected Party to the extent that such failure or delay would have nevertheless been experienced by that Party had such Force Majeure event not occurred.</p>	<p>3.11.4 Extensions due to Force Majeure Neither Party shall be responsible or liable for, or deemed to be in breach of the Agreement because of any failure or delay in complying with its obligations under the Agreement, due solely to one or more events of Force Majeure, and the periods allowed for the performance by the Parties of such obligation(s) shall be extended on a day-for-day basis from the date of the event of Force Majeure provided that no relief shall be granted to the Affected Party to the extent that such failure or delay would have nevertheless been experienced by that Party had such Force Majeure event not occurred.</p>																		
5	4.7 Implementation Schedule	31	<p>4.7 Implementation Schedule</p> <table border="1" data-bbox="653 769 1245 1011"> <thead> <tr> <th>Sl.No.</th> <th>Activity</th> <th>Time line</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Delivery of equipment and Placing of required manpower at identified location.</td> <td>T+3 Months</td> </tr> <tr> <td>3</td> <td>Providing services as mentioned in this tender</td> <td>T+60 Months</td> </tr> </tbody> </table>	Sl.No.	Activity	Time line	2	Delivery of equipment and Placing of required manpower at identified location.	T+3 Months	3	Providing services as mentioned in this tender	T+60 Months	<p>4.7 Implementation Schedule</p> <table border="1" data-bbox="1379 769 1992 1011"> <thead> <tr> <th>Sl.No.</th> <th>Activity</th> <th>Time line</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>Delivery of equipment and Placing of required manpower at identified location.</td> <td>T+3 Months=G</td> </tr> <tr> <td>3</td> <td>Providing services as mentioned in this tender</td> <td>G+60 Months</td> </tr> </tbody> </table>	Sl.No.	Activity	Time line	2	Delivery of equipment and Placing of required manpower at identified location.	T+3 Months=G	3	Providing services as mentioned in this tender	G+60 Months
Sl.No.	Activity	Time line																				
2	Delivery of equipment and Placing of required manpower at identified location.	T+3 Months																				
3	Providing services as mentioned in this tender	T+60 Months																				
Sl.No.	Activity	Time line																				
2	Delivery of equipment and Placing of required manpower at identified location.	T+3 Months=G																				
3	Providing services as mentioned in this tender	G+60 Months																				
6	Annexure 3: Format for Performance Bank Guarantee	40	<p>AND WHEREAS it has been stipulated in the said Contract that the IA shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized bank for the project/performance of the Horizontal Extension of SWAN as per the agreement.</p>	<p>AND WHEREAS it has been stipulated in the said Contract that the IA shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized Bank/schedule commercial Bank located in India having at least one Branch in Agartala in the format provided by TSCA as per annexure prescribed in these documents to be submitted within 15 days of issuance of LoI by TSCA for the project/performance of the Facility Management Service Operator for Tripura State Wide Area Network (TSWAN) as per the agreement</p>																		

7	Annexure 12: Technical Evaluation Criteria	51	RELEVANT PAST EXPERIENCE <table border="1" data-bbox="642 334 1318 943"> <tr> <td data-bbox="642 334 722 943">4</td> <td data-bbox="722 334 1016 943">The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).</td> <td data-bbox="1016 334 1318 943"> <ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 10 Crore or above will be considered)</p> </td> </tr> </table>		4	The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).	<ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 10 Crore or above will be considered)</p>	RELEVANT PAST EXPERIENCE <table border="1" data-bbox="1371 334 1999 943"> <tr> <td data-bbox="1371 334 1440 943">4</td> <td data-bbox="1440 334 1734 943">The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).</td> <td data-bbox="1734 334 1999 943"> <ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 15 Crore or above will be considered)</p> </td> </tr> </table>		4	The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).	<ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 15 Crore or above will be considered)</p>
4	The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).	<ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 10 Crore or above will be considered)</p>										
4	The IA should have satisfactorily completed / ongoing minimum two projects each having value not less than Rs. 15 crores related to IT Infrastructure development, operation and maintenance activities with any Central/State Government Agencies/PSUs in India during the last 5 years (as on 31/3/17).	<ul style="list-style-type: none"> • 4 or more nos. of projects each having value of Rs 15 crores or above = 15 Marks • 3 Projects each having value of Rs 15 crores or above = 13 marks • 2 Projects each having value of Rs 15 crores or above = 11 marks <p>(Project with 15 Crore or above will be considered)</p>										
8	Annexure 12: Technical Evaluation Criteria	51	2	Average Annual turnover of the Bidder for last three FY (FY 13-14, FY 14-15 and FY 15-16)	2	Average Annual turnover of the Bidder for last three FY (FY 13-14, FY 14-15 and FY 15-16)	<ul style="list-style-type: none"> • ≥1000 Cr= 20 marks • ≥500 Cr and <1000 Cr= 17 marks. • ≥ 250 Cr and <500 Cr= 14 marks. 	<ul style="list-style-type: none"> • ≥ 330 Cr= 20 marks • ≥ 230 Cr and <330 Cr= 17 marks. • ≥ 130 Cr and <230 Cr= 14 marks. 				

9	Annexure 13 : Qualification of Resources and SI No. 4	53	Annexure 13: Qualification of the Resources, SI No. 4 <table border="1" data-bbox="751 334 1234 440"> <tr> <td>Network Field Operator</td> <td>3+ Years</td> <td>BE/ B.Tech /MCA</td> </tr> </table>	Network Field Operator	3+ Years	BE/ B.Tech /MCA	Annexure 13: Qualification of the Resources, SI No. 4 <table border="1" data-bbox="1377 334 1990 708"> <tr> <td rowspan="4">Network Field Operator</td> <td>1 + year experience. or</td> <td>BE/B.Tech in CSE/IT/ET/ECE/ETCE or MCA</td> </tr> <tr> <td>2+ years of experience or</td> <td>three years Diploma in CSE/IT/ETCE/E.C.E/ET</td> </tr> <tr> <td>2+ years of experience</td> <td>B.Sc. In IT/ M.Sc. in IT/B.C.A</td> </tr> <tr> <td>3+ years of experience</td> <td>B.Sc. with 1 year Diploma in Computer Hardware & Networking</td> </tr> </table>	Network Field Operator	1 + year experience. or	BE/B.Tech in CSE/IT/ET/ECE/ETCE or MCA	2+ years of experience or	three years Diploma in CSE/IT/ETCE/E.C.E/ET	2+ years of experience	B.Sc. In IT/ M.Sc. in IT/B.C.A	3+ years of experience	B.Sc. with 1 year Diploma in Computer Hardware & Networking
Network Field Operator	3+ Years	BE/ B.Tech /MCA														
Network Field Operator	1 + year experience. or	BE/B.Tech in CSE/IT/ET/ECE/ETCE or MCA														
	2+ years of experience or	three years Diploma in CSE/IT/ETCE/E.C.E/ET														
	2+ years of experience	B.Sc. In IT/ M.Sc. in IT/B.C.A														
	3+ years of experience	B.Sc. with 1 year Diploma in Computer Hardware & Networking														
10	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ,Page no 62	62	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ <table border="1" data-bbox="642 808 1041 862"> <tr> <td>4</td> <td>Flash Memory</td> <td>4 Gbps</td> </tr> </table>	4	Flash Memory	4 Gbps	Annexure 17: Technical specification of equipment,ROUTER SDHQ/BHQ <table border="1" data-bbox="1371 808 1749 911"> <tr> <td rowspan="2">4</td> <td>Flash Memory</td> <td>4 GB</td> </tr> <tr> <td>RAM</td> <td>4 GB</td> </tr> </table>	4	Flash Memory	4 GB	RAM	4 GB				
4	Flash Memory	4 Gbps														
4	Flash Memory	4 GB														
	RAM	4 GB														
11	Annexure 17: Technical specification of equipment, ROUTER DHQ,Page no 63	63	Annexure 17: Technical specification of equipment, ROUTER DHQ <table border="1" data-bbox="642 995 1062 1049"> <tr> <td>4</td> <td>Flash Memory</td> <td>8 Gbps</td> </tr> </table>	4	Flash Memory	8 Gbps	Annexure 17: Technical specification of equipment, ROUTER DHQ <table border="1" data-bbox="1371 995 1780 1097"> <tr> <td rowspan="2">4</td> <td>Flash Memory</td> <td>8 GB</td> </tr> <tr> <td>RAM</td> <td>8 GB</td> </tr> </table>	4	Flash Memory	8 GB	RAM	8 GB				
4	Flash Memory	8 Gbps														
4	Flash Memory	8 GB														
	RAM	8 GB														
12	Annexure 17: Technical specification of equipment, Firewall 1,Page no 64	64	Annexure 17: Technical specification of equipment, Firewall 1 <table border="1" data-bbox="642 1222 1346 1320"> <thead> <tr> <th colspan="2">Hardware Spec</th> </tr> <tr> <th>Specification</th> <th>Description</th> </tr> </thead> </table>	Hardware Spec		Specification	Description	Annexure 17: Technical specification of equipment, Firewall 1 <table border="1" data-bbox="1371 1222 1990 1320"> <thead> <tr> <th colspan="2">Hardware Spec</th> </tr> <tr> <th>Specification</th> <th>Description</th> </tr> </thead> </table>	Hardware Spec		Specification	Description				
Hardware Spec																
Specification	Description															
Hardware Spec																
Specification	Description															

			Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant.		Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant for the year 2015, 2016 and 2017.		
			Features			Features			
			Features	Description		Features	Description		
			Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM), Reverse Path Forwarding (RPF), Point-to-Point Protocol (PPP), Frame Relay, High-Level Data Link Control (HDLC), serial, Multilink Point-to-Point Protocol (MLPPP), Multilink Frame Relay (MLFR), and Point-to-Point Protocol over Ethernet (PPPoE).		Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM)		
			QoS Features	Support for 802.1p, DiffServ code point (DSCP), Marking, policing, and shaping , Weighted random early detection (WRED)		QoS Features	This Feature is not required		
			Switching Features	Layer 2 Forwarding , MAC address learning, Spanning tree protocols (STP, RSTP), Link aggregation, Link Layer Discovery Protocol (LLDP)		Switching Features	Link aggregation/ IEEE 802.3ad		
			Advanced Routing Services	BGP, IS-IS, MPLS (RSVP, LDP), L2/L3 MPLS VPN, pseudowires, Virtual private LAN service (VPLS), MPLS traffic engineering and MPLS fast reroute		Advanced Routing Services	BGP		
			Network Services	(DHCP) client/server/ relay, Domain Name System (DNS) proxy, dynamic DNS (DDNS),		Network Services	DHCP		
			All other technical specification will remain same.						

13	Annexure 17: Technical specification of equipment, Firewall 2,Page no 65	65	<p>Annexure 17: Technical specification of equipment, Firewall 2</p> <table border="1" data-bbox="642 334 1318 1214"> <thead> <tr> <th colspan="2" data-bbox="642 334 1318 386">Hardware Spec</th> </tr> <tr> <th data-bbox="642 386 898 428">Specification</th> <th data-bbox="898 386 1318 428">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="642 428 898 532">Listed in Gartner Magic Quadrant</td> <td data-bbox="898 428 1318 532">OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant.</td> </tr> <tr> <th colspan="2" data-bbox="642 532 1318 584">Features</th> </tr> <tr> <th data-bbox="642 584 898 669">Features</th> <th data-bbox="898 584 1318 669">Description</th> </tr> <tr> <td data-bbox="642 669 898 1078">Protocol Supports</td> <td data-bbox="898 669 1318 1078">OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM), Reverse Path Forwarding (RPF), Point-to-Point Protocol (PPP), Frame Relay, High-Level Data Link Control (HDLC), serial, Multilink Point-to-Point Protocol (MLPPP), Multilink Frame Relay (MLFR), and Point-to-Point Protocol over Ethernet (PPPoE).</td> </tr> <tr> <td data-bbox="642 1078 898 1214">QoS Features</td> <td data-bbox="898 1078 1318 1214">Support for 802.1p, DiffServ code point (DSCP), Marking, policing, and shaping , Weighted random early detection (WRED)</td> </tr> </tbody> </table>	Hardware Spec		Specification	Description	Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant.	Features		Features	Description	Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM), Reverse Path Forwarding (RPF), Point-to-Point Protocol (PPP), Frame Relay, High-Level Data Link Control (HDLC), serial, Multilink Point-to-Point Protocol (MLPPP), Multilink Frame Relay (MLFR), and Point-to-Point Protocol over Ethernet (PPPoE).	QoS Features	Support for 802.1p, DiffServ code point (DSCP), Marking, policing, and shaping , Weighted random early detection (WRED)	<p>Annexure 17: Technical specification of equipment, Firewall 2</p> <table border="1" data-bbox="1367 334 1988 1328"> <thead> <tr> <th colspan="2" data-bbox="1367 334 1988 386">Hardware Spec</th> </tr> <tr> <th data-bbox="1367 386 1656 428">Specification</th> <th data-bbox="1656 386 1988 428">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="1367 428 1656 600">Listed in Gartner Magic Quadrant</td> <td data-bbox="1656 428 1988 600">OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant for the year 2015, 2016 and 2017.</td> </tr> <tr> <th colspan="2" data-bbox="1367 600 1988 652">Features</th> </tr> <tr> <th data-bbox="1367 652 1656 737">Features</th> <th data-bbox="1656 652 1988 737">Description</th> </tr> <tr> <td data-bbox="1367 737 1656 977">Protocol Supports</td> <td data-bbox="1656 737 1988 977">OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM)</td> </tr> <tr> <td data-bbox="1367 977 1656 1107">QoS Features</td> <td data-bbox="1656 977 1988 1107">This feature not required</td> </tr> <tr> <td data-bbox="1367 1107 1656 1218">Switching Features</td> <td data-bbox="1656 1107 1988 1218">Link aggregation/IEEE 802.3ad</td> </tr> <tr> <td data-bbox="1367 1218 1656 1289">Advanced Routing Services</td> <td data-bbox="1656 1218 1988 1289">BGP</td> </tr> <tr> <td data-bbox="1367 1289 1656 1328">Network Services</td> <td data-bbox="1656 1289 1988 1328">DHCP</td> </tr> </tbody> </table>	Hardware Spec		Specification	Description	Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant for the year 2015, 2016 and 2017.	Features		Features	Description	Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM)	QoS Features	This feature not required	Switching Features	Link aggregation/ IEEE 802.3ad	Advanced Routing Services	BGP	Network Services	DHCP
Hardware Spec																																						
Specification	Description																																					
Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant.																																					
Features																																						
Features	Description																																					
Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM), Reverse Path Forwarding (RPF), Point-to-Point Protocol (PPP), Frame Relay, High-Level Data Link Control (HDLC), serial, Multilink Point-to-Point Protocol (MLPPP), Multilink Frame Relay (MLFR), and Point-to-Point Protocol over Ethernet (PPPoE).																																					
QoS Features	Support for 802.1p, DiffServ code point (DSCP), Marking, policing, and shaping , Weighted random early detection (WRED)																																					
Hardware Spec																																						
Specification	Description																																					
Listed in Gartner Magic Quadrant	OEM should be listed in Leaders or Challengers Quadrant of Gartner Magic Quadrant for the year 2015, 2016 and 2017.																																					
Features																																						
Features	Description																																					
Protocol Supports	OSPF/OSPF v3 , Static routes, RIP v1/v2, IPv4, IPv6, Internet Group Management Protocol (IGMP), Protocol Independent Multicast (PIM)																																					
QoS Features	This feature not required																																					
Switching Features	Link aggregation/ IEEE 802.3ad																																					
Advanced Routing Services	BGP																																					
Network Services	DHCP																																					

			Switching Features	Layer 2 Forwarding , MAC address learning, Spanning tree protocols (STP, RSTP), Link aggregation, Link Layer Discovery Protocol (LLDP)	All other technical specification will remain same.
			Advanced Routing Services	BGP, IS-IS, MPLS (RSVP, LDP), L2/L3 MPLS VPN, pseudowires, Virtual private LAN service (VPLS), MPLS traffic engineering and MPLS fast reroute	
			Network Services	(DHCP) client/server/ relay, Domain Name System (DNS) proxy, dynamic DNS (DDNS),	
14	4.2. Payment Terms and Schedule 18. Payment Schedule	29 and 84	4.2. Payment Terms and Schedule and 18. Payment Schedule		4.2. Payment Terms and Schedule and 18. Payment Schedule
			Sl. No.	Milestone	% of Payment to be released
			1	Delivery and Installation of equipment	<ul style="list-style-type: none"> • 90 % capex after successful Installation & FAT. • Another 5% will be paid after 6 months of Installation and FAT. • Remaining 5% will be paid after 12 months of Installation and FAT. <p>(If the site is not ready a certificate may issue by TSCA. In such cases 80% payment for capex will be made and remaining 20% for capex will be made after successful installation and FAT).</p>
			Sl. No.	Milestone	% of Payment to be released
			1	Delivery and Installation of equipment	<ul style="list-style-type: none"> • 50 % capex after delivery of equipment and 40% of capex after installation and FAT. • Another 5% will be paid after 6 months of Installation and FAT. • Remaining 5% will be paid after 12 months of Installation and FAT. <p>(If the site is not ready a certificate may be issued by TSCA. In such cases 80% payment for capex will be made and remaining 20% for</p>

					capex will be made after (i) successful installation and FAT or (ii) completion of 1 year after delivery, which ever is earlier)											
15	Page 26,		New clause added after clause no. 3.26 at page 26 as 3.27 Minimum Wages Rule	3.27 Mininum Wages Rule: In case of any amendment / Change in laws by Government of India/Government of Tripura including but not limited to minimum wages which will impact in increase of Cost of more than 10% from the minimum wages rate as on last date of bid submission, then the IA may notify the same to TSCA for compensatory adjustment and TSCA will compensate the increased amount beyond 10% of such increase. The notice shall be accompanied by all supporting documents, details and information required by the TSCA to assess the claims of the IA.												
16	Important Dates and Information	2	<table border="1"> <tr> <td>Last Date And Time For Receipt Of eBids</td> <td>04/11/2017 at 17:00 Hrs</td> </tr> <tr> <td>Last Date And Time For Receipt Of Hard copy of bid document</td> <td>06/11/2017 at 17:00 Hrs</td> </tr> <tr> <td>Date & Time Of Opening Of Prequalification Bids and Technical Bids</td> <td>07/11/2017 at 15:00 Hrs</td> </tr> </table>	Last Date And Time For Receipt Of eBids	04/11/2017 at 17:00 Hrs	Last Date And Time For Receipt Of Hard copy of bid document	06/11/2017 at 17:00 Hrs	Date & Time Of Opening Of Prequalification Bids and Technical Bids	07/11/2017 at 15:00 Hrs	<table border="1"> <tr> <td>Last Date And Time For Receipt Of eBids</td> <td>18/11/2017 at 17:00 Hrs</td> </tr> <tr> <td>Last Date And Time For Receipt Of Hard copy of bid document</td> <td>20/11/2017 at 17:00 Hrs</td> </tr> <tr> <td>Date & Time Of Opening Of Prequalification Bids and Technical Bids</td> <td>21/11/2017 at 11:00 Hrs</td> </tr> </table>	Last Date And Time For Receipt Of eBids	18/11/2017 at 17:00 Hrs	Last Date And Time For Receipt Of Hard copy of bid document	20/11/2017 at 17:00 Hrs	Date & Time Of Opening Of Prequalification Bids and Technical Bids	21/11/2017 at 11:00 Hrs
Last Date And Time For Receipt Of eBids	04/11/2017 at 17:00 Hrs															
Last Date And Time For Receipt Of Hard copy of bid document	06/11/2017 at 17:00 Hrs															
Date & Time Of Opening Of Prequalification Bids and Technical Bids	07/11/2017 at 15:00 Hrs															
Last Date And Time For Receipt Of eBids	18/11/2017 at 17:00 Hrs															
Last Date And Time For Receipt Of Hard copy of bid document	20/11/2017 at 17:00 Hrs															
Date & Time Of Opening Of Prequalification Bids and Technical Bids	21/11/2017 at 11:00 Hrs															

17	2.10 Submission of the BID	13	N.B.: One Hard copy of Prequalification documents and Technical Solution with all Technical details, data sheets with detail technical specification and one copy of Financial Bid in an envelope superscribed as "Commercial Bid-Do not open before 07/11/2017 " all sealed in separate envelopes enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title and reference number, and a statement "To be opened by addressee only" and the name and address of the Bidder to be submitted to Member Secretary, TSCA , Indranagar, Agartala-799006 by 07/11/2017 15:00 Hr.	N.B.: One Hard copy of Prequalification documents and Technical Solution with all Technical details, data sheets with detail technical specification and one copy of Financial Bid in an envelope superscribed as "Commercial Bid-Do not open before 21/11/2017 " having all sealed in separate envelopes enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (RFP) with title and reference number, and a statement "To be opened by addressee only" and the name and address of the Bidder to be submitted to Member Secretary, TSCA , Indranagar, Agartala-799006 by 20/11/2017 upto 17:00 Hrs.
18	2.2 Eligible IAs	9	Sl. No. 2 in the table: The Bidder should have an average annual turnover of not less than INR 250 Crores during last three financial years (F.Y. 2013-14, 2014-15 and 2015-16 respectively).	Sl. No. 2 in the table: The Bidder should have an average annual turnover of not less than INR 130 Crores during last three financial years (F.Y. 2013-14,2014-15 and 2015-16 respectively).