RFQ- Internet Service Provider- Pre-Bid Meeting(PBM) Queries and Answers
Date & Time : 02 January 2019, 4:00PM - 5:00PM

Sr. no.	Clause no:	Sub-clause no.	Clause as per RFP document	Query	Response
1	3.1	1	The Bidder is responsible for providing end-to-end solution (including hardware, software and internet links) for setting-up internet at ReBIT's new office.	Request ReBIT to provide more clarity on Bidder scope of work.	Bidder should manage & implement all the services till the Ethernet hand off . Like link commissioning and testing, all the hardware installation ,configuration, operation, router configuration , link failover configuration etc..
2	3.1	4	The Bidder should provide one PRI link with redundancy for ReBIT Telephony Infrastructure.	Please elaborate on the redundancy for PRI. Also confirm if calling is local, national & international. Need complete scope of work for PRI in terms of EPABX, telephone instruments, wiring, demarcation On ILL/MPLS/SIP Trunk Active - Passive kind of scenario can be provided wherein in PRI it works in Active - Active scenario. We don't offer any local PRI lines	ReBIT has decided to go with single PRI Line with one pilot number & 250 DIDs. LOCAL, ISD,STD should be enabled. Termination of PRI line in EPABX will be in scope of bidder. EPBAX configuration is in not in scope of ISP. However there should be a provision of adding one more PRI line in future if required
3	3.1	5.a	The bidder shall provide centralized Helpdesk for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system.	We have Voice and Email ticket generation facility	ISP shall provide proactive alert to ReBIT at least over voice call and email
4	3.1	10	Call Management: The calls will be handled at helpdesk based on severity.	Helpdesk means VIL helpdesk- ok with it	Noted

5	3.1	11	Preventive maintenance: the bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation and thereafter once	Preventive maintenance will be done half yearly Post installation of Equipment	Noted
6	3.1	12	The bidder will arrange for team of experts to carry out troubleshooting if required at the time of installation and integration with the ReBIT's infrastructure in coordination with the Network Manager of ReBIT	Need scope of work and which kind of infrastructure ReBIT is referring	Scope of work is already mentioned in RFQ in detailed. ISP shall provide dual last mile with the dual CE router. ISP shall provide manage services till the Ethernet Handoff including configuration, operation , troubleshooting, etc.
7	3.1	13	The bidder must have a good qualified technical staff to understand the technical problems and provide proper resolution. Bidder has to appoint a Project Manager for this RFQ for the entire duration of the contract. The bidder should provide CV of Project Manager that demonstrates proven experience in executing projects similar in scope and complexity. ReBIT reserves the right to ask for a change in the Project Manager, depending upon qualification/experience/performance etc.	ok --for Qualified technical staff to understand technical problems. Project Manager- TES team to confirm. Project manager CV is not required as project manager will be on payroll of ISP only, hence we are requesting you to remove this clause.	We are modifying this clause as below: "The bidder must have a good qualified technical staff to understand the technical problems and provide proper resolution. Bidder has to appoint a Project Manager for this RFQ for the entire duration of the contract. Project Manager that demonstrates proven experience in executing projects similar in scope and complexity. ReBIT reserves the right to ask for a change in the Project Manager, depending upon qualification/experience/performance etc."

8	3.3	10	The bidder should have its own full-fledged office and Technical support centre in Mumbai. ISP's NOC should be in India.	Airtel will assign a RM (Relationship manager) to look after the technical support and billing related aspects in Mumbai. However, the NOC is located at Manesar, Haryana. VIL is having Technical support centre i.e. SNOC & IPNOC situated at Pune.	Noted
9	3.3	14	Should be able to commission Leased Line Internet Bandwidth within six weeks from the date of purchase order. For late delivery the LD clause would be applicable @1% of the contract value inclusive of all taxes, duties, levies etc., per week or part Thereof subject to a maximum of 5%.	We request ReBIT to exclude the penalty charges as delivery dependency is attributable due to multiple reason such as delay in receiving ROW permission for fibre laying from Govt. authorities, Delay in building permission for inside building fibre pulling till customer premise, delay in server room readiness at customer end etc. Request ReBIT to consider 8 to 10 weeks to commission the link, Also request to provide relaxation on SLA penalties as:- For Fibre Last Mile:- 99.50% to 99.00% - 1% of Recurring Charges for the period of measurement 99.01% to 98.75% - 2% of Recurring Charges for the period of measurement 98.76% to 98.50% - 3% of Recurring Charges for the period of measurement Less than 98.50% - 5% of Recurring Charges for the period of measurement For UBR Last Mile:- 98.50% to 98.00% - 1% of Recurring Charges for the period of measurement 98.01% to 97.75% - 2% of Recurring Charges for the period of measurement 97.76% to 97.50% - 3% of Recurring Charges for the period of measurement Less than 97.50% - 5% of Recurring	ISP should arrange all the necessary prerequisites within timeline ISP shall provide primary link within 4-6 weeks and secondary link within 6-8 weeks ISP shall provide both the last mile strictly on wired line only Penalty clause will get applicable after Noted timelines as above.

10	4.6		The hardware, software and associated documentation so received should be in good working condition at the designated location of the ReBIT.	Request ReBIT to provide more clarity on Bidder scope of work.	Hardware should not be declare as End of Life , hardware should be in good condition & It's should provide stable performance . All the hardware/software which are in a ISP scope should be managed by ISP only
11	4.6		The installation will be deemed to be complete after successfully conducting Acceptance test procedure (ATP) and acceptance of the same by ReBIT.	Please provide details of Acceptance test. Request ReBIT to provide more clarity on Acceptance criteria & test.	All technical specification requirement of RFQ will be consider as acceptance test criteria against which ReBIT will certify the implementation.
12	4.6		The Bidder has to resolve any hardware, system software and integration issues with existing systems and application related problems during installation of the Total Solution.	What kind of integration is required. What is scope of work for integration. What are the applications & existing system, Request ReBIT to provide more clarity on Bidder scope of work.	ISP scope is involved till CE router Ethernet handoff. Which include configuration, operation, troubleshooting, hardware upgrade/replacement.
13	4.6		On the evaluation of the Acceptance Test results and if required in view of the performance of the Total Solution, as observed during the Acceptance Test, the Vendor shall take remedial measures including up-gradation of the Total Solution or of any component there under, including replacement thereof, at no additional cost to the ReBIT, to ensure that the Total Solution meets the requirements of ReBIT as	Request ReBIT to provide more clarity on Acceptance criteria & test.	All technical specification requirement of RFQ will be consider as acceptance test criteria against which ReBIT will certify the implementation. ReBIT will provide link acceptance within 7 days if link is stable and error free.
14	4.2		Vendor proposal (Minimum Eligibility, EMD, Technical and Commercial in separate sealed envelope submission date)	EMD amount is not mentioned in RFQ	EMD is not required

15	ISP	1	ISP shall provide 25 Mbps connectivity for each last mile of business class internet and should be upgradable to 50 Mbps	Request ReBIT to confirm whether from Day 1 the 50 Mbps bandwidth support require or In later stage by up gradation request Bandwidth up gradation require. Will this be a managed or an unmanaged solution	We require 25 Mbps bandwidth from Day 1, BW upgrade to 50Mbps is Day 2 requirement . Hence all hardware should support 50Mbps of bandwidth from Day 1
16	ISP	3	ISP shall provide IPv6 support	Request ReBIT to confirm on the IPv6 IP Pool details. Please confirm if you need IPv6 addresses from Tata Communications or will you be using your own IPv6 addresses. If IPv6 addresses to be provided by Tata, please confirm the LAN/WAN pool needed	IPv6 ip pool is Day 2 requirement. But proposed solution should support IPV4 from Day 1
17	ISP	4	ISP shall provide usable public IP addresses for WAN side \29 & for LAN side \28	Request ReBIT to provide more clarity on /29 WAN IP Pool. Assuming that these subnets in discussion are IPv4 pools. Please reconfirm.	1) WAN IP requirement is for ReBIT wan interfaces of perimeter devices. We need 6 usable IP address between ISP CPE router lan interface to our perimeter device WAN interface. 2)Three number of IP address on CPE END LAN interface (Primary router LAN interface IP, secondary router LAN interface IP, virtual IP) & three number IP address for ReBIT perimeter device (primary IP, secondary IP, virtual IP) 3) LAN IP requirement is for our server segment for natting . we need total 16 usable public ip for our server segment.
18	ISP	5	ISP shall provide dual last mile and the proof of 2 last mile wired providers for redundancy purpose	Tata Communications proposes Dual CPE, Dual LM and Dual PE setup. Customer to confirm if the approach is ok. Customer to confirm if this will be Active/active or Active/Passive links	Approach is correctly mentioned. We need redundancy in solution with dual last mile, dual router, dual POP, dual CPE. ISP shall provide proof on last mile path redundancy We need active/ passive link solution.

19	ISP	11	ISP shall maintain network monitoring capability and notify ReBIT at the point of any disruption of service, at no time shall it take longer than fifteen (15) minutes to send notification from the time the outage occurs	This will be applicable to Internet link only. Not for PRI. For PRI the ticket will be raised by ReBIT and provided to Airtel. Notification & Monitoring sent for Managed circuits with in 15 mins and not for unmanaged circuits Site level SLA will be as per Service Schedule MTTR for P1 case will be 4 hours	Noted Both the last mile circuit shall be manage & maintain by same bidder. ReBIT is Noted on reactive ticket login for PRI services.
20	ISP	12	ISP should have Proactive monitoring services	This should be applicable to Internet link only. Not for PRI. Monitoring will be proactive for Internet link as router provided by Airtel. For PRI monitoring will be reactive post intimated by ReBIT to Airtel. Request ReBIT to provide clarity since proactive monitoring can be provided on ILL link only. On PRI reactive ticket logging can be provided.	Noted Both the last mile circuit shall be manage & maintain by same bidder. ReBIT is Noted on reactive ticket login for PRI services.
21	ISP	14	ISP shall provide Bandwidth utilization & network uptime report to client on weekly, monthly, yearly basis	Vodafone Idea will provide BW Utilization Monthly as BAU, or as an when asked by Customer for Specific Period	Noted
22	ISP	15	ISP shall guarantee quality of service – minimum uptime 99.999% per month with maximum of two (2) hours response and resolution to problems	SLA is conflicting with Site level SLA will be as per Service Schedule MTTR for P1 case will be 4 hours	We are changing this clause as mention below: "ISP shall guarantee quality of service – minimum uptime 99.99% per month with maximum of two (2) hours response and maximum of four (4) hours resolution time"

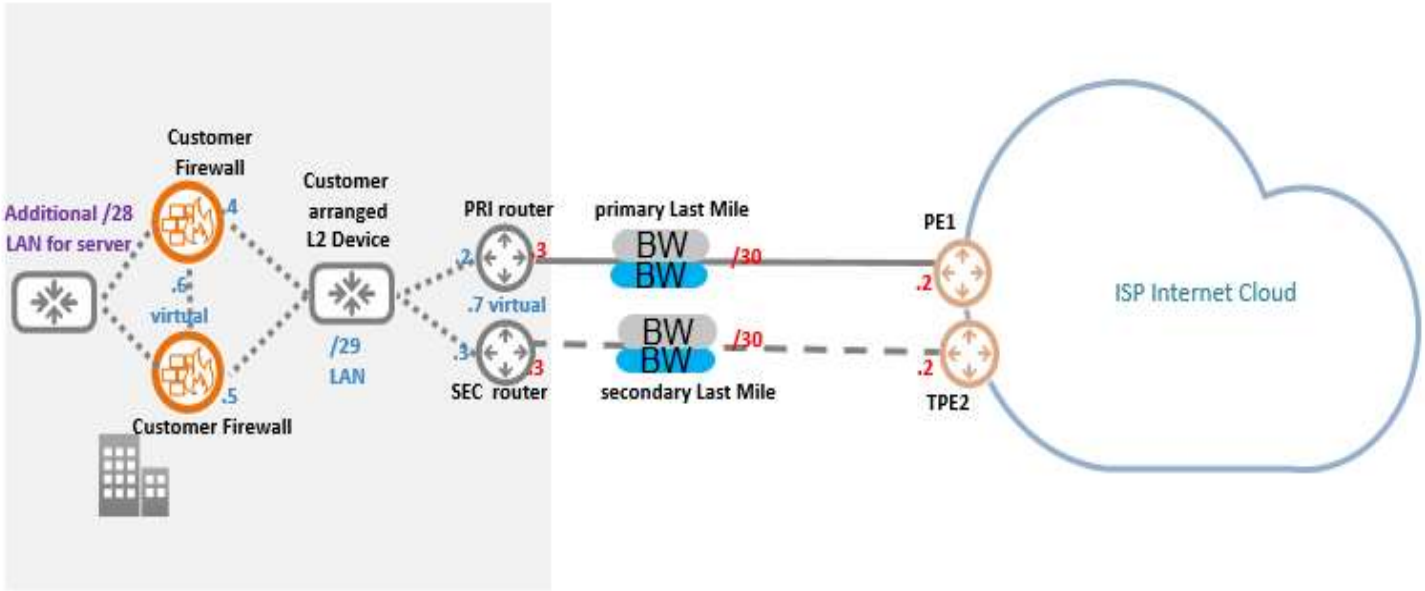
23	ISP	16	Network/Transit delay shall not exceed an average of 80milliseconds over a 5 minute period where the situation is under the ISP's control.	Request ReBIT to provide relaxation on average latency of 90ms POP to POP across India.	As per standard recommendation by all bidders we are changing this clause as mention below: "Network/Transit delay shall not exceed an average of 90milliseconds over a 5 minute period within India where the situation is under the ISP's control".
24	ISP	18	Packet loss shall not exceed an average of 0.1% over a 5 minute period	Request ReBIT to provide relaxation to 0.5% packet loss on fibre & 1% packet loss on UBR.	As per standard recommendation by all ISP providers we are changing this clause as mention below: "Packet loss shall not exceed an average of 0.5% over a 5 minute period within India"
25	ISP	21	Redundancy in CE end router	Request ReBIT to provide more clarity on LAN side architecture.	Ethernet hand of from ISP ce end router will be terminated in ReBIT perimeter devices. So we need two router in active-passive state We need redundancy in solution with dual last mile, dual router, dual pop, dual cpe. ISP shall provide proof on last mile path redundancy We need active/ passive link solution.
26	DDOS	3	The proposed cloud mitigation service provider must have mitigation centres distributed across the world	Request ReBIT to provide more clarity on Global scrubbing centre requirement.	ReBIT has presence only within India hence mitigation centre has to provide services within India.
27	DDOS	8	The proposed cloud mitigation must have ability to provide carrier agnostic DDoS mitigation service i.e. independent of who the customer's upstream ISPs are or how many there are	Request ReBIT to provide more clarity on DDOS service on other ISP details. Also request to provide scope of work of Bidder & ReBIT in case of DDOS service on other ISP's.	ISP should provide DDOS mitigation service for both the managed last mile

28	DDOS	12	The proposed cloud mitigation service provider must have a minimum of 3 live scrubbing centres in the Indian Region and must have a minimum of 10 live scrubbing centres in International Regions.	Request ReBIT to provide more clarity on Global scrubbing centre requirement, also any specific requirement regarding the India specific 2 scrubbing centres.	As per standard recommendation by all bidders we are changing this clause as mention below: "The proposed cloud mitigation service provider must have a minimum of 2 live scrubbing centres in the Indian Region"
29	DDOS		The proposed cloud mitigation service provider must have at least 20 Gbps Scrubbing capacity in the Indian Region and must have at least 100 Gbps Scrubbing capacity in International Regions.		As per standard recommendation by all bidders we are changing this clause to good to have
30	DDOS	15	The proposed cloud mitigation service should be from an ISP in India having both local and global scrubbing centres	Request ReBIT to provide more clarity on this clause since the mitigation can be provided on India specific.	As per standard recommendation by all bidders we are changing this clause as mention below: "The proposed cloud mitigation service should be from an ISP in India having local scrubbing centres"
31	DDOS	19	The proposed Cloud service should have volumetric & state exhaustion attack mitigation capacity of at least 200 Gbps	Request ReBIT to provide relaxation on mitigation capacity of at least 100 Gbps	As per standard recommendation by all bidders we are changing this clause as mention below: "The proposed Cloud service should have volumetric & state exhaustion attack mitigation capacity of at least 100 Gbps"
32	DDOS	21	The proposed Cloud DDoS Detection platform must have the ability to collect 500K+ FPS which enables higher detection rates	Request ReBIT to provide more clarity on 500K+ FPS since existing asked is for 200K+ FPS.	This is good to have requirement hence this will get lower weightage
33	DDOS			What should be the detection and cloud mitigation capacity.	The proposed DDOS mitigation service provider must provide DDOS mitigation capacity 2GBPS
34	DDOS			Will this be for both the links	The proposed DDOS mitigation service provider must provide DDOS service for both the links
35	DDOS			How many profiles to be created	As per industry standard

36	DDOS			Which subnets to be protected	All the Subnet provided by ISP to the ReBIT should be protected by DDOS service provider
37	DDOS			should DDOS be enabled for both IPv4 and IPv6 subnets	From day 1 its should support ipv4 & IPv6
38	Services Requirement set		The Bidder should ensure that the infrastructure is sized adequately. The bidder should provide the hardware sizing appropriately to support the scalability and performance requirements of the solution	Request ReBIT to provide more clarity on SOW	ISP should consider all parameters while designing the solution & size the hardware according to same.
39	Services Requirement set		The Bidder is required to provide recommendations for any software requirements for implementation such as but not limited to OS, Database…etc.	Request ReBIT to provide more clarity on SOW	ISP should provide recommendation in Hardware , software upgrade of ISP devices.
40	Services Requirement		ISP shall provide Bandwidth utilization & network uptime report to client on weekly, monthly, yearly basis	Vodafone Idea will provide BW Utilization Monthly as BAU, or as an when asked by Customer for Specific Period	Noted
41	Services Requirement set		Commercial Sheet for 25 Mbps (1:1) dedicated Leased Line Internet Bandwidth	DDOS mitigation capacity & commercial column is missing. Is customer looking to have single Internet leased line or Two? If two will this be in active/active state or active/passive?	Necessary changes has been done. We are looking for single isp two last mile & active & passive solution.
42	Annexure B	1	PRI Gateway (30 channels) with 3 years warranty	It should be PRI LINE as ReBIt will have it own EPABX	Necessary changes has been done

Proposed Network

Site Type - Dual Link , Dual POP ,



Architecture Summary

Solution : Managed Standard Internet Access Service

IP Address Allocation : /30 WAN IPv4 address + /29 and /28 LAN IPv4 pool

Legends