

SI No	Points Mentioned By NICL On RFI - NIC/IT/RFI/MPLS_Links/01/2017	Request For Required Clarification	NIC's response on Clarification
1	Date and Time for receipt of RFI response		30-01-2018 at 3.00 pm
2	The scope of work would cover installation, commissioning and maintenance of the Wired links including Router Configuration management. The link should be installed in such a way that it should work with existing Secondary Link as well on active-active mode.	Is there any provision to connect with Unlicensed Band Radio (RF) as last mile media, where wired last mile technically / commercially not viable to connect required sites to large extent. As per requirement given routers would be provided by NICL so if router specifications including model make are provided it will help to decide on further on configuration & manageability part. As required links will be used as secondary links as active-active mode so require clarification whether two separate routers & port will be provided by NICL or it would be on common router using both primary & secondary links.	We have specifically mentioned in our RFI document that we need connectivity on Wired only. The basis of our requirement is our Secondary Link is running on wireless and hence for Primary Link we need redundancy on media level also. The Router Specification is Cisco 4321 Series in all the location, the detailed specification will be provided during RFP publication. As Primary and Secondary link will terminate on same Router and should work with active-active mode the new SP will work with the existing SP & SI with close co-ordination
3	All the links must be with 99.5% of committed uptime and installed (end to end) on wired media; as our Secondary link is on Wireless media.	Clarification required same on last mile media as mentioned in SL No 1 with required SLA uptime (99.5%) ,Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time, if yes <u>what is the penalty clause.</u>	Penalty Clause, if any will be published in detail during RFP process.
4	Service Provider is responsible for last mile implementation at NIC site. Service Provider is also responsible for premise access and for installation of any equipment required for installation and sustenance of the commissioned link without involving any additional financial implication of NIC. It may be noted that most of the offices are in rented accommodation hence premise access from Landlord for the installation of link, installation of any equipment (if required for commissioning and sustenance of the link) will be the Service Provider's responsibility. UPS enabled power with proper earthing will be provided by NIC wherever required. NIC will not involve itself in getting access from the Landlord for installation and sustenance of the commissioned link.	As mentioned most of the premises are on rented for NICL offices arranging building access permission in all cases may be challenging though our effort would be definitely to do the best but clarification required whether NICL will support us if we are stuck on building access permission in some cases for smooth delivery and handover.	NICL will not involve itself in getting permission from the Landlord by any means. This has been the well established & time tested procedure in NIC and has been applicable in our previous RFP for Secondary Links, said links are in operational currently.
5	Bandwidth on Demand for MPLS Network. Required bandwidth has to be provided within 72 hours of placement of Go-Ahead by NIC	Clarification required on Bandwidth On Demand, nature is temporary or permanent and sizing of bandwidth upgradation required and tentative timeline of raising demand from the date of initial delivery as per order. It will help to reserve bandwidth port wise in advance. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time, if yes what is the penalty clause.	Bandwidth on Demand, can be for temporary or permanent requirements. Temporary requirements will be for minimum period of 3 months. Such temporary or permanent requirement can be from 4 to 12 Mbps or higher for NIC Office locations, and to STM-1 and multiples of STM-1 bandwidth for NIC HO, DC, DR etc. Penalty Clause, if any will be published in detail during RFP process.
6	The distance of exchange where the wired link will terminate at the Service Provider end should not be more than 5 kms (approx.) from our respective offices.	Is there any flexibility on distance depending on geographically located sitewise	SLA's where applicable are built infrastructure. RFI has specifically asked for wired infra, where distance forms part of that infrastructure, which in turn is critical to meet the SLA. Hence, there is no change in maximum permissible distance as such change will hamper the SLA for wired links.

7	The dedicated bandwidth at DC (Kolkata) and DR (Bangalore) should be minimum 310 Mbps and scalable up to 10 Gbps on demand basis.	Clarification required on Bandwidth On Demand , nature is temporary or permanent and sizing of bandwidth upgradation required and tentative timeline of raising demand from the date of initial delivery as per order. It will help to reserve bandwidth port wise in advance. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	Bandwidth on Demand, can be for temporary or permanent requirements. Temporary requirements will be for minimum period of 3 months. Such temporary or permanent requirement can be from 4 to 12 Mbps or higher for NIC Office locations, and to STM-1 and multiples of STM-1 bandwidth for NIC HO, DC, DR etc. Penalty Clause, if any will be published in detail during RFP process.
8	The dedicated bandwidth of 34 nos. of Regional Offices at all metro and major cities should be 2 Mbps minimum scalable up to 10 Mbps on demand basis.	Clarification required on Bandwidth On Demand , nature is temporary or permanent and sizing of bandwidth upgradation required and tentative timeline of raising demand from the date of initial delivery as per order. It will help to reserve bandwidth port wise in advance. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	Bandwidth on Demand, can be for temporary or permanent requirements. Temporary requirements will be for minimum period of 3 months. Such temporary or permanent requirement can be from 4 to 12 Mbps or higher for NIC Office locations, and to STM-1 and multiples of STM-1 bandwidth for NIC HO, DC, DR etc. Penalty Clause, if any will be published in detail during RFP process.
9	The dedicated bandwidth of 1100+ Operating offices spread across the Country should be 2 Mbps minimum scalable up to 4 (Mbps) on demand basis.	Clarification required on Bandwidth On Demand , nature is temporary or permanent and sizing of bandwidth upgradation required and tentative timeline of raising demand from the date of initial delivery as per order. It will help to reserve bandwidth port wise in advance. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	Bandwidth on Demand, can be for temporary or permanent requirements. Temporary requirements will be for minimum period of 3 months. Such temporary or permanent requirement can be from 4 to 12 Mbps or higher for NIC Office locations, and to STM-1 and multiples of STM-1 bandwidth for NIC HO, DC, DR etc. Penalty Clause, if any will be published in detail during RFP process.
10	NIC will only provide the Routers for connecting its offices. No other intermediary devices will be provided by NIC.	As per requirement given routers would be provided by NICL so if router specifications including model make are provided it will help to decide on further on configuration & manageability part. As required links will be used as secondary links as active-active mode so require clarification whether two separate routers & port will be provided by NICL or it would be on common router using <u>both primary & secondary links.</u>	Both the links will be terminated on the same Routers. The details of Routers will be provided during RFP process.
11	The latency of proposed link should be less than 100ms.	Is there any flexibility of latency value beyond PoP to PoP , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	Penalty Clause, if any will be published in detail during RFP process.

12	The throughput of proposed link should be greater than 99%	Is there any flexibility depending on last mile media and other technical & environmental factors , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	We have specifically mentioned in our RFI document that we need connectivity on Wired only. The basis of our requirement is our Secondary Link is running on wireless and hence for Primary Link we need redundancy on media level also. Penalty Clause, if any will be published in detail during RFP process.
13	Packet loss of proposed link – less than 1%	Is there any flexibility depending on last mile media and other technical ,environmental & application related factors , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	We have specifically mentioned in our RFI document that we need connectivity on Wired only. The basis of our requirement is our Secondary Link is running on wireless and hence for Primary Link we need redundancy on media level also. Penalty Clause, if any will be published in detail during RFP process.
14	Jitter (for Voice and Video) -<20-25 msec, Application <50 ms	Is there any flexibility depending on last mile media and other technical ,environmental & application related factors , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	We have specifically mentioned in our RFI document that we need connectivity on Wired only. The basis of our requirement is our Secondary Link is running on wireless and hence for Primary Link we need redundancy on media level also. Penalty Clause, if any will be published in detail during RFP process.
15	Link Uptime 99.5%	Clarification required same on last mile media as mentioned in SL No 1 with required SLA uptime (99.5%) , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	RFI conditions remain unchanged. Penalty Clause, if any will be published in detail during RFP process.
16	Thunder, lightning, power fluctuation should not degrade/cause downtime to the network	Is there any flexibility depending on last mile media and other technical & environmental factors , Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	We have specifically mentioned in our RFI document that we need connectivity on Wired only. The basis of our requirement is our Secondary Link is running on wireless and hence for Primary Link we need redundancy on media level also. Penalty Clause, if any will be published in detail during RFP process.

17	The distance of L2 POP where from the link is to be drawn to our respective location should not be more than 5 kms (approx.) in each and every case.	Is there any flexibility on distance depending on geographically located sitewise	If it meets the SLA, NIC may consider said distance during RFP process.
18	The Service Provider should be capable of providing high bandwidth on demand up to 10 Gbps at NIC's Data Centre, DR Site and other locations as required by NIC.	Clarification required on Bandwidth On Demand , nature is temporary or permanent and sizing of bandwidth upgradation required and tentative timeline of raising demand from the date of initial delivery as per order. It will help to reserve bandwidth port wise in advance. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	Bandwidth on Demand, can be for temporary or permanent requirements. Temporary requirements will be for minimum period of 3 months. Such temporary or permanent requirement can be from 4 to 12 Mbps or higher for NIC Office locations, and to STM-1 and multiples of STM-1 bandwidth for NIC HO, DC, DR etc. Penalty Clause, if any will be published in detail during RFP process.
19	The Service Provider should have at least 6,00,000 KM of their own Fibre connectivity across India.	Clarification Required on mentioned own fiber connectivity in India , is there any flexibility	Please mention the total KM of own Fibre connectivity across India.

20	Migration timeline for all the links should not be more than 45 days.	Is there any flexibility on timeline mentioned depending on various unavoidable situations during practice implementation period. Is there any penalty clause involved if bandwidth is not upgraded for any reason within stipulated time , if yes what is the penalty clause.	<p>Contracts in NIC have provision of Force Majeure, wherein notwithstanding the provisions contained in Contract the Supplier shall not be liable for liquidated damages or termination for default, if and to the extent that its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force De Majeure. "Force De Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser, in the contractual capacity, wars or revolution, fires, floods, epidemic, quarantine restrictions and freight embargoes. If a Force De Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing the Supplier shall continue to perform their obligations under the Contract as far as reasonably practical, and shall adopt all reasonable alternative means for performance not prevented by Force De Majeure clause.</p>
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