

Sub: Selection of Service Provider Agency (SPA) for 'Setting-up and Management of the Public Facilitation Centers (PFCs) in the seven districts of Assam covered under the Sixth Schedule Autonomous Councils for providing services under the ARTPS Act, 2012'- **Replies to the 3rd set of queries on the ICB etc.**

Dear All,

With the reference to the ICB IFB No: ARIASS/ACCSDP/136/2018/32 dated Guwahati the 2nd February, 2019, I would like to furnish the replies to the **3rd set of queries** made by some of the potential SPAs on the ICB for 'Setting-up and Management of the Public Facilitation Centers (PFCs) in the seven districts of Assam covered under the Sixth Schedule Autonomous Councils for providing services under the ARTPS Act, 2012' for your information and needful.

Sl	Clarification/Query	PMU's Response
1.	We would thus request you to kindly allow us an extension of 10 Days from the current date of submission so that we can successfully prepare the technical and commercial documentation as requested in the RFP and submit the same.	Last date for submission of bids will not be extended as of now.
2.	<p>May we request the kind authority to confirm whether the bandwidth requirement is a dedicated Leased line or MiFi/ Dongle requirement.</p> <p>The corrigendum calls for minimum 4 Mbps download speed & 1 Mbps along with NMS/ Monitoring upload speed but the means to provide the said speed is kept open ended.</p> <p>Sir, We as a telecom/internet service provider have both leased line & device/dongle based solution; however device based solution may not provide the required bandwidth ask by the tenderer and services is only on a best effort basis without dedicated uptime. Also no any service provider can provide a NMS/monitoring software for device/ dongle based solution.</p> <p>The tender calls for SLA matrix for Machines (Computer & Peripherals) for recurring payments & has uptime based payment slabs, as such connectivity uptime is an important criteria for uptime & working condition of the above.</p> <p>Sir, we see the technical specification for all hardware & software services against the tender BOQ is categorically defined. As such the esteemed office may confirm the same for connectivity part too which is a very critical factor for success of any digital project as above especially in diverse geography in NE.</p> <p>The above confirmation from tenderer will enable the telecom service providers to propose the connectivity requirement as per clear tender specification considering the fact that the criteria of selection against the tender is lowest bid criteria.</p> <p>This may also enable the tenderer for more accurate Technical/ Financial evaluation that may be in the larger interest of the 3 year project in the long run.</p>	<p>It is very clearly mentioned in the Minutes of the Pre-Bid meeting and also in the Corrigendum to the Bidding Document that the requirement is internet connectivity with a minimum of 4Mbps download and minimum 1 Mbps of upload internet bandwidth for the PFCs. The service provider has to find innovative ways and means to provide at least the minimum requirement. The service provider may choose any type technology or devices to deliver this requirement.</p> <p>Please note that as per provisions of the Bidding Document the NMS/ remote monitoring software will be provided by the client.</p>
3.	The technical specification of 4 Mbps internet connectivity at 77 locations is not clearly defined in the tender document. Defining the specification & requirement of minimum internet bandwidth speed (Dedicated/Shared) along with Last mile technology requirement, SLA uptime etc. shall provide clarity to service provider to propose the required connectivity solution. Therefore, we request the type of connectivity to be provided for this crucial service. Without proper connectivity, the project cannot be successful. Without the clarity, service provider is bound to quote the lowest possible option of GSM dongle which is not a reliable solution for community service delivery infrastructure.	Already clarified vide email dated 19 th March 2019.
4.	The Corrigendum that was released states that a Service Provider should provide 4Mbps Internet Bandwidth with minimum of 4 Mbps Download and 1 Mbps Upload speeds. There may be different technology used by service providers to provide bandwidth allocation and this kind of uneven download and upload speed may not be possible. We would like you to clarify once again on the minimum bandwidth speed required and the uptime required specifically for internet bandwidth. SLA and technical details on the Internet bandwidth should be more detailed and properly defined so as to make it measurable for the desired uptime of 98%.	Already clarified vide email dated 19 th March 2019.

Sd/
State Project Director, ARIAS Society