

**PRE-BID RESPONSE SHEET****1. Chapter 1**

| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                              | Suggestive input/ clarification                                                                                                                                                                                                                                       | CDAC Response                                                                                                                                                                                                               | ISP              |
|--------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1.     | General /1<br>(1) | Central spoke                                                                                                                                                                                           | Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.                                                                  | Will be communicated with the qualified bidder                                                                                                                                                                              | 1. Airtel        |
| 2.     | 1.5.1 /17<br>(1)  | All the District Head Quarters and Police Stations will communicate with the DC through a Hub-&-spoke model.                                                                                            | On page 66 it is mention that MPLs should be in Any to any topology. Kindly confirm the topology                                                                                                                                                                      | Refer Corrigendum                                                                                                                                                                                                           | 1. Vodafone idea |
| 3.     | 1.2 /13<br>(1)    | Last date for submission of Bids 3rd March, 2021, 1500 Hrs.                                                                                                                                             | Considering the location latitude longitude of Junctions are not shared so doing feasibility for 3000+ sites will be time consuming and hence request you to please allow at least one month of time post sharing the location Lat long for submission of the bid     | Refer Corrigendum                                                                                                                                                                                                           | 1. Vodafone idea |
| 4.     | 1.5.1 /17<br>(1)  | There will be Fixed Box, PTZ and ANPR cameras deployed across Delhi serving for the purpose of Women safety. The camera feeds will travel from source to destination through a multi-cast enabled cloud | a) We request you to elaborate the multicast requirement in detail like routing protocol, multicast mode to be used.<br>b) Please elaborate why it is Multicast since the feed will travel from Camera to DC location is Hub and spoke topology as defined in tender. | Camera support multicast protocol and single stream will travel to police station, District office and PHQ (Data center) simultaneously. And Not directly from camera to DC and then from DC to C2i, C3i and C4i. It has to | 1. Vodafone idea |



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| S. No. | Clause/Page   | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                       | Suggestive input/ clarification                                                                                                 | CDAC Response                                                                                                                                                                                                                                                                                                                              | ISP              |
|--------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        |               | environment across all multi-cast enabled devices                                                                                                                                                                                                                                                                                                                | c) If the requirement is multicast, then please share how many Multicast will be operative in the network simultaneously        | multicast single feed of camera through MPLS network (ISP) to 3 different location C2i, C3i C4i+DC & if DC is down then 5% to Near-DR.BUT it can be any no. of locations / viewing stations, till the time connectivity and bandwidth is available " the feed must be made available. Also refer response mention in S. No - 1.5.1 /17 (1) |                  |
| 5.     | 1.5.1 /18 (1) | The system will be integrated with the existing data sets of Delhi Police and other departments (32 Datasets have been identified) projects. The design of system, supply and installation of required hardware and software items, equipment's, cameras etc. will be the responsibility of the Master System Integrator to be appointed separately. The success | Please elaborate & share the existing network architecture and how this new network is planned to integrate with existing sets. | Existing set of databases will be integrated through internet connectivity, rest architecture will be discussed with the selected MSI and ISP.                                                                                                                                                                                             | 1. Vodafone idea |



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|--------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------|
|        |                   | and timely implementation of the project depends on coordination and synchronization of activities of Internet Service Provider (ISP) and MSI. The ISP is advised to contact the selected MSI for any support required from them. |                                                                                                                                          |                                                                                                          |                  |
| 6.     | 1.5.2 (h) /18 (1) | To Network Backbone connectivity through MPLS at PHQ (C4I), 16 DHQ (C3I), 182 Police Stations (C2I), Near DR at NCT of Delhi                                                                                                      | Requested to share the exact addresses or lat long of the locations along with Bandwidth to check the feasibility at these sites         | Lat long will be provided after signing NDA.<br>Need to change answer                                    | 1. Vodafone idea |
| 7.     | 1.5.2 (i) /18 (1) | To provide Network connectivity at respective Viewing Centre falling under their jurisdiction.                                                                                                                                    | Requested to clarify the connectivity type MPLS or Internet                                                                              | Whole network has to be built on MPLS network. Internet connectivity to be provided at Data center only. | 1. Vodafone idea |
| 8.     | 1.5.2 (j) /18 (1) | To provide Network Connectivity at Police HQ for viewing & respective <del>judicial</del> Police station.                                                                                                                         |                                                                                                                                          | Whole network has to build on MPLS network, internet only required at DATA center.                       | 1. Vodafone idea |
| 9.     | 1.5.2 (k) /18 (3) | Network Should Support Multicast Traffic                                                                                                                                                                                          | As you mention that Network Should support the Multicast We need the Traffic Flow Diagram how the multicast will work in the environment | Refer Corrigendum                                                                                        | 1. Airtel        |



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|        |                   |                                          | 1) Cameras will unicast to Datacentres then its multicast to the Clients (PHQ (C4I), DHQ (C3I), Police Stations (C2I)<br>2) Multicast from the Camera to Clients ((PHQ (C4I), DHQ (C3I), Police Stations (C2I)) and Datacenter Both simultaneously<br>we need to understand the complete flow diagram how the (PHQ (C4I), DHQ (C3I), Police Stations (C2I) will get the multicasting Feed how this architecture to different Clients Means how the Grouping will done . |                   |                  |
| 10.    | 1.5.2 (k) /18 (3) | Network Should Support Multicast Traffic | For multicast traffic requirement, pls. share the flow chart for traffic flow.<br>1) Cameras will cast to Data centers then its multicast to the Clients & Police Stations or Multicast from the Camera to Clients, Police Stations and Datacenter will happen simultaneously                                                                                                                                                                                           | Refer Corrigendum | 2. Airtel        |
| 11.    | 1.5.2 (k) /18 (3) | Network Should Support Multicast Traffic | a) We request you to elaborate the multicast requirement in detail like routing protocol, multicast mode to be used.<br>b) Please elaborate why it is Multicast since the feed will travel from Camera to DC location is Hub and spoke topology as defined in tender.<br>c) If the requirement is multicast, then                                                                                                                                                       | Refer Corrigendum | 3. Vodafone idea |



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|        |                       |                                                                                                                                                                                                                                                                                                                                                                                            | please share how many Multicast will be operative in the network simultaneously |                                               |                  |
| 12.    | 1.5.2 (l) /18<br>(1)  | Internet Connectivity at Command & Control Centre                                                                                                                                                                                                                                                                                                                                          | Requested to confirm the bandwidth required for Internet service                | As Per RFP (1GBPS)                            | 1. Vodafone idea |
| 13.    | 1.7 (c) /20<br>(1)    | c. Failure to comply with the requirements of this paragraph may render the Bid noncompliant and the Bid may be rejected. Bidders must: i. Include all documents specified in this RFP, in the Bid ii. Follow the format of this RFP while developing the Bid and respond to each element in the order as set out in this RFP iii. Comply with all requirements as set out within this RFP | Is this Tender a no deviation tender or we can quote with Deviations            | As per RFP                                    | 1. Vodafone idea |
| 14.    | 1.13.1 (e) /21<br>(1) | Undertaking by the bidder towards Earnest Money Deposit (EMD) as per                                                                                                                                                                                                                                                                                                                       | Please share the EMD amount along with its validity                             | No EMD. Only declaration as per Annexure - 4. | 1. Vodafone idea |



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|--------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------|
|        |                          | format given in Annexure - 4                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                         |                                                                                                                           |                  |
| 15.    | 1.13.1.(o)<br>/22<br>(1) | Details pertaining to overall project implementation approach, Phase wise scope and overlapping of activities, how time lines could be met, availability of qualified manpower, deployment plan, etc. | Kindly clarify whether the deployment of manpower will be in scope of ISP or MSI                                                                                                                                                                                                                                                        | The deployment of manpower as per the scope of Tender lies with ISP. To meet the requirement of SLA mentioned in this RFP | 1. Vodafone idea |
| 16.    | 1.13.1.(s)<br>/22<br>(1) | Copies of Certificates towards country of manufacture of major items – routers, switches, cables etc.                                                                                                 | a) Kindly clarify whether the deployment of Router, Switches will be in scope of ISP or MSI.<br><br>B) Will ISP terminate the MPLS links on the MSI provided switch or we have to provide additional device for termination at all locations, please confirm. As an ISP Vi would be able to provide Mux and Router for managed services | Refer Corrigendum                                                                                                         | 1. Vodafone idea |
| 16A    | 1.14                     | Additional                                                                                                                                                                                            | Bid shall remain valid for 180 days from the date of submission of bid.<br><br>The validity of the bid may be required to be extended beyond this period. C-DAC shall formally request bidder for extension of validity period. Accordingly, the bidder may extend the validity of the                                                  | Refer Corrigendum                                                                                                         |                  |



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|--------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------|
|        |                 |                                                                                                                                                                                                                       | bid and also extend validity of the Bank Guarantee towards EMD for such period. The request and the responses to the request shall be made in writing. A Bidder may refuse the request without risking forfeiting the EMD, but in this case the Bid will be out of the competition for the award. Bidder agreeing to the request will not be required or permitted to modify its Bid, but will be required to ensure that the bid remains secured for a correspondingly longer period. |               |           |
| 17.    | 1.31 /28<br>(1) | Facility Management Staff at Ground maintenance, excavation, fiber laying, civil work, Space management, Utilities management Cleaning, Vending Space management, Utilities management, etc. and associated manpower. | Requesting to kindly Allow the Sub Contracting on Helpdesk Manpower too.                                                                                                                                                                                                                                                                                                                                                                                                               | As Per RFP    | 1. Airtel |
| 18.    | 1.32 /28<br>(1) | <b>Right to vary quantity</b><br>During the contract period, if any more sites are added within NCT of Delhi or additional bandwidth over and above 69.5 Gbps is required for                                         | Additional Capex (if to be incur by ISP) should be recovered as OTC from customer for additional sites. QRC will remain at same rate. For addition of any new site charges will be covered under OTC based on feasibility of that new site.                                                                                                                                                                                                                                            | As per RFP    | 1. Airtel |



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|--------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|
|        |                  | the additional sites, the Bidder will have to provide additional bandwidth for the added locations at the same rate as per the rate for the respective location category mentioned in the PO.                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                             |               |                  |
| 19.    | 1.32 (a) /28 (1) | a. Though the contract will be awarded for the cumulative bandwidth requirement of 69.5 Gbps, C-DAC assures to avail the bandwidth of 56 Gbps for all the phases put together and payment for same. However, during the implementation of project, the requirement of bandwidth and allied services originally specified in the contract may be increased up to 25% for all the phases put together. It shall be without any change in the unit prices offered by the bidder or other terms and conditions of the Bid and the bidding documents | Any upgradation in future will be subjected to feasibility and commercials may vary accordingly. If there is a requirement for upgrade then per mbps rate should be asked separately in price sheet or pro rate-based charges should apply, please confirm. | As Per RFP    | 1. Vodafone idea |



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|--------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|
| 20.    | 1.32 (b) /28<br>(2) | During the contract period, if any more sites are added within NCT of Delhi or additional bandwidth over and above 69.5 Gbps is required for the additional sites, the Bidder will have to provide additional bandwidth for the added locations at the same rate as per the rate for the respective location category mentioned in the PO | 1. Any upgradation or additions in future will be subject to feasibility and commercials may vary accordingly, please share approx. how many additions are expected in future. | As Per RFP    | 1. Vodafone idea |
|        |                     |                                                                                                                                                                                                                                                                                                                                           | 2. In the Chapter - 5 Price-Bid Format there is no price line item for ARC and OTC for additional location.                                                                    | As Per RFP    | 2. Airtel        |



## 2. Chapter 2

| S. No. | Clause/Page          | Clause/ Content in the RFP                                                                                                                            | Suggestive input/ clarification                                                                                                                                                                                                     | CDAC Response     | ISP         |
|--------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|
| 1.     | 2.1.3 (f) /30<br>(2) | The Internet Service provider (ISP) should have Unified Access Service License (UASL) in their name. The Copy of UASL should be enclosed with the bid | May please update this as "The ISP should have UASL/USL in their name". The organisation holding Unified Service License (USL) is also capable to so this project as ISP.                                                           | Refer Corrigendum | 1. Railtel  |
|        |                      |                                                                                                                                                       | Unified License ISP Authorization CAT "A" / "B" (Unified License) suffices the tender requirement. Request to kindly amend the clause.                                                                                              | Refer Corrigendum | 1. OneOTT   |
| 2.     | 2.1.3 (g) /30<br>(3) | Bidder should have NLD License for MPLS Services                                                                                                      | Scope in RFP can be completed by an UL - ISP. Unified License ISP Authorization CAT "A" / "B" (Unified License) suffices the tender requirement as this RFP is for surveillance of Delhi. Request you to kindly amend the clause.   | As per RFP        | 1. OneOTT   |
|        |                      | The bidder should have Class "A/B" ISP License for providing Internet and NLD License for MPLS Services. Valid License copy to be submitted           | We request to amend the clause as below: The bidder should have Class "A" ISP License and valid UASL license having PAN India coverage for providing Internet and NLD License for MPLS Services. Valid License copy to be submitted | As per RFP        | 2. Airtel   |
|        |                      |                                                                                                                                                       | Requesting Customer to please modify this clause as below: The bidder should have Class "A"ISP License for providing Internet and NLD License for MPLS Services. Valid License copy to be submitted                                 | As per RFP        | 3. Reliance |
| 2A     | 2.1.3 (i)/30         | The bidder must have a branch office or works within the NCT of Delhi area. If not, the bidder must                                                   |                                                                                                                                                                                                                                     | Refer Corrigendum |             |



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|--------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------|
|        |                      | open a branch office in NCT of Delhi within 03 months from the date of contract- if awarded. The bidder must submit an undertaking to this effect, along with the Technical Bid. (e-packet A).                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                           |                                                                                                                    |                  |
| 3.     | 2.1.3 (j) /30<br>(4) | ISP should have 24x7x365 online call login facility through e-mail, toll free no. & call login portal. Bidder is expected to provide the help desk support through dedicated RFP-for Selection of Internet Service Provider (ISP) for providing MPLS & Internet bandwidth for Implementation of CCTV Surveillance System under Safe City Project of Delhi Police Man-power at Control Centre for Smooth running of the Project. The bidder needs to provide the proof supporting the same. | We had Our Dedicated Noc and Helpdesk, in this clause you are asking for the Dedicated Manpower at Control center, we want to know the number resources required there. And their qualification, experience and Skillset. | As Per RFP<br><br>(Bidder needs to consider adequate manpower as per best practices and as per tender requirement) | 1. Airtel        |
|        |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Toll free condition should be removed and only 24x7x365 online call login facility through email, telephone & call login portal should be requirement. Request to kindly amend the clause                                 | As per RFP                                                                                                         | 2. OneOTT        |
|        |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Kindly clarify whether the deployment of manpower will be in scope of ISP or MSI                                                                                                                                          | As per RFP<br><br>Manpower for maintaining and support of MPLS network will be in ISP scope. To meet the SLA       | 3. Vodafone idea |
|        |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | We assume that bidder need to create a helpdesk support at customer control centre, so we request CDAC to kindly confirm below mention points:                                                                            | Refer Corrigendum                                                                                                  | 4. Airtel        |

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|--------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------|
|        |                   |                                                                                                                                                                                                                                            | 1) is bidder need to provide Manpower in shifts to provide the support 24X7X365.<br>2) how much manpower in every shift is required<br>3) please specify the shift timing<br>4) We assume seating space and desktop will be provided by CDAC or Delhi Police<br>5) what will be leave policy for the manpower<br>6) We assume that bidder could hire contractual manpower |                   |                  |
| 4.     | 2.1.3 (k) /31 (1) | k. The bidder must have ISO/IEC 27033 certification/s or TL 9000 or equivalent Certification. The certifications must have sufficient validity till completion of project. The copies of said certificates must be uploaded in e-packet A. | Requesting Customer to Please make it as ISO9001 /27001 /20001 /TL9000                                                                                                                                                                                                                                                                                                    | As per RFP        | 1. Reliance      |
| 5.     | 2.1.3(n) /31 (1)  | The bidder must have successfully completed at least one project of MPLS network or providing MPLS bandwidth of at least 15 GBPS in a single project in India during last 3 financial years.                                               | Requesting customer to please modify this clause: The bidder must have successfully completed at least one project of MPLS network for providing MPLS bandwidth of at least 1 GBPS in a single project in India during last 3 financial years.                                                                                                                            | Refer Corrigendum | 1. Reliance      |
| 6.     | 2.1.3 (k) /31 (1) | k. The bidder must have ISO/IEC 27033 certification/s or TL 9000                                                                                                                                                                           | Relevant certificates are generally valid for 3 years and do expire in between the contracts. Hence request customer to allow                                                                                                                                                                                                                                             | As Per RFP        | 1. Vodafone idea |



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|--------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
|        |                      | or equivalent Certification. The certifications must have sufficient validity till completion of project. The copies of said certificates must be uploaded in e-packet A.                                                         | submission of the certificate which is valid and with a letter that it shall be renewed during the contract cycle if expired. Request you to please modify the clause                                           |                    |                  |
| 7.     | 2.1.3 (l) /31<br>(1) | Bidder should have average annual sales revenue of 75 Crores in 2017-18 to 2019-20. However, the annual turnover for each of the three financial years should not be less than Rs. 50.00 Cr per year                              | Request that for this criterion, the turnover of the bidder and its 100% subsidiary along with consortium be considered. Kindly amend the clause.                                                               | Refer Corrigendum  | 1. One OTT       |
| 8.     | 2.1.3 (m) /31<br>(1) | m. All the Bidders should have positive net worth as per the audited consolidated financial statements in each of the last 03 financial years. The copies of audited balance sheets must be uploaded along with the technical bid | Request customer to remove this clause as due to AGR ruling TSP financial statements are not net worth positive. This is just an Accounting treatment & it does not impact the services hence re                | Refer Corrigendum. | 1. Vodafone idea |
| 9.     | 2.1.3 (n) /31<br>(2) | n. The bidder must have successfully completed at least one project of MPLS network for providing MPLS bandwidth of at least 15 GBPS in a single project                                                                          | 1. MPLS network created by UL - ISP for carrying its own customers traffic of more than 15 Gbps suffices the tender requirement. Kindly consider amending this clause along with self-certification be allowed. | As Per RFP         | 1. OneOTT        |



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|--------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------|
|        |                   | in India during last 3 financial years                                                                                                                    | 2. Considering this project is for MPLS, ILL service hence Request customer to amend the clause as " The bidder must have successfully completed at least one project of MPLS/ ILL network for providing bandwidth of at least 15 GBPS in a single project in India during last 3 financial years | Refer Corrigendum.                                                                                     | 2. Vodafone idea |
| 10.    | 2.1.3 (q) /31 (1) | Should have minimum capacity of 100 Gig on the backbone in Delhi Circle                                                                                   | MPLS network created by UL - ISP carrying its own customers traffic of more than 100 Gbps suffices the tender requirement. Kindly consider amending this clause along with self-certification be allowed.                                                                                         | Refer Corrigendum.                                                                                     | 1. OneOTT        |
| 11.    | 2.1.3 (r) /31 (2) | As on date of submission of bid, bidder should have own/long term leased fiber network of minimum 3000 Km across Delhi Circle.                            | We would request you to ask for the 3000 Km of Underground fiber.                                                                                                                                                                                                                                 | As per RFP                                                                                             | 1. Airtel        |
|        |                   |                                                                                                                                                           | Requesting Customer to please modify this clause as below:<br>As on date of submission of bid, bidder should have own/long term leased fiber network of minimum 1000 Km across Delhi Circle.                                                                                                      | Refer Corrigendum.                                                                                     | 2. Reliance      |
| 12.    | 2.1.3 (s) /31 (2) | bidder should provide the dedicated Manpower at Command & Control Centre or any other location suggested by the department for Service life cycle support | we want to know the number resources required there. And there qualification, experience and Skillset.                                                                                                                                                                                            | Bidder needs to consider adequate manpower as per best practices and as per tender requirement         | 1. Airtel        |
|        |                   |                                                                                                                                                           | a) Kindly clarify whether the deployment of manpower will be in scope of ISP or MSI.<br>B) How many manpower required and what is their technical skill required?<br>c) Accordingly, a line item should be available in the price sheet for sharing the manpower cost                             | Bidder need to put adequate manpower at ISP location to meet the SLA.<br><br>Refer Response in Sr. # 3 | 2. Vodafone idea |



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|--------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 13.    | 2.1.3 (t) /31 (3) | t. Bidder should have commissioned at least 03 nos. of MPLS Network Projects with minimum two projects each with 100 numbers or more links in India during last 03 financial years.                                                                                                                                                                                                          | <p>MPLS network created by UL - ISP in its different cities of operations suffices the tender requirement. Kindly consider amending this clause along with self-certification for one project per city with 100 links in total be allowed.</p> <p>Requesting Customer to please modify this clause as below. Bidder should have commissioned at least 03 nos. of MPLS Network Projects with minimum two projects each with 50 numbers or more links in India during last 03 financial years.</p> <p>Request customer to amend this clause to during last 5 financial years</p> | Refer Corrigendum.                                                                                                                                                                                                                                                           | <p>1. OneOTT</p> <p>2. Reliance</p> <p>3. Vodafone idea</p> |
| 14.    | 2.1.8 /33 (1)     | Make in India initiatives by Govt. of India                                                                                                                                                                                                                                                                                                                                                  | As per Govt. of India initiatives, ISPs/MSIs having more than 90% stake, should be given preferences over other bidders                                                                                                                                                                                                                                                                                                                                                                                                                                                        | As per RFP                                                                                                                                                                                                                                                                   | 1. OneOTT                                                   |
| 15.    | 2.1.9/33          | <p><b>Award of Contract /Order</b></p> <p>The contract will be awarded on the basis of Lowest Cost System (LCS). C-DAC reserves the right to award the contract to the bidder offering lowest price including GST.</p> <p>The scope of contract will be for the deliverables as stipulated in this document. A contract will be signed on receipt of performance bank guarantee from the</p> | Para Amended                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Award of Contract /Order</p> <p>The contract will be awarded on the basis of Lowest Cost System (LCS). C-DAC reserves the right to award the contract to the bidder offering lowest price including GST.</p> <p>The scope of contract will be for the deliverables as</p> | 2.                                                          |



## PRE-BID RESPONSE SHEET

RFP No.: CDACP/Safe City/ISP/2021/326, dated: 04th Feb2021

| S. No. | Clause/Page | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                            | Suggestive input/ clarification | CDAC Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ISP |
|--------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|        |             | <p>selected bidder. The draft contract form is provided in RFP Chapter 6.</p> <p>Delhi Police may enter into a contract after expiry of contract awarded by C-DAC for another three years. However, the prices quoted by the bidder for additional years at column numbers 07,08 and 09 of the Price Bid format will be binding on successful service provider if the Contact/Order is placed by Delhi Police for these services.</p> |                                 | <p>stipulated in the RFP as amended. A contract will be signed on receipt of performance bank guarantee from the selected bidder. The draft contract form is provided in RFP Chapter 6.</p> <p>C-DAC will enter into a contract with selected bidder for availing bandwidth services for the period as stipulated in column No 2 of BoQ. This period will be app. 03(Three) years from the project Go-Live. After expiry of contract awarded by C-DAC, Delhi Police may enter into a contract for availing bandwidth services for another 03 (Three) years. The bidder shall quote the prices for 04th, 5th and 6th Year in column No 7, 8 and 9 respectively. The bidder shall hold quoted prices valid for</p> |     |



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| S. No. | Clause/Page    | Clause/ Content in the RFP                                                                                                                                                                                                                                                                        | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                   | CDAC Response                                                                                                                                                                                                                                                                                                                                                 | ISP              |
|--------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        |                |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                   | <p>this period of 03 (Three) years.</p> <p>Before entering into the contract for availing the bandwidth for 04th, 5th and 6th Year, Delhi police reserve the right to assess the reasonableness of the prices quoted by comparing with the prevailing market prices. Delhi police reserves the right to negotiate the prices with the bidder if required.</p> |                  |
| 16.    | 2.1.11 /34 (2) | The MPLS and internet bandwidth for this project is required to be provided and activated /commissioned within the NCT of Delhi region. The locations for DC, near DR, C4i, C3i, C2i, and field locations are indicated in the location map, and same will be shared post the signing of the Non- | We request CDAC to please share the location details along with the Lat-Long to do the site survey for preparing the bid                                                                                                                                                                                                          | As Per RFP (Details Will be shared after signing NDA)                                                                                                                                                                                                                                                                                                         | 1. Airtel        |
|        |                |                                                                                                                                                                                                                                                                                                   | Requested to share the exact addresses or lat long of the locations to check the feasibility at these sites. In case any NDA has to be signed before sharing of location address's, please share the NDA format & help us with the location details before the bid submission as quoting without feasibility will not be possible | As Per RFP (Details Will be shared after signing NDA )                                                                                                                                                                                                                                                                                                        | 2. Vodafone idea |



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| S. No. | Clause/Page                  | Clause/ Content in the RFP                                                                                                                                       | Suggestive input/ clarification                                                                                                                                                                                                                                                         | CDAC Response                                                                                                                                                                                                                                                                                                                                                                                                                                         | ISP              |
|--------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        |                              | Disclosure Agreement (NDA) with selected bidder.                                                                                                                 |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  |
| 17.    | 2.1.12 (c) of Page number 34 | The quarterly prices quoted at column number 07, 08 and 09 of the price bid format must not be more than the quarterly prices quoted at column number 05.        | Para Amended                                                                                                                                                                                                                                                                            | The prices to be quoted in column No 5 of BoQ are for a period of 03 (three) years after project Go- Live. The quarterly prices quoted at column number 07, 08 and 09 of BoQ are for the 4 <sup>th</sup> , 5 <sup>th</sup> & 6 <sup>th</sup> years respectively after project Go-Live. The prices quoted by the bidder for 4 <sup>th</sup> year onwards shall not be more than the prices quoted for first 03 (three) years, i.e. column No 5 of BoQ. | Para Amended     |
| 18.    | 2.1.12 (d) /34 (1)           | d. The prices quoted must be inclusive of freight, insurance, packing, loading/unloading charges etc. to be incurred till completion of deliverables of the ISP. | Request customer to amend this clause - the prices quoted must be inclusive of freight, insurance, packing, loading/unloading charges etc. to be incurred till delivery of the hardware at customer location. Post-delivery at customer place, we have minimum control in monitoring it | As per RFP                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1. Vodafone idea |
| 19.    | 2.1.12 (e) /34 (2)           | e. The prices must be inclusive of all the charges to be incurred for obtaining                                                                                  | We assume that ROW charges will be borne by Delhi Police, request you to kindly confirm                                                                                                                                                                                                 | Its responsibility of ISP.                                                                                                                                                                                                                                                                                                                                                                                                                            | 1. Airtel        |



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| S. No. | Clause/Page        | Clause/ Content in the RFP                                                                                                                                                                       | Suggestive input/ clarification                                                                                                                                                                                                                | CDAC Response                                                                                                                                                                                                                                                                                                                         | ISP              |
|--------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        |                    | permissions, NoC, permits etc. from concerned statutory authorities. The application fees, stamp duties etc. required to be paid- if any shall be paid by the selected ISP                       | We assume that ROW/RI charges will be borne by CDAC irrespective of all any authorities where fiber laying will have to be planned for connectivity i.e., NHAI, Nagar Nigam, PWD, etc. Pl confirm this.                                        | The prices shall be inclusive of digging charges (RoW charges). Refer para 2.1.12- f.                                                                                                                                                                                                                                                 | 2. Airtel        |
| 20.    | 2.1.12 (f) /34 (1) | f. The prices shall be inclusive of digging charges, erection charges, electricity charges, communication charges, allied charges, testing, training and completing the acceptance criteria, etc | Considering this is a large project for GoI and for a very useful cause, Government should provide ROW & its restoration charges free to Telecom service provider. This will help in lowering the complete cost of the project. Please confirm | As per RFP                                                                                                                                                                                                                                                                                                                            | 1. Vodafone idea |
|        | Additional Point   |                                                                                                                                                                                                  |                                                                                                                                                                                                                                                | <p>The duration of the contract will be for five (03+02) years and extended for further three years.</p> <p>The cost of the bandwidth will be reviewed after five (03+02) years. The commercial bid by the bidder will incorporate costing for five (03+02) years post implementation services. Based on the performance and unit</p> |                  |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                               | Suggestive input/ clarification                                                                                                                  | CDAC Response                                                                                                                                                                   | ISP       |
|--------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        |                   |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                  | cost, delhi police reserves the right to extend the same contract at same rate for another three years.<br><br>Three years shall start after the Go-Live of the entire project. |           |
| 21.    | 2.1.13 /35<br>(1) | Within 15 days of award of contract, the Successful Bidder will be required to furnish the Performance Security in the form of Unconditional Bank Guarantee for 03% of the contract/order value. The Performance Security shall remain valid for the contact period. The Performance Security shall remain valid for the contact period. | BG given for 1/5 of the total value & BG getting renewed on yearly basis suffices the tender requirement. Kindly amend the clause.               | As per RFP<br>3% of annual order value                                                                                                                                          | 1. OneOTT |
| 22.    | 2.1.14 /36<br>(1) | Access concern                                                                                                                                                                                                                                                                                                                           | ISP acceptance/payment must not be put on hold in case re-instatement is delayed/ not done by the MSI or found not as per customer expectations. | The penalty will be calculated based on delay / SLA breach by the respective MSI/ISP.                                                                                           | 1. Airtel |
| 23.    | 2.1.14 /36<br>(1) | Payment                                                                                                                                                                                                                                                                                                                                  | Service Provider should be allowed to start billing immediately after getting the LOC from the date of link acceptance.                          | As Per RFP                                                                                                                                                                      | 1. Airtel |
| 24.    | 2.1.14 /36<br>(1) | Phase 1 includes 06 Districts of Delhi covering                                                                                                                                                                                                                                                                                          | We request CDAC to please share scope of MCCV for the ISP and also, we assume that                                                               | Refer Clause 4.10 in the RFP                                                                                                                                                    | 1. Airtel |



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| S. No. | Clause/Page    | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Suggestive input/ clarification                                                                                                                                                                     | CDAC Response                                                                                                                        | ISP              |
|--------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        |                | 75 Police Stations (C2I) and 1360 Locations. This would also involve 'as-is assessment' and the Blueprinting of a Data Centre, Integrated Command, Control, Communication & Compute center (C4I) at Police HQ, Command, Control & Communication (C3I) at District Head Quarter and Command & Control center(C2I) at Police Stations along with respective IT and Non IT Infrastructure including installation and commissioning of the Filed devices. Phase1 includes the procurement of 1 MCCV & also Integration of 32 existing Databases. | integration with existing 32 database will be in MSI scope, request you to kindly confirm ROW permission from concern authority will be borne by CDAC/ Delhi Police - request you to kindly confirm |                                                                                                                                      |                  |
| 25.    | 2.1.14 /36 (1) | Phase1 includes the procurement of 1 MCCV & also Integration of 32 existing Databases.                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Please elaborate what is MCCV and what is TSP role in integration of 32 databases.                                                                                                                  | MCCV is mobile command control vehicle which is in the scope of MSI. C-DAC being a TSP responsible for integration of 32 databases . | 1. Vodafone idea |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                 | Suggestive input/ clarification                                                                                                                                                                                                                                                         | CDAC Response                           | ISP              |
|--------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------|
| 26.    | 2.1.14 /36<br>(1) | Selection of the ISP and issue of Work Order in this timeline are mentioned against the various activities, kindly check we meet those requirements for not kindly check. raise your queries<br><br>Submission of ROW Application to Various authorities Getting the approval from Authorities Pit Digging, Laying of duct | Please elaborate this point as per our assumption, ROW/RI charges will be borne by CDAC irrespective of all any authorities where fiber laying will have to be planned for connectivity i.e., NHAI, Nagar Nigam, PWD, etc. Pl confirm this.                                             | As Per RFP<br><br>Refer para 2.1.12- f. | 1. Airtel        |
| 27.    | 2.1.14 /37<br>(3) | The bandwidth requirement for respective phases shall commence from the date of Go- Live of the respective phase and shall be for a period of minimum 03 years from the project Go-Live.                                                                                                                                   | As this is MPLS services hence the acceptance should be per site basis and not Phase wise. Once Hub locations are up & working then spoke locations should be accepted bias the acceptance criteria and payment of each spoke should start. Please confirm for amendment of this clause | As per RFP                              | 1. Vodafone idea |
|        |                   |                                                                                                                                                                                                                                                                                                                            | Considering it is a large BW and Large capex project with 3000+ locations & high delivery timelines. Request you to please make the minimum contract period as 5 years instead of 3 years                                                                                               | Refer Corrigendum.                      | 2. Vodafone idea |
|        |                   |                                                                                                                                                                                                                                                                                                                            | We assume if any site is pending for delivery due to MSI or CDAC or Delhi Police dependency shall be excluded from the ISP scope to release the phase wise Go-Live, kindly confirm                                                                                                      | Noted                                   | 3. Airtel        |



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|--------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------|
| 28.    | 2.1.14 /37<br>(1)         | The payments to ISP shall be released in phased manner after the successful completion of the target milestones for the respective phase | Requesting you kindly define the Milestone phase wise to release the Payments                                                                                                                                                                                                           | As per RFP                                                                          | 1. Airtel        |
| 29.    | 2.1.14 (1)<br>/37<br>(1)  | 2. Work Order/ Contract Between C-DAC and ISP>>> T+1 week                                                                                | Bidder request CDAC to increase the timeline from T+1 week to T+2 week                                                                                                                                                                                                                  | As per RFP                                                                          | 1. Airtel        |
| 30.    | 2.1.14 (10)<br>/37<br>(1) | 10. Fiber Termination, Integration & splicing>>> T +30 Weeks                                                                             | Bidder request CDAC to increase the timeline from T+30 week to T+44 week                                                                                                                                                                                                                | As per RFP                                                                          | 1. Airtel        |
| 31.    | 2.1.14 (14)<br>/37<br>(2) | 14. Testing the Circuit T+12 weeks to T5B+32 Weeks                                                                                       | Please share what does T5B stand for?                                                                                                                                                                                                                                                   | Typo mistake, Refer Corrigendum<br>14. Testing the Circuit T+12 weeks to T+32 Weeks | 1. Vodafone idea |
|        |                           |                                                                                                                                          | Bidder request CDAC to increase the timeline from "T+12 weeks to T5B+32 Weeks" to "T+ 18 week to T+48 week"                                                                                                                                                                             | As per RFP                                                                          | 2. Airtel        |
| 32.    | 2.1.14 (2)<br>/37<br>(2)  | Submission of PBG (Performance Bank Guarantee) of 10% of the contract value at the time of Contract signing.                             | As per clause no 2.1.13 "Within 15 days of award of contract, the Successful Bidder will be required to furnish the Performance Security in the form of Unconditional Bank Guarantee for 03% of the contract/order value" please confirm PBG is 10% or 3% of the contract/ order value. | Refer Corrigendum.                                                                  | 1. Vodafone idea |
|        |                           | Advance to ISP: 10% of the Contract Value will be given against Submission of ABG (Advance                                               | Since this is a large capex intensive project & we are submitting the same 10% amount as PBG which we shall be getting as advance. Hence request customer to at least pay 30% of the Contract value as advance.                                                                         | As per RFP                                                                          | 2. Vodafone idea |



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|--------|---------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------|
|        |                           | Bank Guarantee) of 10% as per format given in RFP                                       |                                                                                                                                                                 |                                |           |
| 33.    | 2.1.14 (4)<br>/37<br>(1)  | 4. Kick-off Meet>>>T+2 week                                                             | Bidder request CDAC to increase the timeline from T+2 week to T+3 week                                                                                          | As per RFP                     | 1. Airtel |
| 34.    | 2.1.14 (5)<br>/37<br>(1)  | 5. Project Inception Phase /Team Mobilization from issue of Work Order>>>T+6 week       | Bidder request CDAC to increase the timeline from T+6 week to T+10 week                                                                                         | As per RFP                     | 1. Airtel |
| 35.    | 2.1.14 (6)<br>/37<br>(1)  | 6.Joint Site Survey of Phase 1 Locations>> T+6 Weeks                                    | Bidder request CDAC to increase the timeline from T+6 week to T+12 week                                                                                         | As per RFP                     | 1. Airtel |
| 36.    | 2.1.14 (7)<br>/37<br>(1)  | 7. Submission of ROW Application to Various authorities>>> T+6 Weeks                    | Bidder request CDAC to increase the timeline from T+6 week to T+14 week                                                                                         | As per RFP                     | 1. Airtel |
| 37.    | 2.1.14 (8)<br>/37<br>(1)  | 8. Getting the approval from Authorities >>> T+10 Weeks                                 | Bidder request CDAC to increase the timeline from T+10 week to T+18 week, if there is a delay from authority side will not be consider delay in ISP performance | As per RFP                     | 1. Airtel |
| 38.    | 2.1.14 (9)<br>/37<br>(1)  | 9. Pit Digging, Laying of duct>>> T+10 Weeks to                                         | Bidder request CDAC to increase the timeline from T+10 week to "T+18 week to T+40 Week"                                                                         | As per RFP                     | 1. Airtel |
| 39.    | 2.1.14 (15)<br>/38<br>(1) | Point No. 15, 27 & 39 (Acceptance Criteria) Circuit Handover                            | Acceptance criteria should be site/circuit wise.                                                                                                                | Acceptance will be Phase wise. | 1. Airtel |
| 40.    | 2.1.14 (16)<br>/38<br>(1) | 16. Completing Phase-1 ISP activity (As per the Scope of Work) >>>T+6 Week to T+32 Week | Bidder request CDAC to increase the timeline from "T+6 weeks to T+32 Weeks" to "T+18 week to T+50 week"                                                         | As per RFP                     | 1. Airtel |



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|--------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------|
| 41.    | 2.1.14 (17) /38 (1) | 17. Commencement of providing bandwidth and its allied services after Go-Live of Phase -1. >>>>Quarterly charges towards bandwidth at actuals shall be paid for Phase-1 at the end of each month.                                           | We request CDAC amend the clause as: "Quarterly charges towards bandwidth at actuals shall be paid for Phase-1 at the end of each quarter."                  | Refer Corrigendum            | 1. Airtel |
| 42.    | 2.1.14 (17) /38 (1) | Point No. 17, 29 & 41 (Payment Criteria) Commencement of providing bandwidth and its allied services after Go-Live of Phase -1/2/3 - Quarterly charges towards bandwidth at actuals shall be paid for Phase-1/2/3 at the end of each month. | Payment criteria should be site wise. As & when site is ready for delivering traffic & acceptance been carried out for same, shall be considered for payout. | Payment shall be Phase wise. | 1. Airtel |
| 43.    | 2.1.14 (19) /38 (1) | 19. Submission of ROW Application to Various authorities>>>> T+18 Week                                                                                                                                                                      | Bidder request CDAC to increase the timeline from T+18 week to T+22 week                                                                                     | As per RFP                   | 1. Airtel |
| 44.    | 2.1.14 (20) /38 (1) | 20. Getting the approval from Authorities>>> T+21 Week                                                                                                                                                                                      | Bidder request CDAC to increase the timeline from T+21 week to T+32 week                                                                                     | As per RFP                   | 1. Airtel |
| 45.    | 2.1.14 (21) /38 (1) | 21. Pit Digging, Laying of duct>>>T+21 Week to                                                                                                                                                                                              | Bidder request CDAC to increase the timeline from "T+21 weeks to " to "T+32 week to T+ 52 week"                                                              | As per RFP                   | 1. Airtel |
| 46.    | 2.1.14 (22) /38 (1) | 22. Fiber Termination, Integration & splicing >>> T+40 Week                                                                                                                                                                                 | Bidder request CDAC to increase the timeline from T+40 week to T+58 week                                                                                     | As per RFP                   | 1. Airtel |



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|--------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-----------|
| 47.    | 2.1.14 (26) /38 (1) | 26. Testing the Circuit                                                                                                                                                                                     | Bidder request CDAC to provide 4 weeks' timeline for testing the circuit of phase 2 which is T+ 62 week                                                                                                                        | As per RFP                                                               | 1. Airtel |
| 48.    | 2.1.14 (28) /38 (1) | 28. Completing Phase-2 ISP activity (As per the Scope of Work) >>>T+6 Week to T+40 Week                                                                                                                     | Bidder request CDAC to increase the timeline from "T+6 weeks to T+40 Weeks" to "T+18 week to T+64 week"                                                                                                                        | As per RFP                                                               | 1. Airtel |
| 49.    | 2.1.14 (29) /38 (1) | 29. Commencement of providing bandwidth and its allied services after Go-Live of Phase -2.>>> Quarterly charges shall be paid for actual bandwidth provided for Phase1 & Phase-2, at the end of each month. | We request CDAC amend the clause as: "Quarterly charges shall be paid for actual bandwidth provided for Phase1 & Phase-2, at the end of each quarter."                                                                         | Refer Corrigendum                                                        | 1. Airtel |
| 50.    | 2.1.14 (30) /38 (1) | 30. Joint Site Survey of Phase 2 Locations                                                                                                                                                                  | We assume that there is typo error, so request CDAC to correct the same as below: "Joint Site Survey of Phase 3 Locations"                                                                                                     | Typo Error<br>It may be read as "Joint Site Survey of Phase 3 Locations" | 1. Airtel |
| 51.    | 2.1.14 (31) /38 (1) | 31. Submission of ROW Application to Various authorities T+26 weeks                                                                                                                                         | Bidder request CDAC to increase the timeline from "T+26 weeks " to "T+30 week "                                                                                                                                                | As per RFP                                                               | 1. Airtel |
| 52.    | 2.1.14 (D) /38 (1)  | D. Phase-2 (04 Districts): Laying of Fibre and providing the Bandwidth at the identified locations for Phase 1 as per Scope of Work of ISP                                                                  | We assume that there is typo error, so request CDAC to correct the same as below: "D. Phase-2 (04 Districts): Laying of Fibre and providing the Bandwidth at the identified locations for Phase 2 as per Scope of Work of ISP" | Typo Error                                                               | 1. Airtel |



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|--------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 53.    | 2.1.14 (E) /38 (1)  | E. Phase-3 (06 Districts): Laying of Fibre and providing the Bandwidth at the identified locations for Phase 1 as per Scope of Work of ISP | We assume that there is typo error, so request CDAC to correct the same as below: "E. Phase-3 (06 Districts): Laying of Fibre and providing the Bandwidth at the identified locations for Phase 3 as per Scope of Work of ISP" | Typo Error<br><br>It may be read as "E. Phase-3 (06 Districts): Laying of Fibre and providing the Bandwidth at the identified locations for Phase 3 as per Scope of Work of ISP" | 1. Airtel |
| 54.    | 2.1.14 (32) /39 (1) | 32. Getting the approval from Authorities T+29 weeks                                                                                       | Bidder request CDAC to increase the timeline from "T+29 weeks " to "T+36 week "                                                                                                                                                | As per RFP                                                                                                                                                                       | 1. Airtel |
| 55.    | 2.1.14 (33) /39 (1) | 33. Pit Digging, Laying of duct T+29 weeks to                                                                                              | Bidder request CDAC to increase the timeline from "T+29 weeks to " to "T+36 week to T+ 62 week"                                                                                                                                | As per RFP                                                                                                                                                                       | 1. Airtel |
| 56.    | 2.1.14 (34) /39 (1) | 34. Fiber Termination, Integration & splicing>>> T+48 weeks                                                                                | Bidder request CDAC to increase the timeline from "T+48 weeks " to "T+70 week "                                                                                                                                                | As per RFP                                                                                                                                                                       | 1. Airtel |
| 57.    | 2.1.14 (38) /39 (1) | 38. Testing the Circuit                                                                                                                    | Bidder request CDAC to provide 4 weeks' timeline for testing the circuit of phase 2 which is T+ 74 week                                                                                                                        | As per RFP                                                                                                                                                                       | 1. Airtel |
| 58.    | 2.1.14 (40) /39 (1) | 40. Completing Phase-3 ISP activity (As per the Scope of Work) >>>T+6 Week to T+50 Week                                                    | Bidder request CDAC to increase the timeline from "T+6 weeks to T+50 Weeks" to "T+32 week to T+78 week"                                                                                                                        | As per RFP                                                                                                                                                                       | 1. Airtel |
| 59.    | 2.1.14 (41) /39 (1) | 41. Commencement of providing bandwidth and its allied services after Go-Live of Phase - 3.>>>Quarterly charges shall be paid for actual   | We request CDAC amend the clause as: " Quarterly charges shall be paid for actual bandwidth provided for Phase-1, Phase-2 and Phase-3, at the end of each quarter"                                                             | Refer Corrigendum                                                                                                                                                                | 1. Airtel |



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| S. No. | Clause/Page    | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CDAC Response                                                                                                                         | ISP       |
|--------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        |                | bandwidth provided for Phase-1, Phase- 2 and Phase-3, at the end of each month                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                       |           |
| 60.    | 2.1.14 /40 (1) | Two Districts of Phase I (in coordination among MSI and ISP) will be implemented on priority to ensure PILOT execution. The timeline for the aforementioned PILOT will be 4.5 months from the contract signing and ISP should ensure that the connectivity for these 02 districts should be established                                                                                                                                                                                                             | a) We request CDAC to share 2 districts and their locations details along with Lat-long of the PILOT sites<br>b) increase the delivery timeline from 4.5 months to 6 months<br>c) please confirm the billing milestone for these locations                                                                                                                                                                                                                                                                                                                                 | a) Details already shared with selected ISP after signing the NDA<br>b) As per RFP<br>c) Kindly refer para 2.1.14 (17) of Corrigendum | 1. Airtel |
| 61.    | 2.1.15 /40 (2) | "If the ISP fails to meet the timeline agreed mutually at the time of deciding the final timeline or not perform the Services within the time period specified in the Contract/Order, the C-DAC/Delhi Police shall, without prejudice to its other remedies under the Contract, deduct from the Annual recurring charges (ARC) , as liquidated damages, (not by way of penalty) a sum equivalent to 0.5% (half) percent of the or unperformed service for each & every week (part of a week being treated as a full | We request CDAC to please change the clause as below : "If the ISP fails to meet the timeline agreed mutually at the time of deciding the final timeline or not perform the Services within the time period specified in the Contract/Order, the C-DAC/Delhi Police shall, without prejudice to its other remedies under the Contract, deduct from the Annual recurring charges (ARC) , as liquidated damages, (not by way of penalty) a sum equivalent to 0.5% (half) percent of the or unperformed service for each & every week (part of a week being treated as a full | As per RFP                                                                                                                            | 1. Airtel |



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| S. No. | Clause/Page    | Clause/ Content in the RFP                                                                                                                                                                                                                                                              | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CDAC Response | ISP         |
|--------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|
|        |                | penalty) a sum equivalent to 0.5% (half) percent of the or unperformed service for each & every week (part of a week being treated as a full week) of delay until actual delivery or performance, up to a maximum deduction of 10% (Ten Percent) of the undelivered Equipment/Services. | week) of delay until actual delivery or performance, up to a maximum deduction of 5% (five Percent) of the undelivered Equipment/Services. The Successful Bidder shall attend immediately to any faults reported or work requested by C-DAC/Delhi Police. The response time and repair time shall not exceed the time stipulated in this contract. ISP shall be subjected to liquidated damage (LD) if the response time and repair time exceeds the stipulated times, without any justifiable reason" |               |             |
|        |                |                                                                                                                                                                                                                                                                                         | Since the project involves MSI & ISP, anything delayed because of MSI, ISP should not be liable for LD. Kindly clarify and request to amend the clause                                                                                                                                                                                                                                                                                                                                                 | As per RFP    | 2. OneOTT   |
| 62.    | 2.1.15 /40 (2) | Liquidated Damages % of Undelivered Equipment/Service                                                                                                                                                                                                                                   | Should be % of Undelivered Equipment & ARC of link.                                                                                                                                                                                                                                                                                                                                                                                                                                                    | As per RFP    | 1. Airtel   |
|        |                | Liquidated Damages                                                                                                                                                                                                                                                                      | The customer is levying penalty of 0.5% upto 10% of the total value of services. If performance guarantee is being asked then we are not liable to pay liquidated damages. Moreover, the damages shall be directly attributable to the ISP.                                                                                                                                                                                                                                                            | As per RFP    | 2. Airtel   |
| 63.    | 2.1.17 /40 (1) | C-DAC may, terminate this Contract in whole or in part by giving ISP a prior and written notice of 30 days in advance indicating its intention to terminate the Contract under the                                                                                                      | Requesting customer to please qualify such termination for default as per below: Customer may terminate the particular links under contract with 30 days' notice in case the services are not found satisfactory or are below threshold levels for consecutive 3 SLA measurement period as agreed in SLA                                                                                                                                                                                               | As per RFP    | 1. Reliance |



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| S. No. | Clause/Page | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | CDAC Response | ISP |
|--------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|
|        |             | following circumstances: a. Where C-DAC is of the opinion that there has been such Event of Default on the part of ISP / ISP's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of ISP to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract. Where it comes to C-DAC's attention that ISP (or ISP's Team) is in a position of actual conflict of interest with the interests of C-DAC/Delhi Police, in relation to any of terms of ISP's Bid, the RFP or this Contract ISP may terminate the contract by giving 30 days' notice, in case of delay in release of due and payable amount of payment on part of C-DAC beyond 60 days from scheduled date of payment. Except this ISP has no right to unilaterally terminate the contract | and for the reasons solely and directly attributable to Bidder. In such case if the default is not cured within cure period, then customer may terminate particular link(s) which are not cured under Contract. Requesting customer to clarify what would amount to conflict of interest? ISP may terminate /suspend the contract in case of any regulatory violation by Customer or in case of any instructions/directions from Regulatory authority to suspend/terminate such links under the contract. |               |     |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CDAC Response | ISP         |
|--------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|
| 64.    | 2.1.18 /41<br>(1) | ".....Without prejudice to any other rights, C-DAC may retain such amounts from the payment due and payable by CDAC to ISP as may be required to offset any losses caused to C-DAC as a result of any act/omissions of ISP. In case of any loss or damage due to default on the part of ISP in performing any of its obligations with regard to executing the requirements under the contract, ISP shall compensate C-DAC for any such loss, damages or other costs, incurred by C-DAC" | Such loss and compensation shall be in form of credit note issued only to the extent of non-performance. No indirect or consequential loss shall be paid by ISP.                                                                                                                                                                                                                                                                                                                                                  | As per RFP    | 1. Reliance |
| 65.    | 2.1.20 /42<br>(1) | 2.1.20 Indemnity On acceptance of order, the successful bidder shall automatically indemnify, protect and save C-DAC and end user from/against all third-party claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from/arising out of:<br>a. infringement of any law pertaining to intellectual property, patent,                                                                                                                                   | Requesting customer to include below changes:<br><br>2.1.20 Indemnity On acceptance of order, the successful bidder shall automatically indemnify, protect and save <del>C-DAC</del> and end user from/against all third-party claims, losses, costs, damages, expenses, action suits and other proceeding, resulting use of Services from/arising out of:<br>a. Knowingly causing infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc. by the bidder within India or | As Per RFP.   | 1. Reliance |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                         | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                     | CDAC Response                                                                     | ISP       |
|--------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------|
|        |                   | trademarks, copyrights etc. by the bidder or<br><br>b. such other statutory infringements in respect of any of the equipment supplied and services provided by successful bidder, or any misconduct or gross negligence act/ omission/ performance/ under or non or part performance/ failure of the bidder                                                                                                                                        | b. such other statutory infringements in respect of any of the equipment supplied and services provided by successful bidder which shall have material adverse impact on services, or any misconduct or gross negligence act/ omission/ performance/ under or non or part performance/ failure of the bidder, while at the premises of the Customer |                                                                                   |           |
| 66.    | 2.1.21 /42<br>(1) | The ISP must ensure that the network implementation has to cater to all the Network Security measures adopted at Data Center. All the Network security mechanisms like Network Access Control (NAC), Network Monitoring System (NMS), Network Traffic Analyzation, and Software Defined mechanisms for the Project (defined under the scope of MSI- RFP No. CDACP/Safe City/MSI/2020/313 Dated: 18 December 2020) needs to be fully integrated for | Kindly Clarify and explain the expectation from the ISP on the security Parameter                                                                                                                                                                                                                                                                   | Bidder needs to take care of all the security needs of the Project as per the RFP | 1. Airtel |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                     | Suggestive input/ clarification                                                                                                                                                                                                    | CDAC Response                                 | ISP         |
|--------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-------------|
|        |                   | intended use in the MPLS network under the scope of ISP. The security and monitoring tools deployed on the project by MSI at Data Center and that of ISP for the field network must seamlessly hand-shake with each other to meet the security requirements of the project.                                                                                    |                                                                                                                                                                                                                                    |                                               |             |
| 67.    | 2.1.22 /43<br>(1) | All risks, responsibilities, liabilities in respect of goods delivered and services provided at site shall remain with selected bidder till they are successfully installed and commissioned at site and taken over by end users. Part deliveries shall not be treated as deliveries. Only full deliveries of all items ordered will be considered as delivery | We request CDAC/MSI/Delhi Police to provide safe custody for ISP provided equipment's and if any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device. | As per RFP, the responsibility lies with ISP. | 1. Airtel   |
| 68.    | 2.1.22 /43<br>(1) | Ownership of Material                                                                                                                                                                                                                                                                                                                                          | Do we need to sell these items to transfer the ownership? Or will these items remain property of bidder during and after the contract period?                                                                                      | As Per RFP                                    | 1. Airtel   |
| 69.    | 2.1.23 /43<br>(1) | 2.1.23 Events of Default by ISP                                                                                                                                                                                                                                                                                                                                | Requesting customer to please qualify such termination for default as per below: Customer may terminate the particular links                                                                                                       | As per RFP                                    | 1. Reliance |



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| S. No. | Clause/Page    | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                                                                                                                                  | CDAC Response | ISP         |
|--------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|
|        |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | under contract with 30 days' notice in case the services are not found satisfactory or are below threshold levels for consecutive 3 SLA measurement period as agreed in SLA and for the reasons solely and directly attributable to Bidder. In such case if the default is not cured within cure period, then customer may terminate particular link(s) which are not cured under Contract.                                                                      |               |             |
| 70.    | 2.1.26 /44 (1) | 2.1.26 Fall Clause: The bidder shall undertake that the price charged/finalized for the store/services supplied under the tender shall in no event exceed the lowest price at which the bidder offers the store/services of identical description to the other organization during the currency of contract. If at any point of time during the period, the seller reduces the sale price, sells or offer to sell such store/service to any other organization including the Buyer at a price lower than the price chargeable under the present tender, he shall notify such reduction within 7 (Seven) days and the price | Identical description mentioned under clause shall be qualified as below Services offered to any other government organization having identical, (I) specification, bandwidth, (ii) scope of services, (iii) location where the services are required to be provided (iv) quantity / number of links (v) payment terms (v) terms and conditions of contract (vi) service levels agreed (vii)last mile if any, to be taken from any third party service providers | As per RFP    | 1. Reliance |



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| S. No. | Clause/Page       | Clause/ Content in the RFP                                                                                                                                                                                                                                                   | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                 | CDAC Response | ISP         |
|--------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------|
|        |                   | payable under the contract shall stand correspondingly reduced. An undertaking shall be submitted by the bidder in this regard with the technical bid.                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                 |               |             |
| 71.    | 2.2.1 (c) /44 (2) | c. If the delay occurs due to circumstances beyond control of ISP such as strikes, lockouts, fire, accident, defective materials, delay in approvals or any cause whatsoever beyond the reasonable control of ISP, a reasonable extension of time shall be granted by C-DAC. | 1. This clause should also include the delay caused due to ROW permissions then the C-DAC will have reasonable extension granted to the bidder                                                                                                                                                                                                  | As per RFP    | 1. Airtel   |
|        |                   |                                                                                                                                                                                                                                                                              | 2. We request CDAC to amend this clause as : "If the delay occurs due to circumstances beyond control of ISP such as strikes, lockouts, fire, accident, defective materials, delay in approvals/ <b>ROW permission</b> or any cause whatsoever beyond the reasonable control of ISP, a reasonable extension of time shall be granted by C-DAC." | As per RFP    | 2. Airtel   |
| 72.    | 2.2.1 (e) /44 (1) | e. Where C-DAC is of the view that no further extension of the term be granted to ISP, C-DAC shall notify ISP of its decision at least 03 (three) months                                                                                                                     | Requesting below changes<br><br>Upon receipt of such notice and subject to same terms and condition as agreed under contract and payment obligation towards services, ISP shall continue to perform all its                                                                                                                                     | As Per RFP    | 1. Reliance |



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| S. No. | Clause/Page             | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                              | Suggestive input/ clarification                                                                                                                                                                                                                     | CDAC Response | ISP       |
|--------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------|
|        |                         | prior to the expiry of the Term. Upon receipt of such notice, ISP shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, C-DAC shall either appoint an alternative agency/ISP or create its own infrastructure to operate such Services as are provided under this Contract. | obligations hereunder, until such reasonable time beyond the Term of the Contract within which, C-DAC shall either appoint an alternative agency/ISP or create its own infrastructure to operate such Services as are provided under this Contract. |               |           |
| 73.    | 2.2.2. /45<br>(1)       | Dispute Resolution                                                                                                                                                                                                                                                                                                                                      | The Arbitration venue is fixed at Pune and the Courts of Pune are being given exclusive jurisdiction                                                                                                                                                | As per RFP    | 1. Airtel |
| 74.    | 2.2.6 /46<br>(2)        | Insurance                                                                                                                                                                                                                                                                                                                                               | Insurance for ISP should only be limited to Connectivity part: Network switch & optical fiber.                                                                                                                                                      | As Per RFP    | 1. Airtel |
|        |                         |                                                                                                                                                                                                                                                                                                                                                         | We have consolidated insurance at central level. There will not be separate insurance premium receipt or document specific for this equipment. Do we need to ensure the equipment separately and share the details with customer?                   | As Per RFP    | 2. Airtel |
| 75.    | 2.2.6 (a)<br>/46<br>(1) | a. The all Goods supplied and/or installations by ISP at site under this Contract shall be comprehensively insured by ISP at his own cost, against any loss or                                                                                                                                                                                          | We request CDAC to please ask the insurance till delivery only and there after the safety of ISP equipment will be under MSI/CDAC/Delhi police scope                                                                                                | As per RFP    | 1. Airtel |



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| S. No. | Clause/Page | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Suggestive input/ clarification | CDAC Response | ISP |
|--------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------|-----|
|        |             | <p>damage, for the entire period of the Contract. ISP shall submit to C-DAC, documentary evidence issued by the insurance company, indicating that such insurance has been taken.</p> <p>b. ISP shall take out and maintain at its own cost, on terms and conditions approved by C-DAC, insurance against the risks, and for the coverages, as specified below:<br/>At C-DAC's request, shall provide evidence to C-DAC showing that such insurance including all risks insurance for the value of contract has been taken out and maintained and that the current premiums therefore have been paid. Employer's liability and workers' compensation insurance in respect of the Personnel of the Company, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such</p> |                                 |               |     |



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| S. No. | Clause/Page | Clause/ Content in the RFP                                                                  | Suggestive input/ clarification | CDAC Response | ISP |
|--------|-------------|---------------------------------------------------------------------------------------------|---------------------------------|---------------|-----|
|        |             | Personnel, any such life, health, accident, travel or other insurance as may be appropriate |                                 |               |     |

### 3. Chapter 3

| S. No. | Clause/Page              | Clause/ Content in the RFP                      | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                            | CDAC Response                                         | ISP              |
|--------|--------------------------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------|
| 1.     | 3.1 /49<br>(1)           | 3.1 Estimated Bandwidth Requirement for Phase 1 | Requested to share the exact addresses along with lat long of the locations to check the feasibility at these sites                                                                                                                                                                                                                        | Lat long already shared after signing the NDA.        | 1. Vodafone idea |
| 2.     | 3.1 (1.1) /49<br>(1)     | C4i & DC at PHQ                                 | C4i & DC are at the Same location or different location If yes how the connectivity between both the location is planned                                                                                                                                                                                                                   | Same Building                                         | 1. Airtel        |
| 3.     | 3.1 (1.2.1.1) /49<br>(1) | C2i location                                    | In chapter 3 you had mentioned the BW against the Each C2i Location and same time you are asking for 80 Mbps BW at C2i Location on clause no 4.3.8 Summary of the Bandwidth Requirement: Bandwidth estimated requirement (brief): at page number 69. Please let me know the BW need to provide as per Clause no 1.2.1.1 or clause no 4.3.8 | Bidder need to consider chapter 3 for BW requirement. | 1. Airtel        |



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| S. No. | Clause/Page          | Clause/ Content in the RFP                                                | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                     | CDAC Response                                                                                            | ISP              |
|--------|----------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------|
| 4.     | 3.1 /51<br>(1)       | Sr. No Type Number of locations Bandwidth Requirement Estimated Bandwidth | Kindly clarify the difference between Bandwidth and Estimated bandwidth. Also, you are requested to share the exact addresses or lat long of the locations to check the feasibility at these sites                                                                                                                                                  | Lat long already shared after signing the signing NDA.                                                   | 1. Vodafone idea |
| 5.     | 3.1 (1.3) /51<br>(1) | Internet link of 500 Mbps                                                 | Kindly mention the location where the internet BW need to be provided and the Router for the Internet BW is in the scope of MSI or ISP Any IPv4 or IPv6 Public IP requirement from ISP                                                                                                                                                              | Refer Corrigendum                                                                                        | 1. Airtel        |
| 6.     | 3.1 (1.4) /52<br>(1) | Field Location                                                            | we required the Complete address and Lat/long of each field Location to done the feasibility and Costing for the Project. Every location as their own cost to connect the MPLS network. Without this we will not able to do the cost optimization, and there should separate price line item for field location depend on the BW requirement there. | Data already shared after signing the NDA.                                                               | 1. Airtel        |
| 7.     | 3.2 (2.2) /53<br>(1) | C3i                                                                       | we need to provide the BW at C3i as per mentioned in chapter 3 or some average BW need to Provide as per Viewing to Camera's at Screens for display                                                                                                                                                                                                 | Bidder need to consider chapter 3 for BW requirement.                                                    | 1. Airtel        |
| 8.     | 3.4 /59<br>(1)       | Existing Scheme integration at DC (Cam of 2 MP)                           | Kindly share the number of locations where the connectivity need to be provided and also share the BW requirement at Each location                                                                                                                                                                                                                  | All the locations are mention in chapter 3 with BW requirement. Lat long already shared signing the NDA. | 1. Airtel        |



**4. Chapter 4**

| S. No. | Clause/Page     | Clause/ Content in the RFP | Suggestive input/ clarification                                                                                                                                                                                                                                                                                           | CDAC Response                                                                                                                                                                                                                                                                                                                                                                                     | ISP       |
|--------|-----------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1.     | General /60 (1) | COS criteria               | Please confirm the COS, protocol, LAN Ip and on-site contact details                                                                                                                                                                                                                                                      | Will be provided to selected ISP                                                                                                                                                                                                                                                                                                                                                                  | 1. Airtel |
| 2.     | General /60 (1) | Network equipment safety.  | All the network equipment's delivered by service provider at customer site for the connectivity should be kept under safe custody by the customer, NW equipment's should not be misplaced or damaged. In case any device found lost or damaged than customer has to bear the cost for lost/damaged as well as new device. | As per RFP                                                                                                                                                                                                                                                                                                                                                                                        | 1. Airtel |
| 3.     | General /60 (1) | Port and patch cord        | Please confirm the Interface details (SFP and its fiber patch cord) of junction switches and hub end.                                                                                                                                                                                                                     | Below components are in MSI scope where ISP has to terminate the link<br><br>1). Switch at Junction BOX - Minimum 8 x of 10,100,1000 RJ45 interfaces with POE+ Supporting IEE 802.3af and 802.3 at standards and 2 x 1G SFP interface with 2x1G single mode optix on day one. Simultaneous active port count should be 12. Support EEE on all copper ports<br><br>2). SD-WAN at command control - | 1. Airtel |



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|    |                 |                             |                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                          |           |
|----|-----------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|    |                 |                             |                                                                                                                                                                                                                                                         | <p>@C3i - minimum 4x 1GE RJ45 ports and 4x 1G/10G SFP (SX/SR)</p> <p>@C2i - 4x 1GE RJ45 ports and 4x 1G/10G SFP (SX/SR)</p> <p>@Data center - 4x40 QSFP+, 10x 10GE SFP+ slots and 2x GE RJ45 ports</p>                   |           |
| 4. | General /60 (1) | Re-instatement              | RI (reinstatement) will be under the scope of MSI, Service Provider will only refill the track after laying the fiber of possible.                                                                                                                      | All the necessary components supplied by ISP need to be install, configure and maintain by ISP only.                                                                                                                     | 1. Airtel |
| 5. | General /60 (1) | Site access and permission. | All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing from false ceiling and POP wall will be under customer scope of work.                                    | Required permissions and feasibility check needs to be taken care by ISP. However, permissions to the internal of the building of the sites (C2i, C3i, C4i, DC, DR) will be taken care by MSI/ CDAC through Delhi Police | 1. Airtel |
| 6. | General /60 (2) | ROW                         | Customer support is requested for the ROW permission, no penalty/LD will be applicable Incase there is any delay in getting ROW approval from the concerned authority.                                                                                  | As per RFP                                                                                                                                                                                                               | 1. Airtel |
|    |                 | Site readiness              | Customer has to ensure the site readiness before Service provider depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on Service Provider. | As Per RFP                                                                                                                                                                                                               | 1. Airtel |



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|    |                    |                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |
|----|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 7. | 4.1 /60<br>(1)     | The selected bidder is required to provide the MPLS and internet bandwidth along with the necessary material in compliance with the features, functionalities, service requirements at C4i, C3i, C2i, Locations, Data Centre, near DR as stipulated in this Chapter. However, while designing the system and offering the prices, the bidder should add/incorporate the necessary | Please share the complete details along with make and model of the devices which MSI shall deploy at Hub and Spoke locations. Basis the same we shall deploy the hardware (Router) if required for necessary operations | Below components are in MSI scope where ISP has to terminate the link<br><br>1). Switch at Junction BOX - Minimum 8 x of 10,100,1000 RJ45 interfaces with POE+ Supporting IEEE 802.3af and 802.3 at standards and 2 x 1G SFP interface with 2x1G single mode optix on day one. Simultaneous active port count should be 12. Support EEE on all copper ports<br><br>2). SD-WAN at command control -<br>@C3i - minimum 4x 1GE RJ45 ports and 4x 1G/10G SFP (SX/SR)<br>@C2i - 4x 1GE RJ45 ports and 4x 1G/10G SFP (SX/SR)<br>@Data center - 4x40 QSFP+, 10x 10GE SFP+ slots and 2x GE RJ45 ports | 1. Vodafone<br>idea |
| 8. | 4.2 /60<br>(1)     | Two districts out of Phase I (in coordination among MSI and ISP) will be implemented on priority to ensure PILOT execution. The timeline for the PILOT will be 4.5 months from the contract signing.                                                                                                                                                                              | When will the payout happen for these, not captured separately in Price Bid Format-Need clarity                                                                                                                         | Payment for bandwidth requirement for Pilot execution shall be made on actual bandwidth use, along with the first instalment of payment under phase -1                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1. Airtel           |
| 9. | 4.2 (1) /61<br>(1) | Locations About 3,351 locations in Delhi                                                                                                                                                                                                                                                                                                                                          | As per clause no:3 same table "ISP Needs to provide Last mile fiber connectivity till each Junction Box as specified (4633). Please confirm                                                                             | Total 4633 junctions' boxes at 3351 location with lat long will be shared by C-DAC through NDA signing with ISP                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1. Vodafone<br>idea |



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|     |                     |                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                            |           |
|-----|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------|
|     |                     |                                                                                                                                                                         | the locations are 3351 or 4633?<br>Also share these complete addresses (lat long) with bandwidth                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                            |           |
| 10. | 4.2 (3) /61<br>(1)  | Approx. existing cameras or proposed cameras in other project of Delhi Police to be integrated with the New surveillance system on need basis                           | Kindly share the number of locations where the connectivity need to be provided and also share the BW requirement at Each location                                                                                                                                                                                                                                                                                                                                             | Details will be shared with qualified bidder as and when required.<br><br>BW requirement is already mentioned in chapter 3 | 1. Airtel |
| 11. | 4.2 (13) /62<br>(1) | Mobile Command and Control Center – 2 number                                                                                                                            | Any connectivity for these Mobile Command and control Center is also in scope of ISP, kindly explain                                                                                                                                                                                                                                                                                                                                                                           | As Per RFP                                                                                                                 | 1. Airtel |
| 12. | 4.2 (3) /62<br>(1)  | ISP Needs to provide Last mile fiber connectivity till each Junction Box as specified (4633)                                                                            | Sno 1 of 4.2 page 61 you are mentioning the 3351 locations (field location) and 4.2 point 3 you had mentioned that ISP need to provide the connectivity Till Junction box. Kindly clarify the demarcation point here we need to provide the Handoff of the connectivity Kindly let us know the Difference between the Field locations (1.4.19) and Junction Box Share the Address, Lat/long and correct number of location/junctions where we need to provide the connectivity | A Field location can have multiple junction boxes.<br>Total 4633 junctions' boxes at 3351 location                         | 1. Airtel |
| 13. | 4.2 (5) /62<br>(3)  | 5. Cable Laying / Power Meter/ Network Connectivity>>> In case of Multicast based video streaming, the entire multicast traffic of MPLS Network will be managed by ISP. | 1. We assume that MSI will provide the required power for electronic equipment along with the UPS power backup, if any delay due to non-                                                                                                                                                                                                                                                                                                                                       | 1. This will be responsibility of MSI. ISP will be coordinate with selected MSI.                                           | 1. Airtel |



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|     |                 |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                              |           |
|-----|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|     |                 | MSI shall provide Industrial Switch, UPS Power meters are to be installed by NDPL/ BSES, Power connectivity to UPS from Meter will be MSI's responsibility. MSI will provide 1U/2U space to ISP to place the switch for their MPLS network | <p>availability of power will not be calculated for ISP performance. End devices needs to be proceeded by MSI or ISP.</p> <p>2. We assume that MSI will provide the required power for ISP equipment along with the UPS power backup and applying power connection will be in scope of CDAC/ Delhi police, of any delay due to non-availability of power will not be calculated for ISP performance and LD calculation</p> <p>3. Switches provided by the MSI should be multicasting Supported i.e., IGMP or PIM. Kindly share the make or model for the same. ISP will provide the Single Ethernet handoff at junction Box do share the interface I.e., Ethernet Electrical (RJ45) or Ethernet Optical</p> | <p>2. MSI will provide power at Junction box only. Power requirement for ISP equipment</p> <p>3. Will be provided once MSI is on board</p> <p>- Respective SLA for MSI and ISP will be calculated based on their respective Performance.</p> |           |
| 14. | 4.2 (7) /62 (2) | 7. Near DR>>> The recordings of all cameras will happen at DC. In Case DC goes down, data of 5% critical camera location will travel to near DR, which has provision of scalability. 5% of Analytics and ANPR feeds and 100% storage of    | <p>1. We request CDAC to define the critical camera locations</p> <p>2. Please specify that 5% critical camera locations, whose data needs to travel to near DR in case DC goes down</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>1. Information will be provided during implementation stage</p> <p>2. 5% critical camera location will be shared with selected ISP</p>                                                                                                    | 1. Airtel |



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|     |                  |                                                                                                                                                           |                                                                                                                                                                                                                                                   |                                                                                                                                                           |           |
|-----|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|     |                  | Tagged Data will be stored in active-active mode at near Data Recovery Centre. DC & nDRC will have storage capacity of 30 days and 7 days respectively.   |                                                                                                                                                                                                                                                   |                                                                                                                                                           |           |
| 15. | 4.2 (16) /63 (2) | 16.Remote viewing on handheld smartphone devices/PDA's (220 Nos)                                                                                          | 1. We need more clarity on the requirement, request CDAC to elaborate more on the requirement<br>2. How feeds will be taken from handheld devices, what will be flow chart for the traffic flow from hand held devices                            | Handheld devices will be having SIM-Card for internet connectivity, through VPN operators will connect to fetch Data by center application (ICCC and VMS) | 1. Airtel |
| 16. | 4.2 (18) /63 (1) | Incident based viewing access to the Surveillance System setup by public and private institutions Need based viewing access to the community surveillance | Please clarify these Surveillance systems are different from Delhi Police Safe city project, if yes how many such location and BW require for the same, need to Complete Address and Lat/long                                                     | Details will be shared with qualified bidder as and when required.                                                                                        | 1. Airtel |
| 17. | 4.2 (21) /63 (1) | 21. Integration of the third-party cameras to extend video analytics and AI features of the system being procured, to the existing system                 | We assume bidder need not to extend any fiber connectivity apart from the 4633 junction boxes                                                                                                                                                     | Additional locations may get added as per RFP                                                                                                             | 1. Airtel |
| 18. | 4.3 /63 (1)      | Service Provider scope of work                                                                                                                            | service provider scope of work will be limited to provide and maintained the last mile connectivity. Service Provider will not be liable to provide any service beyond LAN interface termination on customer L3 device. It should be done by MSI. | Yes                                                                                                                                                       | 1. Airtel |



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|     |                         |                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                  |                     |
|-----|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------|
| 19. | 4.3.1 (a)<br>/63<br>(2) | Establishing the MPLS connectivity through Multicast Network, linking 182 Police stations, 16 District Head Quarters, 01 Police Head Quarter & 01 near DR Site located across. | a) We request you to elaborate the multicast requirement in detail like routing protocol, multicast mode to be used. b) Please elaborate why it is Multicast since the feed will travel from Camera to DC location is Hub and spoke topology as defined in tender. c) If the requirement is multicast, then please share how many Multicast will be operative in the network simultaneously                                                                                                                                                                                                                | Refer Corrigendum                | 1. Vodafone<br>idea |
|     |                         | Establishing the MPLS connectivity through Multicast Network, linking 182 Police stations, 16 District Head Quarters, 01 Police Head Quarter & 01 near DR Site located across. | As you mention that Network Should support the Multicast We need the Traffic Flow Diagram how the multicast will work in the environment 1) Cameras will unicast to Datacenters then its multicast to the Clients (PHQ (C4I), DHQ (C3I), Police Stations (C2I) 2) Multicast from the Camera to Clients ((PHQ (C4I), DHQ (C3I), Police Stations (C2I)) and Datacenter Both simultaneously we need to understand the complete flow diagram how the (PHQ (C4I), DHQ (C3I), Police Stations (C2I) will get the multicasting Feed how this architecture to different Clients Means how the Grouping will done . | Will be shared after singing NDA | 1. Airtel           |



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|     |                   |                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                              |                  |
|-----|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 20. | 4.3.1 (b) /63 (1) | High availability and availability of the service in complete managed mode with strict SLA                                                                                                                                                                                                                      | You are requested to confirm on SLA requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Kindly refer 4.14.1 in detail for SLA.                                                                                                                       | 1. Vodafone idea |
| 21. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | 1) When are talking about the all locations with SD WAN router provided by MSI, its include the Field location too. ISP responsibility to provide the L3 MPLS link handoff at SDWAN router at all Locations including the Field location. What is the interface type there. If these Connectivity need to be terminated directly on the Switch provided by MSI , then how it will communicate with SDWAN Devices, Kindly share the complete Network Architecture and MSI and ISP Demarcation Points. | All the required details will be given to the qualified bidder.<br><br>Refer Corrigendum                                                                     | 1. Airtel        |
| 22. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | We assume that bidder need to provide only single ethernet connectivity to switch from their MUX which will be connected in Ring, requested to kindly confirm                                                                                                                                                                                                                                                                                                                                        | All the required details will be given to the qualified bidder.<br><br>Refer Corrigendum                                                                     | 1. Airtel        |
| 23. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of                                                                                                                              | We assume that bidder need to provide only single ethernet connectivity to switch from their MUX which will be connected in                                                                                                                                                                                                                                                                                                                                                                          | The specifications of the switches / SDWAN available at junction box / C2i/C3i/C4i and DC along with the UP link interface is already mention in the tender. | 1. Airtel        |



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|     |                   |                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                    |                     |
|-----|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|     |                   | UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy.                                                                                                                                                                                    | Ring/linear maintaining the SLA given by the CDAC                                                                                                                                                                                                                                              | The required uplink for Ring network is fiber.                                                                                                                                                                     |                     |
| 24. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | We understand the handoff at each site is Ethernet/Gig Ethernet. Pls revert whether understanding is correct.                                                                                                                                                                                  | The specifications of the switches / SDWAN available at junction box / C2i/C3i/C4i and DC along with the UP-link interface is already mention in the tender.<br><br>The required uplink for Ring network is fiber. | 1. Reliance         |
| 25. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | You are requested to confirm on SDWAN requirement in detail. Also please clarify the physical interface/output required at each of the locations ( DC, Near DC C2i, C3i, C4i , and Junction boxes) for the MPLS links, is it Fast Ethernet/Gig Ethernet / Optical /Electrical, please confirm. | The MLPS link will be terminated at L3 switch with Fibre enternet.                                                                                                                                                 | 1. Vodafone<br>Idea |
| 26. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | Requirement of space and power is at each location, minimum 4U Rack space for termination of optial fiber and electronics (mux) is required. Power -48 volts DC power supply, earthing E/N volt <2Volts is required.                                                                           | It will be provided at respective locations like C2i, C3i and C4i which is located along with Data center at police headquarters and at Near-DR.<br><b>2 U rack spaces is provisioned</b>                          | 1. Vodafone<br>Idea |
| 27. | 4.3.1 (c) /63 (1) | c. The MPLS link shall be terminated on SD WAN Routers to be provided                                                                                                                                                                                                                                           | a) SDWAN router ae provided by selected MSI at all locations (C2i,                                                                                                                                                                                                                             | a) As per RFP                                                                                                                                                                                                      | 1. Vodafone<br>idea |



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|-----|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|     |                   | by selected MSI at all locations (C2i, C3i, C4i and DC) and at near DR on firewall. Junction box consists of UPS, 8 port outdoor switch (4x1G SFP interface and 2x1G single mode optix) with Ring Protocol to maintain active redundancy. | C3i, C4i and DC) and at near DR on firewall.<br>B) How will locations connect between SDWAN and DR FW location?<br>C) Also, if SDWAN is not offered at Junction locations then how will DC, C2i, 3i, 4i connect with these locations - please elaborate                                                                                                                                                                                                                                           | b) MPLS link need to be provided by ISP.<br>c) The required switches and SDWAN routers are mentioned in the RFP. ISP need to make use of those information to provide the connectivity. However, if any additional components are required needs to be provided by ISP. |                  |
| 28. | 4.3.1 (d) /63 (3) | ISP has to provide real time bandwidth utilization software to MSI NOC team for monitoring of MPLS/ Bandwidth links                                                                                                                       | All SDWAN and L2 switches are been provided and managed by MSI then how will Bidder provide the real time Bandwidth utilisation and monitor the MPLS/ Bandwidth link? MSI provided devices will be configured an damaged by MSI hence they will be able to monitor the complete network and provide the necessary reports hence please remove this clause and assign to MSI scope. Basis the Trouble ticket logged by MSI, Bidder will perform the necessary action and close the trouble tickets | Refer corrigendum                                                                                                                                                                                                                                                       | 1. Vodafone idea |
|     |                   |                                                                                                                                                                                                                                           | We are already that the Real time system in our NOC, are we looking for separate NMS system for link monitoring, if yes then tell us the feature and specification for NMS                                                                                                                                                                                                                                                                                                                        | Yes, as per RFP                                                                                                                                                                                                                                                         | 2. Airtel        |



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|-----|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|
|     |                   |                                                                                                                                                                                  | We request CDAC to put link monitoring in MSI Scope as all router, switches and all L3 devices will be provided and maintained by them only                                                                                                                                                                                                                      | Refer 4.3.3 in RFP | 3. Airtel        |
| 29. | 4.3.1 (e) /63 (2) | The last mile in connectivity should be through underground OFC from two different path (Ring Architecture) to ensure high availability                                          | 1. Because of ROW challenges, Fiber in Ring becomes tough and hence request customer to allow Linear fiber instead too.                                                                                                                                                                                                                                          | As per RFP         | 1. Vodafone idea |
|     |                   |                                                                                                                                                                                  | 2. Everywhere up to the location ring architecture is not possible due the Geographical scenario, there we allowed to have Linear Fiber architecture                                                                                                                                                                                                             | As per RFP         | 2. Airtel        |
| 30. | 4.3.1 (f) /63 (3) | Underground OFC connectivity should be minimum 90% and RF or Overhead connectivity should be 10%. RF or overhead connectivity should be converted into OFC in due course of time | We suggest that it should be 80% of the connectivity should be on Underground fiber and 20% on RF/Overhead fiber as permanent setup because in Delhi there are Locations where the pulling the Fiber underground is absolute not possible. or we will not get the permission to do so. However, we are committed to SLA for these 20% RF/Overhead connectivity's | Refer Corrigendum  | 1. Airtel        |
|     |                   |                                                                                                                                                                                  | OFC laid through by UL-ISP over DISCOM, PWD, etc. poles with proper permission and SOP is secure and quick way of delivering the bandwidth till the Junction Boxes. Hence Underground should be mentioned as preferable, but                                                                                                                                     | As per RFP         | 2. OneOTT        |



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|     |                         |                                                                                                                                                            | not mandatory requirement for the delivery.                                                                                                   |                                                                                                                                                                                                                                                                                                                                                  |                  |
|     |                         |                                                                                                                                                            | For BW <10Mbps, RF should also be allowed. Please confirm and there should not be any migration to Underground fiber                          | As per RFP                                                                                                                                                                                                                                                                                                                                       | 3. Vodafone idea |
| 31. | 4.3.1 (g)<br>/63<br>(5) | The selected vendor shall provision for seamless integration with the existing Internet Network. Additional equipment if any shall be provided by the ISP. | 1. We need to understand the existing Internet network, what type of Equipment's You are expecting from us, kindly explain                    | Will be discussed with selected ISP                                                                                                                                                                                                                                                                                                              | 1. Airtel        |
|     |                         |                                                                                                                                                            | 2. We request CDAC to kindly elaborate more on the requirement                                                                                | Will be discussed with selected ISP                                                                                                                                                                                                                                                                                                              | 2. Airtel        |
|     |                         |                                                                                                                                                            | 3. CDAC needs elaborate more on the existing internet connectivity                                                                            | Existing Network connectivity will be required for fetching cameras for viewing at C4i and for analytics at Data center, Existing Data resides within any of the police station or District office where Delhi police other scheme projects are already running ( surveillance projects deployed or under deployment) like MPLAD, MHA, ECII etc. | 3. Airtel        |
|     |                         |                                                                                                                                                            | 4. Requesting to clarify the need of integrating proposed MPLS network with internet (Existing) network? Need the details on asked for scope. | Existing Network connectivity will be required for fetching cameras for viewing at C4i and for analytics at Data center, Existing Data resides within any of the police station or District office where Delhi police other scheme ( surveillance projects deployed or                                                                           | 4. Reliance      |



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|     |                   |                                                                                                                                                                                                                                          |                                                                                                                                                                                                        |                                                                                                                                            |                  |
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|     |                   |                                                                                                                                                                                                                                          |                                                                                                                                                                                                        | under deployment) like MPLAD, MHA, ECIL etc.) are running.                                                                                 |                  |
|     |                   |                                                                                                                                                                                                                                          | 5. Please share the existing network architecture and share how the integration with existing network is planned and at which location/s                                                               | It will be shared with selected ISP for the integration of existing system or network which is already running at multiple police station. | 5. Vodafone idea |
| 32. | 4.3.1 (i) /64 (1) | The selected vendor should have the technical ability to up-grade bandwidth beyond bandwidth mentioned if required                                                                                                                       | This is to inform that any upgradation in future will be subjected to feasibility and commercials may vary accordingly                                                                                 | Refer 4.3.2                                                                                                                                | 1. Vodafone idea |
| 33. | 4.3.1 (j) /64 (1) | j. ISP needs to do site survey/feasibility at own cost if it is required. However, C-DAC will help to assist to get the permission through Delhi Police for pole/mast/tower installation at each location if necessary.                  | Pole/ mast/ tower is required for RF connectivity, please confirm whether we can connect locations using RF connectivity                                                                               | As per RFP                                                                                                                                 | Vodafone idea    |
| 34. | 4.3.1 (k) /64 (1) | k. UPS power, earthing, Camera, Junction Box, Cable from Junction Box to Pole will be provided by MSI under the supervision of C-DAC. However, the ISP and MSI are expected to coordinate with each other to ensure seamless integration | Necessary UPS power, Junction box with desired space for hosting the passive/ active components of bidder, Earthing E/N <2V to be provided by MSI at each of the location, please confirm              | Yes, will be provided by MSI                                                                                                               | Vodafone idea    |
| 35. | 4.3.1 (l) /64 (3) | If any new site is added by Delhi Police in future, the selected ISP must provide the desired bandwidth to Delhi Police as per the agreed rate card.                                                                                     | 1. There is no Rate card mentioned in the said Price schedule format of Chapter 5, nor there any Line item for locations connectivity OTC or ARC. There is different cost for connecting each location | As per RFP                                                                                                                                 | 1. Airtel        |



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|     |                   |                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                  |                               |
|-----|-------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
|     |                   |                                                                                                                                 | 2. We request CDAC to ask the Rate card in BoQ as currently item wise cost has not been asked                                                                                                                                                                                                                                                                                                              | Refer price bid format. As we have asked unit rate per mbps per quarter.                                                                                                         | 2. Airtel                     |
|     |                   |                                                                                                                                 | 3. This is to inform that any upgradation in future will be subjected to feasibility and commercials may vary accordingly, the commercials will be basis the commercials shared for the desired Bandwidth please confirm                                                                                                                                                                                   | As we have asked unit rate per mbps per quarter for different geographical locations in the Price bid format same rate will be applicable for future upgradation as per location | 3. Vodafone idea              |
| 36. | 4.3.1 (m) /64 (1) | Delhi Police reserves the right to increase or decrease the number of links as well as upgrade/downgrade the type of bandwidth. | This is to inform that any upgradation in future will be subjected to feasibility and commercials may vary accordingly. The decision of decrease of links to be taken prior to installation phase. Once installation is being completed for any location, link should not be dropped for the complete contract period, as it will incur cost and wastage of capex. Request you to please amend this clause | As per RFP                                                                                                                                                                       | 1. Vodafone idea              |
| 37. | 4.3.1 (n) /64 (1) | Delhi Police/C-DAC will not pay any ARC or OTC for backhaul Links at DCs                                                        | 1. Kindly allow Bidder to charge for primary & secondary link to be provided at DC & DR.<br>2. The charges asked in the price sheet are for the backhaul only. Please elaborate which backhaul links are been talked                                                                                                                                                                                       | 1. As per RFP<br>2. As per utilization                                                                                                                                           | 1. Airtel<br>2. Vodafone idea |



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|     |                         |                                                                                                                                                                                                                                                                                                                                                                                                        | about mentioning the location name and bandwidth                                                                                                                                                                                                                                                                           |                                                                                                                                                                              |                  |
|-----|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 38. | 4.3.1 (n)<br>/64<br>(1) | ISP shall provide minimum 30% of total Bandwidth of awarded Locations at C2Is for viewing out of total cameras under C2i jurisdiction. ISP shall provide minimum 10% of total Bandwidth of awarded Locations at C3Is. for viewing out of total cameras under C3i jurisdiction. ISP shall provide minimum 10% of total Bandwidth of awarded Locations at C4I. for viewing & 100% for recording at 25FPS | You already mention BW against each site of C2i, C3i and C4i in chapter 3 after page 49 onwards, let us know whether we need to consider this BW or Chapter 3 Mention BW against each location. For Viewing center BW depend on the total number camera need to view on the screen plus the Application BW. Please clarify | Details mentioned in Chapter 3 are for the understanding of the overall re-equipment location wise.                                                                          | 1. Airtel        |
| 39. | 4.3.1 (n)<br>/64<br>(1) | ISP will have to ensure multicast on its network and show it working during commissioning of the Link. Further details of Multicast criteria will be given to the successful ISP at the time of implementation of Links                                                                                                                                                                                | We request you to elaborate the multicast requirement in detail like routing protocol, multicast mode to be used                                                                                                                                                                                                           | The ISP must support open standard layer 2 and layer 3 protocols like IGMP, PIM, PIM - SSM protocols.                                                                        | 1. Vodafone idea |
| 40. | 4.3.1 (n)<br>/64<br>(5) | The Backhaul as well as the last mile will requires redundancy at ISP level without any further cost.                                                                                                                                                                                                                                                                                                  | 1. We assume that the redundancy is required for last mile not for the MPLS cloud                                                                                                                                                                                                                                          | The ISP redundancy require at Data Center (C4i), C3i, C2i and JB level. Last mile considered at 4633 JB boxes of 3351 locations and 182 C2i, 16-C3i and 1 PHQ and 1 Near DR. | 1. Airtel        |
|     |                         |                                                                                                                                                                                                                                                                                                                                                                                                        | 2. Pl elaborate this ISP redundance requirement                                                                                                                                                                                                                                                                            | The ISP redundancy require at Data Center (C4i), C3i, C2i ,N-DRand JB level. Last mile considered as JB box-                                                                 | 2. Airtel        |



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|-----|-------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------|
|     |                   |                                                                                                       | 3. 1. The last mile on fiber media will be deployed in ring. The links on RF (UBR) media will be in SPUR fashion, however the parent node where UBR link is terminated will be in ring. Pls revert whether understanding is correct?<br>2. The scope of facilitating in providing ROW permission by local municipal authority for fiber laying will be in MSI/Customer scope. | 1. its Correct<br>2. RoW permission will be ISP responsibility                                                               | 3. Reliance      |
|     |                   |                                                                                                       | 4. Please elaborate what redundancy is required at the ISP level?                                                                                                                                                                                                                                                                                                             | The ISP redundancy require at Data Center (C4i), C3i, C2i ,N-DRand JB level. Last mile considered as JB box to camera level. | 4. Vodafone idea |
|     |                   |                                                                                                       | 5. Please make tis Tender as an empanelment tender and bidder can share quote basis the feasibility. Customer can empanel all the Technically qualified bidders and then take Bandwidth multiple players to enable redundancy at ISP level. Please confirm for offering the same and request you to please modify the tendre accordingly                                      | As per RFP                                                                                                                   | 5. Vodafone idea |
| 41. | 4.3.1 (n) /64 (4) | The cost of providing MPLS Links at C2I, C3I, C4I has to be factored in along with MPLS Links at 3351 | 1. costing of the MPLS link at C2i.C3i, C4iand MPLS location will be different, and Kindly let                                                                                                                                                                                                                                                                                | Till Junction Box                                                                                                            | 1. Airtel        |



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|     |                   |                                                                                                               |                                                                                                                                                                                                                                                             |                                                                                                                                 |                  |
|-----|-------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------|
|     |                   | Locations where 4633 Junction Boxes are proposed.                                                             | us know the Demarcation points where we need to extend our fiber, its Locations or Junction Box                                                                                                                                                             |                                                                                                                                 |                  |
|     |                   |                                                                                                               | 2. As per the earlier clause 4.2.3 [ISP Needs to provide Last mile fiber connectivity till each Junction Box as specified (4633)], asked of the connectivity at 4633 junctions so we request CDAC to change the link requirement from 3351 to 4633          | The location mentions are as per lat long, however there may be multiple JB at same location.                                   | 2. Airtel        |
|     |                   |                                                                                                               | 3. ISP Needs to provide Last mile fiber connectivity till each Junction Box as specified (4633), asked of the connectivity at 4633 junctions so we request CDAC to change the link requirement from 3351 to 4633 and share the Lat./long. for 4633 location | Refer Corrigendum                                                                                                               | 3. Airtel        |
|     |                   |                                                                                                               | 4. Please confirm bidder has to connect 3351 locations or 4633 Junction boxes? Accordingly, please share the Lat long of the locations along with BW required and do capture the same in price sheet                                                        | 4633 locations as similar qty of junction boxes will be get deployed                                                            | 4. Vodafone idea |
| 42. | 4.3.1 (n) /65 (2) | 1. Protection against all kinds of attacks including DDOS attacks, SYN attacks etc. 2. Protection against all | 1. DDOS is a subscription-based service. We understand volumetric DDOS protection is required. 500 Mbps Internet                                                                                                                                            | DDOS protection & devices at Data center location are already considered in MSI scope for local station. Whereas, ISP links are | 1. Reliance      |



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|     |                   | kinds of spoofing like VPN spoofing / IP spoofing etc.                                                                                                                                                                                                                                      | Link is asked for at DC. Pls confirm the volume limit of DDOS mitigation.                                                                                                                                                                                | going to be terminate to mitigate the security parameters, what is being ask is ISP to protect their own network with virus free using DDOS attack and other security features. kindly refer MSI RFP in detail for Delhi safe city project.             |                  |
|     |                   |                                                                                                                                                                                                                                                                                             | 2. DDOS is an additional service for ILL and there is additional commercial with respect to same. So, you are requested to remove this clause or add commercials column in price sheet and do share the Mitigation BW required for DDOS services on ILL. | Already DDOS protection at Data center are considered in MSI scope, kindly refer MSI RFP in details. Whereas we are expecting ISP to protect at their end.                                                                                              | 2. Vodafone idea |
| 43. | 4.3.1 (n) /65 (4) | Before installation of any equipment, ISP should verify that the power connections, provided by NDPL/BSES etc., are as per standard required for equipment. All cost towards electricity charges for the equipment(s) installed by ISP for providing the services will be borne by ISP only | 1. Electricity provided for the ISP infrastructure at Each location is the responsibility of the MSI or Delhi Police, there shouldn't Be any cost respect to Electricity on ISP.                                                                         | 1. The Provision of power on the Junction boxes is been taken care by the MSI, however any addition equipment / components which are required by the ISP which may be installed at other locations apart from junction box need to be taken care by ISP | 1. Airtel        |
|     |                   |                                                                                                                                                                                                                                                                                             | 2. We request CDAC that electricity charges should be paid by CDAC/Delhi police/MSI                                                                                                                                                                      | 2. As per RFP                                                                                                                                                                                                                                           | 2. Airtel        |
|     |                   |                                                                                                                                                                                                                                                                                             | 3. ISP will install MUX/Demarc Device in the rack provided by MSI and will use UPS Power provided by MSI. Therefore,                                                                                                                                     | 3. Noted                                                                                                                                                                                                                                                | 3. Reliance      |



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|     |                   |                                                                                                                                                                                                                                                                                                                          | separate electricity meter is out of scope of ISP. This is in line with the clause 4.1.1 pg 72 of RFP. Pls confirm                                                                                                                                                                                                                                                           |                                                    |                  |
|     |                   |                                                                                                                                                                                                                                                                                                                          | 4. We require UPS power at site and hence MSI/ Customer to offer the same for all locations. Please confirm for its availability along with a Rack space and earthing.                                                                                                                                                                                                       | MSI shall provide power and space at each JB only. | 4.Vodafone idea  |
| 44. | 4.3.1 (n) /65 (2) | ISP shall demonstrate the ping response (with an independent protocol) packet size of 1024 Bytes at the time of commissioning. The packet drop should not be more than 2 in 1000 (One Thousand). In case drop is more than 2 (out of 1000), respective Link of the Location shall be treated as Incomplete Commissioning | 1. We request CDAC to amend this clause as below: "ISP shall demonstrate the ping response (with an independent protocol) packet size of 1024 Bytes at the time of commissioning. The packet drop should not be more than 5 in 1000 (One Thousand). In case drop is more than 5 (out of 1000), respective Link of the Location shall be treated as Incomplete Commissioning" | As per RFP                                         | 1. Airtel        |
|     |                   |                                                                                                                                                                                                                                                                                                                          | 2. Pls ammend the packet drop to 1% i.e., 1 packet in 100 packets transmitted.                                                                                                                                                                                                                                                                                               | As per RFP                                         | 2. Reliance      |
| 45. | 4.3.1 (n) /65 (1) | ISP will provide the drawings and design of all MAST and Tower foundation before starting the erection of MAST / Tower at the Location                                                                                                                                                                                   | Pole/ mast/ tower is required for RF connectivity, please confirm whether we can connect locations using RF connectivity                                                                                                                                                                                                                                                     | As per RFP                                         | 1. Vodafone idea |



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|-----|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 46. | 4.3.1 (n)<br>/65<br>(1) | Protection against all kinds of spoofing like VPN spoofing / IP spoofing etc.                                                                                         | All SDWAN and L2 switches are been provided and managed by MSI hence VPN spoofing/ IP spoofing should be protected by the MSI device itself. Hence this clause should be applicable to MSI player, please confirm                                                                                                              | Already VPN spoofing / IP spoofing etc. protection at Data center is considered in MSI scope, kindly refer MSI RFP in details. Whereas we are expecting ISP to protect at their end. | 1. Vodafone<br>idea |
| 47. | 4.3.1 (n)<br>/65<br>(1) | The ISP should ensure that all security features against attacks are implemented in their network,                                                                    | Kindly clarify if all the capacity of MPLS & Internet will be protected with DDOS, SYN attacks etc.                                                                                                                                                                                                                            | As per RFP                                                                                                                                                                           | 1. OneOTT           |
| 48. | 4.3.1 (n)<br>/66<br>(1) | All equipment should be TEC approved.                                                                                                                                 | Since the equipment's are used as network elements, and the equipment to be deployed in field passes through rigorous internal testing, the clause of TEC is requested to be deleted as it will pose additional burden on ISP without any tangible benefits in the project.                                                    | As per RFP                                                                                                                                                                           | 1. Reliance         |
| 49. | 4.3.1 (n)<br>/66<br>(3) | ISP should provide the MPLS Links that must be on any to any route topology i.e., All the Locations should be reachable to each other through MPLS network of the ISP | 1. Chapter 1 on 1.5.1 page 17 You had mention that the architecture should be Hub-&-spoke model. And in this Clause, you are asking for Any to Any. Kindly let us know your Requirement and also share the complete Traffic flow From Camera's to C2i, c3i, c4i, DC and DR including how you are going to run the multicasting | Refer Clarification in Sr # 2.1.3 of page 31                                                                                                                                         | 1. Airtel           |
|     |                         |                                                                                                                                                                       | 2. We request CDAC to kindly elaborate more on the requirement of topology as                                                                                                                                                                                                                                                  | Refer Corrigendum                                                                                                                                                                    | 2. Airtel           |



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|-----|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|     |                   |                                                                                                                                                                                 | there are 3 different topologies ask mention in the RFP and also, we request CDAC to kindly provide the topology requirement along with network diagram |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |
|     |                   |                                                                                                                                                                                 | 3. Please share the topology Connectivity diagram for better understanding                                                                              | "DC-C4i-C3i-C2i-JB-Camera. / Camera-JB-C2i-C3i-C4i-DC-n-DR (camera support multicast protocol and single stream will travel to police station, District office and PHQ (Data center) simultaneously. And Not directly from camera to DC and then from DC to C2i, C3i and C4i. It has to multicast single feed of camera from MPLS network (ISP) to 3 different location C2i, C3i C4i+DC & if DC is down then 5% to Near-DR. BUT it can be any no of locations / viewing stations, till the time connectivity and bandwidth is available "" the feed must be made available.)" | 3. Airtel        |
| 50. | 4.3.1 (n) /66 (1) | ISP should terminate Link up to the router (on Ethernet port of Router). ISP should provide required Ethernet cable from modem to router. All cables should be factory crimped. | Kindly clarify if the ISP has to provide routers also                                                                                                   | As PER RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1. OneOTT        |
| 51. | 4.3.2 (b) /66 (1) | Non-functioning of Links: After commissioning of Link, in case the Link becomes non-functional due to                                                                           | You are requested to confirm that if secondary links are also required on all the locations                                                             | Kindly refer RFP in detail, as ring architecture for failure is asked.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1. Vodafone idea |



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|-----|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|     |                  | LOS (Line of Sight) issues, Infrastructure issues etc., ISP has to make all the necessary arrangements immediately to restore the Link. In case it is not possible to restore the link within the stipulated time to meet the SLAs, the Links should be provided on an alternate media in consultation with C-DAC/ISP & Delhi Police without any additional cost to C-DAC. In case ISP is not able to provide the Link at that Location, then the Link will be treated as defunct. Payment will not be made for the balance period of contract for that Link and Penalties will be imposed as applicable |                                                                                                                                                                                                                                                                               |                                                                                                                                                                                  |           |
| 52. | 4.3.3 /66<br>(1) | The MPLS will have to be monitored by centralized application by the selected ISP. The selected ISP will provide view access of the application in centralized monitoring center at C4i for monitoring of Links. Quarterly uptime report generated by such application shall be treated as final                                                                                                                                                                                                                                                                                                         | 1. We request CDAC to share the router details (specification and model no.) on which ISP links will get terminated to check the feasibility for monitoring And WAN IP and Loopback IP will be provided by Bharti which MSI has to configure in router along with SNMP String | Refer MSI RFP Tender no. CDACP/SafeCity /MIS/2020/313 dated 18th Dec 2020 released for Delhi Safe Project. Specifications towards all such component is mentioned in the tender. | 1. Airtel |
| 53. | 4.3.3 /66<br>(1) | ISP shall have independent Network Operation Centre with 24x7 support to take care of the complete MPLS Network management requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Please clarify the Independent Network Operation Centre,                                                                                                                                                                                                                      | Operation Center should have dedicated manpower and support center exclusively for this project at PHQ                                                                           | 1. Airtel |



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|-----|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 54. | 4.3.3 /66<br>(3) | ISP shall provide qualified and experienced network Engineer (2+ years of experience), at site defined by the C-DAC/Delhi Police, well versed in similar projects / MPLS Technology during working hours on all working days, who shall manage and coordinate the project implementation and monitoring thereof till the complete rollout of the project | 1. we want to know the number resources required there. And there qualification, experience and Skillset. Laptop/PC will be provided by MSI/Delhi Police or we need to procure.                                                                                                                               | The number of resources required for helpdesk and support for 24*7 as per SLA will be provided by ISP with required hardware and software at PHQ                                                                                                                                                                                                                                                                                                             | 1. Airtel        |
| 55. |                  |                                                                                                                                                                                                                                                                                                                                                          | 2. Pls revert whether on-site resources need to be deployed at Delhi Police designated locations. If yes, pls provide the count of such resources.                                                                                                                                                            | Adequate resources along with all necessary hardware and software should be deployed to meet the SLAs.                                                                                                                                                                                                                                                                                                                                                       | 2. Reliance      |
| 56. |                  |                                                                                                                                                                                                                                                                                                                                                          | 3. a) Kindly clarify whether the deployment of manpower will be in scope of ISP or MSI<br>b) How many Engineers required and will it be 24x7 operations or only for 5 working days?<br>c)The required PC/ Laptop, Phone, working space, Power etc will be provided by Customer/ MSI or Bidder has to provide" | ISP has to provide manpower for support and maintenance of MPLS Network. a) for ISP work activity like MPLS or ILL maintenance manpower has to be provided by ISP.<br>b) to maintained the SLA, ISP has to decide and deploy manpower accordingly for support and services.<br>c) Since, Network and devices pertaining to MPLS network lies with ISP, so PC/Laptop has to be provided by ISP itself. for location NOC and SOC already mention in MSI scope. | 3. Vodafone idea |
| 57. | 4.3.4 /67<br>(1) | 4.3.4 Security Consideration and auditing- CDAC shall have the right to visit ISP's Network Operations Centre, with prior appointment to                                                                                                                                                                                                                 | Request for deletion of clause                                                                                                                                                                                                                                                                                | As per RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1. Reliance      |



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|-----|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|     |                  | review / discuss issues related to services rendered this project.                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                    |                     |
| 58. | 4.3.4 /67<br>(1) | ISP shall ensure that Networking Equipment's used in their backbone do comply with the policies laid down by Government of India, Department of Telecommunications and should not have any spyware or malware built into it.                                                                                                            | Planning remark: We can provide the name of OEM, type of devices at the time of solution designing but Networking Equipment's used in their backbone do comply with the policies laid down by Government of India, Department of Telecommunications need to be checked with SCM team                                           | As per RFP                                                                                                                                                                                                                                                                                         | 1. Airtel           |
| 59. | 4.3.5 /67<br>(1) | <ul style="list-style-type: none"> <li>ISP shall monitor and manage all links for strict compliance with SLA, QoS and security requirements. CDAC/MSI/Delhi Police will provide IP SLA on routers wherever possible. Wherever IP SLA is not possible, latency monitoring will be done from the DCs router for such Locations</li> </ul> | Please elaborate the security requirements? Is customer planning to run IP sec tunnels or DMVPN etc? If yes then please elaborate how the network architecture is planned.                                                                                                                                                     | AS Per RFP                                                                                                                                                                                                                                                                                         | 1. Vodafone<br>idea |
| 60. | 4.3.5 /67<br>(1) | <ul style="list-style-type: none"> <li>ISP shall setup remote management and generate reports from NOC. Online report portal access needs to be provided to CDAC /MSI/Delhi Police to check the network utilization latency any time for any link</li> </ul>                                                                            | SDWAN devices and Switch for termination of link is provide by MSI then the required NMS also to be provided by MSI since the bidder cannot offer the NMS which will monitor performance on MSIs devices. The said NMS will be able to monitor and share the required reports. Hence, this clause should be applicable to MSI. | Yes, all internal protection / monitoring will be taken care by MSI where ISP network is going to terminate. i.e., Firewall, WAB, DDOS, IPS, SD-WAN, NAC etc. Are already considered at Data center, we are expecting MPLS network protection has to be look by ISP in coordination with MSI Team. | 1. Vodafone<br>idea |
| 61. | 4.3.6 /67<br>(1) | Interface Availability: It should show interface availability report for daily, weekly, monthly or custom                                                                                                                                                                                                                               | 1. we are monitoring the WAN interface of the network only and we will not able to provide                                                                                                                                                                                                                                     | Yes, ISP has to provide MPLS and Internet usage report along with WAN connectivity, whereas MSI                                                                                                                                                                                                    | 1. Airtel           |



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|     |               | period basis to measure device level and network level availability and ensure that SLA specifications are being met.                                                                                                                                                                           | the interfaces availability of Free or LAN interfaces (anyhow these Lan ports are to be monitor by the MSI. SLA is defined as a Threshold Report (For Bandwidth Utilization In/ Out) Hope our understanding is correct. Else explain your requirement                                                                          | has to provide edge devices like switch, UPS, camera connectivity details.                                                                                                                                                                                                                         |                  |
| 62. | 4.3.6 /68 (1) | 4.3.6 ISP shall ensure to submit following reports                                                                                                                                                                                                                                              | SDWAN devices and Switch for termination of link is provide by MSI then the required NMS also to be provided by MSI since the bidder cannot offer the NMS which will monitor performance on MSIs devices. The said NMS will be able to monitor and share the required reports. Hence, this clause should be applicable to MSI. | Yes, all internal protection / monitoring will be taken care by MSI where ISP network is going to terminate. i.e., Firewall, WAB, DDOS, IPS, SD-WAN, NAC etc. Are already considered at Data center, we are expecting MPLS network protection has to be look by ISP in coordination with MSI Team. | 1. Vodafone idea |
| 63. | 4.3.6 /68 (1) | Interface errors: It should monitor errors and discards on each interface to quickly identify faulty interface and take corrective action.                                                                                                                                                      | Corrective action Should be taken manually System will monitor the error, Hope our understanding is correct                                                                                                                                                                                                                    | YES. (Proactive monitoring is required)                                                                                                                                                                                                                                                            | 1. Airtel        |
| 64. | 4.3.6 /68 (2) | Interface Response time monitoring: It should measure network latency and alert when thresholds are violated by identifying degradations early to ensure optimal VPN performance for end-users. • Interface errors: It should monitor errors and discards on each interface to quickly identify | 1. Available via QoS/ Performance monitoring. (Jitter, Packet Loss, Latency) Please clarify if there is any other understanding related to VPN monitoring. we will able to provide the latency report from Customer Hub to spoke locations) even report for 3500 locations is possible but                                     | YES (only for threshold violated links)                                                                                                                                                                                                                                                            | 1. Airtel        |



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|     |               | faulty interface and take corrective action.                                                                                                                                                                                                                                      | consume lot of BW in this case we suggest it should d be for the critical link only                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                    |                  |
|     |               |                                                                                                                                                                                                                                                                                   | 2. SDWAN devices and Switch for termination of link is provide by MSI then the required NMS also to be provided by MSI since the bidder cannot offer the NMS which will monitor performance on MSIs devices. The said NMS will be able to monitor and share the required reports. Hence, this clause should be applicable to MSI. | Yes, all internal protection / monitoring will be taken care by MSI where ISP network is going to terminate. i.e., Firewall, WAB, DDOS, IPS, SD-WAN, NAC etc. Are already considered at Data center, we are expecting MPLS network protection has to be look by ISP in coordination with MSI Team. | 2. Vodafone idea |
| 65. | 4.3.6 /68 (1) | Interface Traffic statistics: It should show Graphs & reports of interface traffic and utilization statistics to analyze network usage and plan for additional capacity.                                                                                                          | Plan for additional capacity is not available as a System Report. It is done manually based on available details in Portal. And Helpdesk team will pull out on weekly or Monthly basis Here also we could able to share the report of WAN interface only                                                                          | As Per RFP                                                                                                                                                                                                                                                                                         | 1. Airtel        |
| 66. | 4.3.6 /68 (1) | NMS-MIS reports: On bandwidth and link utilization, response times of link application, uptime, downtime reports and configuration updates if any, number of connectivity in the cloud, addition and deletion of the connections should be submitted on monthly basis or whenever | For Response times of link application<br>o Available via QoS/ Performance monitoring. (Jitter, Packet Loss, Latency) Please clarify if there is any other understanding related to response times of link application monitoring.<br>Feature is available for                                                                    | As Per RFP                                                                                                                                                                                                                                                                                         | 1. Airtel        |



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|     |               | required by CDAC/Delhi Police without any errors.                                                                                          | <p>Configuration upload of all devices, But devices need to support the same Kindly Clarify your understanding on Configuration Updates</p> <p>Deletion of the connections should be submitted on monthly basis or whenever required by Customer without any errors it will be not a System generated report It can be generated manually based on details available in Portal. your View on the same</p> <p>Enabling these features for very high BW required like netflow and DPI functionalities need to configure. So let's not recommended</p> |                                                                     |           |
| 67. | 4.3.6 /68 (1) | Provide access to Customer for online problem ticketing. Also provide report to give details of time taken to resolve issue with the link. | Feature is available for customer to create SR in Ticketing tool. Provide report to give details of time taken to resolve issue with the link will share manually for the critical link. Hope our understanding is correct.                                                                                                                                                                                                                                                                                                                         | As per RFP                                                          | 1. Airtel |
| 68. | 4.3.6 /68 (1) | Real time and Historical web-based reports and web-based monitoring through portal should be provided to CDAC/Delhi Police.                | Real time Monitoring is done every 5 minutes.<br>So Report will contain data for every 5 minutes polling. Real time will affect Network bandwidth.                                                                                                                                                                                                                                                                                                                                                                                                  | RAW Data should be kept for 03 Years and flagged data for 08 Years. | 2. Airtel |



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|     |                  |                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Historical web-based reports and web-based monitoring through portal Available. Based on below data summarization period. Raw Data – 3 Months Hour Data – 6 Months Day Data – 2 Years, Hope this will be ok and precisely meet the requirement. Please share your views on the same</li> </ul> |                   |             |
| 69. | 4.3.7 /68<br>(1) | a. Delivery Note acknowledged by consignee b. Purchase Order and Invoice copy c. Installation Report d. Installation Layout Report E. Location wise installation details (C4I / Police Stations (C2I) / DCP Office (C3I)/Near DR / Camera Location details) f. Cable route plan of Camera Locations, DC, CCC, DCP Office and Police Stations g. Connectivity Layout Report H. Device Connectivity test report | We Assume these reports will be provided by MSI                                                                                                                                                                                                                                                                                       | Refer Corrigendum | 1. Airtel   |
| 70. | 4.3.7 /68<br>(1) | Delivery and signed off report                                                                                                                                                                                                                                                                                                                                                                                | Scanned copy of the delivery, installation document will be shared with the customer on mail. No hardcopy will be shared or maintained by the service provider.                                                                                                                                                                       | Refer corrigendum | 1. Airtel   |
| 71. | 4.3.7 /68<br>(1) | Documents to be executed by Customer                                                                                                                                                                                                                                                                                                                                                                          | The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license, in compliance with applicable laws. 2. Customer shall execute documents as may be                                                                                                                              | As per RFP        | 1. Reliance |



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|-----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|     |                         |                                                                                                                                                                                                                                                   | required for subscribing to the services in compliance with regulatory requirement.                                                                                             |                                                                                                                                                               |                     |
| 72. | 4.3.7 (g)<br>/68<br>(1) | Connectivity Layout Report                                                                                                                                                                                                                        | Kindly clarify the format for the layout report                                                                                                                                 | Total layout plan of the network and network along with network redundant path-Total layout plan of the network and network along with network redundant path | 1. OneOTT           |
| 73. | 4.3.8 /69<br>(1)        | On demand BW                                                                                                                                                                                                                                      | BW on demand Incase of MPLS, LL is not possible, the BW will be upgraded as per the feasibility outcome. Charges for the additional BW and infra will be borne by the customer. | As per RFP<br><br>charges will be based on rates in mbps as per given by bidder at the time of submission of bid                                              | 1. Airtel           |
| 74. | 4.4 /69<br>(1)          | 4.4 Training The scope of work envisages that the Bidder shall undertake to train the staff nominated by Delhi Police & C-DAC in different aspects of equipment design, functioning, testing, operation & administration, maintenance and repair. | Please elaborate how many days of training required and the no of personals to whom tis training is required?                                                                   | Refer Corrigendum                                                                                                                                             | 1. Vodafone<br>idea |
| 75. | 4.4 /69<br>(1)          | Training                                                                                                                                                                                                                                          | We request CDAC to confirm the below Points: 1) total number of technician whom training needs to be provided and batches also                                                  | The required details will be provided at the time of Training                                                                                                 | 1. Airtel           |
| 76. | 4.6 /70<br>(1)          | Packaging, Forwarding & shipment                                                                                                                                                                                                                  | what is the destination site?                                                                                                                                                   | All the sites as mentioned in the tender                                                                                                                      | 1. Airtel           |
| 77. | 4.8 /70<br>(1)          | Within 15 days of entering into contract, ISP shall provide a list of names, addresses and contact numbers of all staff employed for the maintenance services and of any                                                                          | 1. in RFP at one place helpdesk is asked at Command control center, so we request to kindly confirm ISP needs to provide helpdesk at customer end or                            | Refer Corrigendum                                                                                                                                             | 1. Airtel           |



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|     |                  |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                |                                               |
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|     |                  | other persons who may be at any time be required to enter the work site to perform works relating to the Contract.                                                                                                                                                                                                                                                                                             | ISP end We assume that within 15 days of O&M Phase                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                |                                               |
| 78. | 4.10 /71 (1)     | d. Report Submission of ROW application to various authorities and liaising<br>e. Time to time providing the Status on ROW demand note from authorities<br>f. Liaising with respective authorities with support of MSI (and C-DAC /Delhi Police if required) for vehicle entry permission of HDD machine shifting<br>g. Providing time to time status on Laying of the duct post receiving the ROW permissions | a) Considering this is a large project for GoI and for a very useful cause, Government should provide ROW & its restoration charges free to Telecom service provider. This will help in lowering the complete cost of the project. Please confirm<br><br>b) Also please note ROW will get delayed due to Embargo, so there will be delay in getting the desired ROW clearance, request customer to consider the same and allow ample time in case the fiber work gets stuck because of it. | As per RFP                                     | 1. Vodafone idea                              |
| 79. | 4.10 (t) /71 (4) | Shifting of any location will be done after the release of LOC of actual delivered location. Additional shifting charges will not be applicable in such a case.                                                                                                                                                                                                                                                | 1. Once the Site is implemented and after that any shifting request comes from you will consider as new location and there will be an additional Shifting Charges against same in Chapter 5 Price Schedule<br><br>2. We request CDAC to allow bidder to charge as per actual for the shifting cases<br><br>3. The feasibility is provided based on the lat-longs of site                                                                                                                   | As Per RFP<br><br>As per RFP<br><br>As per RFP | 1. Airtel<br><br>2. Airtel<br><br>3. Reliance |



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|     |                 |                                              |                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |
|-----|-----------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|     |                 |                                              | provided. The ISP may not be technically feasible at new locations. ISP may be allowed to declare such re-located as sites as Technically non feasible, in case the site(s) is not feasible and no penalty towards non delivery at such site to be imposed on ISP. Pls revert |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |
|     |                 |                                              | 4. Fiber work will incur cost and hence request customer to consider the shifting charges in case the link gets delivered or fiber is laid till that site. Please add shifting charges in the price sheet                                                                     | As per RFP                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4. Vodafone idea |
| 80. | 4.11 /72<br>(1) | Laisioning with authority for ROW permission | Since dependencies are on MSIs hence any delays in deliveries and penalties related to those, should not be levied on the ISP. Kindly clarify and notify this                                                                                                                 | As per RFP<br><br>(Clarification: The C-DAC /through Delhi Police shall to the extent of writing letters to the concerned agencies, provide all necessary assistance in obtaining the required approvals/permissions from civic agencies, for installation of equipment/items at the Locations identified. However, ISP will be responsible to apply for approvals from civic Agencies, pursue and completing all formalities with the civic agencies. | 1. OneOTT        |



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|     |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                |                                                  |                  |
|-----|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------|
| 81. | 4.11 /72<br>(1) | Power and earthing                                                                                                                                                                                                                                                                                                                                                                                                                               | IP junction box, Proper Space, power supply and earthing arrangement for the service provider network devices will be arranged and maintained by customer.                                                     | This is responsibility of MSI\ till Junction Box | 1. Airtel        |
| 82. | 4.13 /73<br>(2) | 4.13 Integration of existing cameras<br>There will be a few existing cameras at field locations under jurisdiction of Police Stations which need to be integrated with C4i. There has to be a provision of the integration of 1000 cameras with consumption rate of 3.5 Mbps per camera that need to be covered in the price bid. This consumption will only be conducted on need basis with regards to the rate card provided in the price bid. | 1. The feed will be connected at the DC location or bidder has to connect these 1000 Camera locations thru fiber. If Bidder has to connect then do share the location details (lat, long) with BW per location | Lat/Long already after signing the NDA.          | 1. Vodafone idea |
|     |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2. Share the Address, Lat/long and correct number of location/junctions where we need to provide the connectivity                                                                                              | Lat/Long already after signing the NDA.          | 2. Airtel        |
| 83. | 4.13 /73<br>(1) | There will be a few existing cameras at field locations under jurisdiction of Police Stations which need to be integrated with C4i. There has to be a provision of the integration of 1000 cameras with consumption rate of 3.5 Mbps per camera that need to be covered in the price bid. This consumption will only be conducted on need basis with regards to the rate card provided in the price bid.                                         | We assume that ISP don't need to extend any fiber media/RF connectivity to integrate this 1000 cameras, request kindly confirm that ISP need to factor only bandwidth charges                                  | As Per RFP                                       | 1. Airtel        |
| 84. | 4.14 /73<br>(1) | Service Level Agreement (SLA): -1.2 Exclusions & Limitations of Credits                                                                                                                                                                                                                                                                                                                                                                          | Requesting Customer to please add exclusions to Service Levels as                                                                                                                                              | As per RFP                                       | 1. Reliance      |



|  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | <p>follows:</p> <p>Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes:</p> <p>I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of RJIL through the process defined by RJIL of a Service Disruption</p> <p>ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company.</p> <p>iii. The failure of Customer's applications, equipment, or facilities including any third-party equipment</p> <p>iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Company personnel,</p> <p>v. Customer not providing stable power and the other</p> |  |  |
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# **PRE-BID RESPONSE SHEET**

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|     |                   |                                                                                                                                                                                                                                                                              | <p>infrastructure required for Service Equipment and/or CPE</p> <p>vi. Events or occurrences that result in “No problem Found” Trouble Tickets</p> <p>vii. Trouble Tickets associated with new installations or upgrades</p> <p>viii. Customer initiated change request in the service while the change request is under progress.</p> <p>ix. Planned repairs, modifications or maintenance notified to Customer in advance,</p> <p>x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Company,</p> <p>xi. Suspension of Service by the Company</p> <p>xii. Force Majeure Events,</p> <p>xiii. Customer scheduled maintenance,</p> |                                                                                                                                                                                                                                                                                                           |                             |
| 85. | 4.14.1 /74<br>(1) | <p><b>4.14.1 SLA Reporting System</b></p> <p>All the SLA reporting will be based on system generated reports through EMS/ NMS. The management system needs to aggregate events and performance information from the domain managers and tie them to service definitions.</p> | <p>SDWAN devices and Switch for termination of link is provide by MSI then the required NMS also to be provided by MSI since the bidder cannot offer the NMS which will monitor performance on MSIs devices. The said NMS will be able to monitor and share the required reports. Hence, this clause should be applicable to MSI.</p>                                                                                                                                                                                                                                                                                                                                      | <p>Yes, all internal protection / monitoring will be taken care by MSI where ISP network is going to terminate. i.e., Firewall, WAB, DDOS, IPS, SD-WAN, NAC etc. are already considered at Data center, we are expecting MPLS network protection has to be look by ISP in coordination with MSI Team.</p> | <p>1. Vodafone<br/>idea</p> |



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|     |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                     |                                                                                                                                                                          |                  |
|-----|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 86. | 4.14.1 /74<br>(1) | <p>All the SLA reporting will be based on system generated reports through EMS/ NMS. The management system needs to aggregate events and performance information from the domain managers and tie them to service definitions.</p> <p>a. Provide an outage summary that gives a high-level network management indication for each service as well as the details and root cause of any outage.</p> <p>b. Support for a User Definition Facility to define person(s) or organization(s) that uses the business Services or is a party to a service level agreement contract with a service provider or both. The facility must enable the association of Users with Services and SLAs.</p> <p>c. The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service Guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period (weekly, monthly, and so on). Guarantees supported must include one that monitors service availability (including Mean Time to Repair (MTTR), Mean Time between</p> | <p>1. please confirm whether ISP could submit manual reports or it is required online from tool</p> | <p>ISP has to submitted system generated reports by their EMS/ NMS tool and the physical copy of the report needs to be signed and submitted to C-DAC/ Delhi Police.</p> | <p>1. Airtel</p> |
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|     |                | Failure (MTBF), and Maximum Outage Time thresholds) and the other that monitors service transaction response time.<br>d. SLA violation alarms must be generated to notify whenever an agreement is violated or is in danger of being violated.<br>e. Provide the capability to designate planned maintenance periods for services and take into consideration maintenance periods defined at the IT resources level. In addition, the capability to exempt any service outage from impacting an SLA must be available. |                                                                                                                                                                           |                                                                                          |           |
| 87. | 4.14.1 /74 (1) | Network Availability between Cameras installed at each pole and network switch- MSI Scope>>>>Coordination with the MSI: The network is considered available when all the services in full capacity are available.>>>>99.90% ≤99.90% to >98.0% up time measured                                                                                                                                                                                                                                                         | 1. We request CDAC to kindly remove this penalty from ISP scope as this part comes under the MSI Scope.                                                                   | The penalty for ISP and MSI will be calculated as per their scope of supply and service. | 1. Airtel |
| 88. | 4.14.1 /74 (1) | SLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Total Penalty applicable to ISP should be maximum of 10% of quarterly payment.                                                                                            | As per RFP                                                                               | 1. Airtel |
| 89. | 4.14.1 /74 (1) | SLA calculation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the Service Provider central helpdesk. Service Provider will share the monthly | Yes. As per RFP                                                                          | 1. Airtel |



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|     |                   |                                                                                                                  | uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                           |                  |
| 90. | 4.14.1 /74<br>(1) | SLA Reporting System: Uptime required for MPLS network is >99.90                                                 | <p>Uptime SLA of 99.9% is not possible using Fiber in Ring architecture. Requested to please change the uptime &amp; penalty of MPLS network to as below, as it is very very stringent</p> <p>&gt; 99.50 uptime 0 penalty<br/>           &lt;99.50 to &gt; 98.0, 2% penalty<br/>           &lt;98.0 to &gt; 97.0, 3% penalty<br/>           &lt;97.0 to &gt;95.0, 5 % penalty<br/>           &lt;95.0 to &gt; 90.0, 10 % penalty.</p> <p>Also requested to include clause, downtime due to MPLS network should be considered as downtime, any down time due to devices managed by MSI or any third party, end users' issues, should not be considered in penalty.</p> | As per RFP                                                                                                | 1. Vodafone idea |
| 91. | 4.14.1 /74<br>(3) | SLA Reporting System>>>Network Availability between Cameras installed at each pole and network switch- MSI Scope | <p>1. We request CDAC to kindly specify the ISP SLA only as per the uptime requirement from the handover point</p> <p>2. We request CDAC to redefine the SLA as below: 1) DC: 99.5% quarterly uptime 2) Police</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>1. ISP needs to maintain the uptime as mentioned in SLA.</p> <p>2. As per RFP</p> <p>3. As per RFP</p> | 1. Airtel        |



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|     |                |                                                                                                                                                                                                                                                                | station/DHQ/PHQ: 99% quarterly uptime 3) Junction Box: 98%<br>3. We request CDAC to put the SLA penalty as below : For every % drop in uptime 2 times of the Monthly recurring charges of that particular link will get deducted with the maximum capping of 10% of Monthly recurring charges |            |                  |
| 92. | 4.14.1 /74 (1) | SLA ISP Scope - Network switch and optical fiber to MPLS Target: ≤97.0% to >95.0% up time measured on a monthly basis* Penalty: 20% of the quarterly Payment Target: ≤95.0% to >93.0% up time measured on a monthly basis Penalty: 0.2% of the O&M phase cost. | Penalty should be limited to 10% of quarterly payment. Please clarify O&M phase cost, is it applicable to ISP.                                                                                                                                                                                | As per RFP | 1. Airtel        |
| 93. | 4.14.1 /75 (1) | 3 Network Quality of Service 99.90% throughput of minimum stipulated bandwidth during 24*7 hours                                                                                                                                                               | Throuput of 99.9% is not practically possible hence request you to please amend this clause to 98%                                                                                                                                                                                            | As per RFP | 1. Vodafone idea |
| 94. | 4.14.1 /75 (1) | Quality of Service                                                                                                                                                                                                                                             | Quality of Service is not possible on Internet and L2 Circuits.                                                                                                                                                                                                                               | As per RFP | 1. Airtel        |
| 95. | 4.14.1 /75 (1) | Network Quality of Service>>>In coordination with the Network Service Provider: Quality of Service (QoS) refers to the capability of a network to provide traffic engineering to selected network traffic from Network switch and                              | "We request CDAC to please confirm how they will check the throughput and also request to change the penalty as below 90.0% throughput of minimum stipulated bandwidth during 24*7 hours 0                                                                                                    | As per RFP | 1. Airtel        |



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|-----|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|
|     |                | optical fiber to MPLS MPLS to Switch at C4I, C3I, C2I and DC and Near DR.>>>> 99.90% throughput of minimum stipulated bandwidth during 24*7 hours<br>≥97% and <99.90% throughput of minimum stipulated bandwidth during 24*7 hours 5% of the quarterly payment <97% throughput of minimum stipulated bandwidth during 24*7 hours 10% of the quarterly payment                                                                  | ≥90% and <85.0% throughput of minimum stipulated bandwidth during 24*7 hours 2% of the quarterly payment for that particular link<br><85% throughput of minimum stipulated bandwidth during 24*7 hours 5% of the quarterly payment for that particular link and subjected to maximum capping of 10% of quarterly payment"                                                                         |            |           |
| 96. | 4.14.1 /76 (1) | Network Quality of Service>>> The primary goal of QoS is to provide priority including dedicated bandwidth, controlled jitter, latency and improved loss characteristics. Measurement Tool: Reports from EMS>>>> Average Packet loss exceeding 0.5% over a month (at Data Centre and WAN level) 5% of the quarterly payment Latency Delay > 150 MS (every instance) (at Data Centre and WAN level) 5% of the quarterly payment | We request CDAC to amend this clause as below: Average Packet loss exceeding 0.5% over a month (at Data Centre and WAN level) 1% of the quarterly payment of that particular link Latency Delay > 150 MS (every instance for more than 4 hours) (at Data Centre and WAN level) 0.5% of the quarterly payment of that particular link and subjected to maximum capping of 10% of quarterly payment | As per RFP | 1. Airtel |
| 97. | 4.14.1 /76 (3) | Network Availability between Field device/unit and network switch to MPLS to Optical fibre to Switches at C4I, respective C3I, C2I and DC & Near DR locations>>>>Network                                                                                                                                                                                                                                                       | We request CDAC to amend the penalty as below:<br><br>For DC: 99.5% 0                                                                                                                                                                                                                                                                                                                             | As per RFP | 1. Airtel |



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|  |  | <p>components (availability for a month is defined as total time (in minutes) in a month less total down time (in minutes) in a month excluding planned network downtime. The network is considered available when all the services in full capacity are available. Network Availability (%) = (Total minutes during the month - Planned downtime - Downtime minutes during the month) *100 / Total minutes during the month Total Time shall be measured on 24*7 basis. Planned Network Component Downtime refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, up gradation or changes to any supporting infrastructure. Details&gt;&gt;&gt;&gt;&gt;</p> <p>99.90%</p> <p>≤99.90% to &gt;98.0% up time measured on a monthly basis* 5% of the Quarterly Payment</p> <p>≤98.0% to &gt;97.0% up time measured on a monthly basis* 10% of the quarterly Payment</p> | <p>≤99.5% to &gt;98.5% up time measured on a quarterly basis 2% of the DC Quarterly Payment</p> <p>≤98.5% to &gt;97.5% up time measured on a quarterly basis 5% of the DC Quarterly Payment</p> <p>≤97.5% up time measured on a quarterly basis 10% of the DC Quarterly Payment</p> <p>and subjected to maximum capping of 10% of quarterly payment"</p> |                  |  |
|  |  | <p>For Police station/DHQ/PHQ</p> <p>99.0% 0</p> <p>≤99.0% to &gt;98.0% up time measured on a quarterly basis 2% of the particular link Quarterly Payment</p> <p>≤98.0% to &gt;95.0% up time measured on a quarterly basis 5% of the particular link Quarterly Payment</p> <p>≤95.0% up time measured on Quarterly basis 10% of the particular link Quarterly Payment and subjected to maximum</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>As per RFP</p>                                                                                                                                                                                                                                                                                                                                        | <p>2. Airtel</p> |  |



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|-----|--------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------|
|     |              |                                          | capping of 10% of quarterly payment                                                                                                                                                                                                                                                                                                                                                                         |                                        |             |
|     |              |                                          | We request CDAC to amend this clause as below:<br><br>Average Packet loss exceeding 0.5% over a month (at Data Centre and WAN level) 1% of the quarterly payment of that particular link<br>Latency Delay > 150 MS (every instance for more than 4 hours) (at Data Centre and WAN level) 0.5% of the quarterly payment of that particular link and subjected to maximum capping of 10% of quarterly payment | As per RFP                             | 3. Airtel   |
| 98. | 4.21 /81 (1) | Figure 1: MPLS Connectivity Architecture | Requesting clarity on the diagram, is dual last mile is expected at DC-DR locations as depicted in network diagram.                                                                                                                                                                                                                                                                                         | Yes                                    | 1. Reliance |
| 99. | 4.22 /82 (1) | Survey Finding >> Complete clause        | We assume that this survey reports are required from MSI, kindly confirm                                                                                                                                                                                                                                                                                                                                    | ISP and MSI has to worked out mutually | 1. Airtel   |

## 5. Chapter 5



## PRE-BID RESPONSE SHEET

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| S. No. | Clause/Page        | Clause/ Content in the RFP                                                                                                                             | Suggestive input/ clarification                                                                                                                                                                                                                                                                                                                  | CDAC Response | ISP              |
|--------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|
| 1.     | General /84<br>(1) | Chapter - 5 Price-Bid Format                                                                                                                           | Per Junction (Spoke) locations Commercials are not asked, request you to please add the line item for Spokes with bandwidth details in the price sheet for sharing the commercials                                                                                                                                                               | As per RFP    | 1. Vodafone idea |
| 2.     | General /84<br>(1) | "Price Bid Format Phase 1 duration considered is 17 quarters. Phase 2 duration considered is 14 quarters. Phase 3 duration considered is 12 quarters." | Total contract period is of 3 yrs. which is 12 quarters. How the period of 17 quarters for Phase 1, 14 quarters for phase 2 & 12 quarters for Phase 3 is computed.                                                                                                                                                                               | As per RFP    | 1. Airtel        |
| 3.     | General /84<br>(1) | Price Schedule                                                                                                                                         | In Price Bid format the Price of the Camera Locations are not mentioned, there is Cost to connect each location how we will do the cost optimization. Whenever the additional or Site or Bandwidth need to added how we will able to do the price calculation, similarly when we remove the site or BW degradation the calculation will be done. | As per RFP    | 1. Airtel        |

### 6. Chapter 6

| S. No. | Clause/Page        | Clause/ Content in the RFP                                                                                                                              | Suggestive input/ clarification                                                                                                                                                        | CDAC Response           | ISP              |
|--------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------|
| 1.     | 6.7.(b) /91<br>(2) | b. Bidder should have its own fiber reachability up to the Field /Command & Control Centre location and shouldn't rely on any third party for last mile | Bidder can connect the location using own Fiber last mile or thru offnet partner last mile but the complete ownership and will be of the Bidder. Request customer to amend this clause | Refer clause 6.7 of RFP | 1. Vodafone idea |



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| S. No. | Clause/Page     | Clause/ Content in the RFP                                                                                                                                                                                                                                                                                     | Suggestive input/ clarification                                                                                                                                                                                                                       | CDAC Response                                             | ISP       |
|--------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------|
|        |                 | connectivity. It is expected that all the locations should be connected on Fiber Optic Network. In cases / locations where there are genuine challenges in optical fiber-based connectivity or plan for alternative mode of connectivity in consent with Delhi Police.                                         | Though Clause 7.3.8 clarifies that leased infrastructure is permissible but in this clause, it is mentioned that bidder should have its own fiber reachability. Request clarification on using secure leased fiber and amend the clause allowing this | Refer clause 6.7 of RFP                                   | 2. OneOTT |
| 2.     | 6.7.(c) /91 (1) | C-DAC reserves the right to require changes in personnel which shall be communicated to ISP. ISP with the prior approval of C-DAC may make additions to the Project team immediately. ISP shall provide C-DAC with the resume of personnel and provide such other information as C-DAC may reasonably require. | Kindly clarify if there are some specific criteria's/qualifications, as defined by C-DAC. Request you to specify                                                                                                                                      | Any engineering graduate having relevant field experience | 1. OneOTT |
| 3.     | 6.9 /93 (1)     | Payment Terms                                                                                                                                                                                                                                                                                                  | The Customer reserves right of acceptance and rejection of invoices. If there is deficiency in Services/equipment, the Customer shall inform immediately to the ISP and not at the time of raising invoices.                                          | As per SLA and tender terms                               | 1. Airtel |

## 7. Chapter 7



## PRE-BID RESPONSE SHEET

RFP No.: CDACP/Safe City/ISP/2021/326, dated: 04th Feb2021

| S. No. | Clause/Page         | Clause/ Content in the RFP                                                                                                                                                                                                                          | Suggestive input/ clarification                                                                                                                                                                                              | CDAC Response                          | ISP       |
|--------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------|
| 1.     | 7.5 /99<br>(1)      | Self-certifications                                                                                                                                                                                                                                 | Kindly clarify if the self-certification should be signed by all.                                                                                                                                                            | Should be signed by authorised person. | 1. OneOTT |
| 2.     | 7.5 (8) /99<br>(1)  | Copies of audited balance sheets for the financial years 2019-2020, 2018-2019 and 2017-2018 pertaining to bidder or Certificate from the Statutory Auditor/CA certifying the 2018-2019 and 2017-2018. annual turnover of bidder in years 2019-2020, | Audited balance sheets consist many pages and it becomes difficult to upload. Request you to allow submitting first & last pages along with pages where turnover is mentioned. We are happy to share hard copies if required | Relevant pages may be submitted.       | 1. OneOTT |
| 3.     | 7.5 (14) /99<br>(1) | Copy of the valid telecom/Internet license issued by the competent authority of India, for providing required telecom/Internet services                                                                                                             | The copy of license is in big size. Request you to allow to submit first two & last two pages.                                                                                                                               | Relevant pages may be submitted.       | 1. OneOTT |

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