



**सॉफ्टवेयर टेक्नोलॉजी पार्क्स ऑफ इंडिया**  
**SOFTWARE TECHNOLOGY PARKS OF INDIA**  
(भारत सरकार के इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय के अन्तर्गत एक स्वायत्त सोसाइटी, इलेक्ट्रानिक  
सिटी, बेंगलूरु - 560100)  
(An Autonomous Society under Ministry. of Electronics and Information Technology  
Govt. of India, Electronic City, Bengaluru - 560100)

**शुद्धि-पत्र / CORRIGENDUM**

This has reference to the Tender published vide Ref No: STPI-B/ADMIN/PSG/2022-23/03 Dated: 11.01.2023 for Empanelment of Lastmile Service Vendors for 3 years. Based on the pre-bid meeting held on 20.01.2023 at 1130 Hrs, the following amendment has been issued to the tender. Bidders are requested to incorporate the amendment while submission of bids to this office.

Sl. No.	Section No.	Clause No.	Page No.	Existing Term of RFP	Bidder Queries/ Reasons for Change	STPI's Clarification/ Response
1	1. INVITATION FOR PROPOSALS (IFP)		3	Bid Submission End Date : 01.02.2023 at 1430 Hrs. Bid Opening Date : 02.02.2023 at 1500 Hrs.	Request minimum 2 weeks extension in the last date of submission. Suggested date is : "Bid Submission End Date : <b>15.02.2023 at 1800 Hrs.</b> Bid Opening Date : <b>16.02.2023 at 1100 Hrs.</b> "	Submission end date is extended up to 9th Feb 2023 at 1430 Hrs and Bid opening date on 10.02.2023 at 1500 Hrs.
2					Request you to extend the submission timeline at least for 7-10 days and confirm.	
3	2. COVER NOTE	C	4	c. The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers in Bengaluru and/or sub centres (Mysuru, Hubaalli, Mangaluru & Manipal and Davanagere) where feasibility is claimed. Documentary evidence should be provided.	Kindly allow credentials from all over India. In current situation it is allowing very limited telecom service providers. Suggested clause is : "c. The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers <del>in Bengaluru and/or sub centres (Mysuru, Hubaalli, Mangaluru &amp; Manipal and Davanagere)</del> <b>anywhere in India</b> where feasibility is claimed. Documentary evidence should be provided."	<b>Amended clause 2.C as Below</b> "The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers in Bengaluru / Mysuru/ Hubaalli/ Mangaluru / Manipal / Davanagere). Documentary evidence (Like Purchase order/ installation report, ect) should be provided"
4	SECTION - II INSTRUCTIONS TO BIDDERS (ITB)	7.5	10	The bidder should be able to provide Last mile service for at least one STPI location from the list specified in Annexure-I. The existing fiber roll out / connectivity diagram and	Kindly allow credentials from all over India. In current situation it is allowing very limited telecom service providers. Suggested clause is : "The bidder should be able to provide Last mile service for at least one STPI location <b>anywhere in India</b> <del>from the list specified in Annexure-I.</del> The existing fiber roll	No Change. RFP clause is self-explanatory. "The bidder should be able to provide Last mile service for atleast one location as per Annexure-I".

				network details to be enclosed. Documentary evidence should be provided.	out / connectivity diagram and network details to be enclosed. Documentary evidence should be provided."	
5	SECTION - II INSTRUCTIONS TO BIDDERS (ITB)	7.7	10	The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers in Bengaluru and/or sub centres (Mysuru, Hubaalli, Mangaluru & Manipal and Davanagere) where feasibility is claimed. Documentary evidence should be provided.	Kindly allow credentials from all over India. In current situation it is allowing very limited telecom service providers. Suggested clause is : "c. The bidder should have experience of successful delivery of similar works (Provisioning, Installation, Maintenance and Monitoring of Last mile Connectivity) with a Last mile bandwidth for multiple of E1s for at least 3 customers <del>in Bengaluru and/or sub centres (Mysuru, Hubaalli, Mangaluru &amp; Manipal and Davanagere)</del> <b>any where in India</b> where feasibility is claimed. Documentary evidence should be provided."	No Change.
6	SECTION - III SCOPE OF WORKS	2.4	22	This activity has to be completed by the Empanelled Service provider within 4-6 weeks from the date of issue of Work Order by STPI-B for a particular link; along with submission of the Last mile commissioning report by empanelled Service provider in the format of Form IV 'Last Mile Commissioning Report' of Section V of this document.	Kindly keep different timelines with different last mile and which are practical in nature. Suggested Clause is : "This activity has to be completed by the Empanelled Service provider within 4-6 weeks from the date of issue of Work Order <b><u>for UBR/ Wireless last mile and 8-12 weeks from the date of issue of Work Order for Fiber/ Cooper Last mile</u></b> by STPI-B for a particular link; along with submission of the Last mile commissioning report by empanelled Service provider in the format of Form IV 'Last Mile Commissioning Report' of Section V of this document."	No change.
7	SECTION - III SCOPE OF WORKS	2.5	22	During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order, Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 4% which shall be deducted in the first quarterly bill. If breach or delay is	Kindly keep different timelines with different last mile and which are practical in nature. Suggested Clause is : "During Implementation stage, any delay beyond 4-6 weeks from the date of issue of Work Order <b><u>for UBR/ Wireless last mile and 8-12 weeks from the date of issue of Work Order for Fiber/ Cooper Last mile</u></b> , Penalty at the rate of 0.5% per week on the total work order value will be levied subject to maximum of 4% which shall be deducted in the first quarterly	No change.

				beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empanelled Service providers. The non performing Service provider may not be considered for future requirements.	bill. If breach or delay is beyond acceptable time, then STPI at its discretion shall terminate the contract and avail the service from other Empanelled Service providers. The non performing Service provider may not be considered for future requirements.	
8	SECTION - III SCOPE OF WORKS	Table-A: Service Availability & Outage	26	<p>Link availability - Greater than 99.5 % of link uptime/availability (Service Availability); Less than 99.5% (Service Outage)</p> <p>Latency - Latency less than 20 ms for last mile &amp; 50ms for long distance (Service Availability); Latency is more than 20 ms for last mile &amp; 50ms for long distance continuously for 30 minutes (Service Outage)</p>	<p>Kindly keep different parameters with different last mile and which are practical in nature. Suggested Clause is :</p> <p>"Link availability - Greater than 99.5 % of link uptime/availability for <b><u>Fiber/ UBR and 98.5% for UBR/ Wireless</u></b> (Service Availability); Less than 99.5% <b><u>Fiber/ UBR and 98.5% for UBR/ Wireless</u></b> (Service Outage)</p> <p>Latency - Latency less than <b><u>120 ms for last mile &amp; 150ms for long distance</u></b> (Service Availability); Latency is more than <b><u>120 ms for last mile &amp; 150ms</u></b> for long distance continuously for <b><u>120 minutes</u></b> (Service Outage)"</p>	No change.
9	SECTION - III SCOPE OF WORKS	Table-B: Service Levels	26	<p>1. &gt;= 99.5 (Monthly Service Level Compliance) - 0 (Service Credit Factor)</p> <p>2. &gt;= 98.5 but &lt; 99.5 (Monthly Service Level Compliance) - 1.0 (Service Credit Factor)</p> <p>3. &gt;= 97.5 but &lt; 98.5 (Monthly Service Level Compliance) - 1.5 (Service Credit Factor)</p> <p>4. &gt;= 96.5 but &lt; 97.5 (Monthly Service Level Compliance) - 2.0 (Service Credit Factor)</p> <p>5. &gt;= 95.0 but &lt; 96.5 (Monthly Service Level Compliance) - 2.5 (Service Credit Factor)</p> <p>6. &lt; 95.0 (Monthly Service Level Compliance) - 3.0</p>	<p>Kindly keep different parameters with different last mile and which are practical in nature. Suggested Clause is :</p> <p>"For Wireline/ Fiber/ Copper:</p> <p>1. &gt;= 99.5 (Monthly Service Level Compliance) - 0 (Service Credit Factor)</p> <p>2. &gt;= 98.5 but &lt; 99.5 (Monthly Service Level Compliance) - <b><u>0.5 (Service Credit Factor)</u></b></p> <p>3. &gt;= 97.5 but &lt; 98.5 (Monthly Service Level Compliance) - <b><u>1.0 (Service Credit Factor)</u></b></p> <p>4. &gt;= 96.5 but &lt; 97.5 (Monthly Service Level Compliance) - <b><u>1.2 (Service Credit Factor)</u></b></p> <p>5. &gt;= 95.0 but &lt; 96.5 (Monthly Service Level Compliance) - <b><u>1.3 (Service Credit Factor)</u></b></p> <p>6. &lt; 95.0 (Monthly Service Level Compliance) - <b><u>1.5 (Service Credit Factor)</u></b></p> <p><b><u>For UBR/ RF/ Wireless:</u></b></p> <p><b><u>1. &gt;= 98.5 (Monthly Service Level Compliance) - 0 (Service Credit Factor)</u></b></p> <p><b><u>2. &gt;= 97.5 but &lt; 98.5 (Monthly</u></b></p>	No change.

				(Service Credit Factor)	<p><b><u>Service Level Compliance) - 0.5 (Service Credit Factor)</u></b>  <b><u>3. &gt;= 96.5 but &lt; 97.5 (Monthly Service Level Compliance) - 1.0 (Service Credit Factor)</u></b>  <b><u>4. &gt;= 95.5 but &lt; 96.5 (Monthly Service Level Compliance) - 1.2 (Service Credit Factor)</u></b>  <b><u>5. &gt;= 95.0 but &lt; 95.5 (Monthly Service Level Compliance) - 1.3 (Service Credit Factor)</u></b>  <b><u>6. &lt; 95.0 (Monthly Service Level Compliance) - 1.5 (Service Credit Factor)"</u></b></p>	
10					<p>The links shall be governed as per as per T&amp;C of the Unified license, in compliance with the applicable law &amp; Standard Bidder STC &amp; SLA &amp; the Solution Proposal as attached alongwith the Bid proposal</p> <p>Request to consider below SLA credits which is as per telecom standards</p> <p>Network Service Availability (%)</p> <p>SLA Credit</p> <p>Less than 0.5% of commitment - 1 day Service Credit</p> <p>Less than 1% of commitment - 2 day Service Credit</p> <p>Less than 2% of commitment - 3 day Service Credit</p> <p>Less than 3% of commitment - 4 day Service Credit</p> <p>Latency shall be applicable as per TTL STC &amp; SLA</p> <p>Packet Loss shall be &lt;=1%</p> <p>NO SLA penalty will be applicable on bidder incase the location is down due to</p> <ol style="list-style-type: none"> <li>1. Customer attributed fault (power outage, power fluctuation, Improper earthing at site. leading to network device Malfunctioning)</li> <li>2) Equipment damaged due to water seepage or stolen from the location.</li> <li>3. TSP engineer access denied for maintenance / repair purpose</li> <li>4. Force majeure cases</li> <li>5. Tickets closed with “No Fault Found” reason codes</li> <li>6 Any condition which is beyond the control of bidder.</li> </ol> <p>SLA/downtime calculation will be done basis the trouble ticket</p>	

					raised by the customer with the bidder central helpdesk. Request Acceptance	
11	III. TECHNO-COMMER CIAL QUOTE - FORMAT (FORM - III)		31	III. TECHNO-COMMERCIAL QUOTE - FORMAT (FORM - III)	We understand that this is to be filled by empanelled vendor only; post empanelment. Nor required at the current stage	Noted. Yes, the format shall be submitted during post empanelment.
12	IV. LASTMILE COMMISSIONING REPORT- FORMAT (FORM IV)		33	IV. LASTMILE COMMISSIONING REPORT- FORMAT (FORM IV)	We understand that this is to be filled by empanelled vendor only; post empanelment. Nor required at the current stage	Noted. Yes, the format shall be submitted during post empanelment
13		4.1	25	4.1 Service Availability	Request customer to add the following exclusions from downtime calculations: i. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of Bidder ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company. iii. The failure of Customer's applications, equipment, or facilities including any third party equipment 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, v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPE vi. Events or occurrences that result in "No problem Found" Trouble Tickets vii. Trouble Tickets associated with new installations or upgrades viii. Customer initiated change request in the service while the change request is under progress. ix. Planned repairs, modifications or maintenance notified to Customer in advance, x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying	No change.

					the Company, xi. Suspension of Service by the Company xii. Force Majeure Events, xiii. Customer scheduled maintenance,	
14				Additional clause proposed by Bidder	I) Customer shall execute Commercial Form , ECAF and such other documents as may be required for subscription of the services in compliance with regulatory requirement.	STPI shall support for producing compliance for regulatory requirement as per DOT / GOI.
15	2.5	2.5 System & Link redundancy:	24	The equipment installed for Primary Path / secondary path has to extend end-to-end Lastmile connectivity and it should have 1:1 redundancy. Also, the Optic fibre / copper media should have another redundant or alternate path for end-to-end Lastmile connectivity requirement. In case any failure of primary path the system has to route the link to the Secondary path without impacting the data traffic. Once the primary path is normalised, the link on the secondary path has to be automatically reverted back to the primary path.	Link shall be provided basis Pop to Pop redundancy. Request acceptance	Noted. Service provider shall ensure high availability and maximum uptime for the Connectivity as per SLA terms and conditions
16	3.1	3.1 Remote monitoring capability	24	Cross Connects System	Cross connect shall be the responsibility of STPI Request Acceptance	No Change. Service provided shall provide connectivity up to CPE
17		Table A Service Outage	26	Latency is more than 20 ms for lastmile & 50ms for long distance continuously for 30 minutes	Latency shall be 80ms minimum Request Acceptance	No Change.

This is for your kind information.

निदेशक/ Director  
एसटीपीआई-बेंगलूरु/STPI - Bengaluru

दिनांक/Date : 20.01.2023