

## Corrigendum – II

# Request for Proposal (RFP) for Selection of Business Partner / System Integrator (SI) for Utilization & Monetization of BharatNet Phase – II Network

Reference No: GFG/DST/BharatNet/Network Utilization/2021/627

5<sup>th</sup> Aug 2021



Gujarat Fibre Grid Network Limited (GFGNL)

A Government of Gujarat Company

Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar 382010

**Corrigendum**

The Bidders are requested to take note of the following changes made in the RFP document, which are to be considered while submitting the RFP response. They shall be presumed to have done so and submitted the RFP response / bid accordingly.

- This Corrigendum shall be the part of the RFP documents / process.
- All items specified in this Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Text with strikethrough means it is deleted.

**Response to Pre-Bid Queries:**

Sr. No	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Response / Revised Clause
1	1.2	Introduction	8	Package A and B	List of GP and GIDC, industrial estate covered under GFGNL fiber rollout	The related information will be provided to bidder after signing NDA (Non-Disclosure Agreement) with GFGNL.

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2	1 (1.6)	Introduction	9	<p>There are 7800+ GP locations covered under BharatNet Phase – II. Various Government departments like Health department, Home department, Education department, Finance department, Electricity department etc. also want to connect their office locations &amp; schools with BharatNet Phase – II Network to get internet &amp; intranet connectivity with Gujarat SDC. There are aprx. 40K Government offices &amp; Government schools in Gujarat. BharatNet Phase – II Network covers almost 50% of geography of Gujarat state. This information is provided to bidders so that they can get an idea about the likely market scope available under this RFP.</p>	<ol style="list-style-type: none"> <li>1. WE would like to understand, feasibility OR distance of these locatios as required CAPEX on last-mile is a big challenge.</li> <li>2. Pls. clarify incase of distance is more than 2 KM than who will bear the capex. Secondly, share Monthly reccuring revenu (ARPU per Goverement customer).</li> <li>3. How and what will be OTC charges for abnormal discance? who will decide the Lastmile delevery option. Fibre/RF/P2P/M2MP/CU/BB etc.</li> <li>4. who will rasiе invoice and collect the funds? as ISP license required for such services.</li> </ol>	<ol style="list-style-type: none"> <li>1. The related information will be provided to bidder after signing NDA (Non-Disclosure Agreement) with GFGNL.</li> <li>2. Only location with scope of &lt;=1 Km will be implemented by bidder on their own (100% capex funding responsibility of the bidder). For only Government locations with &gt;1 Km optical distance to be connected on OFC, GFGNL will bear capex for incremental distance beyond 1 Km &amp; will be paid to selected bidder through adjustment from the payable amount to GFGNL. Payable capex to selected bidder will be decided by GFGNL &amp; it will be at whole discretion of GFGNL. Selected bidder will have to submit an additional BG equal to 25% of the total amount paid by GFGNL to bidder at every 6 months. Payable capex amount will be paid by GFGNL after work completion &amp; certification by GFGNL. ARPU will be purely dependent upon bidder's telecom product.</li> <li>3. Bidder needs to decide OTC charges with the approval of GFGNL &amp; considering point - 2 above. It is Bidder's discretion to decide last mile option based on field feasibility.</li> <li>4. Refer RFP clause - 5.4. Additionally, it is bidder's responsibility to raise the invoice &amp; collect the payment for all type of customers. Please note that in case of Govt. institutions, selected bidder will raise invoice department wise (&amp; not location wise) &amp; GFGNL will facilitate selected bidder for collection of payment centrally from Govt. Dept. for all the locations in one go as per the modalities prevailing at that time.</li> </ol>

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3	2 (2.8)	Scope of Work (SoW) for the bidder	10	Selected bidder will provide the details of the space & power required at OLT / GP location for installation of equipment (if any) and also clearly mention the type of cable to be laid in OLT / GP location premise to facilitate energizing the last mile equipment at OLT / ONT locations under the scope of this RFP.	<ol style="list-style-type: none"> <li>1. We understand that required space, uninterrupted power and safety to install required equipments will be provided by GFGNL along with 24*7 Power. Kindly confirm.</li> <li>2. Pls also share, if there is a downtime in core network Or connectivity till GP-side and last mile is up; what mechanism and penalty will be applicable in revenue share?</li> <li>3. At GP Location major challenge is access in night hours and these will be impact SLA during operation so pls explain more about access and SLA calculation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please refer RFP clause - 2.8 &amp; 3.3. Additionally, please note that for space, GFGNL will provide up to 3U space at OLT / DWDM location and up to 2U space at GP location.</li> <li>2. Refer clause - 6 (Service Level Agreement (SLA)). Additionally, please note that in case of fault in GFGNL's Network, selected bidder will have to pay reduced quarterly recurring charges to GFGNL as per RFP clause - 6 &amp; simultaneously, selected bidder will have to provide compensation in bill amount to end customer as per product agreement/SLA signed with end customer. In case of fault in last mile Network (for which bidder is fully responsible for O&amp;M), GFGNL will get complete share of recurring charges from selected bidder &amp; selected bidder will have to provide compensation in bill amount to end customer as per product agreement/SLA signed with end customer.</li> <li>3. The operational challenges would be addressed by GFGNL in best possible manner.</li> </ol>

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4	2 (2.10)	Scope of Work (SoW) for the bidder	10	<p>Bidder will be free to sale any Telecom service product available in its Product portfolio within the permissibility of the valid Telecom license available with the bidder &amp; guidelines issued by DoT / TRAI. Selected bidder will have to submit the details of all the products in their portfolio and all types of applicable rates to be charged to customers. Product rates must be within the upper limit as prescribed by DoT. Selected bidders will have to get all the products &amp; rates (including OTC – One Time Charge, recurring charge, deposit amount (if any) etc.) approved from GFGNL before commencing any business activities. Selected bidder can get the range approved for OTC assuming that OTC is taken against the capex of implementing the last mile connectivity and distance for last mile for all the likely customers in rural area may vary. Selected bidders will not be allowed to take any OTC – One Time Charge from GFGNL / DST / GoG / Government departments from</p>	<ol style="list-style-type: none"> <li>1. OTC charges are much where last-mile capex is high. Secondly, are a geography boundry will take as coverage? Or last mile distance will take coverage?</li> <li>2. As this is for PHASE-II and district wise. When GFGNL take PSU/Govt/other department order for all locations. as selected bidder will have specific geography and area, how such delivery and services SLA will be calculated?</li> <li>3. Kindly Confirm as who will own the delivered network after 7 years contract period as from small revenue per month on 100Mbps FTTH/Broadband/RF (depending on feasibility) ROI will not be feasible.</li> <li>4. hope GFGNL will provide seprate OFC pair and link to enable 'central break-out, authentication, and other acess till GP-location at no cost.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer answer provided against sr. no. - 2 (point - 2). All the customer locations falling in any particular district boundary will be served by the selected bidder of that particular district. Selected bidder can serve the customer location from the nearest Gram Panchayat (GP) location even if the nearest GP is falling in neighboring district where selected bidder is different.</li> <li>2. Selected bidder will acquire customer locations from only the districts where he is selected as successful bidder. Please refer RFP clause for SLA.</li> <li>3. Selected bidder will own the last mile delivered Network for which he has invested capex. For last mile Network beyond 1 Km distance for which capex is paid by GFGNL, selected bidder will have to return same amount to GFGNL at the end of the contract / earlier as the case may be (for ex.: in case of contract termination) &amp; then the entire last mile Network will be owned by selected bidder.</li> <li>4. Please refer RFP clause - 3.4. OFC pair will not be provided by GFGNL.</li> </ol>

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				<p>establishing last mile connectivity to any Government offices &amp; schools as offered by GFGNL / DST / GoG. In case GFGNL / any Government institutions don't find any suitable telecom product / service as per their functional needs in selected bidder's product portfolio, selected bidder will have to design &amp; offer new suitable product / service considering the significant number of locations provided by the Government for connectivity.</p>		

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5	2 (2.11)	Scope of Work (SoW) for the bidder	11	The rates as approved by GFGNL as per above clause – 2.10 will be valid for 2 years from the date of approval & bidders will not be allowed to do any upward revision in the rates considering the overall interest of the Government to provide affordable digital connectivity to private customer / citizens of rural areas. However, downward revision of the rates will be allowed. After 2 years, selected bidders will be allowed to submit the revised rates to GFGNL seeking fresh approval.	Kindly consider the validity period as One(1) Year instead of two(2) years for rate revision	Ok, agreed.
6	4 (4)	Eligibility Criteria	12	The Bidder's Average Annual Turnover shall be >= Rs. 500 Crores & Net worth of Rs. 50 Crores during last 3 years. (Purely from ISP Business)	As this RFP is for Business Partner for NW utilization and exploring data/ISP business of 'qualified and successful' ISP, we recommend to remove 'monetization' word as its not applicable here. We also suggest that Bidder/Business partner should have average <b>100Cr turn over</b> with PAT positive from ISP business and not group/Telecom/voice turn over.	<b>Query :</b> As this RFP is for Business Partner for NW utilization and exploring data/ISP business of 'qualified and successful' ISP, we recommend to remove 'monetization' word as its not applicable here. <b>Answer :</b> No change  <b>Revised clause:</b> The Bidder's Average Annual Turnover shall be >= Rs. 50 Crores & Net worth of >=Rs. 10 Crores during last 3 years. (Purely from Telecom service business)

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7	4 (6)	Eligibility Criteria	12	<p>The Bidder should have minimum 1 Lakh Active Internet Users on their Own Infrastructure.</p> <ul style="list-style-type: none"> <li>• <b>The volume of Internet Telephony traffic flowing through bidder's network.</b></li> </ul>	<p>1. GPON and FTTH experience is critical hence we are strongly suggesting to have minimum 1 lac subscriber on GPON in Gujarat.</p> <p>2. Kindly remove Internet telephony clause for non voice service provider (only ISPs). Internet Telephony on Data services are enable, there is no separate telephony services required as business model. all voice-video-based application used by broadband/FTTH subscriber on our network where applications allowed for voice &amp; Video services on Internet.</p>	<p>1. No change.</p> <p>2. <b>Revised clause :</b> The volume of Internet traffic flowing through bidder's network.</p>
8	4 (12)	Eligibility Criteria	13	<p>The bidder should be in compliance with the eligibility criteria related to monetization RFP as mentioned in GFGNL's earlier RFP (Request for Proposal (RFP) for Selection of Project Implementing Agency for BharatNet Phase-II project in the State of Gujarat under Gujarat Fibre Grid Network Limited (separate RFPs for Package A &amp; B)</p>	<p>GTPL has executed Pkg=B where in previous RFP, there was a clear monetization clause mentioned. In this RFP, it is for 'experience business' partner who has FTTH/GPON/Internet experience should invest, provision, collect and does a revenue share by connecting subscribers. it is not a monetization hence we are requesting to remove 'monetization' word to qualify most competitive and experience cum 'largest private ISP' of Gujarat.</p>	<p>Refer answer provided against sr. no. - 6.</p>



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9	5 (5.1)(2)	Revenue sharing & payment to GFGNL	14	% share in recurring charges : Selected bidder will have to pay the quoted % of recurring charges earned by them every quarter by selling its Telecom services to end customers. Selected bidder will have to pay this amount to GFGNL at the end of every quarter within 15 days' time period.	Noted, we request to elaborate on accounting mechanism and confirm that all service of 'Data/ISP' will be on pre-paid model only. Pls also clarify on OTC charges and idea about offering 'competitive price' to be arrived to capture market and customer as per rural wallet capabilities.	No change.
10	5 (5.1) (1)	Revenue sharing & payment to GFGNL	14	Minimum commitment charges per year : Selected bidder will have to pay the quoted fixed charges to GFGNL in advance at the start of every financial year within 1 month time period.	Mentioned fix charges are not viable for this business under any district. What support is GFGNL going to provide against fix charges? Kindly elaborate.	No change.
11	5 (5.4)	Revenue sharing & payment to GFGNL	14	For Government department's offices & Government schools where sales & marketing efforts and bill delivery & payment collection efforts are not involved from bidder's side, selected bidders will have to pay % share in recurring charges @ H1+10% rates.	Agreed on recurring revenue, as this services required ISP license hence pls update how GFGNL will raise invoice and collect funds.  Agreed, on 10% however pls clarify on OTC and 'investment required' for last mile. On SLA/Down-time; how to calculate GFGNL side NW/Power issues & issue of last-mile from GP to customer-side.	<b>1st point :</b> Refer answer provided against sr. no. - 2 (point - 4). <b>2nd point :</b> Refer answer provided against sr. no. - 2 (point - 3). Refer RFP clause - 6 (Service Level Agreement (SLA)).

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12	5 (5.5)	Revenue sharing & payment to GFGNL	14	Selected bidders will have to pay minimum commitment charges as per the H1 rate irrespective of the quantum of business provided by GFGNL / DST / GoG for connectivity of Government department's offices & Government schools.	We would like to understand this clause, what support will GFGNL offer against committed charges? Is committed charges over and above of revenue share? Pls also update on NW ownership post 7 years where Bidder/SI will invest within 2KM of lastmile with required electronics, cable & its maintenance.	<p><b>Query :</b> We would like to understand this clause, what support will GFGNL offer against committed charges? Is committed charges over and above of revenue share? <b>Answer :</b> No change</p> <p><b>Query :</b> Pls also update on NW ownership post 7 years where Bidder/SI will invest within 2KM of lastmile with required electronics, cable &amp; its maintenance. <b>Answer :</b> Refer answer provided against sr. no. - 4 (point - 3).</p>
13	5 (5.6)	Revenue sharing & payment to GFGNL	14	If selected bidder fails to pay to GFGNL Minimum commitment charges & % share in recurring charges within time frame as mentioned in clause – 5.1 above, GFGNL will charge interest rate on the principal amount as per the latest repo rate as defined by RBI. Further, in case of 3 total defaults by SI on timeline of payment to GFGNL, GFGNL may terminate the contract by issuing written notice to SI.	please elaborate the scenario where GFGNL is not able to provide support on time, fixing of rate, if SLA is not maintained by GFGNL where GP to OLT route-side network is down?	No change.

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14	5 (5.7)	Revenue sharing & payment to GFGNL	14	<p>2 months mobilization period will be considered from the date of issue of WO (Work Order) for which no charges will be payable to GFGNL. SI will mobilize field teams, arrange all required materials, permissions etc. and also get the products and rates approved from GFGNL including re-designing of new suitable product / service (if required) during this mobilization period. For the first partial financial year after completion of mobilization period, Minimum commitment charges will be paid to GFGNL by SI on pro-rata basis within 1 month from completion of mobilization period. Similarly, for the first partial quarter after completion of mobilization period, % share in recurring charges will be paid to GFGNL by SI on pro-rata basis within 15 days after completion of the quarter.</p>	<p>Kindly consider 3 months as mobilization period. please elaborate what all GFGNL will provide to SI under this mobilization period?</p>	<p>No change.</p>

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15	6 (6.1)	Service Level Agreement	15	GFGNL will provide minimum service / link uptime of 98% on quarterly basis.	if GFGNL provide 98% up-time at GP and OLT locations, pls advise what up-time we may offer to customer? Can GFGNL Provide Last Mile customer NMS access to Selected SI?	<b>Query :</b> if GFGNL provide 98% up-time at GP and OLT locations, pls advise what up-time we may offer to customer? <b>Answer :</b> Selected bidder needs to decide SLA to be offered to customer based on design of their Telecom product.  <b>Query :</b> Can GFGNL Provide Last Mile customer NMS access to Selected SI? <b>Answer :</b> No
16	9 (9.1)	Implementation timeline and penalties	27	Successful bidder(s) will have to put all the efforts to connect all the Government department's offices / locations / schools within 60 days from the completion of mobilization period.	Kindly consider 90 days after mobilization period. please elaborate, How geography will be distributed? Who will bear Capex where distance is more? Who will confirm and convey on 'feasibility', incase upgradation required in core network till GP-side for accomodating cusotmer and who will bear such capex?	<b>Revised clause :</b> Successful bidder(s) will have to put all the efforts to connect all the Government department's offices / locations / schools within 90 days from the completion of mobilization period. Selected bidder will have to carry out feasibility. GFGNL will upgrade core Network till GP as per commercial viability of business proposal from GFGNL's point of view. It will be at whole discretion of GFGNL.
17	9 (9.2)	Implementation timeline and penalties	27	If tenderer provides more than 500 locations in one district at a time, successful bidder may complete the target of establishing connectivity to all these locations within 90 days from the completion of mobilization period	Kindly reconsider the time line on the base of actual NW feasibility and also share district wise boundry and distance from the nearest GP/OLT for mentioned locations for better understanding and planning by SI. we request you to reconsider the business model to be focused on expanding 'broadband footprint' in Rural area of Gujarat.	<b>Revised clause :</b> If tenderer provides more than 500 locations in one district at a time, successful bidder may complete the target of establishing connectivity to all these locations within 120 days from the completion of mobilization period.

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18	5	Revenue sharing & payment to GFGNL	14		As there is 8% AGR tax applicable to ISP's on data Business , Kindly confirm if GFGNL will provide exemption or Compensation on AGR of revenue sharing amount to GFGNL .	AGR liability will be borne by selected bidder.
19	2 (2.2)	Scope of Work (SoW) for the bidder	9	2.1. Bidder will be free to implement last mile connectivity on wireline as well as wireless media including newer technologies like FSO / Li-Fi etc.	2.2. Bidder will be free to implement last mile connectivity on wireline as well as wireless media including newer technologies like FSO / Li-Fi / PLCC (Power line communication Carrier) etc.	<b>Revised clause :</b> Bidder will be free to implement last mile connectivity on wireline as well as wireless media including newer technologies like FSO / Li-Fi / PLCC (Power line communication Carrier) etc. provided all necessary approvals are available from competent authority in India to deploy the equipment of newer technology. In all cases, CPE will be provided by selected bidder(s) at no extra cost to GFGNL.
20	4	Eligibility Criteria	12	The Bidder Should have Class A ISP & NLD license issued from DoT/TRAI as on bid submission date.	In case of a Technology company having latest network technology solution for Wireless or Wired Network Connectivity e.g. Millimeter Wave (MM Wave), LiFi, 5G, PLCC or Innovative Hybrid Wire + Wireless System and willing to Join hands with Local ISP then Class C ISP License is required if it qualifies through Bidding process for that particular district.	<b>Revised clause :</b> The Bidder Should have Class A/B/C ISP & NLD license issued from DoT/TRAI as on bid submission date.
21	4	Eligibility Criteria	12	The Bidder shall be registered in India under Companies Act 1956 or 2013 at least for 5 years as on 31/03/2021	at least for 3 years as on 31/03/2021	<b>Revised clause :</b> The Bidder should be registered in India under Companies Act 1956 or 2013 at least for 3 years as on 31/03/2021.

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22	4	Eligibility Criteria	12	The Bidder should be ISO 9001:2015 Certified.	Should not be mandatory	This clause stands deleted.
23	4	Eligibility Criteria	12	The Bidder's Average Annual Turnover shall be >= Rs. 100 Crores & Net worth of Rs. 50 Crores during last 3 years. (Purely from ISP Business)	For Technology company + Local ISP Consortium, criteria for the Bidder could be: Annual Turnover shall be >= Rs. 100 Crores & Net Worth of Rs. 50 Crores for the Promoter Group or Group Company (Not specific to ISP Business)	Refer answer provided against sr. no. - 6.
24	4	Eligibility Criteria	12	The Bidder shall have experience of successful execution of minimum 500+ Internet Link_for government.	For Technology company One Pilot Deployment / PoC of Innovative Technology Solution for Internet / Intranet Network with Science & Technology Department of Gujarat / GFGNL should be minimum criteria	<b>Revised clause :</b> The Bidder shall have experience of successful execution of minimum 50 Internet Links for government.
25	4	Eligibility Criteria	12	The Bidder should have minimum 1 Lakh Active Internet Users on their Own Infrastructure.	For Technology company + Local ISP Consortium, Minimum 100 Active Internet Users on their own Infrastructure	<b>Revised clause :</b> The Bidder should have minimum 10,000 active internet users on their own infrastructure.
26	4	Eligibility Criteria	12	The Bidder should have minimum 1(One) operational office in each district for which bidder wants to participate in this RFP.	For Technology company, minimum 1(One) operational office of its own or any Group company / Distributor or its ISP Consortium Partner in each district is required if it qualifies through Bidding process for that particular District	No change.

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27	4	Eligibility Criteria	12	The Bidder should have installed minimum 500+ OLT/Nodes (GPON)/Ethernet equipment in last 3 years.	For Technology company + Local ISP Consortium 100+ Wireless / Fiber / Ethernet in last 3 Years	<b>Revised clause :</b> The Bidder should have installed minimum 10,000 OLT / ONT (GPON) / Ethernet / wireless radio equipment in last 3 years.
28	4	Eligibility Criteria	12	The Bidder Should have business presence in minimum 4 districts in the state.	Technology company or Its ISP Consortium Partner should have or establish business presence in the district/s where it qualifies through Bidding process for that particular District	This clause stands deleted.
29	4	Eligibility Criteria	12	The Bidder should have total 200+ technical and sales team working for bidder directly or indirectly in the State.	Technology company or its Promoter Group Companies directly or through its Distributors and / or Its ISP Consortium Partner should have atleast 10+ Personnel working in each District for which it qualifies through Bidding process.	<b>Revised clause :</b> The Bidder should have minimum 100 technical and sales team working for bidder directly on their role in the State.
30	Contract Period	Contract Period	3	7 years from the date of issue of WO which can be extended further for next 2 years.	As monetization mostly have long term view it usually have 15 years tenure. Therefore We request you to amend the contract period as 15 years from the date of issue of WO.	<b>Revised clause :</b> 13 years from the date of issue of WO which can be extended further for next 2 years.
31	Section 3	Scope of Work (SoW) for GFGNL	12	GFGNL will support the selected bidder to get RoW permission from respective Government departments in case of delay beyond 30 days by centrally coordinating with the departments at state level.	We request you to kindly help to get the ROW waived off. If in case we need to take ROW permission we request you to please help from day 1, which will result in quick pdeployment of links and revenue generation.	<b>Revised clause :</b> GFGNL will support the selected bidder to get RoW permission from respective Government departments. All type of RoW charges, BG/SD require by RoW agency has to be borne by selected bidder(s).

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32	Section 4	Eligibility Criteria 4	12	The Bidder's Average Annual Turnover shall be >= Rs. 500 Crores & Net worth of Rs. 50 Crores during last 3 years. (Purely from ISP Business)	For better & healthier participation, we request you to kindly amend this clause as below:  The Bidder's Average Annual Turnover shall be >= Rs. 50 Crores & Net worth of Rs. 10 Crores during last 3 years. (Purely from ISP Business)	Refer answer provided against sr. no. - 6.
33	Section 4	Eligibility Criteria 5	12	The Bidder shall have experience of successful execution of minimum 500 Internet Links for government.	We request you to please change the clause as " The Bidder shall have experience of successful execution of minimum 500 ILL/P2P/MPLS Links for government.	Refer answer provided against sr. no. - 24.
34	Section 4	Eligibility Criteria 6	12	The Bidder should have minimum 1 Lakh Active Internet Users on their Own Infrastructure.	For better & healthier participation, we request you to kindly amend this clause as below:  The Bidder should have minimum 50,000 Active Internet Users on their Own Infrastructure.	Refer answer provided against sr. no. - 25.
35	Section 5	Revenue sharing & payment to GFGNL	14	Minimum commitment charges per year : Selected bidder will have to pay the quoted fixed charges to GFGNL in advance at the start of every financial year within 1 month time period.	we request you to amend the clause as below:  Minimum commitment charges per year : Selected bidder will have to pay the quoted fixed charges to GFGNL in advance at the start of every financial year within 2 month time period.	No change.



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36	Section 5	Revenue sharing & payment to GFGNL	14	% share in recurring charges : Selected bidder will have to pay the quoted % of recurring charges earned by them every quarter by selling its Telecom services to end customers. Selected bidder will have to pay this amount to GFGNL at the end of every quarter within 15 days' time period.	we request you to amend the clause as below:  % share in recurring charges : Selected bidder will have to pay the quoted % of recurring charges earned by them every quarter by selling its Telecom services to end customers. Selected bidder will have to pay this amount to GFGNL at the end of every quarter within 30-40 days' time period.	<b>Revised clause :</b> % share in recurring charges : Selected bidder will have to pay the quoted % of recurring charges earned by them every quarter by selling its Telecom services to end customers. Selected bidder will have to pay this amount to GFGNL at the end of every quarter within 30 days' time period.																		
37	Section 6	Service Level Agreement	15	For below 98% uptime of any service / link, the payment of recurring charges to GFGNL for the customers pertaining to the respective service / link (as mentioned in Sr. No. – 2 of clause – 5.1 above) will be reduced on pro–rate basis as per below. Payable quarterly recurring charges to GFGNL = Quarterly charges (as per % share quoted by selected bidder without any deduction) * % of quarterly uptime	For below 99.5% uptime of any service / link, the payment of recurring charges to GFGNL will be reduced as per below table:  <table border="1"> <thead> <tr> <th>Measured Service Level (MSL in %)</th> <th>Penalty Charges Per Month</th> </tr> </thead> <tbody> <tr> <td>&gt;= 99.5</td> <td>0%</td> </tr> <tr> <td>&gt;=98 but &lt;99.5</td> <td>5%</td> </tr> <tr> <td>&gt;=96 but &lt;98</td> <td>10%</td> </tr> <tr> <td>&gt;=95 but &lt;96</td> <td>15%</td> </tr> <tr> <td>&gt;=93 but &lt;95</td> <td>20%</td> </tr> <tr> <td>&gt;=90 but &lt;93</td> <td>30%</td> </tr> <tr> <td>&gt;=85 but &lt;90</td> <td>50%</td> </tr> <tr> <td>&lt;85%</td> <td>100%</td> </tr> </tbody> </table>	Measured Service Level (MSL in %)	Penalty Charges Per Month	>= 99.5	0%	>=98 but <99.5	5%	>=96 but <98	10%	>=95 but <96	15%	>=93 but <95	20%	>=90 but <93	30%	>=85 but <90	50%	<85%	100%	GFGNL will make best endeavor to meet the expectation of end customers. However, basis for calculation of rebate which will be passed on to H1 bidder will be 98%. Clause remains unchanged.
Measured Service Level (MSL in %)	Penalty Charges Per Month																							
>= 99.5	0%																							
>=98 but <99.5	5%																							
>=96 but <98	10%																							
>=95 but <96	15%																							
>=93 but <95	20%																							
>=90 but <93	30%																							
>=85 but <90	50%																							
<85%	100%																							
38	Section 6	Service Level Agreement	15	GFGNL will provide minimum service / link uptime of 98% on quarterly basis.	we request you to amend the clause as below:  GFGNL will provide minimum service / link uptime of 99.5% on	No change.																		

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Sr. No	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Response / Revised Clause
					monthly basis as Government Departments itself ask 99.5% SLA.	
39	Section 7	Selection Criteria and Price Bid	15	The base amount for minimum commitment charges (MCC) per year per district is <b>INR 2.5 Lacs</b> . Bidder will have to quote the % of base amount (MCC%) in the price bid that he wants to pay to GFGNL every year irrespective of the quantum of sale / business he carried out under the scope of this RFP. Bidder can quote any % between 100% to 150% including both the values.	we request you to kindly amend the clause as below:  <b>3.</b> The base amount for minimum commitment charges (MCC) per year per district is <b>INR 1.5 Lacs</b> . Bidder will have to quote the % of base amount (MCC%) in the price bid that he wants to pay to GFGNL every year irrespective of the quantum of sale / business he carried out under the scope of this RFP. Bidder can quote any % between 100% to 150% including both the values.	Below mentioned relaxation is provided. The base amount for minimum commitment charges (MCC) per year per district is INR 50 K for Bharuch, Mehsana & Vadodara districts having only 1 block & INR 1.5 Lacs for Valsad district having 4 blocks.  For remaining districts, original clause will prevail.

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Sr. No	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Response / Revised Clause
40	Section 7	Selection Criteria and Price Bid	15	<p>Bidder will have to quote the % of recurring charges (RC%) in the price bid that he wants to pay to GFGNL every quarter based on the bills raised for their end customer. Bidder can quote any % between 20% to 50% including both the values. Bidders are requested to note that the selected bidders will have to pay at <b>least minimum amount of INR 3 lacs per quarter per district</b> irrespective of the % quoted in the price bid &amp; total quarterly revenue earned by the bidder in any district.</p>	<p>We request to remove either the <b>MCC charges or Minimum RC INR 3 lac</b> clause.</p> <p>We request you to kindly remove the Minimum amount clause as we are already going to quote for revenue sharing on % basis.</p> <p>However if it is not amend the clause as below:</p> <p>Bidder will have to quote the % of recurring charges (RC%) in the price bid that he wants to pay to GFGNL every quarter based on the bills raised for their end customer. Bidder can quote any % between 20% to 50% including both the values. Bidders are requested to note that the selected bidders will have to pay at <b>least minimum amount of INR 2 lacs per quarter per district</b> irrespective of the % quoted in the price bid &amp; total quarterly revenue earned by the bidder in any district.</p>	<p>Below mentioned relaxation is provided.</p> <p>The minimum amount for recurring charges (RC%) per quarter per district is INR 50 K for Bharuch, Mehsana &amp; Vadodara districts having only 1 block &amp; INR 1.5 Lacs for Valsad district having 4 blocks.</p> <p>For remaining districts, original clause will prevail.</p>

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Sr. No	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Response / Revised Clause
41	Section 9	Implementation timeline and penalties	27	Successful bidder(s) will have to put all the efforts to connect all the Government department's offices / locations / schools within 60 days from the completion of mobilization period.	<p>We request you to kindly amend the clause as below because there might be delay in ROW permission, Last mile infra set up can take time or any unforeseen circumstances like pandemic, etc.:</p> <p>Successful bidder(s) will have to put all the efforts to connect all the Government department's offices / locations / schools minimum 90 days from the completion of mobilization period.</p>	Refer answer provided against sr. no. - 16.
42	Section 9	Implementation timeline and penalties	27	If tenderer provides more than 500 locations in one district at a time, successful bidder may complete the target of establishing connectivity to all these locations <b>within 90 days</b> from the completion of mobilization period.	<p>We request you to kindly amend the clause as below because there might be delay in ROW permission, Last mile infra set up will take time for 500 links or any unforeseen circumstances like pandemic, etc.:</p> <p>If tenderer provides more than 500 locations in one district at a time, successful bidder may complete the target of establishing connectivity to all these locations <b>minimum 120 days</b> from the completion of mobilization period.</p>	Refer answer provided against sr. no. - 17.

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43	Section 2	Scope of work	10	Selected bidders will not be allowed to take any OTC – One Time Charge from GFGNL / DST / GoG / Government departments from establishing last mile connectivity to any Government offices & schools as offered by GFGNL / DST / GoG.	Please confirm if the CAPEX is huge to connect the last mile for GFGNL/DST/GoV/ Govt . Department then how the OTC will be settled?	Refer answer provided against sr. no. - 2 (point - 2).
44	Additional	-	-	-	who will be beneficiary in case of Government customer to get the payment from end customer? GFGNL or Business Partner?  Please clarify whether invoicing & collection will be done by GFGNL?  If billing should be through Successful bidder then Tri-Partite Agreement needs to be sign off.	Refer answer provided against sr. no. - 2 (point - 4).
45	Additional	-	-	-	Kindly confirm that how the AGR will be shared as bidder needs to pay 8% AGR amount on total invoice Value.	Refer answer provided against sr. no. - 18.
46	Additional	-	-	-	Please clarify regarding G.P access in official working hours and after office hours as we will have to keep the SLA maintain for our customers including Govt. customers.	Refer answer provided against sr. no. - 3 (point - 3).

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