



**POLICE HEADQUARTERS**

Phone/Fax No: 0194-2443031/ 2443032  
0191-2459029/2459255(Jammu)

**J&K, SRINAGAR.**

(Sgr)Website:[www.jkpolice.gov.in](http://www.jkpolice.gov.in)  
Email: [phqjk@jkpolice.gov.in](mailto:phqjk@jkpolice.gov.in)

**Subject: - Amendment notice E-Tender No 42 of 2018 dated 19.09.2018 floated for Selection of Service Provider for provision of lease line connectivity for CCTNS project and vice versa.**

Pursuant to the discussion held in the pre bid conference and queries raised by the prospective bidders of e-Tender No 42 of 2018 dated 19.09.2018 floated for Selection of Connectivity Service Provider for CCTNS project etc. Necessary amendments as per Annexure 'A' of this notice are hereby made to the e-tender for information of intending bidders. The intending bidders can access the amendment on J&K State e-tendering portal [www.jktenders.gov.in](http://www.jktenders.gov.in).

However, other contents of the tender shall remain unchanged.

Mubassir Latifi JKPS

**(AIG Provision/Transport)**

For Director General of Police,  
J&K-Srinagar

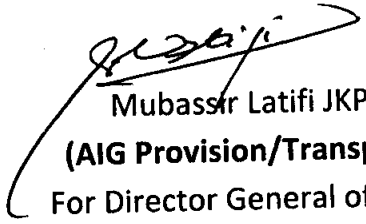
No: -WPR- 41/Part 2<sup>nd</sup> /2018-19/ 71272-320

Dated: 24 .10.2018

Copy to the:-

1. Principal Secretary to Govt. Home Department J&K Srinagar
2. All ADsGPJ&K
3. All IsGPJ&K  
....for favour of information.
4. DIG CKR Srinagar/DIG Jammu-Kathua& Samba Range Jammu.
5. Director Police Telecom J&K Srinagar for information.
6. Director Industries Jammu/Srinagar for information.
7. Chief Accounts officer PHQ J&K Srinagar for information
8. Director FSL J&K Srinagar for information
9. Manager Government Press Srinagar / Jammu for publication of the amendment notice in Govt Gazette.
10. SSP J&K CID Cell, 11 Harish Chander Mathur Lane Kasturba Gandhi Marg New Delhi-110001 alongwith copy of the amendment notice for information intending firms.

11. SSP PCR Srinagar for information
12. AIG Communication PHQ J&K Srinagar for information with the request to arrange publication of amendment notice only through information department while as Annexure 'A' could be accessed by the prospective bidders on tender portal mentioned above.
13. In-Charge IT Centre PHQ/In-Charge e-tendering PHQ for placing the amendment notice on the website of J&K Police and J&K Govt. Portal.

  
Mubassar Latifi JKPS  
**(AIG Provision/Transport)**  
For Director General of Police,  
J&K-Srinagar

**Annexure "A" of amendment notice of NIT No. 42 of 2018 dated 19-09-2018.**

**M/s Jio Reliance**

Sr. No	Tender document Reference (Section & Page no)	Content of Tender	Point of clarification	Customer response
1	Fact Sheet point no. 7	Bid (Technical and Commercial) Submission End date	Request you to extend the submission date by minimum 4 weeks from the date of the corrigendum or date of opening of bid whichever is later	Already extended
2	Point no 2.1, Page no 8	Propose technology solution/ connectivity options including but not limited to VPN over Broadband, Optical Fiber cable, MPLS, Mobile Internet, VSAT	Request J&K Police HQ to consider the last mile on Fiber & RF last mile.  VPN over Broadband & Mobile Internet will not provide any SLA up time	Agreed
3	Point no 2.2, Page no 8	All hardware including infrastructure, routers, cables, antennas etc. would be provided by the successful bidder who shall also undertake the maintenance for the same for a period of 3 years post implementation. The services may be extended by another 2 years at the discretion of the Department	Request J&K Police HQ to take care of Procurement, Installation, configuration, Maintenance & Up time of CPE router.	Not agreed. All associated H/W i.e. Modem and Routers to be provided by Service Provider. The Service Provider shall terminate his connectivity into Ethernet port of Ethernet switch available at all sites.
4	Point no 2.2 Page no 10, Other important requirements	Bidders will have to make available fixed IP addresses at State Data Centre, Civil Sectt. Jammu, PHQ Complex at Srinagar/Jammu, Police Control Rooms of Srinagar/Jammu to facilitate the department of hosting high-end servers in mini data centres located at these locations from time to time.	Request J&K Police HQ to confirm who will be providing the WAN IP address for this proposed MPLS network? Is it the J&K Police IT Team or ISP.	To be provided by the bidder. The intention of these fixed IP addresses is to install high end application and database servers.
5	Point no 2.2 Page no 10, Other Important requirements	The number of VSAT locations for CCTNS connectivity shall not exceed 30 with the bandwidth plan based on data consumption minimum 512 kbps and monthly billing plan for 4 GB. Data load (upload/download) of VSAT locations is comparatively low as these sites are located far-flung areas of J&K State with minimum crime rate	Request J&K Police HQ to delete this requirement of VSAT.	Optional. . VSAT to be provided where no other means of connectivity is available, but same should not exceed by 30 sites.
6	Point no 2.2 Page no 10, Other important requirements. Delivery time lines	The connectivity shall be carried out in 90 days details provided in section x, provisioning of connectivity at all sites within 90 days.	Request J&K Police HQ to confirm whether it will be single shot PO for all sites?  If yes then request J&K Police HQ to consider the delivery time lines for entire project to be 6 months from date of PO.	As per NIT. It will be single shot PO for all sites.
7	Point no 3.29, Page no 21	Termination for Default	Request J&K Police HQ to delete this clause & consider the Termination due to below reason. 1. Termination due to Insolvency 2. Termination due to bankruptcy. 3. Termination due to poor SLA up time of any link for more than 9 months (i.e. after giving cushion window) of 3 months.	As per NIT.
8	Point no 4.1, Page no 24	Eligibility & Prequalification Criteria:  Bidder should be MPLS VPN having valid NLD & UASL License on own name.	NLD license has been now merged with Unified License. Request J&K Police HQ to consider the required license as Unified License only.	Agreed.
9	Point no 4.1, Page no 24, Eligibility & Prequalification Criteria:	Bidder should have a registered turnover of Rs. 25 Cr. per financial year (FY 2017-18, FY 2015-16 & FY 2014-15), (not inclusive of the turnover of associate companies) as per the audited accounts.	Request J&K Police HQ to consider this clause as: Bidder to have the average annual turnover of 25 Cr in last 3 financial years (i.e. FY 2017-18, FY 16-17 & FY 15-16).	5 crores for previous financial year.

10	Point no 4.1, Page no 24, Eligibility & Prequalification Criteria:	Bidder should have been a connectivity service provider for 3 financial years & shall have executed similar data connectivity.	Jio is new Telecom service provider & are rolling out fiber across India to provide the best in class network connectivity to Enterprise clients. Request J&K Police HQ to relax this clause for new Telecom Service provider. We request you to consider the following: 1. Single PO for Enterprise Class Internet of 10 Gbps bandwidth from Government. 2. Two PO for Enterprise Class Internet of 500 Mbps bandwidth from Government /Private Educational Institute.	One Year
11	Point no 4.1, Page no 24, Eligibility & Prequalification Criteria:	Bidder should have experience of Three orders for connectivity totalling up to a value of at least Rs.4.5 Crores in any PSU/Govt. /Public Sector Banks/ Reputed Private organization, during last financial years ( FY 2012-2013, FY 2013- 2014, FY 2014-2015, FY 2015-2016 & FY 2017- 18).	Jio is new Telecom service provider & are rolling out fiber across India to provide the best in class network connectivity to Enterprise clients. Request J&K Police HQ to relax this clause for new Telecom Service provider. We request you to consider the following: 1. Single PO for Enterprise Class Internet of 10 Gbps bandwidth from Government. 2. Two PO for Enterprise Class Internet of 500 Mbps bandwidth from Government /Private Educational Institute.	Agreed.
12	Point no 4.1, Page no 24, Eligibility & Prequalification Criteria:	Bidder should have provided connectivity for at least 10 locations in the State of Jammu & Kashmir.	Jio is new Telecom service provider & are rolling out fiber across India to provide the best in class network connectivity to Enterprise clients. Request J&K Police HQ to relax this clause for new Telecom Service provider. Request J&K Police HQ to consider the below clause: Bidder should have provided connectivity of 10 links across PAN India in Enterprise Class Internet Leased line + MPLS from Government /Private Educational Institute.	Amended as across India.
13	Point no 4.1, Page no 24, Eligibility & Prequalification Criteria:	Bidder should have feasibility of providing connectivity at 50% of the locations as per the list mentioned in RFP Annexure – IV within 15 days of signing contract.	Request J&K Police HQ to delete this clause, as time lines of 15 days is very less to provide the connectivity.	To be completed within project completion period.
14	Point no 4.2, Page no 26, Technical Evaluation criteria	Technical Evaluation criteria	Request J&K Police HQ to delete this clause of Technical scoring, as GOI has already cancelled the evaluation using QCBS. Below is the link. <a href="https://www.coalindia.in/DesktopModules/DocumentList/documents/discontinuation_of_QCBS_selection_process_221013.pdf">https://www.coalindia.in/DesktopModules/DocumentList/documents/discontinuation_of_QCBS_selection_process_221013.pdf</a>	Criteria will be evaluated based on last one financial year
15	Point no 4.3, Page no 28, Evaluation and Comparison of bids	Evaluation and Comparison of bids	Request J&K Police HQ to consider the evaluation based on L1 commercial only & not on Technical weightage.	Criteria will be evaluated based on last one financial year
16	Point no 5.1 Deliverables and Timelines	Deliverables and Timelines: Supply of Hardware	Request J&K Police HQ to take care of Procurement, Installation, configuration, Maintenance & Up time of CPE router.	Not agreed. To be taken care of by successful bidder.
17	Point no 5.1 Deliverables and Timelines	Deliverables and Timelines: Supply of Hardware	In case if bidder needs to provide the router then request J&K Police HQ to consider the time lines for Delivery of router at each site to 3 months from date of PO.	Agreed.
18	Point no 5.1 Installation & Commissioning	Installation & Commissioning	Request J&K Police HQ to confirm whether it will be single shot PO for all sites? If yes then request J&K Police HQ to consider the delivery time lines for entire project to be 6 months from date of PO.	It will be single shot PO for all sites. Time of deliverables will be project completion period (90 days).
19	Point no 5.1, Network Management Equipment Warranty & Support	Network Management Equipment Warranty & Support	Request J&K Police HQ to consider the support & warranty period of 5 Years.	Support and warranty to be for a period of three (3) years.

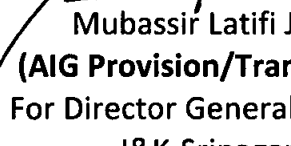
20	Point no 5.2, Acceptance Test	Acceptance Test : At the discretion of State Police, acceptance test will be conducted by the bidder on installed connectivity at the Police Station/ Higher Offices in the presence of the officials of State. The tests will check for trouble-free operation of the complete network for ten consecutive days apart from physical verification and testing	Request J&K Police HQ to consider the Acceptance of the link to be WAN Ping test (PE to CPE Ping test).	Ping tests to be carried out from site to site.
21	Point no 5.2, Acceptance Test	Acceptance of link	Request J&K Police HQ to provide the Acceptance of link within 2 days post handover of link & Acceptance of link to be site wise (i.e. On individual site wise).	Acceptance of link within week's time.
22	Additional Query	Site address details of all sites	Request J&K Police HQ to share us the complete site address details with breakup of bandwidth against each site of all sites of along with pin code & site contact details to check the complete feasibility study of all sites.	Will be provided on request.
23	Additional Query	Exclusion from LD Penalty	Request J&K Police HQ to exclude the LD Penalty on below scenario. 1. Delay in Sharing the complete site address & site contact details for all sites. 2. Delay in getting the Building permission for installing any RF Pole/RF Tower on roof top. 3. Site is not ready (i.e. Site readiness is not available as per checklist shared). 4. CPE is not available for termination of link. 5. Permission not available on rooftop for installation of link.	As per NIT. Building permission for installation of towers/RF links within J&K Police premises/ buildings shall be facilitated by J&K Police.
24	Additional Query	Exclusion from SLA up time Penalty	Request J&K Police HQ to exclude the Penalty for not meeting the SLA up time in below scenario. 1. Power failure. 2. Force Majeure 3. Trouble ticket not booked with ISP. 4. Permission not available for maintenance & restoration of link. 5. Earthing issue or Online UPS related issue.	Agreed except point No.5.
25	Additional Query	Site readiness requirement at each site for RF last mile links	Request J&K Police HQ to provide the Site readiness at each site as: Online UPS Power of 220 Volts to 230 Volts, E-N Voltage < 2 volts, Rack Space of 6U in existing rack for installing the Telco infra, Air Conditioning inside server room, Permission inside Server room/Computer room, Permission on roof top for installing the RF Pole/Tower etc.  J&K Police HQ to take care of any rental for arranging the permission on rooftop for installing the RF Tower/RF Pole.	Power backup for Telco infrastructure i.e. Routers and Modems to be provided and maintained by service provider. Any infrastructure installed outside J&K Police premises shall be sole responsibility of bidder.
26	Additional Query	Site readiness requirement at each site for Fiber last mile links	Request J&K Police HQ to provide the Site readiness at each site as: Online UPS Power of 220 Volts to 230 Volts, E-N Voltage < 2 volts, Rack Space of 24U in existing rack for installing the Telco infra, Air Conditioning inside server room, Permission inside Server room/Computer room, SDC Permission for laying the fiber optic cable.	Power backup for Telco infrastructure i.e. Routers and Modems to be provided and maintained by service provider.
27	Point no 6.1, Service Level agreement (SLA)	SLA up time of 99%	Request J&K Police HQ to consider the SLA up time of 98.5% measured on Quarterly basis.	As per NIT, however 98.5% instead of 99% measured on quarterly basis.
28	Point no 6.1, Service Level agreement (SLA)	Link Latency	Request J&K Police HQ to confirm how this latency will be measured? Will it be from SDC to respective Police sites?	It will be from SDC to Police Station.
29	Point no 6.1, Service Level agreement (SLA)	Link Jitter	Jitter will be applicable for Voice & Video traffic.	As per NIT.

30	Additional Technical Queries	Required Topology	Request J&K Police HQ to share us the below technical points. Required Topology - Hub & Spoke or Full Mesh Routing Protocol between PE to CPE Required COS details COS selection criteria Breakup of COS bandwidth against each class of service.	Pertains to bidder.
31	Point no 6.2, SLA Penalties	1. No Penalty: If the uptime in a quarter is 99% or more. 2. If the uptime is less than 99% and up-to 90% then for every 0.5% drop in the uptime percentage, a penalty of 1% of the quarterly bandwidth charges shall be levied. 3. If the uptime is less than 90% and up-to 80% then for every 0.5% drop in the uptime percentage, a penalty of 10% of the quarterly bandwidth charges shall be levied. 4. Below 80%: No charges for the quarter will be paid.	Request J&K Police HQ to consider the Penalty for not meeting the SLA up time as below:  >= 98.5% ----> NO Penalty <98.5% but > 97.5% ----> 2% Quarterly charges for impacted link only. <97.5% but > 96.5% ----> 4% Quarterly charges for impacted link only. <96.5% but > 95.5% ----> 6% Quarterly charges for impacted link only. <95.5% but > 96.5% ----> 8% Quarterly charges for impacted link only. < 95% & below ----> 10% of Quarterly charges for impacted link only. Maximum cap up to 10% of Quarterly charges for impacted link only.	As per NIT. May read 98.5% instead of 99% where ever applicable.
32	Payment Terms	Payment shall be made within 60 days of submission of invoice on final acceptance by State.	Please clarify from the customer that the payment terms for both hardware (OTC) and service charges for connectivity (RC) will be made within 60 days.	Agreed subject to fund availability.
33	(Clause 7, Pg 34)	The payment for network connectivity shall be done on quarterly basis.	The standard terms of 18 days payment in case of arrear should be negotiated with the customer. Further, there is no provision of 'submission of invoice'. It may be clarified to the customer that Invoices will only be sent on mail or hard copy may be downloaded from Portal.	The payment to be made on quarterly basis as per tender. Approved service provider can furnish hardcopies of the invoice to nodal agency.
34	Pre-Bid Meeting Discussion	Pre-Bid Meeting Discussion	Require clarification whether UPS (Power Back Up) will be required at all the sites.	UPS for CCTNS connectivity infrastructure to be provided by the bidder.

### Pre-Bid Queries of M/S SNPTL Srinagar.

Sr. No	Tender Document Reference(s) (Section & Page number(s))	Content of Tender requiring clarification(s)	Point of Clarification	Customer Response
1	Fact Sheet, (Section 17 & page no. 4)	Performance Bank Guarantee (PBG) 10% of the contract value.	10% of contract value is huge for any operator should be reduced to 1% of one year.	2% of contract value
2	Performance Bank Guarantee (PBG). (Section D & page no. 21)	At the end of contract period, Performance Bank Guarantee of the successful Bidder will be released after successful handing all Hardware, Software, Network and services in working conditions. If any deficiency noticed at the time of handing over the Concessionaire has to get rectified/ replaced the same at his cost within 15 days otherwise the Department will get it rectified at the risk and cost or the successful bidder.	Equipment's can be kept at site or else 15 days is very less.	One month
3	Eligibility of Proposals. (Section 2 & page no. 24)	The bidder should be a MPLS-VPN a having valid NLD and UASL (unified Access Service License) license on own name for operation in J&K state.	Add ISP (Unified License) Operator as well.	Agreed
4	Eligibility of Proposals. (Section 3 & page no. 25)	The bidder should have a registered turnover of Rs 25 Crores per financial year (FY 2017-18, FY 2015-16 & 2014-15), (not inclusive of the turnover of associate companies) as per the audited accounts.	This may need to reduce for healthy competition.	The amount is reduced to Rs 5 Crore for the last financial year
5	Eligibility of Proposals. (Section 5 & page no. 25)	The bidder should have experience of three orders for connectivity totaling up to a value of at least Rs.4.5 Crores In any PSU/Govt./Public Sector Bank/ Reputed Private organization, during last five financial years (FY 2012-13, FY 2013-14, FY 2014-15, FY 2015-16 & FY 2017-18).	Needed further elaboration as the orders maybe in process of execution.	Previous financial year 2017-18.

6	Eligibility of Proposals. (Section 7 & page no. 25)	The bidder should have feasibility of providing connectivity at minimum 50% of the locations as per the list in Annexure-IV within 15days of signing of contract.	Since many companies have third party arrangement so such Documents may not be available.	Documents not required
7	Penalties. (Section 2 & page no. 34)	No. penalty: If the minimum bandwidth as required is available in a quarter. If the available bandwidth is less than the minimum bandwidth required and up-to 80% of required bandwidth, a penalty of 1% of the quarterly bandwidth charges shall be levied. If the available bandwidth is less than 80% of required bandwidth and up-to 50 of required bandwidth, a penalty of 10% of the quarterly bandwidth charges shall be levied. Below 50% no charges for the quarter will be paid.	How to determine.	Random check at any site by the end user.

  
**Mubassir Latifi JKPS**  
**(AIG Provision/Transport)**  
 For Director General of Police,  
 J&K-Srinagar.