

**ANDHRA PRADESH TECHNOLOGY SERVICES LIMITED****(Government of AP Undertaking)**

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Lr.No.APTS-18021(31)/2/2018-IIP-APTS, Dated 21.12.2018

To,

All the Prospective bidders

Sir,

Sub: APTS – SDC Division - “Selection of System Integrator (SI) for Upgrading APSWAN to Provide Network as a Service (NaaS) for ITE&C Department, GoAP”- Amendment – Issued - Intimation – Reg.

- Ref: 1) APTS Tender Ref. APTS-18021(31)/2/2018-IIP-APTS, Dated 01.12.2018
2) Pre-bid conference meeting held on 06.12.2018
3) Pre-Bid Clarifications issued on 13.12.2018

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Please refer to the subject and references cited. APTS has invited bids as per the procedures of Open Competitive Bidding on 01.12.2018 for “Selection of System Integrator (SI) for Upgrading APSWAN to Provide Network as a Service (NaaS) for ITE&C Department, GoAP”. Pre-bid conference was held on 06.12.2018. The specifications, terms and conditions of the bid document were discussed during the pre-bid conference. Pre-Bid clarifications issued vide ref.(3) cited. In case of any interpretations, the Pre-bid clarifications and amendments issued below shall prevail.

SNo	Pg. No.	RFP Vol. & Ref. No.	RFP Content Points	Bidder's Request	Clarification Issued
1.	8	Volume-2 Section 1 Point no 6	Last date, time (deadline) and venue for receipt of proposals in response to this RFP notice through AP e-procurement portal, GoAP: 21.12.2018, 3.00 PM	a) Please consider 4 weeks time from the date of release of Pre-Bid Clarifications. b) Timelines of RFP submission – Minimum 45 days from the date of response to pre-bid queries or any corrigendum released.	Last date, time (deadline) and venue for receipt of proposals in response to this RFP notice through AP e-procurement portal, GoAP: 04.01.2019, 3.00 PM
2.	50	Volume-2 Section 5 Delivery Schedule	Delivery schedule	a) Request for below changes: T0 is requested to be revised from date of Execution of the MSA and not from the date of issuance of LOI. Execution of MSA and issuance of Work Orders or Purchase Orders is essential for the Bidder to commence work under the	As Per RFP.

SNo	Pg. No.	RFP Vol. & Ref. No.	RFP Content Points	Bidder's Request	Clarification Issued
				<p>Contract.</p> <p>T0: Request T0 to be Contract start date and not LOI date II: NOC schedule: T0+ 8 weeks III: Delivery, Installation, Configuration, Integration and Migration of APSWAN to SDWAN Equipment for Vertical Links @SHQ/SDC & DHQs: T0+20 weeks IV: Delivery, Installation, Configuration, Integration and Migration of APSWAN to SDWAN Equipment for Vertical Links @MHQs: T0+20 Weeks V: Go-Live of the SDWAN Solution @SHQ/SDC, DHQs and MHQs for Phase –I Locations: T0+24 weeks VI: Operation and Maintenance (Project Management): T0+7 Months to T0 to 67 Months VII: Delivery, Installation, Configuration, Integration and Migration of APSWAN to SDWAN Equipment for other offices: T1+ 16 Weeks VIII: Providing NaaS as a service - T2 + 6 Weeks IX: Exit Management - T0 + 67 Months</p>	
3.	67	Volume-1 6.4.3.2 NaaS SDWAN Router Specifications: MHQ -Router Technical Specifications – Point i	Should have natively integrated Wave 2 802.11ac (access point) with dual radios. In case, router does not have integrated access point, the bidder shall provide an external Wave 2 802.11ac (access point) with dual radios, along with this Router. This shall be part of BoM without any additional cost. This setup shall be integrated and	-Nil-	To be read as “Should have natively integrated 802.11ac (access point) with dual radios. In case, router does not have integrated access point, the bidder shall provide an external Wave 2 802.11ac (access point) with dual radios, along with this Router. This shall be part of BoM without any additional cost. This setup shall be integrated and

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			managed by the proposed NaaS solution.		managed by the proposed NaaS solution.”
4.	67	Volume-1 6.4.3.2 NaaS SDWAN Router Specifications: Branch SDWAN Router - Router Technical Specifications – Point a.	Should have natively integrated Wave 2 802.11ac (access point) with dual radios. In case, router does not have integrated access point, the bidder shall provide an external Wave 2 802.11ac (access point) with dual radios, along with this Router. This shall be part of BoM without any additional cost. This setup shall be integrated and managed by the proposed NaaS solution.	-Nil-	To be read as “Should have natively integrated 802.11ac (access point) with dual radios. In case, router does not have integrated access point, the bidder shall provide an external Wave 2 802.11ac (access point) with dual radios, along with this Router. This shall be part of BoM without any additional cost. This setup shall be integrated and managed by the proposed NaaS solution”
5.	111	Vol III: Network related service levels	RFP	-Nil-	Revised SLA for Network WAN related service levels is enclosed in Annexure I
6.		Vol III: Network LAN related service levels	RFP	-Nil-	Revised SLA for Network LAN related service levels is enclosed in Annexure II

Annexure I: NaaS WAN related service levels

SNo	Measurement	Target Uptime	Severity	Penalty
1	Controller	99.99%	<u>Critical</u>	Permissible cumulative down time in a quarter is 15 minutes. Beyond cumulative down time of 15 minutes in a quarter, the following is applicable <ul style="list-style-type: none"> i. 15 minutes to 20 minutes in a quarter, 1% of the Quarterly Payment of entire NaaS WAN platform Controller component cost of CAPEX or AMC as the case may be ii. 20 minutes to 25 minutes in a quarter, 2% of the Quarterly Payment of entire NaaS WAN platform Controller component cost of CAPEX or AMC as the case may be respectively, for every 5 minutes of down time or in parts thereof Subject to the maximum value of the Liquidated Damages/ penalty being not more than 10% of the value of QGR Payment of respective Quarter for entire SDWAN Infrastructure Cost or AMC as the case may be
2	APSDC each CPE Availability	99.99%	<u>Critical</u>	Permissible cumulative down time in a quarter is 15 minutes. Beyond cumulative down time of 15 minutes in a quarter, the following is applicable <p>a) SLA for Controller Equipment:</p> <ul style="list-style-type: none"> i. 15 minutes to 20 minutes in a quarter, 1% of the Quarterly Payment of entire APSDC component cost of CAPEX or AMC as the case may be ii. 20 minutes to 25 minutes in a quarter, 2% of the Quarterly Payment of entire APSDC CPE cost of CAPEX or AMC as the case may be respectively, for every 5 minutes of down time or in parts thereof, there will be an incremental penalty of 2% of QGR, iii. Subject to the maximum value of the Liquidated Damages/ penalty being not more than 10% of the value of QGR Payment of respective Quarter for entire SDWAN Infrastructure Cost or AMC as the case may be.”
3	SHQ CPE Availability	99.99%	<u>Critical</u>	Permissible cumulative down time in a quarter is 15 minutes. Beyond cumulative down time of 15 minutes in a quarter, the following is applicable <ul style="list-style-type: none"> i. 15 minutes to 20 minutes in a quarter, 1% of the Quarterly Payment of entire SDWAN Infrastructure of CAPEX or AMC as the case may be of. ii. 20 minutes to 25 minutes in a quarter, 2% of the Quarterly Payment of entire SDWAN Infrastructure of CAPEX or AMC as the case may be for every 5 minutes of down time or in parts thereof, there will be an incremental penalty of 2% of QGR, iii. Subject to the maximum value of the Liquidated Damages being not more than 10%

SNo	Measurement	Target Uptime	Severity	Penalty	
				of the value of QGR Payment of respective Quarter for entire SDWAN Infrastructure Cost or AMC as the case may be	
4	DHQ Branches CPE Availability**	PBH		EBH	
		>=99.5%	Nil	>=95%	Nil
		99.5% to 99.0%	0.5% of QGR	94% to 95.0%	0.5% of QGR
		99.0% to <98.5%	1.5% of QGR	93.0% to <94%	1% of QGR
		98.5% to 99.0%	2.5% of QGR	92% to <93%	1.5% of QGR
		98.0% to <98.5%	4.0% of QGR	91 to <92%	2.0% of QGR
		97.5% to <98.0%	5.5% of QGR	90% to <91%	2.5% of QGR
		97.0% to <97.5%	7.0% of QGR	Beyond 91% for every 1% Or in parts thereof reduction of SLA, there will be an incremental penalty of 1% of QGR	
		96.5% to <97.0%	8.5% of QGR		
		96.0% to <96.5%	10.0% of QGR		
		Beyond 96% for every 1% Or part thereof reduction of SLA, there will be an incremental penalty of 1% of QGR			
5	HOD offices, MHQ Branches CPE Availability**	PBH		EBH	
		>=99%	Nil	>=95%	Nil
		98.5% to 99.0%	0.5% of QGR	94% to 95.0%	0.5% of QGR
		98.0% to <98.5%	1.5% of QGR	93.0% to <94%	1% of QGR
		97.5% to <98.0%	2.5% of QGR	92% to <93%	1.5% of QGR
		97.0% to <97.5%	4.0% of QGR	91 to <92%	2.0% of QGR
		96.5% to <97.0%	5.5% of QGR	90% to <91%	2.5% of QGR
		96.0% to <96.5%	7.0% of QGR	Beyond 91% for every 1% Or in parts thereof reduction of SLA, there will be an incremental penalty of 1% of QGR	
		95.5% to <96.0%	8.5% of QGR		
		95.0% to <95.5%	10.0% of QGR		
		Beyond 95% for every 1% Or part thereof reduction of SLA, there will be an incremental penalty of 1% of QGR			

** : The penalty will be calculated location-wise for each quarter subject to the maximum value of the Liquidated Damages being not more than 10% of the value of QGR Payment of **respective Quarter for entire SDWAN Infrastructure Cost or AMC as the case may be.**

Annexure-II NaaS LAN related service levels

S No	Measurement	Target Uptime	Severity	Penalty
1	NaaS LAN Controller (In case of separate NaaS LAN controller)	99.99%	<u>Critical</u>	To be read as “Permissible cumulative down time in a quarter is 15 minutes. Beyond cumulative down time of 15 minutes in a quarter, the following is applicable a) 15 minutes to 20 minutes in a quarter, 1% of the Quarterly Payment of entire NaaS LAN platform Controller component cost of CAPEX or AMC as the case may be. b) 20 minutes to 25 minutes in a quarter, 2% of the Quarterly Payment of entire NaaS LAN platform Controller component cost of CAPEX or AMC as the case may be for every 5 minutes of down time or in parts thereof Subject to the maximum value of the Liquidated Damages being not more than 10% of the value of QGR Payment of respective Quarter for entire SDWAN Infrastructure Cost or AMC as the case may be. ”
2	8/24/48 port switches Availability**	PBH		
		>=99% 98.5% to 99.0% 98.0% to <98.5% 97.5% to <98.0% 97.0% to <97.5% 96.5% to <97.0% 96.0% to <96.5% 95.5% to <96.0% 95.0% to <95.5% Beyond 95% for every 1% Or part thereof reduction of SLA, there will be an incremental penalty of 1% of QGR	Nil 0.5% of QGR 1.5% of QGR 2.5% of QGR 4.0% of QGR 5.5% of QGR 7.0% of QGR 8.5% of QGR 10.0% of QGR	
3.	Indoor Access points Availability**	PBH		
		>=99% 98.5% to 99.0%	Nil 0.5% of QGR	

S No	Measurement	Target Uptime	Severity	Penalty
		98.0% to <98.5%		1.5% of QGR
		97.5% to <98.0%		2.5% of QGR
		97.0% to <97.5%		4.0% of QGR
		96.5% to <97.0%		5.5% of QGR
		96.0% to <96.5%		7.0% of QGR
		95.5% to <96.0%		8.5% of QGR
		95.0% to <95.5%		10.0% of QGR
		Beyond 95% for every 1% Or part thereof reduction of SLA, there will be an incremental penalty of 1% of QGR		
4.	Outdoor Access point Availability**	PBH		
		>=99%		Nil
		98% to 99.0%		0.5% of QGR
		97% to <98%		1.5% of QGR
		96% to <97%		2.5% of QGR
		95% to <96%		4.0% of QGR
		94% to <95%		5.5% of QGR
		94% to <95%		7.0% of QGR
		93% to <94%		8.5% of QGR
		92% to <93%		10.0% of QGR
		Beyond 92% for every 1% Or part thereof reduction of SLA, there will be an incremental penalty of 1% of QGR		

** : The penalties will be calculated location wise for each quarter subject to the maximum value of the Liquidated Damages/ Penalty being not more than 10% of the value of QGR of **respective Quarter for entire Infrastructure Cost or AMC as the case may be.**

All other terms and conditions of the bid document remain unaltered.

Sd/-
Managing Director, APTS