

**REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING
OPEN ETENDER # 297910 FOR NETWORK CONNECTIVITY**

Open e-TENDER ID- 297910 Tender Type- Open

Date / Time of Pre- Bid :
04.05.2026; 15:30 Hrs

Sr. No.	Tender Clause No. / Annexures	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders
1	3. Detailed Scope of work 3.1 MPLS Network	The network should be setup on ring and full mesh topology with the ability to communicate between any to any Locations . Query: Kindly get the clause amended to:Last-mile connectivity may be delivered on Fiber or RF with ability to communicate between any to any location	Tender terms prevail.
2	3. Detailed Scope of work 3.1 MPLS Network	The last mile of Primary and Alternate MPLS link should not be taken from Same ISP as well as from same last mile POP. Query: Who will be responsible for precuring the link from alternate provider?	The Bidder has to declare the last mile feasibility (Own /3rd party) as a part of feasibility report submission. This will help GGL to figure out if the last mile of Primary and alternate MPLS link taken from Same ISP. Bidder shall be responsible for the last mile taken from 3rd Party.

3	3. Detailed Scope of work 3.1 MPLS Network	<p>Latency between Primary Data Centre to DR datacentre site should be < 35 ms , and Latency between Primary Data Centre to branch offices within Gujarat < 35 ms and Primary Data Centre to branch offices outside Gujarat < 75 ms</p> <p>Query: We request to get the clause deleted as the latency will depend on the distance. Kindly get the same amended to</p> <p>Latency between Primary Data Centre to DR datacentre site should be <50 ms , and Latency between Primary Data Centre to branch offices within Gujarat <80 ms and Primary Data Centre to branch offices outside Gujarat < 100 ms</p>		Tender terms prevail.
4	3.2 Internet (1:1) lease line links and Internet Broadband links	<p>• There should not be any Packet Loss reported even if there is 100 % link utilization .</p> <p>Query: Kindly get the clause amended to: Packet loss should be less than 1%</p>		Tender terms prevail.
5	3.2 Internet (1:1) lease line links and Internet Broadband links	<p>Commissioning permission and certification of all last miles especially RF to be done by the service provider and all such certificates to be provided to GEL upon request.</p> <p>Query: Kindly elaborate on the kind of certification GGL is looking at.</p>		Ok, Removing the clause from SOW.
6	3.2 Internet (1:1) lease line links and Internet Broadband links	<p>RF Pole height and location must be t feasible up to maximum 6Mtr pole.</p> <p>Query: We Request to provide relaxation on pole height.</p>		Tender terms prevail.
7	3.2 Internet (1:1) lease line links and Internet Broadband links	<p>ISP to provide Internet least line connectivity till GEL RACK in STT Datacenter at Gift city Gandhinagar OR new data center incase GEL shift its production/DR setup to Cloud/managed services .</p> <p>Query: Who will be responsible</p>		Bidder / ISP shall be responsible to provide / manage cross connect till GEL Rack in GIFT STT DC.

		for any cross connect required at DC/DR		
8	5. Proactive Monitoring of all Network Links	<p>GEL will not be monitoring the network and hence the responsibility solely lies with the service provider to ensure that all service interruptions are reported proactively to GEL.</p> <p>Query: This clause should not be applicable on P2P links..</p>		Ok, P2P shall be monitored by GEL.
9	4. Network link Implementation:	<p>The bidder should ensure that the Bandwidth up gradation feasibility to be shared within 7 working days from the date of request received from GEL and the MPLS Link to be commissioned /deployed as below.</p> <p>Type A- 20 working days , Type B and Type C -30 working days</p> <p>Query: We request to kindly amend the timeline to: Type A- 45 working days , Type B and Type C -60 working days</p>		Pls refer revised RFP.
10	17. Transition Plan	<ul style="list-style-type: none"> Go-live will be considered once all the links are made UP and put into production network (Primary and secondary link and required reports and configured for the link. <p>Query: We request the clause amended to link wise acceptance post complete testing of respective link to move to operations and smooth assurance service.</p>		Go live and Acceptance will be given post complete end to end (LAN to LAN) testing between DC&DR and Branch location of respective link to move to operations and smooth assurance service and installation report signed off by GEL SME.
11	4. Network link Implementation:	<ul style="list-style-type: none"> The ISP should undertake, during the period of contract, the relocation/ shifting of links / equipment as the case may be without any cost to GEL. <p>Query: How many locations may be considered under shifting scope?</p>		Pls refer revised RFP.

12	3.2 Internet (1:1) lease line links and Internet Broadband links	<ul style="list-style-type: none"> Throughput Bandwidth for Broadband (1:8) IN/OUT . Throughput with a minimum 100 Mbps speed. <p>Query - There is no SLA for broadband and these services will be on best effort basis.</p>		OK
13	3.2 Internet (1:1) lease line links and Internet Broadband links	<ul style="list-style-type: none"> Internet (1:1) Lease line service should be provided as a managed service with end to end support including the Last mile. <p>Query - Airtel will reserve right of refusal if any site come not feasible during delivery stage.</p>		Tender terms prevail.
14	2	MPLS VPN and Internet (1:1) and P2P network connection to be provided as Managed Service with proactive monitoring by ISP. -- Will manage service for P2P links require. Who will provide router -- GGL or Bidder. Is Secondary service provider's link will be terminated on L1 bidder's router if bidder need to provide router, In this case L1 bidder is responsible to manage secondary provider' link		ONLY P2P link shall be monitored by GEL. Rest MPLS, ILL link shall be monitored by Bidders / ISP.
15	3.2	Service provider shall establish Managed Internet (1:1) service - Who will provide Router - GGL or Bidder		router shall be provided by GEL (erstwhile GGL)
16	3.2	Additional public IP address requirement -- Please confirm how many additional Ips will require		DC - 64 no. of IP , DR - 64 no. of Ip.
17	3.2	There should not be any Packet Loss reported even if there is 100 % link utilization -- Request to please revalidate this term as there is possibility of packet drop on 100% of BW utilization		Tender terms prevail.
18	3.2	service provider has to ensure that cabling from RF pole till WAN device/Server room is properly done via conduit, casing box. --- GGL Team / Electrician support will require if conduit need to be done		Yes GGL team shall help to provide support for identification of root.

		through falls ceiling / POP ceiling		
19	3.2	ISP to provide Internet least line connectivity till GEL RACK in STT Datacenter at Gift city Gandhinagar OR new data center incase GEL shift its production/DR setup to Cloud/managed services . -- Please share proposed location address incase of shifting require.		The address details will be shared in advance. Current address referred from RFP.
20	3.3	Committed latency should be <= 10ms for Point 2 point link - - Request you to please relook into latency part as it depends on distance between two locations. Request to please keep it 80ms		Tender terms prevail.
21	16	Vendor team has to timely coordinate with other service providers for effective delivery of services. -- Is bidder need to coordinate with other service provider for setup		NO
22		Please share address of broadband locations		Details will be shared at the time of contract award.
23	4	Service provider should provide at least 64 public IP address (IPV4 and IPV6) and additional Public IP -- Please confirm IP requirements is for which location		GIFT DC & Surat DC
24	5	Proactive monitoring of P2P MPLS is not possible. Please consider this input		Ok, P2P shall be monitored by GEL.
25	2	Proactive monitoring and reporting to be in place for all the Network links -- P2P link monitoring is not possible, request to please change this clause		Ok, P2P shall be monitored by GEL.
26	3.2	Committed latency for Internet lease line , and Broadband /LTE - As per standard. -- For Internet lease line latency should be less than 80ms, in Broadband approx 100ms and in LTE latency is depend on aggregator site. Request you		Tender terms prevail.

		to please consider given latency		
27	6.Uptime and Service Level Agreement	Uptime caculations shall be as per Vi ticket stamps and shall exclude the time peroid spent on customer dependecies like logs, Site access		Tender terms prevail.
28	Downtime	Non working hours/days in Quarter- What is to be considered at Non working hrs and apart from Public Holdiays which days are part of non working days- If GGL team can share any sample calculation of Penalty calculation for the same		Pls refer revised RFP.
29	5.Proactive Monitoring of all Network Links logged and reported to GEL Network team immediately.	Complate ouatge faults shall be raised autmtaically as a part of Managed Service Solution however anty f SD like Jitter,Degrdaton, Latency, Packet loss need to be raised by GGL NOC & Downtime calucations shall be applied as per ticket time stamps excluding time spent due to any customer Dependency like Logs, Site access etc		Tender terms prevail.
30	Uptime and Service Level Agreement	SLA Calulcation mentined as Qtrly where as Penalty shown as Monthly basis- Kindly confirm Calulcations will be on Monthly or Qtrly basis. Qtrly Upime or Monthly uptime will be calulated?		Pls refer revised RFP.
31	Project Scope- P2P network connection to be provided as Managed Service	P2P Proactive Monitoring is not possible as both end IP addresses belong to customer For other circuits as well the proactive monitoing is possible only for hard outage.		Ok, P2P shall be monitored by GEL.
32	Penalty	Since Penalty is calulcated as per Monthly/Qtrly billing it should be charged as per Monthly/Qtrly billing and not on ARC		Pls refer revised RFP.

33	SLA	The penalty charges will be subject to an overall cap of 10% of the Overall Basic PO value with all the amendment done till contract period, GEL has the right to cancel the contract or deduct the whole year's bandwidth charge- This should be 10% of particular ARC of the link as mentioned in A,B,C SLA (Penalty at an incremental rate of 5% (in addition to a base of 5%) of yearly basic PO value of respective location link for every 1.00% lower than the stipulated uptime.)		Tender terms prevail.
34	SLA	Link latency, packet loss, Jitter below the specified parameters for more than 10 minutes continuously- NSA FTS wont be part of Downtime calculation pls confirm		Tender terms prevail.
35	Internet (1:1) lease line links and Internet Broadband links	There should not be any Packet Loss reported even if there is 100 % link utilization - This is as per Network behavior PD may get observed beyond 90% Utilization		Tender terms prevail.
36	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	3.1 MPLS Network MPLS shall support all type of routing and routing protocols Only routing protocols which are defined as per IETF standards are supported. OEM proprietary protocols (e.g., EIGRP) is not supported. Please confirm on acceptance		Ok, Pls refer revised RFP.
37	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	3.1 MPLS Network The last mile of Primary and Alternate MPLS link should not be taken from Same ISP as well as from same last mile POP. Does Alternate MPLS link refers to GGL selecting L2 bidder? Or is bidder expected to provide dual MPLS cloud/link (primary & alternate)?		The Bidder has to declare the last mile feasibility (Own /3rd party) as a part of feasibility report submission. This will help GGL to figure out if the last mile of Primary and alternate MPLS link taken from Same ISP. Bidder shall be responsible for the last mile taken from 3rd Party.

38	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.1 MPLS Network Latency between Primary Data Centre to DR datacentre site should be < 35 ms , and Latency between Primary Data Centre to branch offices within Gujarat < 35 ms and Primary Data Centre to branch offices outside Gujarat < 75 ms</p> <p>Request to change "Primary Data Centre to branch offices outside Gujarat < 150 ms"</p>		Tender terms prevail
39	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>Throughput Bandwidth for Broadband (1:8) IN/OUT . Throughput with a minimum 100 Mbps speed.</p> <p>Can bidder propose internet leased lines instead of broadband if bidder is feasible at the said location of GGL?</p>		If the bidder is not feasible for MPLS / ILL and based on number of users GEL may opt for broadband.
40	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>The bidder should ensure that the solution to support Routing Protocol (BGP,EIGRP,OSPF) & Data Encryption" technology (VPN / IPSEC tunnel).</p> <p>Internet link supports only BGP. Hence request to remove EIGRP & OSPF</p>		Pls refer revised RFP.
41	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>The bidder should ensure that the solution to support Routing Protocol (BGP,EIGRP,OSPF) & Data Encryption" technology (VPN / IPSEC tunnel).</p> <p>Data Encryption" technology (VPN / IPSEC tunnel) depends on the encryption methods & feature support of GGL's routers. Hence request to remove this clause</p>		Pls refer revised RFP.

42	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>The data transmitted on these Internet lease line links is not accessed/ mixed with public network.</p> <p>Internet is public network, hence request to delete this clause.</p>		Pls refer revised RFP.
43	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>The last mile of Primary and Alternate Internet lease line link should not be taken from Same ISP as well as from same last mile POP.</p> <p>Does Alternate Internte Lease Line link refers to GGL selecting L2 bidder? Or is bidder expected to provide dual Internet cloud/link (primary & alternate)?</p>		<p>The Bidder has to declare the last mile feasibility (Own /3rd party) as a part of feasibility report submission. This will help GGL to figure out if the last mile of Primary and alternate MPLS link taken from Same ISP.</p> <p>Bidder shall be responsible for the last mile taken from 3rd Party.</p>
44	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>3.2 Internet (1:1) lease line links and Internet Broadband links</p> <p>Committed Jitter should be maximum up to 10 ms for Internet lease line.</p> <p>Jitter is applicable for the closed circuits such as MPLS or P2P where as internet is open circuit. Hence request to delete this clause.</p>		Pls refer revised RFP.
45	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>4. Network link Implementation:</p> <p>Bidder should use IP scheme given by GEL. Bidder should have enough resources to ensure minimum disruption of services.</p> <p>GEL provided IP address scheme can be used on MPLS & P2P links and not on internet links. For use of GEL provided IP addresses on internet, GGL/GSPC shall own</p>		<p>Bidder/ISP shall have to provide 64 No. of IP pool for GIFT and Surat DC ILL Link. ISP/Bidder shall have to provide support if GEL use own APNIC/IRINN public IP pool of /24 IPv4 address space & Public BGP ASN unique if required for GIFT and Surat DC Only.</p>

		APNIC/IRINN public IP pool of /24 IPv4 address space & Public BGP ASN unique for each site. Please confirm.		
46	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>5. Proactive Monitoring of all Network Links Service Provider to provide an on line monitoring facility to GEL to monitor status of their production links 24*7.</p> <p>Please confirm the SNMP read-write access to GEL CPE devices for proactive monitoring & management of network. If GGP & GSPC wants to manage their own CPE devices, then SNMP read-only access is required. Please confirm.</p>		GEL provide SNMP read access shall be provided to ISP for proactive monitoring.
47	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>8. Penalty Type A Datacentre - A >= 99.50%</p> <p>As per the SLA table mentioned in Page 7, Type A-Datacentre (Primary and DR) is 99.0%. Please confirm on the SLA for Type A locations</p>		Pls refer revised RFP
48	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>11. Change in the scope of work Bidders are supposed to re-submit the proposals once they have discussed/made changes as required</p> <p>Please clarify on how would the cost implications addressed due to the changes communicated by GEL.</p>		Pls refer revised RFP

49	Section-II-SOW_SCOPE OF WORK_MPLS_Network Link Connectivity	<p>17. Transition Plan</p> <p>Vendor shall invoice to GEL only when the project has gone live with all the links are up running with production traffic</p> <p>Request to consider site-wise commissioning & go-live as the traffic will be migrated to new links. Parallely GEL can decommission old links once new link is stabilized. This will provide business continuity without service disruption to GEL sites</p>		site-wise commissioning & go-live as the traffic will be migrated to new links and complete end to end (LAN to LAN) testing between DC&DR and Branch location of respective link to move to operations and smooth assurance service.
50	Penalty	Rs.1000 for every day of delay with a capping of overall cap of 10% of the Overall Basic PO is on a too higher side. Kindly check if this can be applicable only for Type A location.		Tender terms prevail
51	Network link Implementation:	<p>Timelines for link installtion in Type C location is on a too lesser side. Considering these may be remote location the timeline should be increased to 60 days.</p> <p>Type A- 20 working days , Type B and Type C -30 working days</p>		Pls refer revised RFP
52	Network link Implementation:	For Type A location we need to deliver the link till what end.		Till GEL Rack in GIFT STT DC and Surat DC.
53	Section-III-Schedule of Rates	Break up of Bandwidth between type A, B and C locations.		Pls refer Annexures – 1 (List of GEL Locations network Link details in RFP
54				
55	Section 2 - Detailed Scope of Work	The last mile of Primary and Alternate MPLS link should not be taken from Same ISP as well as from same last mile POP.	How a bidder will ensure that another bidder is using the same last mile PoP to make GGL site feasible? It is not possible to confirm. Hence we request you to remove the clause.	The Bidder has to declare the last mile feasibility (Own /3rd party) as a part of feasibility report submission. This will help GGL to figure out if the last mile of Primary and alternate MPLS link taken from Same ISP. Bidder shall be responsible for the last mile taken from 3rd Party.
56	Section 2 - Detailed Scope of Work	RF Pole height and location must be t feasible up to maximum 6Mtr pole.	Please confirm that Pole installation permission on terrace will be provided by GGL. We also request you	Yes, Pole installation permission on terrace will be provided by GEL.

			to allow the Pole / Tripode pole up to 9 mtr. On rooftop/terrace.	
57	Section 2 - Detailed Scope of Work	Vendor /ISP to ensure the Network link connected are having Ring and Full Mesh topology to provide Business Continuity	We understand that GGL wants PoP should have ring topology. Last mile on RF cannot be in ring. Pls. confirm	Tender terms Prevails.
58	Section 2 - RF Pole Specification and Maintenance	ISP should have compability to build Wall mounted or Self-support or drilled supported (maximum height 6 Mtr) pole as per GEL requirement and feasibility for all location. RF Pole shall not be allowed considering the GEL HSE practices.	Kindly confirm if Ground Based Tower can be installed if required at certain site to make the location feasible?	Tender terms Prevails.
59	Section 2 - Annexure 1	List of GEL Locations network link detail	Kindly confirm which location to be consider as Hub? Will it be GIFT City, Infocity or Surat Office?	GIFT City, And Surat DC(If in future GEL DC get shifted same shall be conveyed to bidders well in advance)
60	Section 2 - MPLS Network	The network should be setup on ring and full mesh topology with the ability to communicate between any to any Locations	We understand that MPLS to be configured as MESH Topology (Any to Any). Please confirm? Kindly also confirm if we need to provide the router/CPE or GGL will provdie its own router to terminate the MPLS link?	Yes, MPLS to be configured as MESH Topology GEL shall provide CPE L3 device to terminate the Network links.
61	Section 2 - Internet Lease line link and internet Broadband	Service provider should provide at least 64 public IP address (IPV4 and IPV6) and additional Public IP address as per GEL requirements	1. Request you to reduce the IPV4 requirement as per actual usage. 2. For each ILL link how many IPv4 are required? 3. Kindly remove the additional Public IPv4 requirement. It cannot be open ended requirement for future, since there is a scarcity of IPV4.	Tender terms Prevails.

62	Section 2 - Internet Lease line link and internet Broadband	Throughput Bandwidth for Broadband (1:8) IN/OUT . Throughput with a minimum 100 Mbps speed	Kindly share the location list where Broadband is required.	Details will be shared at the time of contract award.
63	Section 5 - STC	DELIVERY PERIOD / COMMISSIONING OF LINK:	<p>Request you to change the delivery timeline as follow: Type A Location: 30 Days Type B Location: 60 Days Type C Location: 60 Days</p> <p>from the date of receipt date of Firm P.O with all the mandatory documents, Local Contact details, permission availability at GGL site.</p>	Pls Refer revised RFP
64	Section 5 - STC	PAYMENT STAGES AND INVOICING FREQUENCY:	There are approx 100 locations. Installation will take time. Please confirm can we trigger billing from the date of installation as per each site or a mean date will be decided?	Billing shall be trigger post completion of end to end (LAN to LAN) test between DC&DR and Branch location of respective link bidders has to submit the installation report duly signed by GEL SME.
65	Section 2 - Annexure 1	List of GEL Locations network link detail	We understand that permission and Cross Connect charges are under GGL's scope. Kindly confirm?	Bidder / ISP shall be responsible to provide / manage cross connect till GEL Rack in GIFT STT DC.