

| Replies to Queries/Clarifications received from Firms | | | | | |
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| Sr. No. | Page No. | Section | Existing Clause of quotation | Clarifications/Queries received from the firm | Comments/Clarifications/Replies of CoPA |
| 1 | 3 | I. SCOPE OF THE PROJECT | To provide 100Mbps 1:1 full duplex (Uncompressed and unshared bandwidth) Leased line Internet connectivity for a period of two years from two different ISPs through OFC to the Data Centre located in the 5th Floor of the Administrative Building of Cochin Port Authority. | Fibre Cross connect from from Build entry till the delivery location on 5th floor to be provided by customer. This will not be included in pricing. Please clarify. | Bidder has to provide last mile connectivity through OFC to the Data Centre located in the 5th Floor of the Administrative Building of Cochin Port Authority. Pricing should be for providing the last mile OFC connectivity including the Customert Premises Equipment (CPE). No change in the existing clause. |
| 2 | 3 | I. SCOPE OF THE PROJECT | The vendors must provide all the hardware and software to make this connectivity operational so that the connectivity can be configured by CoPA or authorized personnel using SD WAN capabilities of Fortigate 500E including failover/load balancing mode. | Request to remove the hardware scope from the tender | Bidder has to provide their CPE with an output in such a way that it can be configured by CoPA or authorized personnel using SD WAN capabilities of Fortigate 500E of CoPA including failover/load balancing mode. No change in the existing clause. |
| 3 | 10 | Form – I Price Bid | One Time Charges including Customer Premises Infrastructure, installation, IPs, WPC,SUC etc. | Kindly clarify on WPC and SUC | WPC is Wireless Planning and Coordination Charges and SUC is Spectrum Usage Charges |
| 4 | 3 | EMD | Earnest Money Deposit (EMD): Each tender should be accompanied by an Earnest Money Deposit (EMD) of Rs.8,300/- (Rupees Eight Thousand Three Hundred Only). The Earnest Money can be deposited through Demand Draft or Banker's Cheque or Pay Order from a Scheduled Bank in India, drawn in favour of Financial Adviser & Chief Accounts Officer, Cochin Port Authority | Request to reduce the EMD amount | Collection of EMD as per the rate fixed by GOI is mandatory which can also be paid through DD as mentioned in the quotation. No Change in the existing clause. |
| 5 | 4 | DELIVERY PERIOD | The link should be installed and in operation with all the hardware and software within 10 days from the award of contract. The supply shall actually be deemed to have been completed on the actual date of establishing the network. | Request to change as 30 days from the award of contract. | Changed as 15 days from the award of contract. Amendment notice will be published. |
| 6 | 5 | UPTIME | More than 99.00 % per month | The link uptime requirement in a month is 98.00% (considering 30 days for all months). | No change in the existing clause |

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| 7 | 5 | DOWNTIME PENALTY | <p>Uptime is calculated on monthly basis.</p> <p>Uptime greater than or equal to 99% - No penalty</p> <p>Uptime greater than or equal to 98.00% to & 99.00% -10%</p> <p>Uptime greater than or equal to 97.00% to & 98.00% - 20%</p> <p>Uptime greater than or equal to 96.00% to & 97.00% - 30%</p> <p>Uptime greater than or equal to 95.00% to & 96.00% - 40%</p> <p>Uptime greater than or equal to 94.00% to & 95.00% - 50%</p> | <p>Uptime is calculated on monthly basis.</p> <p>Uptime greater than or equal to 98.50% - No penalty</p> <p>Uptime greater than or equal to 97.00% but less than 98.50% -2%</p> <p>Uptime greater than or equal to 96.50% but less than 97.00% - 5%</p> <p>Uptime greater than or equal to 96.00% but less than 95.50% - 7.5%</p> <p>Uptime greater than or equal to 95.50% but less than 94.00% - 10%</p> | No change in the existing clause |
| 8 | 6 | PERFORMANCE SECURITY | <p>The successful bidder has to deposit a performance security for two years for an amount of 10% of the total charges for two years (one time as well as recurring charges) including taxes as Demand Draft/Banker"s Cheque drawn in favor of F.A &C.A.O or by online payment within ten days of the work order</p> | Request to remove this clause | <p>Clause VI(e) under SUBMISSION OF QUOTATION regarding payment of performance security is amended.</p> <p>Amendment Notice will be published.</p> |
| 9 | | Date of submission | Last date of submission: 21/08/2023 upto 3:00 PM | Request for extension of submission/opening date | Extension Notice will be published. |