



**REPLY TO BIDDER'S PRE-BID QUERIES  
HIRING OF INTERNET SERVICES  
BID DOCUMENT NO. IGL/ET2/CP/CM18064**

**Owner: INDRAPRASTHA GAS LTD**

S. No.	Clause no.	Page No.	Tender Clause	Bidder's Query	IGL's Reply
1	6.1 of IFB point no. 5	7	The bidder should have direct access to International gateway.	We request you to kindly remove this clause as this is contraindicatory clause. As per Pre-qualification criteria, Bidder should have direct access to International gateways.	Tender Condition prevails
2	6.1 of IFB point no. 1	7	Bidder should have successfully executed single work order for providing managed internet services with DDoS protection of Rs. 5,41,325/- in India in last 7 years reckoned from the date of issue of tender. Single order copy & its completion certificate with executed value in last 7 year	Request you to kindly allow that Bidder should have successfully executed single work order for providing managed internet services Rs. 5,41,325/- in India in last 7 years reckoned from the date of issue of tender. Single order copy & its completion certificate with executed value in last 7 year Please remove DDOS protection from this clause.	Tender Condition prevails
3	6.2 of IFB point no. 2	7	Net worth: Bidder's Net worth should be positive as per the preceding financial year audited financial statement.	Please allow that Bidder's Net worth should be positive in any one year out of the last three years- FY20-21, 21-22 & 22-23	Tender Condition prevails
4	6.2 of IFB point no. 3	7	Working Capital: The minimum working Capital of the bidder as per the audited financial result of preceding financial year shall Rs. 2,16,530/-	Request you to remove this clause	In case of deficiency bidder may submit Line of Credit from their bank as per tender.
5	6.2 of IFB point no. 2	7	Bidder's Net worth should be positive as per the preceding financial year audited financial statement	Request you to accept the Deviation request on this point as Due to AGR dues crisis in Telecom industry in 2019. The networth of VI in the past few FY is negative but our EBIDTA is positive. We have our CA letter confirming the same. Please find attached.	Tender Condition prevails
6	6.2 of IFB point no. 3	7	Working Capital: The minimum working Capital of the bidder as per the audited financial result of preceding financial year shall Rs. 2,16,530/-	Request you to accept the Deviation request on this point as Due to AGR dues crisis in Telecom industry in 2019. The working capital of VI in the past few FY is negative but our EBIDTA is positive. We have our CA letter confirming the same. Please find attached.	Tender Condition prevails In case of deficiency bidder may submit Line of Credit from their bank as per tender.
7		8	F. Bidder shall submit minimum following documents to establish their credentials to meet BEC Customer Service Centre operational certificate	Please allow that we can submit an undertaking that we can have customer service /Support office in Delhi NCR	Tender Condition prevails
8	26.1 of GCC	37	The Owner, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective	Request you to reconsider this point as the qinternet service provider will already invest money in giving the ILL services.	Tender Condition prevails
9	1.15 of SOW	62	To provide services from vendor's CPE to IGL network on redundant fibre ports. Vendor to make provision for FC optic connectors, Fiber and other cables etc. for execution of project as per requirement	we shall provide redundant fiber ports towards IGL network from own CPE, Does this mean that 2* optical LAN handoff required against single 256 Mbps ILL link. Need Clarity.	Clarification: The ports provision should be on bidder CPE at IGL, to restore services in case of port failure. Only one port will be in use at a time.
10	2.11 of SOW	63	Bidder should have their own international gateways	We request you to kindly remove this clause as this is contraindicatory clause. As per Pre-qualification criteria, Bidder should have direct access to International gateways.	Clarification: Please refer technical BEC Sr. no 6.1 bullet point only and ignore this point.
11	2.6 of SOW	63	All the supplied hardware (mux/ modem/ router etc.) for the execution of this project would be property of bidder and fully covered under insurance by bidder from all kinds of damages till the validity of contract. However, IGL shall provide the best available facilities to the service provide equipments. 2.7 IGL will not procure any networking equipment / hardware required for the execution of this project	Please confirm if router to be provided by buyer or seller for terminating the Internet link	Clarification: To be provided by bidder.
12			Delivery Location	Please share the full address and lat-long of delivery location	IGL data Center, 1st floor, IGL Bhawan, Plot No. 4, Community Center, Sector-9, New Delhi -110022

13	2.10 of SOW	63	Bidder should have direct peering with multiple upstream providers in different geographies in the world & local peering within India, with multiple ISPs.	Please allow that Bidder should have direct peering with multiple upstream providers & local peering within India, with multiple ISPs. Please remove different geographies in the world from this clause	Tender Condition prevails
14		70	Form 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR / CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVISUPPLIED/ DONE DURING PAST 7 YEARS	Request you to allow to submit FORM 3 on bidder's letterhead	Tender Condition prevails Need to submit Certificate from Statutory Auditor / Chartered Engineer
15		72	Form 4 CERTIFICATE FROM THE STATUTORY AUDITOR / CHARTERED ENGINEER REGARDING SUPPLY OF GOODS/WORKS/SERVICES	Request you to allow to submit FORM 4 on bidder's letterhead	Tender Condition prevails Need to submit Certificate from Statutory Auditor / Chartered Engineer
16		73	Form 5 CERTIFICATE FOR FINANCIAL CAPABILITY OF THE BIDDER FORMAT FOR STATUTORY AUDITOR'S / CHARTERED ACCOUNTANT* (For Supply of Goods/Works/Services)	Request you to allow to submit FORM 5 on bidder's letterhead for the last three years- FY20-21, 21-22 & 22-23.	Tender Condition prevails Need to submit Certificate from Statutory Auditor / Chartered Accountant
17		76	Form 8 LETTER FROM STATUTORY AUDITOR / CHARTERED ACCOUNTANT / CHARTERED ENGINEER	Request you to allow to submit FORM 8 on bidder's letterhead	Tender Condition prevails Need to submit Certificate from Statutory Auditor / Chartered Accountant / Chartered Engineer
18	6.0 BIDDER EVALUATION CRITERIA (BEC)	7	The bidder should be a Class 'A' category internet service provider and must have acquired valid NLD.	NLD clause in the Bid eligibility criteria which restrict us and many competitive bidders to participate in this tender and NLD license has nothing to do with providing internet lease line.	Tender Condition prevails
19	6.0 BIDDER EVALUATION CRITERIA (BEC)	7	The bidder should have own access network for providing last mile (local loop)	Additionally in place of bidder's should have own access network for providing last mile (local loop) can it also be replaced with Original service provider Last mile	Tender Condition prevails