



Request for Proposal for GPRS Services

Responses to Queries/Request

Pre-Bid meeting held on 27th November 2009

S.No	RFP Clause/Ref	Query/Request	Response
1	Annexure A S.No- 4	Is Dynamic IP acceptable within a dedicated pool of IPs? Which one is preferable Static or Dynamic Do we need to provide Static IP or Dynamic IP to the individual SIM Cards?	Static IP is preferable, Dynamic IP within a dedicated pool is acceptable; however due consideration shall be given during the presentation on Dynamic/ Static IP.
2	Annexure A S.No- 5	For operations & maintenance we would need 24 X 7 access to its equipments kept at DIMTS for the last mile connectivity, DIMTS should provide the same, please confirm.	Restricted access to service provider for administrative purposes shall be given by DIMTS. Necessary equipment for Last mile connectivity including routers for the same shall be in the scope of service provider. DIMTS shall provide ports for the same.
3	Annexure A S.No- 5	For the secured last mile connectivity we require following from DIMTS a. -48V Uninterrupted DC Power Supply b. Rack Space: 2U c. Redundant Ethernet Port (RJ 45) for termination at DIMTS d. Permission for installing a pole of 4 m at roof top and MW with 1+1 ODU e. Permission for laying of IF cable from roof top to server room	Point-wise responses are as under: a. Power Supply arrangement and its payment is in service provider's scope. DIMTS will provide assistance in obtaining such connections. b. Will be provided by DIMTS. c. Will be provided by DIMTS. d. DIMTS will provide assistance in obtaining such permission. e. DIMTS will provide assistance in obtaining such permission.



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4	Annexure A S.No- 5	Do we need to provide the Back up on Fiber in a Ring ?	Last Mile connectivity on a fibre ring need not have a back up.
5	Annexure A S.No- 5	Last mile Backup termination from service provider or other SP is required? - SIM components required (SMS,GPRS, Voice etc)	It is in service provider's scope. SIM components required are detailed in the RFP document.
6	Annexure A S.No- 1	All the connections shall be voice barred please confirm.	Yes. Currently voice communication is not envisaged. If in future required, parties to mutually agree on the terms at that point.
7	Annexure A	What are the operating temperature & conditions for the SIM card?	-10 degree centigrade to +60 degree centigrade.
8	Annexure A S.No- 3	The GPRS connectivity shall be restricted to the private APN (accessible to DIMTS) ONLY & not the public internet, please confirm.	The connectivity shall be on private APN but there should be a flexibility to shift to public internet if so desired by DIMTS.
9	1.3	How long will it take for DIMTS to reach 5000 quantity? What will be the implementation time of the project? What is the initial order of SIM's expected to be.	Estimated to be 6 months from commercial launch of GPS tracking on vehicles.



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10	6.3.2	Is DIMTS open for a quantity slab based pricing?	No.
11	Annexure E 3 (a)	Will the GPRS modem device on vehicle be "always on"?	Yes, it usually will be always on but at night time it will initiate a connection every time data needs to be transmitted.
12	2.1 (b)	Is 2 MBPS interface speed sufficient for the application considering the overall peak time data transfer volume?	Service Provider to work out the same based on the RFP provisions and detail this out in its technical presentation along with the suitable bandwidth required.
13	2.1 (b)/ Annexure D	The SIM card rental shall be quoted as a fixed rental for usage up to 50MB per month, any data usage exceeding this limit shall be charged on a variable basis. We shall propose different free bundled data usage plans (e.g. starting from 50MB per month per SIM to say 60MB per month per SIM, 80MB per month per SIM & so & so forth) please confirm.	<p>Yes in addition to service charges as per Annexure D of RFP document, the service charges that will become applicable for the following slabs also needs to be quoted by the bidders:</p> <ol style="list-style-type: none"> 1. Upto 60 MB/ active SIM / month 2. Upto 70 MB/ active SIM / month 3. Upto 80 MB/ active SIM / month 4. Upto 90 MB/ active SIM / month 5. Upto 100 MB/ active SIM / month <p>The proposal evaluation criteria, however, shall be as per the service charges quoted for up to 50MB data usage plan as per RFP.</p>



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14	2.1(b)	The tender awarding criteria shall be as per the price quoted for 50MB data usage plan as per RFP.	Yes.
15	2.1 (b)	Will the application receive any acknowledgement when any packet will be sent? (Upload and download usage on GPRS from server), required for BW sizing calculation Call flow will be required meaning: Flow from Device to server then back to server communication of packets (Any acknowledgement component is there or not)	TCP/IP acknowledgement is built in into the device communication protocol. Also for every command sent from DIMTS' server there is an acknowledgement by the GPS device which shall be usually of less than 100 characters.
16	2.1 (b)/ Annexure A S.No- 6	The polling frequency between SIM and Server will be 10 sec or 30 sec resp.	It is a DIMTS' configurable parameter.
17	2.1 (c)	What is the expected mechanism for the fall back SMS reaching the application server? Can the SMS termination from SMSC to Server be done via https communication or SMPP connectivity is required	The SMS termination from service provider's SMSC to DIMTS Server shall be done via http/https/SMPP communication.



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18	2.1 (c)	The SMS sent out from the SIM card for any other usage than the Vehicle Tracking application shall be chargeable over & above the fixed rental quoted.	SIM cards usage needs to be locked via a PIN number or any other mechanism as may be proposed and delivered by the service provider to configure access only to DIMTS' APN and SMSC.
19	2.1 (c)	What is the number of characters in SMS, that will be sent while GPRS fallback (Application at the device will control the data transfer from GPRS to SMS, service provider cannot control this.)	Shall be same as those for GPRS and will be less than 160 characters.
20	5	What are the time lines for opening the bid & awarding the contract?	The following is the tentative schedule for the bid process: <ol style="list-style-type: none"> 1. Technical/ Financial Evaluation by week ending 11th December 2009. 2. Issue of LoA by week ending 18th December 2009.
21	2.1 (a)	The 2% back up SIM card shall be pre activated & the same shall be billed as per the agreed pricing? This would need to be done since the billing systems are configured to generate bills for all active SIMs	For the purposes of payment, the backup SIM card shall be deemed to be an active SIM. However bidders are advised to suggest an alternate mechanism for billing only the SIMs deployed in field (excluding the backup SIM cards) during their technical presentation as this is the DIMTS preferred option of billing
22	2.1 (a)	DIMTS shall comply to all regulatory documentation requirements for the SIM cards from time to time, please confirm.	Yes.



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23	6.2/ Annexure C S.No- 2	<p>The GPRS Coverage & Tower Infrastructure related documentary proofs shall be given in the form of self certified documents from the appropriate authorities of the service provider, please confirm.</p> <p>What kinds of relevant documentary proofs for GPRS coverage and infra will suffice.</p>	<p>Yes.</p> <p>Self Certification or any other certification shall suffice</p>
24	Annexure E	What is the mechanism for monitoring / measuring the up time for GPRS / SMS connectivity for each SIM card?	Shall be as detailed in SI No-6 of Annexure E of the RFP document.
25	Annexure E S.No- 3	Get the penalty charges clarified how they will evaluate the default cases. Does service provider need to submit any report?	It is not penalty but a genuine pre-estimate of the cost that DIMTS shall incur. The mechanism for monitoring the uptime/downtime shall be worked out as detailed in SI No-6 of Annexure E.
26	Annexure E Section 2(a)	The uptime can only be committed on the MPLS backhaul to the server location of DIMTS. End to end SLA including GPRS cannot be offered by any operator. GPRS is a best effort service.	The revised Annexure E of the RFP document containing standards of performance is enclosed.
27	6	Can the Bid be moved from a L1 format into a QCBS format as technical qualification holds a lot of weightage	No.



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28	5.4 /6.2.2	We request DIMTS to extend the proposal submission date by two weeks.	The due date for submission of proposal has been extended till 11 th December 2009 till 1200 hrs(IST). Accordingly the dates for presentation of technical bids shall now be 14 th -15 th of December 2009
29	Annexure B SI No 1.1 (viii)	Will copy of the original POA (signed and attested by a notary) be sufficient?	In case of General Power of Attorney the attested copy of power of Attorney may be submitted. However if POA is specifically for this Project then original needs to be submitted.
30	Annexure B SI No 1.1 (c)	Will the copy of Certificate from Chartered account attesting the net worth do?	Yes.

Annexure E – Standards of Performance

1. The payment related to the Monthly Service Charges by DIMTS shall be performance linked such that Default Charges would be levied upon, when the performance is below the Standards of Performance provided herein.
2. Selected Bidder (“**GPRS Service Provider**”) shall adhere to the following standards of performance (“**Standards of Performance**”).
 - (a) Ensure minimum 99.5% uptime of the connectivity from private APN to DIMTS’ server on monthly basis to be worked out according to section 3 below.
 - (b) Time to Respond/Resolve - The Time to Respond/Resolve for any problems reported (“**Reported Problem**”) by DIMTS to the GPRS Service Provider relating to the GPRS Service Provider backbone network and/or for local access shall be as per the table given below:

S.No	Reported Problem Type	Response Time	Resolution Time
1	Account related	Not more than 30 Minutes from the time of reporting by DIMTS	Not more than 2 Hours from the time of reporting by DIMTS
2	Connectivity from private APN to DIMTS’ server related	Not more than 30 Minutes from the time of reporting by DIMTS	Not more than 4 Hours from the time of reporting by DIMTS
3	Replenishment/ replacement of SIM cards	N.A	Not more than 1 Calendar Day from the time of reporting by DIMTS
4	Any GPRS Network related	Not more than 24 hours from the time of reporting by DIMTS	Not more than 4 Calendar days from the time of reporting by DIMTS unless otherwise agreed upon by DIMTS.

3. The uptime will be calculated as provided hereunder:

- (a) The uptime in respect of connectivity from private APN to DIMTS' server will be worked out on a monthly basis, based on the number of hours the connectivity was expected to be available (24 X 7) vis-à-vis the actual number of hours the connectivity remained available during the month.
- (b) The connectivity from private APN to DIMTS' server shall be regarded as available during times when then same remains up and functional for the purposes of data transmission as contemplated in the RFP.
4. In case, the Standards of Performance is not achieved in respect of the connectivity from private APN to DIMTS' server, then the following deductions ("**Default Charges**") may be made by DIMTS from the Monthly Service Charges payable to the GPRS Service Provider.

SI.No	Performance Level	Default Charges
1	Monthly Uptime for connectivity from private APN to DIMTS' server	
(a)	99.5% or more	Nil
(b)	95% or more but less than 99.5%	2 times (100% - actual uptime in %) For example if the actual uptime was 96%, the Default Charges as % of total Monthly Service Charges shall be $(100-96) \times 2\% = 8\%$
(c)	Less than 95%	2.5 times (100% - actual uptime in %) For example if the actual uptime was 94%, the Default Charges as % of total Monthly Service Charges shall be $(100-94) \times 2.5\% = 15\%$
2	Non Compliance with the provisions relating to Time to Respond/Resolve	
(a)	Total Number of Hours beyond the Resolution Time which the Reported Problem(s) remained unresolved in a given month.	0.20 % of the Monthly Service Charges per hour for the affected SIM cards subject to a maximum of 5 % of the total Monthly Service Charges for the corresponding month.

5. In case the GPRS Service Provider fails to achieve 95% uptime or more in any month in respect of connectivity from private APN to DIMTS' server, DIMTS may direct GPRS Service Provider to rectify the same (achieve 95% uptime or more) within 1 month. In case GPRS Service Provider fails to cure the defect within the said period of 1 month to the satisfaction of DIMTS, it shall be deemed to be a GPRS Service Provider's Event of Default entitling DIMTS to Terminate the Agreement.

6. DIMTS shall work out the details in respect of the Standards of Performance through the DIMTS' backend; the modalities thereof would be discussed and mutually agreed upon.