

**Pre-Bid Meeting
Queries & Clarification
HIRING AN AGENCY FOR PROVIDING CUG SERVICES**

Sl. No.	RFP Reference	Request Amendment	Clarification
1.	Should have provided either CUG or GPRS post-paid service to at least three government bodies / PSUs / Government undertaking in Bihar for minimum of 300-500 Units – Signed and stamped photocopy of order/ Agreement along with completion certificate should be furnished.	Should have provided either CUG or GPRS post-paid service to at least three government bodies / PSUs / Government undertaking across India for minimum of 300-500 Units – Signed and stamped photocopy of order/ Agreement.	Not Accepted. Same as bid proposal However, bidder may also submit Notarized Affidavit regarding successful completion of the assignment.
2.	Should be in a position to dedicate a full time Service Manager for the assignment. – Name of the support staff with their hierarchy and mobile number should be provided with the Bid.	Please consider deployment time of 6 to 8 weeks from award of contract. In case the existing resource leaves, new resource will be deployed within 6 to 8 weeks from last working day.	Not Accepted. Same as bid proposal
3.	Liquidated Damage – due to deficiency in services An amount equivalent to 2% of the running month bill will be deducted on account of deficiency in services (outage of network for more than 2 days) during the previous month.	Since mobility service is provided on best effort basis, request to remove this clause. Moreover, the overall penalty should be capped to maximum of 5% of contract value.	Not Accepted. Same as bid proposal
4.	The MNP is to be completed within 30 days from the date of contract. Delay in completion of MNP may attract punitive deduction @ 0.5% per week up to maximum of 45 days. On further delay, the contract may be cancelled and the performance security may also be forfeited. The period of contract will be for ONE YEAR from the date of start of service which may further be extended upon satisfactory performance of the agency and mutual consent of the parties.	The overall LD should be capped to maximum of 5% of contract value.	Not Accepted. Same as bid proposal
5.	Service provider will provide unit (District/State) wise separate consolidated bill(s) mentioning the total number, monthly rentals, discounts and taxes etc and total amount payable against each number for all the 38 DPCUs (District	It is requested to release the payments from a centralised body instead of individual SPMU.	Accepted.

	Offices) and SPMU office in hard and soft copy (in CD) of all employees. The payment of bills will directly we made to the service provider by the respective units (SPMU) through RTGS after due verification of bills.		
6.	Payment shall normally be made within 30 working days (excluding Sundays and Holidays) after submission of monthly bills.	Payment shall normally be made within 15 working days (excluding Sundays and Holidays) after submission of monthly bills.	Not Accepted. Same as bid proposal
7.	ISD Services: Band 1 , Band 2 , Band 3	Please elaborate the meaning of Band 1 , Band 2 and Band 3 in ISD services for this RFP.	Agency should have international Band Frequency (2100 MHZ) license for providing 4G services