| **Sl. No.** | **Clause No** | **Clause Description** | **Clarification Required** | **POWRGRID Reply** |
| --- | --- | --- | --- | --- |
| 1. | **8.2 Support Services** | After final acceptance of the communications  equipment, the Contractor shall offer  continuing technical support and spare parts  for the communications equipment for a  minimum period of 15 years from operational acceptance by the Employer or 7 years after the  declaration of withdrawal of equipment from  production whichever is earlier | Bidder will support as per RFP terms for 1  +6 years. However after 7 years, if OEM  supports the proposed communication  equipment, Bidder will provide back to back  support on same. At this stage 15 years  spare parts availability cannot be  committed. Kindly amended the technical  support from 15 years to 7 years. | Bidder to comply TS. |
| 2. | **Technical Specification  of VSAT, Page No 5,  12.4 12.4 (e)** | Power supply requirement: Normally 24V DC  is required for IDU etc. For the Router, it may  be 240 V AC or 48V DC. DC-DC converter  (48V to 24V) for all 4 locations are considered.  The same will be provided by the Contractor.  Spike guard should be in the converter for  voltage surge protection | Our proposed VSAT system needs 24V  DC as input voltage with minimum 4 Amp  with total 50-60W of supply. Please  suggest voltage which PGCIL would be  providing to us at remote locations 48V or  24 V or 220 V AC at central site | The Employer will furnish only one source primary 240 VAC and/or -48 VDC power. Bidder is recommended to do site survey for exact power source available at site. |
| 3. | **Technical Specification  of VSAT, Page No 7,  12.4 (r)** | The contractor should provide 99.5 % uptime  for VSAT connectivity. Link availability  percentage report should be provided every  month for all sites. | Request you to please clarify about the  availability is excluding Force Majeure | Outage due to force majeure conditions ( Not attending fault due to war, curfew, earthquake at the location of fault, serious accident during traveling for attending fault) or  outage due to failure in power system equipment (or AC/DC) shall be excluded from availability report as per clause A 1.6 (g) of Annexure-I under section -8 "Training and support services" of TS. |
| 4. | **Technical Specification  of VSAT, Page No 8,  12.6 (3) a & b** | 1. For Routers and IP Phone | There is no specific ask of Routers and IP  Phone make and Model. Hence we assume  that any make and model complying to requirements can be provided. | Powergrid approved make shall be provided. |
| 5. | **BOQ** | Spares for VSAT | In BOQ/Price Schedule quantity of  spares has not been mentioned or  provided by PGCIL. We request you to  please provide us the same | Spares of VSAT are mentioned at sr no. 49, 50 and 51 of bid price schedule (BPS). Please refer BPS. |
| 6. | - | With reference to the mentioned subject regarding the VSAT item in the BoQ. We have received all the quotes for all the items in BoQ except the VSAT. We have checked the Powergrid website regarding the approved vendor for the VSAT, there also we don’t found any of the vendors who are able to provide the VSAT item. Further,. we approach various communication equipment (FOTE) OEM for VSAT Item but they are unable to supply the VSAT item. Also, we have tried our best for finding suppliers who can supply the VSAT, but we do not find anyone who can supply the VSAT. | Request you to please remove the VSAT items from the BoQ. So, we can able to submit our bid without fail. | Bidder to comply TS. |