


Corrigendum 1 – Tender for the Selection of TNSWAN Operator to Operate, Maintain & Manage Tamil Nadu State Wide Area Network (TNSWAN) – Phase 2 Extension

	<p><i>ELECTRONICS CORPORATION OF TAMIL NADU LIMITED, CHENNAI – 35</i></p> <p>ELCOT Adding value through IT</p>
<p><u>Corrigendum Document - 1</u></p> <p>ELCOT invites bids for Selection of TNSWAN Operator to Operate, Maintain & Manage Tamil Nadu State Wide Area Network (TNSWAN) Phase 2 Extension</p>	
<p>Tender No.</p>	<p>ELCOT/IT Infra/OT/33191/ TNSWAN Phase-2 Extension/ 2018-2019</p>
<p>For further details visit our websites: www.elcot.in and www.tenders.tn.gov.in</p> <p>MANAGING DIRECTOR</p>	

ELECTRONICS CORPORATION OF TAMIL NADU, CHENNAI – 35

Corrigendum 1 - Selection of TNSWAN Operator to Operate, Maintain & Manage Tamil Nadu State Wide Area Network (TNSWAN) Phase 2 Extension

ELCOT/IT Infra/OT/33191/ TNSWAN Phase-2 Extension/ 2018-2019

Bidders may note that this corrigendum document is part of the RFP. Bidders are requested to sign and stamp in the copy of the Corrigendum by the Authorized signatory of the Tender and submit in Technical bid. All Pages of Bid response are to be numbered with Official Seal and Sign of Bidder Authority

S.No.	Page No.	Clause No.	Existing	To be read as
1	97	Technical Requirements Specifications Product Name: Secure Web Gateway SWG.REQ.036	The solution should identify Proxy Anonymizer services based on Signature based techniques.	The solution should identify Proxy Anonymizer services based on either URL category or Signature based techniques.
2	97	Technical Requirements Specifications Product Name: Secure Web Gateway SWG.REQ.037	The solution should have ability to block Proxy Anonymizer sites or Proxy Avoidance tools/applications. Below mentioned tools/applications should be blocked from first day and should be provided in default protocol database Ghost surf, Google web accelerator, Hopster, Jap, Real tunnel, Socks online, Tongtongtong, Toonel, Tor, Your freedom, Ultra Surf etc.	The solution should have ability to block Proxy Anonymizer sites or Proxy Avoidance tools/applications. Below mentioned tools/applications like Ghost surf, Google web accelerator, Hopster, Jap, Real tunnel, Socks online, Tongtongtong, Toonel, Tor, Your freedom, Ultra Surf etc. should be blocked
3	98	Technical Requirements Specifications Product Name: Secure Web Gateway SWG.REQ.057	The product should have capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, spam, intrusion attempts and other violation of normal protocol communications.	The product should have capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, intrusion attempts and other violation of normal protocol communications.
4	99	Technical Requirements Specifications Product Name: Secure Web Gateway SWG.REQ.064	The Solution should be able to intercept, decrypt and re-encrypt SSL/TLS, SSH, and VPN traffic with low/negligible performance degradation.	The Solution should be able to intercept, decrypt and re-encrypt SSL traffic with low/negligible performance degradation.

S.No.	Page No.	Clause No.	Existing	To be read as
5	102	Technical Requirements Specifications Product Name: Secure Web Gateway SWG.REQ.131	The solution should provide regulatory compliance reports	The solution should provide regulatory compliance reports or equivalent reports
6	77	6.1 Operations and maintenance of Existing Hardware IT & NON IT Infrastructure	f. Physical security of the equipment's to be ensured by the system integrator during entire contract period.	f. Physical security of the equipment's to be ensured by the system integrator during entire contract period. In case of theft, FIR should be registered. Service Continuity should be ensured.
7	80	6.1 Operations and maintenance of Existing Hardware D. Cooling Systems	7. The following temperature has to be maintained a. NOC – Network room, Telecom room and Ups room – 21 degree Celsius.	7. The following temperature has to be maintained a. NOC – Network room, Telecom room and Ups room to be maintain 21 degree Celsius to 24 degree Celsius and ensure to meet the SLA
8	31	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure Minimum guaranteed	District, Metro and Special PoP - 99.90%	District, Metro and Special PoP - 99.90% However, failure of hardware (only for Router and Switch) at DHQs beyond repairable condition, ELCOT may approve downtime up to 12 hours per Quarter for System Integrator to replace hardware without additional cost and make pop up and running as per SLA

S.No.	Page No.	Clause No.	Existing	To be read as
		uptime per quarter required (without penalty)		
9	29	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure Horizontal connectivity	Horizontal connectivity SLA is applicable for the ports/interfaces/Sub interfaces that are providing connectivity to horizontal offices originating from the TNSWAN PoPs which are not under monitoring currently. Manual calls would be raised in the NMS service desk for any fault on these ports/interfaces/Sub interfaces and the downtime will be taken into account for SLA calculation. Also, monitoring of these ports/interfaces/sub interfaces to be done as directed by ELCOT on need basis on provisioning of client monitoring license by ELCOT for the purpose of any analysis.	Manual calls would be raised for any fault on the ports/interfaces/Sub interfaces that are providing connectivity to horizontal offices originating from the TNSWAN PoPs. It is the responsibility of the successful bidder to ensure working status of these ports. Also, monitoring of these ports/interfaces/sub interfaces to be done as directed by ELCOT on need basis on provisioning of client monitoring license by ELCOT for the purpose of any analysis.

Clarifications of Bidder Queries:

Bidder queries are documented in the following section with suitable responses for the same.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
1	6	6	<p>Earnest Money Deposit: EMD amount is Rs. 30, 00,000/- (Rupees Thirty Lakhs Only). The EMD amount should be submitted by way of crossed Demand Draft payable at Chennai in favour of "ELECTRONICS CORPORATION OF TAMILNADU LTD" on or before tender due date and time at ELCOT, II Floor, MHU Complex, 692, Anna Salai, Nandanam, Chennai-35. No other mode of payment will be accepted.</p> <p>The Earnest Money Deposit of the unsuccessful Tenders will be returned at the expense of the Tenderers, after the acceptance of the successful tender. The above Earnest Money Deposit held by ELCOT till it is returned to the unsuccessful Tenderers will not earn any interest thereof. Earnest Money Deposit of the Successful Tenderer may be adjusted towards Security Deposit.</p>	Request to accept EMD in form of BG	The Clause remains unchanged
2	4	46	Bid Validity - 180 days	We request for 60 days bid validity	The Clause remains unchanged
3	6 (d)	21	<p>Limitation of Liability: This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be</p>	We request for the total Liability of the bidder under this RFP, in respect of all claims arising under contract, under tort, statute or any theory of lay, be capped to 10% the Annual Contract Value.	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			invoked.		
4	20	26	<p>Payment Terms :- 1 Payment against Delivery, Installation and Commissioning of Hardware (like Core Router etc.) - 70% of CAPEX cost 2 Payment against Final Acceptance Test 20% of CAPEX Cost 3 Payment against completion of 3 years of O&M 10% of CAPEX Cost</p> <p>All payments are quarterly basis only, after the completion of the respective quarters. Quarterly Payment for the AMC Charges for the PoPs. a) The quarterly payments are payable after the approval of the Quarterly SLA reports by ELCOT. b) The first quarter payment will be made as applicable against the deliverables c) The subsequent quarterly payments will be made after deducting SLA Penalty of the previous quarter, as applicable</p>	<p>For Services: - We request for Monthly Advance payments within 15 days of submission of invoice. For Capex :- 90% against delivery of equipment & 10% against final acceptance</p>	The Clause remains unchanged
5	1	56	<p>Termination of Contract - This Contract shall remain in force during the taking over period of two months plus the Phase 2 Extension operation period of three years i.e. totally for a period of three years and six weeks commencing from the date of issue of Letter of Acceptance (LOA) by ELCOT to the TNSWAN Operator. Either party may terminate this contract where the other party is in material breach of the terms and conditions of this contract and the party in breach fails to remedy that breach on 7 days written notice. Termination of this contract by</p>	<p>We request for the following - Termination shall be only in case of material breach by the bidder or client after 30 days-notice and cure period. Termination for convenience can be agreed if it's mutual right and defined notice of 90 days. Client shall pay termination fee equivalent to 90 days service charge. Client to pay for all services and</p>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>either party will not relieve either party of its liability as mutually agreed The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of ELCOT and ELCOT reserves the right to recover any consequential loss from the Successful Tenderer.</p>	<p>products delivered till date of termination. In case of any termination customer shall make payment for any unrecovered value of service and product and any unamortized onetime costs. In case of Termination for other than bidder's default, customer shall pay Exit Fee equivalent to 6 Month Charges. In case of any termination of contract, customer will pay for unrecovered value of all tools, hardware or software. No Refund. Reverse Transition and any continuing Service / Product will be agreed through CR. On the termination of this Agreement the customer shall not be entitled to any refund of such portion of the Maintenance Charge as have been paid in advance and relate to Maintenance Services which will not now be provided.</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
6		33	<p>Penalty Clause - The total penalty is addition of applicable penalty against cumulative and continuous downtime, subject to a maximum of the quarterly charges. In the event of any PoP running at 100% penalty for any two quarters of a year, an additional 100% penalty will be levied on the quarterly charges for the second defaulting quarter. Further, if the TNSWAN Operator is unable to improve the performance of such PoP during the course of that year, GoTN/ELCOT may terminate the Agreement without any reimbursement of the equity invested by the TNSWAN Operator in the project. In the event of termination, GoTN/ELCOT will take over all equipment necessary for the proper and normal operation of the TNSWAN including but not limited to all constructed/ prefabricated sites, laid cables, software, technical designs, technical & operational manuals and also all electrical, civil and mechanical works at the NOC, all District PoP, all Metro Pop, all Special PoP and all Tier 2 PoPs, without prejudice to any other action contemplated in the Agreement.</p>	<p>We request for the Penalty cap of 5 percent of the quarterly payable value. However these deductions are limited to respective quarter only and will not be carried forward to subsequent quarters in case of penalty exceeds the limit of maximum penalty.</p>	<p>The Clause remains unchanged</p>
7	1	19	<p>The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of ELCOT and ELCOT reserves the right to recover any consequential loss from the Successful Tenderer.</p>	<p>We request for this clause to be covered under limitation of liability & the same should be capped at 10% of ACV - Annual Contract Value</p>	<p>The Clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
8	21.3	30	Downtime of the network at a PoP will be calculated based on monitoring tools (NMS/ Help Desk/SLA tool) and / or report of the end users as defined below in the following sections. At the Tier 2 PoPs, any interruption of connectivity (up to 30 minutes), for which the root cause of the fault is not identifiable will be considered as 'Not Classified' incidents. At both Tier 1 and Tier 2 PoPs, any interruption of connectivity (Beyond 30 minutes), for which the root cause of the fault is not identifiable will be considered as 'Not Classified' and the downtime due to such 'Not Classified' incidents will be added to the cumulative downtime of the PoP for both the TNSWAN Operator and BSNL cause of the fault is not identifiable will be considered as 'flapping' and the downtime due to such flapping incidents will be added to the cumulative downtime of the PoP for both the TNSWAN Operator and BSNL	We request for the following : - Any services interruption on account of Telecom Service providers will be out of the Penalty calculations for the bidder	Any interruption of connectivity (Beyond 30 minutes), for which the root cause of the fault is not identifiable will be considered as 'Not Classified' and the downtime due to such 'Not Classified' incidents will be accounted to both TNSWAN Operator and Service Provider.
9	21.3	31	Minimum guaranteed uptime per quarter required (without penalty)	We request for the following : - Any services interruption on account of Telecom Service providers will be out of the Penalty calculations for the bidder	No change
10	21.3	32,33	Penalties based on downtime of the network	We request for the following : - Any services interruption on account of Telecom Service providers will be out of the Penalty calculations for the bidder	No change

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
11	21.3	34	Additional SLA Parameters and applicable penalty.	We request you to remove the Penalty on Manpower availability as there is a uptime commitment defined in Page 31 for NOC, District, Metro & Special POP's and Tier 2 POP's	Page No-34, Clause No-3 - Additional SLA Parameters and applicable penalty brief about the replacement of Manpower and its applicable penalty whereas Page No 31 explains about the deployment of manpower after receiving LoA
12	Sec V - SOW	75	Note: UPS (New Batteries) for all locations except NOC has been changed in Dec 2017 and Feb 2018. 2 years warranty available for Batteries. The Batteries in NOC will also be changed by ELCOT. The above mentioned batteries are to be covered under the AMC beyond the warranty period till the end of contract. Note : The existing consumption of diesel is 50 litres/month per location for 36 locations	All consumables like Batteries, Diesel should be excluded from the purview of the Operator and request ELCOT that cost of the same be managed outside the purview of the Operator	<u>Batteries:</u> Consumables charges is the responsibility and scope of the operator. <u>Diesel at POP (36 Locations) with DG (Except NOC):</u> The minimum total backup as per SLA required is 8 hours (UPS + DG). Consumable charges to meet the SLA is part of scope of the Bidder. Diesel consumption to run the DG over and above the SLA will be borne by ELCOT with prior approval of ELCOT. <u>Diesel at NOC:</u> Consumable charges to run the DG Set 24x7 is the responsibility of the Bidder. Same has to be accounted as part of the price bid.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
13	12, Point No.1	11	The bidder must be a company registered in India (providing Data networks, Telecommunications or IT facility management services) under Indian Companies Act 1956 and 2013. Should have been in operation for a period of at least 5 years as on bid submission date.	The bidder (OR) its parent company must be a company registered in India (providing Data networks, Telecommunications or IT facility management services) under Indian Companies Act 1956 and 2013. Should have been in operation for a period of at least 5 years as on bid submission date.	The Clause remains unchanged
14	12, Point No.4	11	The Bidder should have successfully implemented geographically spread wide area network, operation and maintenance in India for at least one year having a cumulative number of minimum 500 locations/WAN Points from maximum of two projects in Central government or it's PSUs or Public sector Banks / state government or its PSUs in the last five years prior to the date of submission	The Bidder (OR) its parent company should have successfully implemented geographically spread wide area network (OR) carried out operation and maintenance in India for one year having a cumulative number of minimum 500 locations/WAN Points from maximum of two projects in Central government or it's PSUs or Public sector Banks / state government or its PSUs in the last five years prior to the date of submission	The Clause remains unchanged
15	13, Point No.7	14	The Bidder should have successfully implemented geographically spread wide area network, including supply, implementation, operation and maintenance having a cumulative number of minimum 500 nodes from maximum of two projects in Central government or it's PSUs or Public sector Banks / state government	The Bidder (OR) its parent company should have successfully implemented (OR) carried out operations & maintenance for geographically spread wide area network, including supply,	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			or its PSUs in the last five years prior to the date of submission.	implementation (OR) operation and maintenance having a cumulative number of minimum 500 nodes from maximum of two projects in Central government or it's PSUs or Public sector Banks / state government or its PSUs in the last five years prior to the date of submission.	
16			Additional details required	We request for the details of the current utilization of Internet bandwidth?	150-250Mbps.
17			Additional details required	We request you to provide the detail of how many users require internet access?	1,00,000 Users (Approx.)
18			Additional details required	We request for the growth factor to be considered for bandwidth and users?	Currently AMC scope is only considered. Growth factor is not factored.
19			Additional details required	We request for providing details for how the endpoints are being managed to enforce controls?	Web Controls are managed Centrally. Currently 5000+ offices are connected.
20			Additional details required	We request for clarification whether we put the web controls at C1 or C2 locations and manage them centrally from DC?	Web Controls are managed Centrally and AMC for the same is factored in NOC.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
21	SWG.REQ.0 64		The Solution should be able to intercept, decrypt and re-encrypt SSL/TLS, SSH, and VPN traffic with low/negligible performance degradation.	Kindly remove this point	The Clause is amended to: The Solution should be able to intercept, decrypt and re-encrypt SSL traffic with low/negligible performance degradation.
22	SWG.REQ.0 32		The solution should track and block sharing of Internet access from different IP source. Prevention of concurrent login / sharing of internet access by using same credentials (user id & password) from multiple workstations. E.g. User1 logged in with User1admin; User2 should not be able to log in with User1admin	Kindly remove this point	The Clause remains unchanged
23	SWG.REQ.0 81		The solution should be able to detect data theft, data breach or data infiltration even if the malware sends the data through image files or any other media or pdf files.	The solution should be able to detect data theft, data breach or data infiltration even if the malware sends the data through The solution should be able to detect data theft, data breach or data infiltration even if the malware sends the data through image files / any other media or pdf files/ any other media / pdf files/ java script	The Clause remains unchanged
24	SWG.REQ.0 36		The solution should identify Proxy Anonymizer services based on Signature based techniques.	The solution should identify Proxy Anonymizer services based on either URL category or Signature based techniques.	The Clause is amended to: The solution should identify Proxy Anonymizer services based on either URL category or Signature based techniques.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
25	SWG.REQ.0 37		The solution should have ability to block Proxy Anonymizer sites or Proxy Avoidance tools/applications. Below mentioned tools/applications should be blocked from first day and should be provided in default protocol database Ghost surf, Google web accelerator, Hopster, Jap, Real tunnel, Socks online, Tongtongtong, Toonel, Tor, Your freedom, Ultra Surf etc.	The solution should have ability to block Proxy Anonymizer sites or Proxy Avoidance tools/applications. Below mentioned tools/applications like Ghost surf, Google web accelerator, Hopster, Jap, Real tunnel, Socks online, Tongtongtong, Toonel, Tor, Your freedom, Ultra Surf etc. should be blocked	The Clause is amended to: The solution should have ability to block Proxy Anonymizer sites or Proxy Avoidance tools/applications. Below mentioned tools/applications like Ghost surf, Google web accelerator, Hopster, Jap, Real tunnel, Socks online, Tongtongtong, Toonel, Tor, Your freedom, Ultra Surf etc. should be blocked
26	SWG.REQ.0 42 to 54		The Solution should have functionality for Social media control from day 1, e.g. Social Media Posting Social media Commenting Social media Friends Social media Photo Upload Social media Mail Social media Events Social Media Apps Social Media Chat Social media Survey/Poll/Questionnaires Social media Video Upload Social media Groups Social media Games	The Solution should have functionality for Social media control from day 1	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
27	SWG.REQ.0 57		The product should have capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, spam, intrusion attempts and other violation of normal protocol communications.	The product should have capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, intrusion attempts and other violation of normal protocol communications.	The Clause is amended to: The product should have capability of deep packet inspection (DPI) to ensure various pieces of packet are thoroughly examined to identify malformed packets, errors, known attacks and other anomalies. It should rapidly identify and block Trojans, viruses, intrusion attempts and other violation of normal protocol communications.
28	SWG.REQ.0 77		The solution should detect and block outbound Botnet and Trojan malware communications. It should log and provide detailed information on the originating system sufficient to enable identification of infected units for mitigation.	kindly remove this point	The Clause remains unchanged
29	SWG.REQ.0 78		The solution should have capabilities to detect custom encrypted payloads, password files and other identified sensitive information getting stolen through modern malware.	The solution should have capabilities to detect custom/standard encrypted payloads, getting stolen through modern malware.	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
30	SWG.REQ.1 10-120		Also Solution vendor should ensure to provide below mentioned security categories from day1 with automatic database updates for below mentioned security categories. Advanced malware command and control Advanced malware payloads Bot networks Compromised websites key loggers Phishing and other frauds Spywares Malicious embedded links and iframe detection category Mobile malware category P2P software database from day 1 to control/block the P2P protocols	Also Solution vendor should ensure to provide below mentioned security categories from day1 with automatic database updates for below mentioned security categories. Advanced malware command and control/Advanced malware payloads/Bot networks /Compromised websites/key loggers /Phishing and other frauds /Spywares /Malicious embedded links and iframe detection category/Mobile malware category P2P software database from day 1 to control/block the P2P protocols/ mobile phones/	The Clause remains unchanged
31	SWG.REQ.1 31		The solution should provide regulatory compliance reports	The solution should provide regulatory compliance reports or equivalent reports	The clause is amended to: The solution should provide regulatory compliance reports or equivalent reports
32	CR.REQ.019		The router shall have minimum of through put of minimum 80 Mpps forwarding capability from day one.	The router shall have minimum of through put of minimum 80 Mpps forwarding capability from day one and should be expandable to a maximum of 150 Mpps	Since it is an AMC tender for 3 years we are considering only the current requirement.
33	CR.REQ.022		Router should have 64k multicast routes/ Destination	Router should have 100k multicast routes/ Destination	No change

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
34	CR.REQ.060		URPF, DHCP snooping, control plane policing	Must support IGMP Snooping, URPF, control plane policing	No change
35	Pre-Qualification Eligibility	11	b) Certificate from the Statutory Auditor/Company secretary on turnover details for the last three (3) financial years (2015-16, 2016- 17, and 2017-18). c) Certificate from the Statutory Auditor/Company secretary on positive net-worth for the last three (3) financial years (2015-16, 2016- 17, and 2017-18).	Please remove this requirement as the Turnover and the Net worth details are part of the Audited financial statements available in the Public Domain	The bidder is requested to submit as part of the bid
36	Storage & Risk	25	The Successful Tenderer should make arrangements for transportation of Hardware/Software etc., to site and build their own stores for the intermediate storage of equipment, maintain the stores and all related documents and records, transport the equipment to site.		Its bidder responsibility to maintain/storage the new hardware/software/license as per the scope of work. Also bidder responsibility to take up insurance for new hardware's
37	Payment Schedule	26	Implementation Phase: S: No Description Percentage of Payment Payable 1 Payment against Delivery, Installation and Commissioning of Hardware (like Core Router etc.)--70% of CAPEX cost 2 Payment against Final Acceptance Test --20% of CAPEX Cost 3 Payment against completion of 3 years of O&M-- 10% of CAPEX Cost	CAPEX payment needs to be paid on delivery and acceptance by TN SWAN. -Payment for Infra O&M as equated quarterly instalment in Advance - Payment for Services O&M as equated monthly instalment in Arrears.	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
38	Service Level Agreement	27	Implementation Phase The penalty of 2% on basic cost of equipment per week will be applicable on Total Quarterly charges. The cumulative penalty is capped for 10% of basic cost of equipment Penalties for Man Power Deployment 0.25% per day will be applicable on the quarterly charges of SHQ.	Penalty is on a higher side, recommend reduction to .5% per week.	The Clause remains unchanged
39	Contract Performance Guarantee Bond	53	Contract Performance Guarantee Bond	Separate clause required along with other conditions.	The Clause remains unchanged
40	Diesel Generator	79	System Integrator will be responsible for consumables such as engine oil, fuel & oil filters. The consumables have to be supplied at no additional cost. Diesel for running the DGs shall be the arranged by the System integrator At NOC – DG back up has to be made available 24/7 Necessary fuel stock has to be maintained by the System Integrator. A diesel inventory consumption log book has to be maintained at each locations, where ever DG set is available.	This activity needs to be taken care by TN SWAN.	Batteries: Consumables charges is the responsibility and scope of the operator. <u>Diesel at POP with DG (Except NOC):</u> The minimum total backup as per SLA required is 8 hours (4 hours UPS + 4 hours DG). Consumable charges to meet the SLA is part of scope of the Bidder. Diesel consumption to run the DG over and above the SLA will be borne by ELCOT. <u>Diesel at NOC:</u> Consumable charges to run the DG Set 24x7 is the responsibility of the Bidder. Same has to be accounted as part of the price bid.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
41	Deliverables & Time line	17	Deliverables & Time line	Please provide timelines for HW/SW and other deliverables.	Timelines for Delivery, Installation and Commissioning of Hardware is given in S.No 7 Page No. 17
42	Warranty and AMC	84	The Successful bidder may be asked to provide comprehensive maintenance if required by ELCOT/Purchaser for the period of two years after expiry of warranty period of all the systems which shall include preventive maintenance and corrective maintenance.	Any support or maintenance post completion of 3 year will be mutually decided and separate prices will be determined.	The Clause remains unchanged
43			Additional Query	Credit Period is nowhere given in RFP. It is recommended to pay the invoices raised by TCS within 30 days of receipt of invoices, failing which interest @ 2% per month shall be charged.	The Clause remains unchanged
44			Additional Query	There is no clause for Limitation of liability in the RFP. It is recommended to include the clause and liability of TCS should not exceed 10% of contract value under this clause.	It is available in Page No. 20 Clause No.6 - Limitation of the bidders liability towards the purchaser
45			Additional Query	There is no Termination clause in the RFP. It is recommended to include this clause.	It is available in Page No. 56 Clause No.19 - Sample Format – Agreement

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
46			Additional Query	It is recommended to exclude bandwidth from the scope as TCS can't sell the same.	Bandwidth monitoring is also in the scope of the bidder
47	6.1	76	vii. The new System Integrator shall enter into an operation and Management phase for both hardware and software of existing TNSWAN equipment's taken over from the existing network operator. The new system integrator may plan the delivery and installation of core router before the exit of old system integrator after Knowledge transfer at their own interest.		The new system Integrator responsibility is to procure new Core routers (2Nos) at NOC and warranty for 3 years. Specification is given in Page No-89, Annexure A - Technical specification
48	6.1	76	xi. The new SI shall be responsible for any PoP site work and renovation if required by the new SI for maintenance of SLA.		The bidders are strongly advised to study the existing network by way of site survey, at their own cost and risk to get first-hand information on the existing TNSWAN infrastructure and equipment at Points of presence (PoPs).
49	6.1	76	The new SI shall also be responsible for any shifting/migration of the TNSWAN PoPs from the date of take over.		Yes. It is the responsibility of the bidder and part of price bid
50	6.1	76	Necessary computers/laptops/ printers/stationary etc. are to be provisioned by the new System Integrator for Day-to-Day operation towards monitoring/management/backup/Report generation etc.		It is the responsibility of the bidder
51	6.1	78	19. Prepare IPs tables and allocate IPs to Departments		Yes
52	6.1	78	31. System Integrator is required to keep requisites spares to maintain SLA.		It is the responsibility of the bidder to maintain spares for necessary

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
					hardware's
53	6.1	78	36. Diesel Procurement – The diesel for the DG sets in NOC, DHQ, and MAN POP falls under SI Scope. System Integrator has to include the same in the O&M cost.		<p>Batteries: Consumables charges is the responsibility and scope of the operator.</p> <p>Diesel at POP with DG (Except NOC): The minimum total backup as per SLA required is 8 hours (4 hours UPS + 4 hours DG). Consumable charges to meet the SLA is part of scope of the Bidder. Diesel consumption to run the DG over and above the SLA will be borne by ELCOT.</p> <p>Diesel at NOC: Consumable charges to run the DG Set 24x7 is the responsibility of the Bidder. Same has to be accounted as part of the price bid.</p>
54	ANNEXURE – C	137	ANNEXURE - C Existing Asset Details		It is the responsibility of the bidder to support existing hardware for all end of support
55	12. Pre-Qualification Eligibility	12	Document to be submitted - Point 8 The Bidder shall submit an Undertaking signed by CEO/Country Head/ Authorized signatory of the company to be provided on Non – judicial stamp paper of INR 100/- or such equivalent	Please allow this certificate to be submitted on Bidder's Letter Head signed by Authorized signatory	Authorized Signatory can also sign and it is already available as an option

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			amount and document duly attested by notary public.		
56	13. Technical Evaluation Criteria	12	Documents Required - Point 1 b) Certificate from the Statutory Auditor/Company secretary on turnover details for the last three (3) financial years (2015-16, 2016-17, and 2017-18). c) Certificate from the Statutory Auditor/Company secretary on positive net worth for the last three (3) financial years (2015-16, 2016-17, and 2017-18).	Please remove this requirement as the Turnover and the Net worth details are part of the Audited financial statements available in the Public Domain	It is the responsibility of the bidder to submit the details as part of the bid
57	13. Technical Evaluation Criteria	14	Point 7 , Point 8 and Point 9 Documents Required- The Bidder shall submit Work order/Purchase order OR Contract clearly highlighting the scope of work, Bill of Material and value of the contract/ order with Completion Certificate issued & signed by the competent authority of the client entity	Please allow this certificate from the Bidder's Company Secretary	The Clause remains unchanged
58	13. Technical Evaluation Criteria	14	9 The Bidder should have previous experience in the operation and maintenance of SWAN projects in India.		The bidder should submit 1 project clearly stating experience in O&M of SWAN project in India in the form of WO/Purchase order or contract copy
59	Section II – Instructions to the Bidders 10. Deviations	8	10. Deviations b) The Proposal evaluation committee would evaluate and classify them as “material deviation” or “non - material deviation“. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.		The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
60	Section III – General Conditions of Contract and Service Levels 3. Arbitration	19	<p>3. Arbitration</p> <p>a) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by the Managing Director of ELCOT. b) If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo. c) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter. d) It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest. e) The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties. f) The venue of the arbitration shall be Chennai and language English. g) The fees of the Arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties. h) Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-</p>	<p>Please amend as below:</p> <p>3. Arbitration a) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be <u>mutually</u> appointed by the <u>parties</u> Managing Director of ELCOT. b) If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo. c) It is a term of the contract that the party invoking arbitration shall specify all disputes to be</p>	<p>The Clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>enactment in lieu thereof shall apply to the arbitration proceedings under this Clause. i) Subject to the above, the Courts in Chennai alone shall have jurisdiction in this matter.</p>	<p>referred to arbitration at the time of invocation of arbitration and not thereafter. d) It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest. e) The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties. f) The venue of the arbitration shall be Chennai and language English. g) The fees of the Arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties. h) Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this Clause. i) Subject to the above, the Courts in Chennai alone shall have jurisdiction in this matter.</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
61	Section III – General Conditions of Contract and Service Levels 5. Transfer of Ownership	20	5. Transfer of Ownership The Bidder must transfer all titles to the assets and goods procured for the purpose of the project to the Purchaser at the time of delivery of assets and goods. This includes all licenses, titles, source code, certificates, hardware, devices, equipment’s etc. related to the system designed, developed, installed and maintained by the Bidder.	Please amend as below: 5. Transfer of Ownership The Bidder must transfer all titles to the assets and goods procured for the purpose of the project to the Purchaser at the time of delivery of assets and goods. This includes all licenses, titles, source code , certificates, hardware, devices, equipment’s etc. related to the system designed, developed, installed and maintained by the Bidder.	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
62	Section III – General Conditions of Contract and Service Levels 6. Limitation of the Bidder's Liability towards the Purchaser	20	6. Limitation of the Bidder's Liability towards the Purchaser a) Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to Purchaser's property, shall not be liable to purchaser. b) For any indirect or consequential loss or damage that exceeds (A) the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher. d) This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be invoked.	Please amend as below: 6. Limitation of the Bidder's Liability towards the Purchaser a) Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage caused by †The Bidder to Purchaser's property, shall not be liable to purchaser. b) For any indirect or consequential loss or damage; and c) For any direct loss or damage that exceeds <u>(the total amount paid to Bidder by the Purchase in the preceding twelve months under that applicable work that gives rise to such liability)</u> the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher. d) This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be invoked.</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
63	Section III – General Conditions of Contract and Service Levels 9. Indemnity	21	<p>9. Indemnity The Bidder will indemnifying the Purchaser from and against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. Purchaser/User department stand indemnified from any claims that the hired manpower / Bidder’s manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. Purchaser/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Bidder’s manpower while discharging their duty towards fulfilment of the purchase orders.</p>	<p>Please amend as below: 9. Indemnity The Bidder will indemnifying the Purchaser from and against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. Purchaser/User department stand indemnified from any claims that the hired manpower / Bidder’s manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. Purchaser/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Bidder’s manpower while discharging their duty towards fulfilment of the purchase orders.</p>	The Clause remains unchanged
64	Section III – General Conditions of Contract and Service	21	<p>10. Confidentiality i) The Bidder shall sign a Non-Disclosure Agreement (NDA) with the Purchaser. The Bidder and its antecedents shall be bound by the NDA. The Bidder will be held responsible for any</p>	<p>Please amend as below: 10. Confidentiality i) The Bidder shall sign a <u>mutually agreed</u> Non-Disclosure Agreement (NDA)</p>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
	Levels 10. Confidentiality		breach of the NDA by its antecedents or delegates.	with the Purchaser. The Bidder and its antecedents shall be bound by the NDA. The Bidder will be held responsible for any breach of the NDA by its antecedents or delegates.	
65	Section III – General Conditions of Contract and Service Levels 12. Special Terms	23	12. Special Terms ELCOT reserves the right to increase or decrease the quantity of tendered value at the time of releasing the work order or by issue of an amendment subsequently.	Please amend as below: 12. Special Terms ELCOT reserves the right to increase or decrease the quantity of tendered value at the time of releasing the work order or by issue of an amendment subsequently <u>subject to the agreement of both the on such variation and also other terms and conditions.</u>	The Clause remains unchanged
66	Section III – General Conditions of Contract and Service Levels 16. Warranty	25	h) If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract	h) If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
67	Section III – General Conditions of Contract and Service Levels 18. Compliance with Statutory Requirements	25	18. Compliance with Statutory Requirements The TNSWAN Operator shall have to comply with the Contract labour Act (Regulation & Abolition Act), Apprentices Act 1961, Payment of Wages Act, Minimum Wages Act, Employee State insurance Act, Employee Provident Fund and Miscellaneous provision Act, Fatal Accident Act, Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Workers) ACT 1982 and other applicable Labour Laws and Regulations in force from time to time.	Please amend as below: 18. Compliance with Statutory Requirements The TNSWAN Operator shall have to comply with the Contract labour Act (Regulation & Abolition Act), Apprentices Act 1961, Payment of Wages Act, Minimum Wages Act, Employee State insurance Act, Employee Provident Fund and Miscellaneous provision Act, Fatal Accident Act, Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Workers) ACT 1982 and other applicable Labour Laws and Regulations in force from time to time.	The Clause remains unchanged
68	Section III – General Conditions of Contract and Service Levels	26	d) Any confidential Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to TNSWAN, Project’s Intellectual Property Rights; any other project data and confidential information related to TNSWAN shall be transferred to GoTN/ELCOT. A due diligence may be carried out by GoTN/ELCOT or agency on the transition of all the information (including but not limited to documents, records and agreements) relating to TNSWAN to GoTN/ELCOT.	Please amend as below: d) Any confidential Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to TNSWAN, Project’s Intellectual Property Rights; any other project data and confidential information related to TNSWAN shall be transferred to GoTN/ELCOT. A due diligence may be carried out by GoTN/ELCOT or agency on the	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				transition of all the information (including but not limited to documents, records and agreements) relating to TNSWAN to GoTN/ELCOT.	
69	Section III – General Conditions of Contract and Service Levels 21. Service Level Agreement	27	21. Service Level Agreement 3. Level II penalty: If the uptime of the NOC is below 98.95%, no payment will be made for that quarter.	Please amend as below: 21. Service Level Agreement 3- Level II penalty: If the uptime of the NOC is below 98.95%, no payment will be made for that quarter.	The Clause remains unchanged
70	Section III – General Conditions of Contract and Service Levels 21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure	32	4. Level III penalty: The services of the NOC shall not be unavailable/down for a continuous period of 30 mins or more against an incident. Beyond thirty minutes of continuous downtime, for every 15 minutes or part thereof, 0.5% of the quarterly charges will be levied. The first thirty minutes of each incident will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 10% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.	Please amend as below: 4. Level III penalty: The services of the NOC shall not be unavailable/down for a continuous period of 30 mins or more against an incident. Beyond thirty minutes of continuous downtime, for every 15 minutes or part thereof, 0.5% of the quarterly charges will be levied. The first thirty minutes of each incident will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 10 5% on the quarterly charges. The total penalty is addition of applicable penalty against	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				cumulative and continuous down time, subject to a maximum of <u>5%</u> of the quarterly charges.	
71	Section III – General Conditions of Contract and Service Levels 21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure	33	3. Level II penalty: If the uptime of the PoP is below 97.90%, no payment will be made for that quarter	3. Level II penalty: If the uptime of the PoP is below 97.90%, no payment will be made for that quarter. Continuous	The Clause remains unchanged
72	Section III – General Conditions of Contract and Service Levels 21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing	32	4. Level III penalty: The services of District, Metro and Special PoP shall not be unavailable/down for a continuous period of 60 mins or more against an incident. Beyond 60 minutes of continuous downtime, for every 30 minutes of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first sixty minutes will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 15% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.	Please amend as below: 4. Level III penalty: The services of District, Metro and Special PoP shall not be unavailable/down for a continuous period of 60 mins or more against an incident. Beyond 60 minutes of continuous downtime, for every 30 minutes of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first sixty minutes will be accounted under Level 1	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
	infrastructure			Penalty. The penalty cap for the continuous down time incidents in a quarter will be 45% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of <u>5%</u> of the quarterly charges.	
73	Section III – General Conditions of Contract and Service Levels	33	<p>III. Tier 2 PoPs 4. Level III penalty: The services of Tier 2 PoP shall not be unavailable/down for a continuous period of 4 hours or more against an incident. Beyond four hours of continuous downtime, for every 2 hours of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first four hours will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 20% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.</p>	<p>Please amend as below: III. Tier 2 PoPs 4. Level III penalty: The services of Tier 2 PoP shall not be unavailable/down for a continuous period of 4 hours or more against an incident. Beyond four hours of continuous downtime, for every 2 hours of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first four hours will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 20% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of <u>5%</u> of the</p>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				quarterly charges.	
74	Section III – General Conditions of Contract and Service Levels	33	<p>Penalty clauses applicable for all PoP a) In the event of any PoP running at 100% penalty for any two quarters of a year, an additional 100% penalty will be levied on the quarterly charges for the second defaulting quarter. Further, if the TNSWAN Operator is unable to improve the performance of such PoP during the course of that year, GoTN/ELCOT may terminate the Agreement without any reimbursement of the equity invested by the TNSWAN Operator in the project. In the event of termination, GoTN/ELCOT will take over all equipment necessary for the proper and normal operation of the TNSWAN including but not limited to all constructed/ prefabricated sites, laid cables, software, technical designs, technical & operational manuals and also all electrical, civil and mechanical works at the NOC, all District PoP, all Metro Pop, all Special PoP and all Tier 2 PoPs, without prejudice to any other action contemplated in the Agreement.</p>	<p>Please amend as below: Penalty clauses applicable for all PoP a) In the event of any PoP running at 100% penalty for any two quarters of a year, an additional 100% penalty will be levied on the quarterly charges for the second defaulting quarter. Further, if the TNSWAN Operator is unable to improve the performance of such PoP during the course of that year, GoTN/ELCOT may terminate the Agreement without any reimbursement of the equity invested by the TNSWAN Operator in the project. In the event of termination, GoTN/ELCOT will take over all equipment necessary for the proper and normal operation of the TNSWAN including but not limited to all constructed/ prefabricated sites, laid cables, software, technical designs, technical & operational manuals and also all electrical, civil and mechanical works at</p>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>the NOC, all District PoP, all Metro Pop, all Special PoP and all Tier 2 PoPs, without prejudice to any other action contemplated in the Agreement. <u>Notwithstanding anything to the contrary contained in this Agreement the maximum aggregate penalty cannot exceed 5% of the quarterly charges.</u></p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
75	Section III – General Conditions of Contract and Service Levels	35	4. SLA Exclusions: a) EB Power Outage: If the EB power is not available for a continuous period of 12 hours at NOC and if the EB power is not available for a continuous period of 8 hours at District PoP and Metro PoP. b) Bandwidth Failure, if reported within the specified maximum reporting/escalation time. c) Approved planned down time by ELCOT.	Please amend as below: 4. SLA Exclusions: a) EB Power Outage: If the EB power is not available for a continuous period of 12 hours at NOC and if the EB power is not available for a continuous period of 8 hours at District PoP and Metro PoP. b) Bandwidth Failure, if reported within the specified maximum reporting/escalation time. c) Approved planned down time by ELCOT. <u>d) Time lost due to damage or malfunction of the equipment or any of the units thereof due to causes attributable to Customer/OEM, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without TNSWAN Operator/ Vendor's consent.</u> <u>e) Time taken for scheduled maintenance/troubleshooting (including back-up and restore times) either for preventive purposes or improvement in function or other purposes;</u> <u>f) Time taken for reconfiguration or other planned downtime situations;</u> <u>g) Scheduled</u>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p><u>shutdowns as required by Owner/ Purchaser. TNSWAN Operator/ Vendor may also request Owner/ Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Owner/ Purchaser. h) Time taken for booting the systems. i) Time taken to get approval from all stakeholders for the exclusive availability of system for support activities where the prospective solutions can be tested prior to promotion into production. k) Time taken by ELCOT to approve the work around or fix. l) Time taken by the third-party vendors and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications.</u></p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
76	Section IV – Bid Submission Format 2. Bidder Declaration	38	<p>2. Bidder Declaration You are requested to sign and affix your seal and submit complete original Tender Documents in respective covers without fail. You are also requested to give your declaration on bidder’s Letterhead as per format given below: I / We ----- have gone through the terms and conditions and will abide by them as laid down vide pages of RFP. I/We ----- hereby confirm that our firm has not been blacklisted by any State Government / Central Government. I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company. I / We, ----- hereby declare that the particulars furnished by us in this offer are true to the best of my / our knowledge and we understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also is liable for any penal action that may arise due to the above.</p>	<p>Please amend as below: 2. Bidder Declaration You are requested to sign and affix your seal and submit complete original Tender Documents in respective covers without fail. You are also requested to give your declaration on bidder’s Letterhead as per format given below: I / We ----- have gone through the terms and conditions and will abide by them as laid down vide pages of RFP <u>subject to deviations</u>. I/We ----- hereby confirm that <u>to the best of our knowledge</u> our firm has not been blacklisted by any State Government / Central Government. I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company. I / We, ----- hereby declare that the particulars furnished by us in this offer are true to the best of my / our knowledge and we understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable</p>	<p>The Clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				for disqualification from this tender and also is liable for any penal action that may arise due to the above.	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
77	Section IV – Bid Submission Format 4. Declaration of Track Record	40	<p>4. Declaration of Track Record To Managing Director, ELCOT Dear Sir, Subject: Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations. Reference: “ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19.” We, the undersigned bidders, have carefully gone through the Terms & Conditions contained in the RFP Document [No._____] regarding Appointment of “Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations”. We hereby confirm that our firm has not been blacklisted by any State Government / Central Government. We further confirm that our firm has no legal case pending in any of the courts for winding up the company. We hereby declare that the particulars furnished by us in this offer are true to the best of my / our knowledge and we understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also liable for any penal action that may arise due to the above.</p>	<p>Please amend as below: 4. Declaration of Track Record To Managing Director, ELCOT Dear Sir, Subject: Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations. Reference: “ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19.” We, the undersigned bidders, have carefully gone through the Terms & Conditions contained in the RFP Document [No._____] regarding Appointment of “Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations”. We hereby confirm that <u>to the best of our knowledge</u> our firm has not been blacklisted by any State Government / Central Government. We further confirm that our firm has no legal case pending in any of the courts for winding up the company. We hereby declare</p>	<p>The Clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>that the particulars furnished by us in this offer are true to the best of my / our knowledge and we understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also liable for any penal action that may arise due to the above.</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
78	Section III – General Conditions of Contract and Service Levels		<p>17. Commercial Bid Letter (To be attached along with the Commercial Bid) To Managing Director, ELCOT Dear Sir, and Subject: Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations. Reference: “ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19.” We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations do hereby propose to provide services as specified in the Tender document. Price and Validity All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of opening of the Tenders. We hereby confirm that our Tender prices include all taxes. All taxes are quoted separately under relevant sections as required in the commercial bid response We have studied the clause relating to Indian Income Tax and hereby declare that if an income tax, surcharge on Income Tax, Professional and any other corporate Tax in altercated under the law, we shall pay the same</p>	<p>Please amend as below: 17. Commercial Bid Letter (To be attached along with the Commercial Bid) To Managing Director, ELCOT Dear Sir, and Subject: Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations. Reference: “ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19.” We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of Selection of system integrator to Operate, Maintain & Manage the Tamil Nadu State Wide Area Network (TNSWAN) - Phase 2 Ext (3 years) operations do hereby propose to provide services as specified in the Tender document. Price and Validity All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180</p>	<p>The Clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>calendar days from the date of opening of the Tenders. We hereby confirm that our Tender prices include all taxes. All taxes are quoted separately under relevant sections as required in the commercial bid response We have studied the clause relating to Indian Income Tax and hereby declare that if an income tax, surcharge on Income Tax, Professional and any other corporate Tax in altercated under the law, we shall pay the same</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
79	Section IV – Bid Submission Format 54 18. Format - Bank Guarantee	54	18. Format - Bank Guarantee	<p>Please allow the bidders to include the following statements in the EMD format</p> <p><u>Bank Guarantee clause</u> <u>This Bank Guarantee issued by</u> <u>_____ Bank,</u> <u>on behalf of the TNSWAN Operator in favor of Purchaser is in respect of the</u> <u>Contract/agreement dated _____.</u> <u>As communicated by TNSWAN Operator on the date of execution of this Bank Guarantee an amount of</u> <u>Rupees _____</u> <u>(Rupees _____ only) is outstanding and payable to TNSWAN Operator by Purchaser, in respect of pervious contracts between TNSWAN Operator and Purchaser.</u> <u>As communicated by TNSWAN Operator on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between TNSWAN Operator and Purchaser.</u></p>	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p><u>Notwithstanding anything contained hereinabove:</u> <u>a) Our liability under this Bank Guarantee shall not exceed and is restricted to</u> <u>Rs. _____ (Rupees</u> <u>_____ only)</u> <u>b) This Guarantee shall remain in force up to and including</u> <u>_____ (including claim</u> <u>period of three months) c)</u> <u>Unless the demand/claim under this guarantee is served upon us in writing before</u> <u>_____ all the rights of</u> <u>Purchaser under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from</u> <u>all liabilities mentioned hereinabove.</u></p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
80	Section IV – Bid Submission Format 19. Sample Format – Agreement	57	6. The tender document (Ref. No: ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19 due on 12.10.2018 along with the enclosures, the offer submitted by the TNSWAN Operator, the negotiated and finalized terms and conditions and the Work order respectively will form part of this contract. Wherever the offer conditions furnished by the TNSWAN Operator are at variance with conditions of this contract or conditions stipulated in the tender document, the latter shall prevail over the offer conditions furnished by the TNSWAN Operator.	6. The tender document (Ref. No: ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19 due on 12.10.2018 along with the enclosures, the offer submitted by the TNSWAN Operator, the negotiated and finalized terms and conditions and the Work order <u>along with Deviations</u> respectively will form part of this contract. Wherever the offer conditions furnished by the TNSWAN Operator are at variance with conditions of this contract or conditions stipulated in the tender document, the latter shall prevail over the offer conditions furnished by the TNSWAN Operator.	The Clause remains unchanged
81	Section IV – Bid Submission Format 19. Sample Format – Agreement	57	9. In case of breach of any of the conditions of the contract by the TNSWAN Operator during the contract period ELCOT reserves the right to recover costs / liabilities arising due to such breach from the TNSWAN Operator. The total liability, however arising, of the TNSWAN Operator under the contract is limited to the amount payable to the TNSWAN Operator by ELCOT under the contract.	9. In case of breach of any of the conditions of the contract by the TNSWAN Operator during the contract period ELCOT reserves the right to recover costs / liabilities arising due to such breach from the TNSWAN Operator. The total liability, however arising, of the TNSWAN Operator under the contract is limited to the amount payable to the	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				TNSWAN Operator by ELCOT under the contract.	
82	Section IV – Bid Submission Format 19. Sample Format – Agreement	58	14. TNSWAN Operator shall indemnify and keep always indemnified GoTN and / or ELCOT against any losses, damages, expenses, costs which may be suffered / incurred by GoTN and / or ELCOT by reason of any commission and / or omission by TNSWAN Operator in the execution of this contract.	14. TNSWAN Operator shall indemnify and keep always indemnified GoTN and / or ELCOT against any losses, damages, expenses, costs which may be suffered / incurred by GoTN and / or ELCOT by reason of any commission and / or omission by TNSWAN Operator in the execution of this contract.	The Clause remains unchanged
83	Section IV – Bid Submission Format 19. Sample Format – Agreement	58	15. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question, or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning,, effect, interpretation, or out of the contract or breach thereof, the same shall be decided by a sole arbitrator to be appointed by the Managing Director of ELCOT. If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of	Please amend as below: 15. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question, or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning,, effect, interpretation, or out of the contract or breach thereof, the same shall be decided by a sole arbitrator to be appointed by the <u>parties mutually</u> Managing Director of ELCOT. If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>arbitration and not thereafter. It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.</p>	<p>proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter. It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.</p>	
84	6.1 Operations & Maintenance of existing infrastructure	76	<p>The New system integrator shall provide software updates for the components taken over...This includes the patch upgrade or any type of upgrade for router IOS, or any other Software. Software updates shall be part of the scope, at no additional costs</p>	<p>OEM declared EOS products, we can't do any changes, no support from concern OEM if any major down</p>	<p>It is the responsibility of the bidder to provide software update for new components. For As-Is components, bidder should take care of the maintenance support</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
85	Operations and maintenance of Existing Hardware	77	Physical security of the equipment's to be ensured by the system integrator during entire contract period	Tier2 POPs are controlled by concern Department official, Engineer's Physical presence not there.	The Clause is amended to Physical security of the equipment's to be ensured by the system integrator during entire contract period. In case of theft, FIR should be registered. Service Continuity should be ensured
86	IT & NON IT Infrastructure D. Cooling Systems 7a	80	NOC – Network room, Telecom room and Ups room – 21 degree Celsius	TNSWAN NOC shared with EDC Server Racks, Not possible to maintain 21C , possible to Maintain 24 C	The Clause is amended to 7. The following temperature has to be maintained a. NOC – Network room, Telecom room and Ups room to be maintain 21 degree Celsius to 24 degree Celsius and ensure to meet the SLA
87	Minimum Guaranteed Uptime	31	District, Metro and Special PoP = 99.90%	Uptime 99.90 % is not possible	The Clause is amended to District, Metro and Special PoP = 99.90% However, failure of hardware (only for Router and Switch) at DHQs beyond repairable condition, ELCOT may approve downtime up to 12 hours per Quarter for System Integrator to replace hardware without additional cost and make pop up and running as per SLA
88	Minimum Guaranteed Uptime	31	Tier 2 PoPs = 98.00%	Uptime 99.90 % is not possible	The Clause remains unchanged
89	ANNEXURE	141	POP count	Need newly added locations	Attached in Corrigendum as

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
	- D - Financial BID			equipment details	Annexure
90	IP Telephony	81	Maintain and Monitor the IP Telephony system	Most of the IP phones are not in working condition and EOS by OEM	The bidder should maintain the As-Is IP phones in existing condition.
91	18 Contract Period,16		In addition, ELCOT reserve the right to extend the contract for another 1 year with the price finalized in this tender.	Extension of contract for another 1 year, after the contract tenure would be mutually decided and agreed between ELCOT and the Service provider.	The Clause remains unchanged
92	23 Deliverables & Time line,17		Complete takeover of SLA on TNSWAN (for all 708 PoPs) - T +8 Weeks	Complete takeover of SLA on TNSWAN (for all 708 PoPs) - T +12 Weeks	The Clause remains unchanged
93	21. Service Level Agreement, 27		The transition of existing network from old system integrator to new system integrator should be completed within 8 Weeks from date of LoA - 8 Weeks	The transition of existing network from old system integrator to new system integrator should be completed within 8 Weeks from date of LoA - 12 Weeks	The Clause remains unchanged
94	21. Service Level Agreement, 27		Penalties for Man Power Deployment	We urge ELCOT to consider 12 Weeks of Transition phase, considering the large geographical spread and the technical complexity for the Service provider to take over from the existing Provider.	The Clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
95	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure , 27		Monitoring of the Network is being done through a Network Management system (HP OpenView) at the NOC.	Please provide the features and capabilities of the HP Openview tool with .respect.to bandwidth monitoring, Device Monitoring, UPS monitoring etc.	The bidders may study the existing network by way of site survey, at their own cost and risk to get first-hand information on the existing TNSWAN infrastructure and equipment at Points of presence (PoPs).
96	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure , 27		Monitoring of the Network is being done through a Network Management system (HP OpenView) at the NOC.	What are the various integration done for the NMS tools (Like SIEM etc.)? Please provide details about the integrations and who would be responsible for managing those tools which are integrated with NMS.	The bidders may study the existing network by way of site survey, at their own cost and risk to get first-hand information on the existing TNSWAN infrastructure and equipment at Points of presence (PoPs).
97	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure , 27		Monitoring of the Network is being done through a Network Management system (HP OpenView) at the NOC.	What is the tool used for configuration backups and configuration management of the network devices	The bidders may study the existing network by way of site survey, at their own cost and risk to get first-hand information on the existing TNSWAN infrastructure and equipment at Points of presence (PoPs).

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
98	21.3 Operations and Maintenance Phase 2 extension – O&M Phase for existing infrastructure , 27		Application software is used to generate all the relevant NMS/SLA reports from the Service desk Database	We understand the HP SM tool is currently available at NOC for Ticket logging, Reporting and other ITIL functions? Please confirm.	A customized tool to calculate SLA is available
99	NOC/29		Diesel Generator availability / performance	What is the current mechanism of monitoring the DG Sets availability and performance?	Preventive maintenance is being done on periodic basis
100	Horizontal connectivity /29	29	Horizontal connectivity SLA is applicable for the ports/interfaces/Sub interfaces that are providing connectivity to horizontal offices originating from the TNSWAN PoPs which are not under monitoring currently. Manual calls would be raised in the NMS service desk for any fault on these ports/interfaces/Sub interfaces and the downtime will be taken into account for SLA calculation. Also, monitoring of these ports/interfaces/sub interfaces to be done as directed by ELCOT on need basis on provisioning of client monitoring license by ELCOT for the purpose of any analysis.	Please confirm, that Downtime of only TNSWAN Side of ports and PoPs' would be considered for SLA calculation but not the Horizontal office side ports.	The Clause is amended to Manual calls would be raised for any fault on the ports/interfaces/Sub interfaces that are providing connectivity to horizontal offices originating from the TNSWAN PoPs. It is the responsibility of the successful bidder to ensure working status of these ports. Also, monitoring of these ports/interfaces/sub interfaces to be done as directed by ELCOT on need basis on provisioning of client monitoring license by ELCOT for the purpose of any analysis.

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
101	NOC, Metro POPs and District POPs /30		10% or more of the number of functional ports including interfaces & sub interfaces are down (or) any one or more service is down out of the six services data (internet), data (intranet), local DNS services, voice, video, Video streaming. In future, if any other services are added, the same rule will be applied.	Please provide a brief of what other services would get added to the TN SWAN. This will help us to identify the criticality of the future services	As and when need arises, it will be informed to System Integrator
102	NOC, Metro POPs and District POPs /30		3. Non availability, Non-performance of Diesel Generator to provide the backup power to the PoPs	How the availability and performance of the DG sets is measured in the current support model.	Preventive maintenance is being done on periodic basis
103	Other PoPs:/30		All Tier 2 PoPs and Special PoPs have SNMP enabled 2 KVA UPS with two hours back up on full load. It is the responsibility of the TNSWAN Operator to maintain the UPS and the Batteries to provide the back up for a period of four hours at any point of time.	Does ELCOT expects the service provider to provide additional batteries for increasing the backup to 4 hours from existing 2 hours? Please confirm	As per the SLA successful bidder has to maintain 4 hours back up with existing battery bank. Current load at Tier-II POPs are around 30% to 50%.
104	VI. Propagation of connectivity from Parent PoP/31		If a PoP (Parent) is down, then all the PoPs that are connected to that parent POP will also be considered as down. Hence any down time of the parent POP will be applied to the connected PoPs also.	Please confirm, If the District PoP is down, then all the Mandal PoP's connected to the District PoP would be considered Down?	Yes If the District PoP is down, then all the PoP's connected to the District PoP would be considered Down
105	VI. Propagation of connectivity from Parent PoP/31		If a PoP (Parent) is down, then all the PoPs that are connected to that parent POP will also be considered as down. Hence any down time of the parent POP will be applied to the connected PoPs also.	In case of Tier 2 C2 Type PoP, there are PoPs like C1, C3, C1*, C3* also connected to C2 PoP. If in case any C2 PoP is down, will all the other PoPs connected to it would be considered to be down?	Yes

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
106	I. NOC /32		Level I penalty: In the event of the uptime of the NOC being below 99.95%, for every 0.01% drop in the uptime percentage, a penalty of 1.0% of the quarterly charges shall be levied. This calculation rate shall be applicable until 98.95%.	Level I penalty: In the event of the uptime of the NOC being below 99.95%, for every 0.1% drop in the uptime percentage, a penalty of 0.5% of the quarterly charges shall be levied. This calculation rate shall be applicable until 98.95%.	The clause remains unchanged
107	II. District, Metro and Special PoPs /32		Level I penalty: In the event of the uptime of the PoP being below 99.90%, for every 0.02% drop in the uptime percentage, a penalty of 1.0% of the quarterly charges shall be levied. This calculation rate shall be applicable until 97.90%.	Level I penalty: In the event of the uptime of the PoP being below 99.90%, for every 0.2% drop in the uptime percentage, a penalty of 0.5% of the quarterly charges shall be levied. This calculation rate shall be applicable until 97.90%.	The clause remains unchanged
108	II. District, Metro and Special PoPs /32		Continuous Down Time: 4. Level III penalty: The services of District, Metro and Special PoP shall not be unavailable/down for a continuous period of 60 mins or more against an incident. Beyond 60 minutes of continuous downtime, for every 30 minutes of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first sixty minutes will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 15% on the quarterly charges.	We urge ELCOT to consider 3% penalty cap for District, Metro and Special PoP's	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
109	III. Tier 2 PoPs/33		Level I penalty: In the event of the uptime of the PoP being below 98.00%, for every 0.1% drop in the uptime percentage, a penalty of 1.25% of the quarterly charges. Shall be levied. This calculation rate shall be applicable until 90.0%.	Level I penalty: In the event of the uptime of the PoP being below 98.00%, for every 0.5% drop in the uptime percentage, a penalty of 0.5% of the quarterly charges. Shall be levied. This calculation rate shall be applicable until 90.0%.	The clause remains unchanged
110	III. Tier 2 PoPs /33		Continuous Down Time: 4. Level III penalty: The services of Tier 2 PoP shall not be unavailable/down for a continuous period of 4 hours or more against an incident. Beyond four hours of continuous downtime, for every 2 hours of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first four hours will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 20% on the quarterly charges.	We urge ELCOT to consider 10% penalty cap for Tier 2 PoP's as well	The clause remains unchanged
111	2. Monitoring of Bandwidth availability and reporting /33		The Bandwidth for the network are being provided by BSNL and other private Telecom service providers and the same shall be monitored by the TNSWAN Operator on 24x7 basis through the NMS. Any down time/deterioration in the bandwidth shall be recorded, reported and escalated as per requirement	Is the Service provider expected to analyse the Bandwidth utilization and Capacity available etc. for the network?	Yes. It is the responsibility of the bidder.
112	2. Monitoring of Bandwidth availability and reporting /33		The Bandwidth for the network are being provided by BSNL and other private Telecom service providers and the same shall be monitored by the TNSWAN Operator on 24x7 basis through the NMS. Any down time/deterioration in the bandwidth shall be	If yes for the above question, Are net flow licenses available and configured for the Capacity utilization analysis?	Provisions are available in existing NMS (HP Openview) tool

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			recorded, reported and escalated as per requirement		
113	3. Additional SLA Parameters and applicable penalty /34		Replacement of manpower would not be encouraged during the course of the project. The following SLA is applicable towards the availability of the qualified resources for the proper operation & maintenance of the network.	Replacement of engineers cannot be assured at the initial stages of the contract as it becomes inevitable of the engineers decide to pursue other career interests. However, We would bring in the quality expertise as and when required to ensure the uptime commitment to ELCOT	The clause remains unchanged
114	5. Existing downtime details of the components /75		Note: UPS (New Batteries) for all locations except NOC has been changed in Dec 2017 and Feb 2018. 2 years warranty available for Batteries. The Batteries in NOC will also be changed by ELCOT. The above mentioned batteries are to be covered under the AMC beyond the warranty period till the end of contract.	With the new batteries at all locations, the power backup is 2 hours, so should the service provider provide additional batteries for increasing the backup to 4 Hours?	As per the SLA successful bidder has to maintain 4 hours back up with existing battery bank at Tier-II PoPs. Current load at Tier-II POPs are around 30% to 50%.
115	Operations and maintenance of Existing Hardware/76		Network Configuration, Security, Management and maintenance	Share the last 6-month ticket dump (Incident/Change/ Problem) to analyse the tickets and propose network Automation solutions	The bidders may advised to study the existing network by way of site survey, at their own cost and risk to get first-hand information on the existing TNSWAN infrastructure and equipment at Points of presence (PoPs).
116	Operations and maintenance of Existing Hardware/76		Network Configuration, Security, Management and maintenance	Please share any the Known Risk in the Network Infrastructure or recent unforeseen outages, s that bidder can propose the best	There is no notable risks in Network Infra in recent pasts

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				possible solution	
117	Operations and maintenance of Existing Hardware/76		Network Configuration, Security, Management and maintenance	Please describe how IP address management is currently being done? Is there any IPAM solution deployed? If yes, please share the details	Manual excel sheets are maintained for IP address management
118	Operations and maintenance of Existing Hardware/76		Perform shifting of Tier I and Tier II PoPs as and when required.	Please clarify more on the shifting requirements, what would be the scope during shifting activity and provide the responsibility for the service provider during Shifting	It is the responsibility of TNSWAN Operator to shift all TNSWAN equipment's on requirement basis from existing POP and make sure the shifted equipment's are made up and running at new locations. A SLA and cost for the same is captured in RFP.
119	Operations and maintenance of Existing Hardware/76		The system integrator has to support and co-ordinate with ELCOT and vendors appointed by ELCOT for future requirements	Please provide the data points on the number of vendors , with whom, coordination has to be done with during the contract period	Horizontal Vendors Bandwidth Providers Departments New Vendors appointed by ELCOT in future
120	Operations and maintenance of Existing Hardware/76		The system integrator has to support and co-ordinate with ELCOT and vendors appointed by ELCOT for future requirements	We understand, vendor coordination is only limited to the vendors supporting ELCOT for the SWAN infrastructure and the network. And also with the Horizontal offices. Please confirm	Yes
121	A. Electrical System/79		1. All electrical System at TNSWAN PoP has to be maintained by licensed electricians (C/B) who would be responsible for electrical upkeep.	Is the maintenance of the electrical system part of scope of the Service provider? Because, the electrician is not included in the headcount as asked by the ELCOT .Please	Electrician is added in the Manpower requirement

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				confirm	
122	E. Integrated Building Management System/80		All the physical & support infrastructure (such as DG set, PAC, UPS, control systems, etc.) in the TNSWAN shall be monitored on a 24x7 basis.	What is the tool for Building Management system in place for monitoring the physical infrastructure?	Manual monitoring with maintenance of logs.
123	E. Integrated Building Management System/80		All the physical & support infrastructure (such as DG set, PAC, UPS, control systems, etc.) in the TNSWAN shall be monitored on a 24x7 basis.	Should this be performed the NOC L1 engineers or the Service Providers would provide additional resources to provide the said services ?Please confirm	It depends on the Bidders
124	Annexure C Page 137		UPS with batteries	Kindly share the rating of batteries in scope	Battery Rating: 1. NOC - 100 AH 2. Tier-I (DHQ/MAN) - 65 AH 3. Tier-II - 42 AH
125	Section V 6.4 Manpower Requirement / Page 87		Project Manager- MBA, PMP Certified, ITIL Certified	Project Manager- BE, PMP/ Price 2 Certified, ITIL Certified	The clause remains unchanged
126	Section V 6.4 Manpower Requirement / Page 87		L1 Engineer Helpdesk, L2 Network Engineer and L3 Engineers Qualification	Request " Any degree" with OEM certification to be permitted	The clause remains unchanged
127	Annexure-B, Page No. 115		5KVA UPS with SNMP/2Hr Backup for network equipment Aethra Vega X.5 with Camera-State Centre Video Conference Equipment	Kindly provide the Serial number along with the year of installation details.	Make and Model available in the RFP. Year of Installation: 2007

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
128	Annexure-B, Page No. 115		1KVA UPS with SNMP/2Hr Backup for video conferencing equipment		
129	Annexure-B, Page No. 116		Air Conditioner 2T	Kindly provide the Serial number along with the year of installation details.	Year of Installation: 2007
130	Annexure C – Existing Asset Details, Page No-137-138		NON IT		
131	Section V – Scope of Work, Page no-80		<p>Integrated Building Management System</p> <ol style="list-style-type: none"> 1. All the physical & support infrastructure (such as DG set, PAC, UPS, control systems, etc.) in the TNSWAN shall be monitored on a 24x7 basis. 2. Preventive maintenance schedules are to be established for Access Card, Fire Alarm, CCTV, Rodent Repellent, Water Leakage Detection system, VESDA, PA systems and must include inspection of the controllers installed in each device 3. CCTV video recordings are to be periodically backed up by the system integrator. ELCOT/IT-Infra/OT/33191/TNSWAN Ph-2 Extension /2018-19 Section V – Scope of Work 81 4. Any device level replacement or upgrade is to be brought to the notice of the ELCOT with suitable justification for the same. 5. Periodic facilities maintenance reports are to be submitted to ELCOT for review and approval 	<ol style="list-style-type: none"> 1. Available asset details with Make & Model 2. Installation Year 3. All type of internal & external integration details. 4. No of present staff & expected for IBMS SOW. 5. Expected SLA V/s Present SLA details. 6. System technical & operational challenges in current operation. 	Already Given in the RFP Annexure

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
132	Section V – Scope of 6Work,Page no-76		The IT and Non IT devices at all POP locations which are not limited to Routers, Switches, Modems, IP Telephones, VC conference devices, Air Conditioners, UPS, Earth pits, DG sets, earth wiring in all PoP locations shall be tested using standard procedures to check their health. The status has to be physically verified by the New System Integrator ensuring that the entire asset is in working condition.	Our understanding is that we will ensure all the Non IT devices are in working condition during our take over, If any device is found non-functional or defective by new system integrator, same has to be rectified by the current system integrator. Kindly confirm	Yes
133	Section V – Scope of 6Work,Page no-75		UPS (New Batteries) for all locations except NOC has been changed in Dec 2017 and Feb 2018. 2 years warranty available for Batteries. The Batteries in NOC will also be changed by ELCOT. The above mentioned batteries are to be covered under the AMC beyond the warranty period till the end of contract	Our understanding is that we will provide AMC services for the existing batteries .Replacement of batteries will be under ELCOT scope. Kindly confirm	Existing batteries at NOC would be replaced by ELCOT. The bidder should provide AMC for all existing batteries including newly replaced batteries.
134	General		EOL/EOS	End of Life and End of support products will be replaced by customer. Kindly confirm	Scope of the bidder is to maintain the existing equipment's in working condition.
135	Annexure-C, Page No. 137		Aethra Vega X.5 with Camera-State Centre Video Conference Equipment	Aethra VC Equipment's are End of Life as well End Of Support, therefore can't be covered under AMC scope. Please suggest	Scope of the bidder is to maintain the As-Is equipment's in working condition.
136	Annexure-C, Page No. 137		Aethra Vega Pro with Camera-District Centre Video Conference Equipment		

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
137	77		A. Network Configuration, Security, Management and Maintenance	5. The operations and management activities include; configuration, updating necessary patches and firmware upgrades as applicable, backup, troubleshooting and replacement of components as per the requirement i.e.: Router, switches, Modem, IPS, Web Gateways, Multi conferencing unit call managers, external and internal Firewalls, Core and access switches. DG Sets, UPS earth pits at all PoPs.	Yes
138	77		A. Network Configuration, Security, Management and Maintenance	11. Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices/ tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and tools.	Yes
139	77		A. Network Configuration, Security, Management and Maintenance	11. Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices/ tools such as	Yes

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and tools.	
140			General	Do you want to use a health monitoring tool?	Scope of the bidder is to maintain the existing equipment's/tools.
141			General	Are you using any ticketing tool currently?	Yes. Part of NMS.
142			General	Please share the breakup of security device which is part of the O&M. Format Given below.	Available in Annexure-B of RFP.
143	Compliant Proposals/Completeness of Response		<p>a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.</p> <p>b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:</p> <p>i. Include all documentation specified in this RFP;</p> <p>ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP</p> <p>iii. Comply with all requirements as set out within this RFP.</p>	<p>a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.</p> <p>b) Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:</p> <p>i. Include all documentation specified in this RFP;</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP</p> <p>iii. Comply with all requirements as set out within this RFP <u>except those terms and conditions for which deviations have been expressly stated in the deviation sheet submitted herein.</u></p>	
144	Earnest Money Deposit		Rs.30,00,000/- (Rupees Thirty Lakhs Only) by way of Demand Draft	Can we submit EMD in the form of Bank Guarantee?	The clause remains unchanged
145	Right to terminate the Process		<p>a) Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.</p> <p>b) This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the subsequent contract.</p>	<p>a) Purchaser <u>prior to bid submission date,</u> may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.</p> <p>b) This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the subsequent contract.</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
146	Preparation and submission of Proposal		ELCOT shall not pay any increase in taxes and surcharges on account of any revision by the Government either Central and / or State after expiry of the stipulated contract period.	ELCOT shall not pay any increase in taxes and surcharges on account of any revision by the Government either Central and / or State after expiry of the stipulated contract period.	The clause remains unchanged
147	Stage –IV: Price Bid Evaluation		The Price Bid for Evaluation shall include all applicable taxes.	The Price Bid for Evaluation shall include all applicable taxes. <u>Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.</u>	The clause remains unchanged
148	Letter of Acceptance		After successful completion of the negotiations, the Letter of Acceptance (LOA) of tender is issued to the Successful Tenderer by ELCOT. The time line will be counted from the date of issue of LOA	After successful completion of the negotiations, the Letter of Acceptance (LOA) of tender is issued to the Successful Tenderer by ELCOT. The time line will be counted from the date of <u>execution of Agreement on mutually agreed terms and conditions.</u> issue of LOA	The clause remains unchanged
149	Forfeiture of Earnest Money Deposit		The EMD may be forfeited: a. If a Bidder withdraws its bid during the period of bid validity. b. In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RFP	The EMD may be forfeited: a. If a Bidder withdraws its bid during the period of bid validity. b. In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RFP <u>on mutually agreed terms and conditions.</u>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
150	Contract Period		<p>The Operations and Maintenance Contract period for the TNSWAN phase 2 extension operations is three years with effect from the date of commencement of Phase 2 extension. In addition, ELCOT reserve the right to extend the contract for another 1 year with the price finalized in this tender.</p>	<p>The Operations and Maintenance Contract period for the TNSWAN phase 2 extension operations is three years with effect from the date of commencement of Phase 2 extension. In addition, ELCOT reserve the right to extend the contract for another 1 year with the price finalized in this tender. <u>at mutually agreed terms and conditions and prices.</u></p>	<p>The clause remains unchanged</p>
151	Security Deposit		<p>The Successful Tenderer will be required to remit the Security Deposit equivalent to 5% of the value of the work order by way of demand draft payable to ELCOT, CHENNAI (or) in the form of unconditional irrevocable Bank Guarantee as per the sample format valid for a period of three years plus the taking over period, with in fifteen days from the date of LOA. Earnest Money Deposit of the Successful Tenderer may be adjusted towards Security Deposit. If the successful Tenderer fails to remit the Security Deposit within the above said period, their tender will held void and the Earnest Money Deposit remitted by them will be forfeited.</p>	<p>The Successful Tenderer will be required to remit the Security Deposit equivalent to 5% of the value of the work order by way of demand draft payable to ELCOT, CHENNAI (or) in the form of unconditional irrevocable Bank Guarantee as per the sample format valid for a period of three years plus the taking over period, with in fifteen days from the date of <u>LOA.PO/ execution of the Contract</u> Earnest Money Deposit of the Successful Tenderer may be adjusted towards Security Deposit. If the successful Tenderer fails to remit the Security Deposit within the</p>	<p>The clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				above said period, their tender will held void and the Earnest Money Deposit remitted by them will be forfeited.	
152	Assigning of Tender Whole or In Part		The Successful Tenderer should not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. They should not under let or sublet to any person/s or body corporate for the execution of the contract or any part thereof.	The Successful Tenderer should not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. They should not under let or sublet to any person/s or body corporate for the execution of the contract or any part thereof. This is not acceptable. Request deletion.	The clause remains unchanged
153			The Successful Tenderer should nominate and intimate ELCOT a Project Manager specifically to handle the Work Order from ELCOT and ensure that he fully familiarizes with the terms and conditions of the tender, scope of work, Work Order and the guidelines, and is responsible to effectively execute the Work Order complying all the terms and conditions.	The Successful Tenderer should nominate and intimate ELCOT a Project Manager specifically to handle the Work Order from ELCOT and ensure that he fully familiarizes with the terms and conditions of the tender, scope of work, Work Order and the guidelines, and is responsible to effectively execute the Work Order complying all the terms and conditions <u>subject to the deviations submitted herein.</u>	The clause remains unchanged
154	Deliverables & Time line		As per RFP	T should be defined from the date of acceptance of work order	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
155	Agreement		<p>a) The Successful Tenderer should execute an agreement for the fulfilment of the contract in the stamp paper in the model form enclosed with such changes / modifications as may be indicated by ELCOT at the time of execution within fifteen working days from the date of acceptance of the tender. If the same is not executed within fifteen working days, the Earnest Money Deposit (EMD) of the Tenderer will be forfeited and their tender will be held as non – responsive and the tender is liable for rejection.</p>	<p>a) The Successful Tenderer should execute an agreement for the fulfilment of the contract in the stamp paper in the model form enclosed with such changes / modifications as may be indicated by ELCOT at the time of execution within fifteen working days from the date of <u>finalizing contract on mutually agreed terms and conditions acceptance of the tender</u>. If the same is not executed within fifteen working days, the Earnest Money Deposit (EMD) of the Tenderer will be forfeited and their tender will be held as non – responsive and the tender is liable for rejection.</p>	<p>The clause remains unchanged</p>
156	Agreement		<p>c) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of ELCOT and ELCOT reserves the right to recover any consequential loss from the Successful Tenderer.</p>	<p>c) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions <u>which shall create adverse impact on the performance of services and failure to cure such default within thirty days from the intimation of the same</u> will entail termination of the contract <u>and failure to cure such default within thirty days from the intimation of the same.</u> <u>However, successful bidder</u></p>	<p>The clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				shall be entitled for all the payments for the services rendered till the date of such termination, without prejudice to the rights of ELCOT and ELCOT reserves the right to recover any consequential loss from the Successful Tenderer.	
157	Force Majeure		As per RFP	Request insertion: <u>Either Party shall have the right to terminate this Wok order, if the Force Majeure event stated in this clause exceeds 90 days in aggregate and successful bidder shall be entitled for all the payments for the services rendered till the date of such termination</u>	The clause remains unchanged
158	Arbitration		a) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by the Managing Director of ELCOT.	a) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p><u>both the Parties on mutually agreed terms and conditions</u> the Managing Director of ELCOT. b) If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by <u>both Parties on mutually agreed terms and conditions</u> the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.</p>	
159	Transfer of Ownership		<p>The Bidder must transfer all titles to the assets and goods procured for the purpose of the project to the Purchaser at the time of delivery of assets and goods. This includes all licenses, titles, source code, certificates, hardware, devices, equipment's etc. related to the system designed, developed, installed and maintained by the Bidder</p>	<p>The Bidder must transfer all titles <u>and risk</u> to the assets and goods procured for the purpose of the project to the Purchaser at the time of delivery of assets and goods. This includes all licenses, titles, source code, certificates, hardware, devices, equipment's etc. related to the system designed, developed, installed and maintained by the Bidder</p>	<p>The clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
160	Limitation of the Bidder's Liability towards the Purchaser		<p>a) Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder, with respect to damage caused by the Bidder to Purchaser's property, shall not be liable to purchaser.</p> <p>b) For any indirect or consequential loss or damage; and</p> <p>c) For any direct loss or damage that exceeds (A) the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.</p> <p>d) This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be invoked.</p>	<p>a) <u>Notwithstanding anything to the contrary contained elsewhere.</u> Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in carrying out the Services, the Bidder's <u>aggregate liability under this RFP and Work Order,</u> with respect to <u>any damage/claim</u> caused by the Bidder to Purchaser's property, shall not be liable to purchaser.</p> <p>b) For any indirect or consequential loss or damage; and</p> <p>c) For any direct loss or damage that exceeds (A) the total payments payable under his contract to the Bidder hereunder, or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.</p> <p>d) This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder or any person or firm/company</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>acting on behalf of the Bidder in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the project calculated up to and as on the date when such section / clause is required to be invoked. Aggregate liability of bidder, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.</p>	
161	Conflict of Interest		<p>The Bidder shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.</p>	<p>The Bidder shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's Team) in the course of performing the Services <u>which shall create adverse impact on the performance of services</u> as soon as practical after it becomes aware of that conflict.</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
162	Indemnity		<p>The Bidder will indemnifying the Purchaser from and against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.</p> <p>Purchaser/User department stand indemnified from any claims that the hired manpower / Bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. Purchaser/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Bidder's manpower while discharging their duty towards fulfilment of the purchase orders.</p>	<p>The Bidder will indemnifying the Purchaser from and against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof <u>where such infringement is solely and proximately attributable to Bidder.</u></p> <p>Purchaser/User department stand indemnified from any claims that the hired manpower / Bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders.</p> <p>Purchaser/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Bidder's manpower while discharging their duty towards fulfilment of the purchase orders.</p>	The clause remains unchanged
163	Confidentiality		b) The Bidder shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the hardware	b) The Bidder shall not, either during the term or after expiration of this Contract for a period of two years from the	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			architecture or network architecture, Purchaser's business or operations without the prior written consent of the Purchaser	<p><u>date of such disclosure</u>, disclose any proprietary or confidential information relating to the Services <u>which have been marked as "Confidential"</u>, Contract or the hardware architecture or network architecture, Purchaser's business or operations without the prior written consent of the Purchaser. <u>However, the confidentiality obligation stated herein shall not be applicable for information developed by Bidder, information available in public domain, information which is lawfully obtained from third party, information which is developed independently by Bidder, information needs to be disclosed as regulatory requirement. The confidentiality obligation applicable to Bidder shall apply mutatis mutandis on Bidder for the information for the services rendered till the date of such termination.</u></p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
164	Confidentiality		k) The Bidder shall be liable to fully recompense the Purchaser for any loss of revenue arising from breach of confidentiality. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.	k) The Bidder shall be liable to fully recompense the Purchaser for any loss of revenue arising from breach of confidentiality. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause. k) The Bidder shall be liable to fully recompense the Purchaser for any loss of revenue arising from breach of confidentiality. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.	The clause remains unchanged
165	Special Terms		ELCOT reserves the right to increase or decrease the quantity of tendered value at the time of releasing the work order or by issue of an amendment subsequently.	ELCOT reserves the right to increase or decrease the quantity of tendered value at the time of releasing the work order or by issue of an amendment subsequently. Further; 1.It should be restricted to +/- 10% maximum of the quantity quoted as per RFP. 2. Wipro agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.	The clause remains unchanged
166	Other Terms and Conditions		d) Besides the Terms and Conditions stated in this tender, the contract shall also be governed by the overall Acts & guidelines as mentioned in IT Act 2000 and the security policy issued by GoTN & DIT, Gol.	d) Besides the Terms and Conditions stated in this tender, the contract shall also be governed by the overall Acts & guidelines as mentioned in IT Act 2000 and the security d) Besides the Terms and Conditions stated in this tender, the contract shall also be governed by the overall Acts & guidelines as mentioned in IT Act 2000 and the security	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				policy issued by GoTN & DIT, GoI.	
167	Warranty		<p>a) A comprehensive on-site warranty and Annual Maintenance support on all goods supplied under this contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Bidder till the end of the Contract.</p> <p>b) Technical Support for software shall be provided by the respective OEM for till the end of the contract period. The Technical Support should include all updates and patches to the respective Software for the above stated period.</p>	Upgrade and Update shall be at an additional cost to customer	It is the bidder responsibility to apply updates and patches at no additional cost.
168	Warranty		<p>c) The Bidder warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.</p> <p>d) The Bidder warrants that the goods supplied under this contract shall be of the reasonably acceptable grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent</p>	<p>c) The Bidder warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.</p> <p>d) The Bidder warrants that the goods supplied under this</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>design improvements in goods, unless provided otherwise in the Contract, shall also be made available.</p> <p>h) If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.</p>	<p>contract shall be of the reasonably acceptable grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.</p> <p>h) If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.</p> <p><u>Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.</u></p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
169	Compliance with Statutory Requirement		The TNSWAN Operator shall have to comply with the Contract labor Act (Regulation & Abolition Act), Apprentices Act 1961, Payment of Wages Act, Minimum Wages Act, Employee State insurance Act, Employee Provident Fund and Miscellaneous provision Act, Fatal Accident Act, Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Workers) ACT 1982 and other applicable Labor Laws and Regulations in force from time to time.	The TNSWAN Operator shall have to comply with the Contract labor Act (Regulation & Abolition Act), Apprentices Act 1961, Payment of Wages Act, Minimum Wages Act, Employee State insurance Act, Employee Provident Fund and Miscellaneous provision Act, Fatal Accident Act, Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Workers) ACT 1982 and other applicable Labor Laws and Regulations in force <u>which is applicable to an information technology service provider for the performance of services under this purchase order</u> from time to time .	The clause remains unchanged
170	Payment Schedule Implementation Phase:		Payment against Delivery, Installation and Commissioning of Hardware (like Core Router etc.)70% of CAPEX cost Payment against Final Acceptance Test 20% of CAPEX Cost Payment against completion of 3 years of O&M 10% of CAPEX Cost	Payment against Delivery,80% of CAPEX cost Installation and Commissioning of Hardware (like Core Router etc.)70% 15% of CAPEX cost Payment against Final Acceptance Test 20% 5% of CAPEX Cost Payment against completion of 3 years of O&M 10% of CAPEX Cost	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
171	AMC Phase		<p>c) All payments are quarterly basis only, after the completion of the respective quarters. Quarterly Payment for the AMC Charges for the PoPs.</p> <p>a) The quarterly payments are payable after the approval of the Quarterly SLA reports by ELCOT.</p> <p>b) The first quarter payment will be made as applicable against the deliverables</p> <p>c) The subsequent quarterly payments will be made after deducting SLA Penalty of the previous quarter, as applicable. Pop site shifting work and the PoP site maintenance work. The payment to the TNSWAN Operator against the PoP site maintenance work & Shifting work in a quarter is payable, along with the respective quarterly O & M charges, after deducting the penalty as applicable.</p>	<p>c) All payments are quarterly monthly basis only, within 30 days after the completion of the respective month quarters. Quarterly Monthly Payment for the AMC Charges for the PoPs.</p> <p>a) The quarterly Monthly payments are payable after the approval of the Quarterly SLA reports by ELCOT.</p> <p>b) The first quarter month payment will be made as applicable against the deliverables</p> <p>c) The subsequent quarterly monthly payments will be made after deducting SLA Penalty of the previous quarter, as applicable. Pop site shifting work and the PoP site maintenance work. The payment to the TNSWAN Operator against the PoP site maintenance work & Shifting work in a quarter month is payable, along with the respective quarterly monthly O & M charges, after deducting the penalty as applicable.</p>	The clause remains unchanged
172	Implementation Phase		The cumulative penalty is capped for 10% of basic cost of equipment	The cumulative penalty is capped for 40% 2% of basic cost of equipment.	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
173	Penalties for Man Power Deployment		As per RFP	To be added: aggregate penalty for a given month should not be more than 3% of monthly invoice value.	The clause remains unchanged
174	Penalties based on downtime of the network		<p>Cumulative Down Time:</p> <p>1. No penalty: If the guaranteed uptime in a quarter is 99.95%, no penalty will be levied on the quarterly charges.</p> <p>2. Level I penalty: In the event of the uptime of the NOC being below 99.95%, for every 0.01% drop in the uptime percentage, a penalty of 1.0% of the quarterly charges shall be levied. This calculation rate shall be applicable until 98.95%.</p> <p>3. Level II penalty: If the uptime of the NOC is below 98.95%, no payment will be made for that quarter.</p> <p>Continuous Down time:</p> <p>4. Level III penalty: The services of the NOC shall not be unavailable/down for a continuous period of 30 mins or more against an incident. Beyond thirty minutes of continuous downtime, for every 15 minutes or part thereof, 0.5% of the quarterly charges will be levied. The first thirty minutes of each incident will be accounted under Level 1 Penalty.</p> <p>The penalty cap for the continuous down time incidents in a quarter will be 10% on the quarterly charges.</p> <p>The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.</p>	<p>Cumulative Down Time:</p> <p>1. No penalty: If the guaranteed uptime in a quarter is 99.95%, no penalty will be levied on the quarterly charges.</p> <p>2. Level I penalty: In the event of the uptime of the NOC being below 99.95%, for every 0.01% drop in the uptime percentage, a penalty of 1.0% 0.25% of the quarterly monthly charges shall be levied. This calculation rate shall be applicable until 98.95%.</p> <p>3. Level II penalty: If the uptime of the NOC is below 98.95%, no payment will be made for that quarter.</p> <p>Continuous Down time:</p> <p>4. Level III penalty: The services of the NOC shall not be unavailable/down for a continuous period of 30 mins or more against an incident. Beyond thirty minutes of continuous downtime, for every 15 minutes or part thereof, 0.5% 0.25% of the quarterly charges will be levied. The first</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>thirty minutes of each incident will be accounted under Level 1 Penalty.</p> <p>The penalty cap for the continuous down time incidents in a quarter will be 40% 3% on the quarterly charges.</p> <p>The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges. 3% of monthly charges</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
175	Penalties based on downtime of the network		<p>II. District, Metro and Special PoPs Cumulative Down Time: 1. No penalty: if the guaranteed uptime in a quarter is 99.90%, a penalty will be levied on the quarterly charges. 2. Level I penalty: In the event of the uptime of the PoP being below 99.90%, for every 0.02% drop in the uptime percentage, a penalty of 1.0% of the quarterly charges shall be levied. This calculation rate shall be applicable until 97.90%. 3. Level II penalty: If the uptime of the PoP is below 97.90%, no payment will be made for that quarter. Continuous Down Time: 4. Level III penalty: The services of District, Metro and Special PoP shall not be unavailable/down for a continuous period of 60 mins or more against an incident. Beyond 60 minutes of continuous downtime, for every 30 minutes of downtime or part thereof, a penalty of 0.5% of the quarterly charges will be levied. The first sixty minutes will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 15% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.</p>	<p>II. District, Metro and Special PoPs Cumulative Down Time: 1. No penalty: if the guaranteed uptime in a quarter is 99.90%, a penalty will be levied on the quarterly charges. 2. Level I penalty: In the event of the uptime of the PoP being below 99.90%, for every 0.02% drop in the uptime percentage, a penalty of 1.0% 0.25% of the quarterly monthly charges shall be levied. This calculation rate shall be applicable until 97.90%. 3. Level II penalty: If the uptime of the PoP is below 97.90%, no payment will be made for that quarter. Continuous Down Time: 4. Level III penalty: The services of District, Metro and Special PoP shall not be unavailable/down for a continuous period of 60 mins or more against an incident. Beyond 60 minutes of continuous downtime, for every 30 minutes of downtime or part thereof, a penalty of 0.5% 0.25% of the quarterly charges will be levied. The first sixty</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>minutes will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 15% 3% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the 3% of monthly charges quarterly charges.</p>	
176	III. Tier 2 PoPs		<p>Cumulative Down Time: 1. No penalty: If the guaranteed uptime in a quarter is 98.00%, no penalty will be levied on the quarterly charges. 2. Level I penalty: In the event of the uptime of the PoP being below 98.00%, for every 0.1% drop in the uptime percentage, a penalty of 1.25% of the quarterly charges. Shall be levied. This calculation rate shall be applicable until 90.0%. 3. Level II penalty: If the uptime of the PoP is below 90.0%, no payment will be made for that quarter. Continuous Down Time: 4. Level III penalty: The services of Tier 2 PoP shall not be unavailable/down for a continuous period of 4 hours or more against an incident. Beyond four hours of continuous downtime, for every 2 hours of downtime or part thereof, a penalty of 0.5% of the quarterly charges</p>	<p>Cumulative Down Time: 1. No penalty: If the guaranteed uptime in a quarter is 98.00%, no penalty will be levied on the quarterly charges. 2. Level I penalty: In the event of the uptime of the PoP being below 98.00%, for every 0.1% drop in the uptime percentage, a penalty of 1.25% 0.25% of the quarterly monthly charges. Shall be levied. This calculation rate shall be applicable until 90.0%. 3. Level II penalty: If the uptime of the PoP is below 90.0%, no payment will be made for that quarter. Continuous Down Time: 4. Level III penalty: The</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>will be levied. The first four hours will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 20% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly charges.</p>	<p>services of Tier 2 PoP shall not be unavailable/down for a continuous period of 4 hours or more against an incident. Beyond four hours of continuous downtime, for every 2 hours of downtime or part thereof, a penalty of 0.5% 0.25% of the quarterly charges will be levied. The first four hours will be accounted under Level 1 Penalty. The penalty cap for the continuous down time incidents in a quarter will be 20% 3% on the quarterly charges. The total penalty is addition of applicable penalty against cumulative and continuous down time, subject to a maximum of the quarterly 3% of monthly charges.</p>	
177	Penalty clauses applicable for all PoP		<p>a) In the event of any PoP running at 100% penalty for any two quarters of a year, an additional 100% penalty will be levied on the quarterly charges for the second defaulting quarter. Further, if the TNSWAN Operator is unable to improve the performance of such PoP during the course of that year, GoTN/ELCOT may terminate the Agreement without any reimbursement of the equity invested by the TNSWAN Operator in the project. In the event of termination, GoTN/ELCOT will take over all equipment necessary for the proper and normal</p>	<p>a) In the event of any PoP running at 100% penalty for any two quarters of a year, an additional 100% penalty will be levied on the quarterly charges for the second defaulting quarter. Further, and if the TNSWAN Operator is unable to improve the performance of such PoP during the course of that year, GoTN/ELCOT may terminate the Agreement</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>operation of the TNSWAN including but not limited to all constructed/ prefabricated sites, laid cables, software, technical designs, technical & operational manuals and also all electrical, civil and mechanical works at the NOC, all District PoP, all Metro Pop, all Special PoP and all Tier 2 PoPs, without prejudice to any other action contemplated in the Agreement.</p> <p>b) In the case of the failure of an aggregated port at any PoP, then all the PoP directly connected to this port will be considered as down.</p>	<p>without any reimbursement of the equity invested by the TNSWAN Operator in the project. Bidder should be given 30 days written notice to cure the default failing which may attract termination. In the event of termination Customer shall pay for goods delivered and services rendered till the date of termination.</p> <p>In the event of termination, GoTN/ELCOT will take over all equipment necessary for the proper and normal operation of the TNSWAN including but not limited to all constructed/ prefabricated sites, laid cables, software, technical designs, technical & operational manuals and also all electrical, civil and mechanical works at the NOC, all District PoP, all Metro Pop, all Special PoP and all Tier 2 PoPs, without prejudice to any other action contemplated in the Agreement.</p> <p>b) In the case of the failure of an aggregated port at any PoP, then all the PoP directly connected to this port will be</p>	

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				considered as down.	
178	Additional SLA Parameters and applicable penalty.		As per RFP	To be added: penalty for a given month should not be more than 3% of monthly invoice value.	The clause remains unchanged
179			I/We ----- hereby confirm that our firm has not been blacklisted by any State Government / Central Government. I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company.	I/We ----- hereby confirm that our firm has not been blacklisted by any State Government / Central Government <u>in India as on the date of submission.</u> I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company.	The clause remains unchanged
180			I/We ----- hereby confirm that our firm has not been blacklisted by any State Government / Central Government. I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company.	I/We ----- hereby confirm that our firm has not been blacklisted by any State Government / Central Government <u>in India as on the date of submission.</u> I / We further confirm that our firm has no legal case pending in any of the courts for winding up the company.	The clause remains unchanged
181			This Contract shall remain in force during the taking over period of two months plus the Phase 2 Extension operation period of three years i.e. totally for a period of three years and six weeks commencing from the date of issue of Letter of	This Contract shall remain in force during the taking over period of two months plus the Phase 2 Extension operation period of three years i.e. totally	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
			<p>Acceptance (LOA) by ELCOT to the TNSWAN Operator. Either party may terminate this contract where the other party is in material breach of the terms and conditions of this contract and the party in breach fails to remedy that breach on 7 days written notice. Termination of this contract by either party will not relieve either party of its liability as mutually agreed.</p>	<p>for a period of three years and six weeks commencing from the date of issue of Letter of Acceptance (LOA) by ELCOT to the TNSWAN Operator. Either party may terminate this contract <u>by giving prior written notice of not less than thirty days</u>, where the other party is in material breach of the terms and conditions of this contract and the party in breach fails to remedy that breach on <u>30</u> 7 days written notice. Termination of this contract by either party will not relieve either party of its liability as mutually agreed. <u>Successful Bidder shall be entitled for all the payments for the services rendered till the date of such termination.</u></p>	
182			<p>9. In case of breach of any of the conditions of the contract by the TNSWAN Operator during the contract period ELCOT reserves the right to recover costs / liabilities arising due to such breach from the TNSWAN Operator. The total liability, however arising, of the TNSWAN Operator under the contract is limited to the amount payable to the TNSWAN Operator by ELCOT under the contract.</p>	<p>9. In case of breach of any of the conditions of the contract by the TNSWAN Operator during the contract period ELCOT reserves the right to recover costs / liabilities arising due to such breach from the TNSWAN Operator. The total liability, however arising, of the TNSWAN Operator under the contract is limited to the</p>	<p>The clause remains unchanged</p>

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				amount payable to the TNSWAN Operator by ELCOT under the contract.	
183			As per RFP	As stated appointment of Arbitrator shall be on mutually agreed terms and conditions	The clause remains unchanged
184	Applicability of Tamil Nadu Transparency in Tender Act		This Tender process will be governed by the Tamil Nadu transparency in Tender Act, 1998 with the Tamil Nadu Transparency in Tender Rules 2000 as amended from time to time (http://www.tn.gov.in/gorders/fin446e.htm) Applicability of Tamil Nadu	Request deletion of this particular clause	The clause remains unchanged
185	Scope of Work		The New system integrator shall provide software updates for the components taken over...This includes the patch upgrade or any type of upgrade for router IOS, or any other software. Software updates shall be part of the scope, at no additional costs.	The New system integrator shall provide software updates for the components taken over...This includes the patch upgrade or any type of upgrade for router IOS, or any other software. Software updates shall be part of the scope, at no additional costs.	The clause remains unchanged
186	ARC/RRC			The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				<p>volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.</p>	
187	Variance in Minimum Wages			<p>Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages.</p>	The clause remains unchanged

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	
188	Site Not Ready SNR		Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	NA
189	Exchange Rate Variation		Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD =	NA

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
	ERV			INR ____ (“Base Exchange Rate”). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.”	
190	Saving Clause		Clause not present in RFP	Bidder’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder performance is effected, delayed or causes non-performance due to Customer's omissions or actions whatsoever.	NA
191	Intellectual Protection		Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be	NA

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				deemed to have accrued to the Customer.	
192	Arbitration		Clause not present in RFP	This Agreement shall be governed by laws in force in India. In the event of any dispute arising out of this Agreement the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Delhi. The language of the arbitration proceedings shall be English. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Delhi.	NA
193	Deemed Acceptance		Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the	NA

S. No	Section No./ Clause No.	Page No	Reference / Subject	Amendment requested	ELCOT Response / Clarifications
				date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days' time to correct in case of any rejection by Customer.	
194	Diesel Generator Page 79 & 80			The Diesel prices prevailing in Chennai on the date of bid submission to be taken as base price. Any diesel Price Variation-increase or decrease beyond 10% needs to be accommodated by ELCOT	The clause remains unchanged

Annexure

District wise PoP List:

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
1	Chennai	State Center	State Center	SHQ
2	Madurai	DR	DR-NOC	DR-NMS
3	MAN Centre	MAN	MAN-DMS	MAN
4	MAN Centre	MAN	MAN-DPI	MAN
5	MAN Centre	MAN	MAN-ELCOT-Nandhanam	MAN
6	MAN Centre	MAN	MAN-EZHILAGAM	MAN
7	MAN Centre	MAN	MAN-Kuralagam	MAN
8	MAN Centre	MAN	MAN-Secretariat	MAN
9	SPL Centre	SPL	SPL-COC	SPL
10	SPL Centre	SPL	SPL-COP	SPL
11	SPL Centre	SPL	SPL-DGP	SPL
12	SPL Centre	SPL	SPL-Panagal Maligai	SPL
13	SPL Centre	SPL	SPL-Raj Bhavan	SPL
14	Chennai	DHQ	DHQ-Chennai	DHQ
15	Chennai	THQ	THQ-Chetpet-C1	C1
16	Chennai	THQ	THQ-FortTondiarpet-C1	C1
17	Chennai	THQ	THQ-Kknagar-C1	C1
18	Chennai	THQ	THQ-Mylapore-C1	C1
19	Chennai	THQ	THQ-Perambur-C1	C1
20	Coimbatore	DHQ	DHQ-Coimbatore	DHQ
21	Coimbatore	BDO	BDO-Anaimalai-C1	C1
22	Coimbatore	BDO	BDO-Annur-C1	C1
23	Coimbatore	BDO	BDO-Avinashi-C3	C3
24	Coimbatore	BDO	BDO-Gudimangalam-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
25	Coimbatore	BDO	BDO-Karamadai-C1	C1
26	Coimbatore	BDO	BDO-Kinathukadavu-C1	C1
27	Coimbatore	BDO	BDO-Madathukulam-C1	C1
28	Coimbatore	BDO	BDO-Madukarai-C1	C1
29	Coimbatore	BDO	BDO-Palladam-C3	C3
30	Coimbatore	BDO	BDO-Periyanaickanpalayam-C1	C1
31	Coimbatore	BDO	BDO-Pollachi_South-C3	C3
32	Coimbatore	BDO	BDO-Pongalur-C1	C1
33	Coimbatore	BDO	BDO-Sarcarsamakulam-C1	C1
34	Coimbatore	BDO	BDO-Sulthanpet-C1	C1
35	Coimbatore	BDO	BDO-Sulur-C1	C1
36	Coimbatore	BDO	BDO-Thondamuthur-C1	C1
37	Coimbatore	BDO	BDO-Tiruppur-C3*	C3*
38	Coimbatore	BDO	BDO-Udumalpet-C3	C3
39	Coimbatore	CMP	CMP-Coimbatore-C3	C3
40	Coimbatore	RDO	RDO-Coimbatore_DRDA-C3	C3
41	Coimbatore	RDO	RDO-Pollachi-C3*	C3*
42	Coimbatore	RDO	RDO-Tiruppur-C4	C4
43	Coimbatore	THQ	THQ-Avinashi-C2	C2
44	Coimbatore	THQ	THQ-Coimbatore_North-C2	C2
45	Coimbatore	THQ	THQ-Coimbatore_South-C3	C3
46	Coimbatore	THQ	THQ-Mettupalayam-C1	C1
47	Coimbatore	THQ	THQ-Palladam-C2	C2
48	Coimbatore	THQ	THQ-Pollachi-C2	C2
49	Coimbatore	THQ	THQ-Tiruppur-C2	C2
50	Coimbatore	THQ	THQ-Udumalpet-C2	C2
51	Coimbatore	THQ	THQ-Valparai-C1	C1
52	Cuddalore	DHQ	DHQ-Cuddalore	DHQ

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
53	Cuddalore	BDO	BDO-Annagramam-C1	C1
54	Cuddalore	BDO	BDO-Cuddalore-C3	C3
55	Cuddalore	BDO	BDO-Kammapuram-C1	C1
56	Cuddalore	BDO	BDO-Kattumannarkoil-C1	C1
57	Cuddalore	BDO	BDO-Keerapalayam-C3	C3
58	Cuddalore	BDO	BDO-Komaratchi-C1	C1
59	Cuddalore	BDO	BDO-Kurinjjipadi-C1	C1
60	Cuddalore	BDO	BDO-Mangalur-C1	C1
61	Cuddalore	BDO	BDO-Mel-Bhuvanagiri-C2	C2
62	Cuddalore	BDO	BDO-Nallur-C1	C1
63	Cuddalore	BDO	BDO-Panruti-C3	C3
64	Cuddalore	BDO	BDO-Parangipettai-C1	C1
65	Cuddalore	BDO	BDO-Vridhachalam-C2	C2
66	Cuddalore	CMP	CMP-Cuddalore-C3	C3
67	Cuddalore	RDO	RDO-Chidambaram-C3	C3
68	Cuddalore	RDO	RDO-Cuddalore-C3	C3
69	Cuddalore	RDO	RDO-Vridhachalam-C1*	C1*
70	Cuddalore	THQ	THQ-Chidambaram-C2	C2
71	Cuddalore	THQ	THQ-Cuddalore-C2	C2
72	Cuddalore	THQ	THQ-Panruti-C2	C2
73	Cuddalore	THQ	THQ-Titakudi-C1	C1
74	Cuddalore	THQ	THQ-Vridhachalam-C3	C3
75	Dharmapuri	DHQ	DHQ-Dharmapuri	DHQ
76	Dharmapuri	BDO	BDO-Harur-C3	C3
77	Dharmapuri	BDO	BDO-Karimangalam-C1	C1
78	Dharmapuri	BDO	BDO-Morappur-C1	C1
79	Dharmapuri	BDO	BDO-Nallampalli-C1	C1
80	Dharmapuri	BDO	BDO-Palacode-C3	C3

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
81	Dharmapuri	BDO	BDO-Pappireddipatti-C3	C3
82	Dharmapuri	BDO	BDO-Pennagaram-C3	C3
83	Dharmapuri	CMP	CMP-Dharmapuri-C1	C1
84	Dharmapuri	RDO	RDO-Dharmapuri-C3	C3
85	Dharmapuri	THQ	THQ-Dharmapuri-C2	C2
86	Dharmapuri	THQ	THQ-Harur-C2	C2
87	Dharmapuri	THQ	THQ-Palacode-C2	C2
88	Dharmapuri	THQ	THQ-Pappireddipatti-C2	C2
89	Dharmapuri	THQ	THQ-Pennagaram-C2	C2
90	Dindigul	DHQ	DHQ-Dindigul	DHQ
91	Dindigul	BDO	BDO-Athoor-C1	C1
92	Dindigul	BDO	BDO-Batlagandu-C1	C1
93	Dindigul	BDO	BDO-Dindigul-C3	C3
94	Dindigul	BDO	BDO-Guziliamparai-C1	C1
95	Dindigul	BDO	BDO-Kodaikanal-C3	C3
96	Dindigul	BDO	BDO-Natham-C3	C3
97	Dindigul	BDO	BDO-Nilakottai-C3	C3
98	Dindigul	BDO	BDO-Oddanchatram-C3	C3
99	Dindigul	BDO	BDO-Reddiarchatram-C1	C1
100	Dindigul	BDO	BDO-Shanarpatti-C1	C1
101	Dindigul	BDO	BDO-Thoppampatti-C1	C1
102	Dindigul	BDO	BDO-Vadamadurai-C1	C1
103	Dindigul	BDO	BDO-Vedasandur-C3	C3
104	Dindigul	CMP	CMP-Dindigul-C1	C1
105	Dindigul	RDO	RDO-Dindigul-C3	C3
106	Dindigul	RDO	RDO-Kodaikanal-C3	C3
107	Dindigul	RDO	RDO-Palani-C3*	C3*

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
108	Dindigul	THQ	THQ-Athoor-C1*	C1*
109	Dindigul	THQ	THQ-Dindigul-C2	C2
110	Dindigul	THQ	THQ-Kodaikanal-C2	C2
111	Dindigul	THQ	THQ-Natham-C2	C2
112	Dindigul	THQ	THQ-Nilakottai-C2	C2
113	Dindigul	THQ	THQ-Oddanchatram-C2	C2
114	Dindigul	THQ	THQ-Palani-C2	C2
115	Dindigul	THQ	THQ-Vedasandur-C2	C2
116	Erode	DHQ	DHQ-Erode	DHQ
117	Erode	BDO	BDO-Ammapettai-C1	C1
118	Erode	BDO	BDO-Anthiyur-C1	C1
119	Erode	BDO	BDO-Bhavani-C3	C3
120	Erode	BDO	BDO-Bhavanisagar-C1	C1
121	Erode	BDO	BDO-Chennimalai-C1	C1
122	Erode	BDO	BDO-Dharapuram-C3	C3
123	Erode	BDO	BDO-Erode-C3	C3
124	Erode	BDO	BDO-Kangeyam-C3	C3
125	Erode	BDO	BDO-Kodumudi-C1	C1
126	Erode	BDO	BDO-Kundadam-C1	C1
127	Erode	BDO	BDO-Modakkurichi-C1	C1
128	Erode	BDO	BDO-Mulanur-C1	C1
129	Erode	BDO	BDO-Nambiyur-C1	C1
130	Erode	BDO	BDO-Perundurairai-C3	C3
131	Erode	BDO	BDO-Sathyamangalam-C3	C3
132	Erode	BDO	BDO-Talavadi-C1	C1
133	Erode	BDO	BDO-TNPalayam-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
134	Erode	BDO	BDO-Uthukuli-C1	C1
135	Erode	BDO	BDO-Vellakovil-C1	C1
136	Erode	CMP	CMP-Erode-C3	C3
137	Erode	RDO	RDO-Dharapuram-C3	C3
138	Erode	RDO	RDO-Erode-C3	C3
139	Erode	RDO	RDO-Gobichettipalayam-C3	C3
140	Erode	THQ	THQ-Bhavani-C2	C2
141	Erode	THQ	THQ-Dharapuram-C2	C2
142	Erode	THQ	THQ-Erode-C2	C2
143	Erode	THQ	THQ-Gobichettipalayam-C2	C2
144	Erode	THQ	THQ-Kangeyam-C2	C2
145	Erode	THQ	THQ-Perundurair-C2	C2
146	Erode	THQ	THQ-Sathyamangalam-C2	C2
147	Kancheepuram	DHQ	DHQ-Kancheepuram	DHQ
148	Kancheepuram	BDO	BDO-Acharapakkam-C1	C1
149	Kancheepuram	BDO	BDO-Chithamur-C1	C1
150	Kancheepuram	BDO	BDO-Kancheepuram-C1	C1
151	Kancheepuram	BDO	BDO-Kattankolathur-C1	C1
152	Kancheepuram	BDO	BDO-Kundrathur-C1	C1
153	Kancheepuram	BDO	BDO-Lathur-C1	C1
154	Kancheepuram	BDO	BDO-Madhurantakam-C3	C3
155	Kancheepuram	BDO	BDO-Sriperumbudur-C1*	C1*
156	Kancheepuram	BDO	BDO-St-ThomasMount-Pallavaram-C1	C1
157	Kancheepuram	BDO	BDO-Thiruporur-C1	C1
158	Kancheepuram	BDO	BDO-Tirukalukundram-C3	C3
159	Kancheepuram	BDO	BDO-Uthiramerur-C3	C3
160	Kancheepuram	BDO	BDO-Walajabad-C1	C1
161	Kancheepuram	CMP	CMP-Kancheepuram-C3	C3

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
162	Kancheepuram	RDO	RDO-Chengalpattu-C1*	C1*
163	Kancheepuram	RDO	RDO-Madhurantakam-C3	C3
164	Kancheepuram	THQ	THQ-(KCH)Cheyyur-C1	C1
165	Kancheepuram	THQ	THQ-Chengalpattu-C2	C2
166	Kancheepuram	THQ	THQ-Kancheepuram-C1	C1
167	Kancheepuram	THQ	THQ-Madhurantakam-C2	C2
168	Kancheepuram	THQ	THQ-Sriperumbudur-C2	C2
169	Kancheepuram	THQ	THQ-Tambaram-C1	C1
170	Kancheepuram	THQ	THQ-Tirukalukundram-C2	C2
171	Kancheepuram	THQ	THQ-Uthiramerur-C2	C2
172	Kanyakumari	DHQ	DHQ-Kanyakumari	DHQ
173	Kanyakumari	BDO	BDO-Agastheeswaram-C1	C1
174	Kanyakumari	BDO	BDO-Killiyoor-C1	C1
175	Kanyakumari	BDO	BDO-Kuruthencode-C1	C1
176	Kanyakumari	BDO	BDO-Melpuram-C3	C3
177	Kanyakumari	BDO	BDO-Munchirai-C1	C1
178	Kanyakumari	BDO	BDO-Rajakamangalam-C1	C1
179	Kanyakumari	BDO	BDO-Thiruvattar-C1	C1
180	Kanyakumari	BDO	BDO-Thuckalai-C1	C1
181	Kanyakumari	CMP	CMP-Nagercoil-C3	C3
182	Kanyakumari	RDO	RDO-Nagercoil-C4	C4
183	Kanyakumari	RDO	RDO-Padmanabhapuram-C3	C3
184	Kanyakumari	THQ	THQ-Agastheeswaram-C1	C1
185	Kanyakumari	THQ	THQ-Kalkulam-C2	C2
186	Kanyakumari	THQ	THQ-Thovalai-C2	C2
187	Kanyakumari	THQ	THQ-Vilavancode-C2	C2
188	Karur	DHQ	DHQ-Karur	DHQ
189	Karur	BDO	BDO-Aravakurichi-C3	C3

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
190	Karur	BDO	BDO-Kadavur-C1	C1
191	Karur	BDO	BDO-Karur-C1	C1
192	Karur	BDO	BDO-KParamathy-C1	C1
193	Karur	BDO	BDO-Krishnarayapuram-C3	C3
194	Karur	BDO	BDO-Kulithalai-C1*	C1*
195	Karur	BDO	BDO-Thanthoni-C1	C1
196	Karur	BDO	BDO-Thogamalai-C1	C1
197	Karur	CMP	CMP-Karur-C3	C3
198	Karur	RDO	RDO-Karur-C1	C1
199	Karur	RDO	RDO-Kulithalai-C2	C2
200	Karur	THQ	THQ-Aravakurichi-C2	C2
201	Karur	THQ	THQ-Karur-C2	C2
202	Karur	THQ	THQ-Krishnarayapuram-C2	C2
203	Krishnagiri	DHQ	DHQ-Krishnagiri	DHQ
204	Krishnagiri	BDO	BDO-Bargur-C1	C1
205	Krishnagiri	BDO	BDO-Hosur-C3*	C3*
206	Krishnagiri	BDO	BDO-Kaveripattinam-C1	C1
207	Krishnagiri	BDO	BDO-Kelamangalam-C1	C1
208	Krishnagiri	BDO	BDO-Krishnagiri-C3	C3
209	Krishnagiri	BDO	BDO-Mathur-C1	C1
210	Krishnagiri	BDO	BDO-Shoolagiri-C1	C1
211	Krishnagiri	BDO	BDO-Thally-C1	C1
212	Krishnagiri	BDO	BDO-Uthangarai-C3	C3
213	Krishnagiri	BDO	BDO-Veppanapalli-C1	C1
214	Krishnagiri	CMP	CMP-Krishnagiri-C1	C1
215	Krishnagiri	RDO	RDO-Hosur-C3	C3
216	Krishnagiri	RDO	RDO-Krishnagiri-C2	C2
217	Krishnagiri	THQ	THQ-Denkanikottai-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
218	Krishnagiri	THQ	THQ-Hosur-C2	C2
219	Krishnagiri	THQ	THQ-Pochampalli-C1	C1
220	Krishnagiri	THQ	THQ-Uthangarai-C2	C2
221	Madurai	DHQ	DHQ-Madurai	DHQ
222	Madurai	BDO	BDO-Alanganallur-C1	C1
223	Madurai	BDO	BDO-Chellampatti-C1	C1
224	Madurai	BDO	BDO-Kallikudi-C1	C1
225	Madurai	BDO	BDO-Kottampatti-C1	C1
226	Madurai	BDO	BDO-Madurai_DRDA_East-C3	C3
227	Madurai	BDO	BDO-Madurai_West-C2	C2
228	Madurai	BDO	BDO-Melur-C3	C3
229	Madurai	BDO	BDO-Sedapatti-C1	C1
230	Madurai	BDO	BDO-Thirumangalam-C3	C3
231	Madurai	BDO	BDO-Thirupparankundram-C1	C1
232	Madurai	BDO	BDO-TKallupatti-C1	C1
233	Madurai	BDO	BDO-Usilampatti-C3	C3
234	Madurai	BDO	BDO-Vadipatti-C3	C3
235	Madurai	CMP	CMP-Madurai-C3	C3
236	Madurai	RDO	RDO-Madurai-C3*	C3*
237	Madurai	RDO	RDO-Usilampatti-C3	C3
238	Madurai	THQ	THQ-Madurai_South-C3*	C3*
239	Madurai	THQ	THQ-Melur-C2	C2
240	Madurai	THQ	THQ-Peraiyur-C1	C1
241	Madurai	THQ	THQ-Thirumangalam-C2	C2
242	Madurai	THQ	THQ-Usilampatti-C2	C2
243	Madurai	THQ	THQ-Vadipatti-C2	C2
244	Nagapattinam	DHQ	DHQ-Nagapattinam	DHQ
245	Nagapattinam	BDO	BDO-Keelaiyur-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
246	Nagapattinam	BDO	BDO-Kilvelur-C3	C3
247	Nagapattinam	BDO	BDO-Kollidam-C1	C1
248	Nagapattinam	BDO	BDO-Kuttalam-C1	C1
249	Nagapattinam	BDO	BDO-Mayiladuthurai-C3	C3
250	Nagapattinam	BDO	BDO-Nagapattinam-C3	C3
251	Nagapattinam	BDO	BDO-Sembanarkoil-C1	C1
252	Nagapattinam	BDO	BDO-Talanayar-C1	C1
253	Nagapattinam	BDO	BDO-Tirumarungal-C1	C1
254	Nagapattinam	BDO	BDO-Vedaranyam-C3	C3
255	Nagapattinam	CMP	CMP-Nagapattinam-C1	C1
256	Nagapattinam	RDO	RDO-Mayiladuthurai-C3	C3
257	Nagapattinam	RDO	RDO-Nagapattinam-C3	C3
258	Nagapattinam	THQ	THQ-Kilvelur-C2	C2
259	Nagapattinam	THQ	THQ-Mayiladuthurai-C2	C2
260	Nagapattinam	THQ	THQ-Nagapattinam-C2	C2
261	Nagapattinam	THQ	THQ-Sirkali-C1	C1
262	Nagapattinam	THQ	THQ-Tharangampadi-C1	C1
263	Nagapattinam	THQ	THQ-Thirukkuvalai-C1	C1
264	Nagapattinam	THQ	THQ-Vedaranyam-C2	C2
265	Namakkal	DHQ	DHQ-Namakkal	DHQ
266	Namakkal	BDO	BDO-Elachipalayam-C1	C1
267	Namakkal	BDO	BDO-Erumapatti-C1	C1
268	Namakkal	BDO	BDO-Kabilarmalai-C1	C1
269	Namakkal	BDO	BDO-KolliHills-C1	C1
270	Namakkal	BDO	BDO-Mallasamudram-C1	C1
271	Namakkal	BDO	BDO-Mohanur-C1	C1
272	Namakkal	BDO	BDO-Namagiripettai-C1	C1
273	Namakkal	BDO	BDO-Namakkal-C4	C4

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
274	Namakkal	BDO	BDO-Pallipalayam-C1	C1
275	Namakkal	BDO	BDO-Paramathy-C2	C2
276	Namakkal	BDO	BDO-Puduchathiram-C1	C1
277	Namakkal	BDO	BDO-Rasipuram-C3	C3
278	Namakkal	BDO	BDO-Sendamangalam-C1	C1
279	Namakkal	BDO	BDO-Trichengode-C4	C4
280	Namakkal	BDO	BDO-Vennandur-C1	C1
281	Namakkal	CMP	CMP-Namakkal-C3	C3
282	Namakkal	RDO	RDO-Namakkal-C3	C3
283	Namakkal	THQ	THQ-Namakkal-C2	C2
284	Namakkal	THQ	THQ-Paramathi-C3	C3
285	Namakkal	THQ	THQ-Rasipuram-C2	C2
286	Namakkal	THQ	THQ-Thiruchengode-C2	C2
287	Perambalur	DHQ	DHQ-Perambalur	DHQ
288	Perambalur	BDO	BDO-Alathur-C1	C1
289	Perambalur	BDO	BDO-Andimadam-C1	C1
290	Perambalur	BDO	BDO-Ariyalur-C3	C3
291	Perambalur	BDO	BDO-Jayamkondam-C2	C2
292	Perambalur	BDO	BDO-Perambalur-C1	C1
293	Perambalur	BDO	BDO-Sendurai-C3	C3
294	Perambalur	BDO	BDO-Thirumanur-C1	C1
295	Perambalur	BDO	BDO-TPalur-C1	C1
296	Perambalur	BDO	BDO-Veppanthattai-C3*	C3*
297	Perambalur	BDO	BDO-Veppur-C1	C1
298	Perambalur	CMP	CMP-Perambalur-C3	C3
299	Perambalur	RDO	RDO-Ariyalur-C3*	C3*
300	Perambalur	RDO	RDO-Perambalur-C2	C2
301	Perambalur	RDO	RDO-Udayarpalayam-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
302	Perambalur	THQ	THQ-Ariyalur-C2	C2
303	Perambalur	THQ	THQ-Kunnam-C1	C1
304	Perambalur	THQ	THQ-Sendurai-C2	C2
305	Perambalur	THQ	THQ-Udayarpalayam-C3	C3
306	Perambalur	THQ	THQ-Veppanthattai-C2	C2
307	Pudukkottai	DHQ	DHQ-Pudukkottai	DHQ
308	Pudukkottai	BDO	BDO-Annavasal-C1	C1
309	Pudukkottai	BDO	BDO-Aranthangi-C3	C3
310	Pudukkottai	BDO	BDO-Arimalam-C1	C1
311	Pudukkottai	BDO	BDO-Avudaiyarkoil-C3	C3
312	Pudukkottai	BDO	BDO-Gandarvakottai-C3	C3
313	Pudukkottai	BDO	BDO-Karambakudi-C1	C1
314	Pudukkottai	BDO	BDO-Kunnandarkoil-C1	C1
315	Pudukkottai	BDO	BDO-Manamelkudi-C3*	C3*
316	Pudukkottai	BDO	BDO-Ponnamaravathi-C1	C1
317	Pudukkottai	BDO	BDO-Pudukkottai-C3	C3
318	Pudukkottai	BDO	BDO-Thirumayam-C3	C3
319	Pudukkottai	BDO	BDO-Thiruvarankulam-C1	C1
320	Pudukkottai	BDO	BDO-Viralimalai-C1	C1
321	Pudukkottai	CMP	CMP-Pudukkottai-C3	C3
322	Pudukkottai	RDO	RDO-Aranthangi-C3	C3
323	Pudukkottai	RDO	RDO-Pudukkottai-C2	C2
324	Pudukkottai	THQ	THQ-Alangudi-C1	C1
325	Pudukkottai	THQ	THQ-Aranthangi-C2	C2
326	Pudukkottai	THQ	THQ-Avudaiyarkoil-C2	C2
327	Pudukkottai	THQ	THQ-Gandarvakottai-C2	C2
328	Pudukkottai	THQ	THQ-Illuppur-C1	C1
329	Pudukkottai	THQ	THQ-Kulathur-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
330	Pudukkottai	THQ	THQ-Manamelkudi-C2	C2
331	Pudukkottai	THQ	THQ-Thirumayam-C2	C2
332	Ramanathapuram	DHQ	DHQ-Ramanathapuram	DHQ
333	Ramanathapuram	BDO	BDO-Bogalur-C1	C1
334	Ramanathapuram	BDO	BDO-Kadaladi-C3	C3
335	Ramanathapuram	BDO	BDO-Mandapam-C1	C1
336	Ramanathapuram	BDO	BDO-Mudukulathur-C3	C3
337	Ramanathapuram	BDO	BDO-Nainarkoil-C1	C1
338	Ramanathapuram	BDO	BDO-Paramakudi-C3	C3
339	Ramanathapuram	BDO	BDO-Ramanathapuram-C3	C3
340	Ramanathapuram	BDO	BDO-RSMangalam-C1	C1
341	Ramanathapuram	BDO	BDO-Thirupullani-C1	C1
342	Ramanathapuram	BDO	BDO-Thiruvadanai-C3	C3
343	Ramanathapuram	CMP	CMP-Ramanathapuram-C3	C3
344	Ramanathapuram	RDO	RDO-Paramakudi-C3	C3
345	Ramanathapuram	RDO	RDO-Ramanathapuram-C3	C3
346	Ramanathapuram	THQ	THQ-Kadaladi-C2	C2
347	Ramanathapuram	THQ	THQ-Kamuthi-C2	C2
348	Ramanathapuram	THQ	THQ-Mudukulathur-C2	C2
349	Ramanathapuram	THQ	THQ-Paramakudi-C2	C2
350	Ramanathapuram	THQ	THQ-Ramanathapuram-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
351	Ramanathapuram	THQ	THQ-Rameswaram-C1	C1
352	Ramanathapuram	THQ	THQ-Thiruvadanai-C2	C2
353	Salem	DHQ	DHQ-Salem	DHQ
354	Salem	BDO	BDO-Attur-C3*	C3*
355	Salem	BDO	BDO-Ayothiappattinam-C1	C1
356	Salem	BDO	BDO-Gangavalli-C3	C3
357	Salem	BDO	BDO-Idappadi-C1*	C1*
358	Salem	BDO	BDO-Kadayampatti-C1	C1
359	Salem	BDO	BDO-Kolathur-C1	C1
360	Salem	BDO	BDO-Konganapuram-C1	C1
361	Salem	BDO	BDO-McDonaldChoultry-C1	C1
362	Salem	BDO	BDO-Mecheri-C1	C1
363	Salem	BDO	BDO-Nangavalli-C1	C1
364	Salem	BDO	BDO-Omalur-C3	C3
365	Salem	BDO	BDO-Panamarathupatty-C1	C1
366	Salem	BDO	BDO-Peddanaickenpalayam-C1	C1
367	Salem	BDO	BDO-Sangagiri-C3	C3
368	Salem	BDO	BDO-Thalaivasal-C1	C1
369	Salem	BDO	BDO-Tharamangalam-C1	C1
370	Salem	BDO	BDO-Valapady-C3	C3
371	Salem	BDO	BDO-Veerapandy-C1	C1
372	Salem	BDO	BDO-Yercaud-C3	C3
373	Salem	CMP	CMP-Salem-C1	C1
374	Salem	RDO	RDO-Attur-C3	C3
375	Salem	RDO	RDO-Mettur-C3	C3
376	Salem	RDO	RDO-Sangagiri-C3	C3
377	Salem	THQ	THQ-Attur-C2	C2
378	Salem	THQ	THQ-Gangavalli-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
379	Salem	THQ	THQ-Idappadi-C2	C2
380	Salem	THQ	THQ-Mettur-C2	C2
381	Salem	THQ	THQ-Omalur-C2	C2
382	Salem	THQ	THQ-Salem-C2	C2
383	Salem	THQ	THQ-Sangagiri-C2	C2
384	Salem	THQ	THQ-Valapady-C2	C2
385	Salem	THQ	THQ-Yercaud-C2	C2
386	Sivaganga	DHQ	DHQ-Sivaganga	DHQ
387	Sivaganga	BDO	BDO-(SVG)Tirupathur-C3	C3
388	Sivaganga	BDO	BDO-Devakottai-C3	C3
389	Sivaganga	BDO	BDO-Ilayankudi-C3	C3
390	Sivaganga	BDO	BDO-Kalayarkoil-C1	C1
391	Sivaganga	BDO	BDO-Kallal-C1	C1
392	Sivaganga	BDO	BDO-Kannankudi-C1	C1
393	Sivaganga	BDO	BDO-Manamadurai-C3	C3
394	Sivaganga	BDO	BDO-Sakkottai-C1	C1
395	Sivaganga	BDO	BDO-Singampunari-C1	C1
396	Sivaganga	BDO	BDO-Sivaganga-C3	C3
397	Sivaganga	BDO	BDO-SPudur-C1	C1
398	Sivaganga	BDO	BDO-Tiruppuvanam-C1	C1
399	Sivaganga	CMP	CMP-Sivaganga-C3	C3
400	Sivaganga	RDO	RDO-Sivaganga-C3	C3
401	Sivaganga	THQ	THQ-(SVG)Tirupathur-C2	C2
402	Sivaganga	THQ	THQ-Devakottai-C2	C2
403	Sivaganga	THQ	THQ-Ilayankudi-C2	C2
404	Sivaganga	THQ	THQ-Karaikudi-C1	C1
405	Sivaganga	THQ	THQ-Manamadurai-C2	C2
406	Sivaganga	THQ	THQ-Sivaganga-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
407	Thanjavur	DHQ	DHQ-Thanjavur	DHQ
408	Thanjavur	BDO	BDO-Ammapet-C1	C1
409	Thanjavur	BDO	BDO-Budalur-C1	C1
410	Thanjavur	BDO	BDO-Kumbakonam-C1*	C1*
411	Thanjavur	BDO	BDO-Madukkur-C1	C1
412	Thanjavur	BDO	BDO-Orathanadu-C3	C3
413	Thanjavur	BDO	BDO-Papanasam-C3*	C3*
414	Thanjavur	BDO	BDO-Pattukottai-C1	C1
415	Thanjavur	BDO	BDO-Peravurani-C1	C1
416	Thanjavur	BDO	BDO-Sethubavachatram-C1*	C1*
417	Thanjavur	BDO	BDO-Thanjavur-C3	C3
418	Thanjavur	BDO	BDO-Thiruppanandal-C1	C1
419	Thanjavur	BDO	BDO-Thiruvaiyaru-C1*	C1*
420	Thanjavur	BDO	BDO-Thiruvaidaimarudur-C3	C3
421	Thanjavur	BDO	BDO-Thiruvonam-C1	C1
422	Thanjavur	CMP	CMP-Thanjavur-C1	C1
423	Thanjavur	RDO	RDO-Kumbakonam-C2	C2
424	Thanjavur	RDO	RDO-Pattukottai-C3	C3
425	Thanjavur	RDO	RDO-Thanjavur-C2	C2
426	Thanjavur	THQ	THQ-Orathanadu-C2	C2
427	Thanjavur	THQ	THQ-Papanasam-C2	C2
428	Thanjavur	THQ	THQ-Pattukottai-C2	C2
429	Thanjavur	THQ	THQ-Peravurani-C2	C2
430	Thanjavur	THQ	THQ-Thanjavur-C3	C3
431	Thanjavur	THQ	THQ-Thiruvaiyaru-C2	C2
432	Thanjavur	THQ	THQ-Thiruvaidaimarudur-C2	C2
433	Theni	DHQ	DHQ-Theni	DHQ
434	Theni	BDO	BDO-Andipatti-C3	C3

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
435	Theni	BDO	BDO-Bodinaickanur-C3	C3
436	Theni	BDO	BDO-Chinnamannur-C1	C1
437	Theni	BDO	BDO-Cumbum-C1	C1
438	Theni	BDO	BDO-KMayiladumparai-C1	C1
439	Theni	BDO	BDO-Periyakulam-C1*	C1*
440	Theni	BDO	BDO-Theni-C3	C3
441	Theni	CMP	CMP-Theni-C3	C3
442	Theni	RDO	RDO-Periyakulam-C3	C3
443	Theni	RDO	RDO-Uthamapalayam-C3	C3
444	Theni	THQ	THQ-Andipatti-C2	C2
445	Theni	THQ	THQ-Bodinaickanur-C2	C2
446	Theni	THQ	THQ-Periyakulam-C2	C2
447	Theni	THQ	THQ-Theni-C2	C2
448	Theni	THQ	THQ-Uthamapalayam-C2	C2
449	Thiruvannamalai	DHQ	DHQ-Thiruvannamalai	DHQ
450	Thiruvannamalai	BDO	BDO-Anakavur-C3	C3
451	Thiruvannamalai	BDO	BDO-Arani-C3	C3
452	Thiruvannamalai	BDO	BDO-Chengam-C3	C3
453	Thiruvannamalai	BDO	BDO-Chetpet-C1	C1
454	Thiruvannamalai	BDO	BDO-Cheyyar-C3	C3
455	Thiruvannamalai	BDO	BDO-JawathuHills-C1	C1
456	Thiruvannamalai	BDO	BDO-Kalaspakkam-C1	C1
457	Thiruvannamalai	BDO	BDO-Keelpennathur-C1	C1
458	Thiruvannamalai	BDO	BDO-Peranamallur-C1	C1
459	Thiruvannamalai	BDO	BDO-Polur-C3	C3
460	Thiruvannamalai	BDO	BDO-Pudupalayam-C1	C1
461	Thiruvannamalai	BDO	BDO-Thandarampet-C2	C2
462	Thiruvannamalai	BDO	BDO-Thellar-C1	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
463	Thiruvannamalai	BDO	BDO-Thurinjapuram-C1	C1
464	Thiruvannamalai	BDO	BDO-Vandavasi-C3	C3
465	Thiruvannamalai	BDO	BDO-Vembakkam-C1	C1
466	Thiruvannamalai	BDO	BDO-WestArani-C3	C3
467	Thiruvannamalai	CMP	CMP-Thiruvannamalai-C3	C3
468	Thiruvannamalai	RDO	RDO-Cheyyar-C3	C3
469	Thiruvannamalai	RDO	RDO-Thiruvannamalai-C3	C3
470	Thiruvannamalai	THQ	THQ-(TML)Cheyyar-C2	C2
471	Thiruvannamalai	THQ	THQ-Arani-C2	C2
472	Thiruvannamalai	THQ	THQ-Chengam-C2	C2
473	Thiruvannamalai	THQ	THQ-Polur-C2	C2
474	Thiruvannamalai	THQ	THQ-Thandarampet-C3	C3
475	Thiruvannamalai	THQ	THQ-Thiruvannamalai-C2	C2
476	Thiruvannamalai	THQ	THQ-Vandavasi-C2	C2
477	Thiruvarur	DHQ	DHQ-Thiruvarur	DHQ
478	Thiruvarur	BDO	BDO-Koradacheri-C1	C1
479	Thiruvarur	BDO	BDO-Kottur-C1	C1
480	Thiruvarur	BDO	BDO-Kudavasal-C3	C3
481	Thiruvarur	BDO	BDO-Mannargudi-C3	C3
482	Thiruvarur	BDO	BDO-Muthupettai-C1	C1
483	Thiruvarur	BDO	BDO-Nannilam-C3	C3
484	Thiruvarur	BDO	BDO-Needamangalam-C3	C3
485	Thiruvarur	BDO	BDO-Thiruthuraiipoondi-C3	C3
486	Thiruvarur	BDO	BDO-Thiruvarur-C3	C3
487	Thiruvarur	CMP	CMP-Thiruvarur-C3	C3
488	Thiruvarur	RDO	RDO-Mannargudi-C3	C3
489	Thiruvarur	RDO	RDO-Thiruvarur-C3	C3
490	Thiruvarur	THQ	THQ-Kudavasal-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
491	Thiruvarur	THQ	THQ-Mannargudi-C2	C2
492	Thiruvarur	THQ	THQ-Nannilam-C2	C2
493	Thiruvarur	THQ	THQ-Needamangalam-C2	C2
494	Thiruvarur	THQ	THQ-Thiruthuraipoondi-C2	C2
495	Thiruvarur	THQ	THQ-Thiruvarur-C2	C2
496	Thiruvarur	THQ	THQ-Valangaiman-C2	C2
497	Thoothukudi	DHQ	DHQ-Thoothukudi	DHQ
498	Thoothukudi	BDO	BDO-Alwarthirunagari-C1	C1
499	Thoothukudi	BDO	BDO-Karunkulam-C1	C1
500	Thoothukudi	BDO	BDO-Kayattar-C1	C1
501	Thoothukudi	BDO	BDO-Kovilpatti-C3	C3
502	Thoothukudi	BDO	BDO-Ottapidaram-C3	C3
503	Thoothukudi	BDO	BDO-Pudur-C1	C1
504	Thoothukudi	BDO	BDO-Sathankulam-C3	C3
505	Thoothukudi	BDO	BDO-Srivaikundam-C3	C3
506	Thoothukudi	BDO	BDO-Thoothukudi-C1	C1
507	Thoothukudi	BDO	BDO-Tiruchendur-C3	C3
508	Thoothukudi	BDO	BDO-Udangudi-C1	C1
509	Thoothukudi	BDO	BDO-Vilathikulam-C3	C3
510	Thoothukudi	RDO	RDO-Kovilpatti-C3	C3
511	Thoothukudi	RDO	RDO-Thoothukudi-C3	C3
512	Thoothukudi	RDO	RDO-Tiruchendur-C3	C3
513	Thoothukudi	THQ	THQ-Ettayapuram-C1	C1
514	Thoothukudi	THQ	THQ-Kovilpatti-C2	C2
515	Thoothukudi	THQ	THQ-Ottapidaram-C2	C2
516	Thoothukudi	THQ	THQ-Sathankulam-C2	C2
517	Thoothukudi	THQ	THQ-Srivaikundam-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
518	Thoothukudi	THQ	THQ-Thoothukudi-C2	C2
519	Thoothukudi	THQ	THQ-Tiruchendur-C2	C2
520	Thoothukudi	THQ	THQ-Vilathikulam-C2	C2
521	Tiruchirapalli	DHQ	DHQ-Tiruchirapalli	DHQ
522	Tiruchirapalli	BDO	BDO-Andanallur-C1	C1
523	Tiruchirapalli	BDO	BDO-Lalgudi-C1*	C1*
524	Tiruchirapalli	BDO	BDO-Manachanallur-C3	C3
525	Tiruchirapalli	BDO	BDO-Manapparai-C3	C3
526	Tiruchirapalli	BDO	BDO-Manigandam-C1	C1
527	Tiruchirapalli	BDO	BDO-Marungapuri-C1	C1
528	Tiruchirapalli	BDO	BDO-Musiri-C3	C3
529	Tiruchirapalli	BDO	BDO-Pullambadi-C1	C1
530	Tiruchirapalli	BDO	BDO-Thathiyengarpet-C1	C1
531	Tiruchirapalli	BDO	BDO-Thottiyam-C3	C3
532	Tiruchirapalli	BDO	BDO-Tiruverambur-C1	C1
533	Tiruchirapalli	BDO	BDO-Uppiliyapuram-C1	C1
534	Tiruchirapalli	BDO	BDO-Vaiyampettai-C1	C1
535	Tiruchirapalli	CMP	CMP-Tiruchirapalli-C1	C1
536	Tiruchirapalli	RDO	RDO-Lalgudi-C3	C3
537	Tiruchirapalli	RDO	RDO-Musiri-C3	C3
538	Tiruchirapalli	RDO	RDO-Tiruchirapalli-C3	C3
539	Tiruchirapalli	THQ	THQ-Lalgudi-C2	C2
540	Tiruchirapalli	THQ	THQ-Manachanallur-C2	C2
541	Tiruchirapalli	THQ	THQ-Manapparai-C2	C2
542	Tiruchirapalli	THQ	THQ-Musiri-C2	C2
543	Tiruchirapalli	THQ	THQ-Srirangam-C1	C1
544	Tiruchirapalli	THQ	THQ-Thottiyam-C2	C2
545	Tiruchirapalli	THQ	THQ-Thuraiyur-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
546	Tiruchirapalli	THQ	THQ-Tiruchirapalli-C2	C2
547	Tirunelveli	DHQ	DHQ-Tirunelveli	DHQ
548	Tirunelveli	BDO	BDO-Alangulam-C3	C3
549	Tirunelveli	BDO	BDO-Ambasamuthiram-C3	C3
550	Tirunelveli	BDO	BDO-Cheranmahadevi-C2	C2
551	Tirunelveli	BDO	BDO-Kadayam-C1	C1
552	Tirunelveli	BDO	BDO-Kadayanallur-C1	C1
553	Tirunelveli	BDO	BDO-Kalakkadu-C1	C1
554	Tirunelveli	BDO	BDO-Keelapavoor-C1	C1
555	Tirunelveli	BDO	BDO-Kuruvikulam-C1	C1
556	Tirunelveli	BDO	BDO-Manur-C1	C1
557	Tirunelveli	BDO	BDO-Melaneelithanallur-C1	C1
558	Tirunelveli	BDO	BDO-Nanguneri-C3	C3
559	Tirunelveli	BDO	BDO-Palayamkottai-C2	C2
560	Tirunelveli	BDO	BDO-Pappakudi-C1	C1
561	Tirunelveli	BDO	BDO-Radhapuram-C3	C3
562	Tirunelveli	BDO	BDO-Sankarankoil-C3	C3
563	Tirunelveli	BDO	BDO-Shenkottai-C4	C4
564	Tirunelveli	BDO	BDO-Thenkasi-C3	C3
565	Tirunelveli	BDO	BDO-Vallioor-C1	C1
566	Tirunelveli	BDO	BDO-Vasudevanallur-C1	C1
567	Tirunelveli	CMP	CMP-Tirunelveli-C1*	C1*
568	Tirunelveli	RDO	RDO-Cheramandevi-C3	C3
569	Tirunelveli	RDO	RDO-Thenkasi-C3*	C3*
570	Tirunelveli	RDO	RDO-Tirunelveli-C3*	C3*
571	Tirunelveli	THQ	THQ-Alangulam-C2	C2
572	Tirunelveli	THQ	THQ-Ambasamuthiram-C2	C2
573	Tirunelveli	THQ	THQ-Nanguneri-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
574	Tirunelveli	THQ	THQ-Radhapuram-C2	C2
575	Tirunelveli	THQ	THQ-Sankarankoil-C2	C2
576	Tirunelveli	THQ	THQ-Shenkottai-C2	C2
577	Tirunelveli	THQ	THQ-Sivagiri-C1	C1
578	Tirunelveli	THQ	THQ-Thenkasi-C2	C2
579	Tirunelveli	THQ	THQ-Tirunelveli-C1	C1
580	Tirunelveli	THQ	THQ-Veerakeralampudur-C1	C1
581	Tiruvallur	DHQ	DHQ-Tiruvallur	DHQ
582	Tiruvallur	BDO	BDO-Ellapuram-C1	C1
583	Tiruvallur	BDO	BDO-Gummidipoondi-C1	C1
584	Tiruvallur	BDO	BDO-Kadambathur-C1	C1
585	Tiruvallur	BDO	BDO-Minjur-C1	C1
586	Tiruvallur	BDO	BDO-Pallipattu-C3	C3
587	Tiruvallur	BDO	BDO-Poonamalle-C3	C3
588	Tiruvallur	BDO	BDO-Poondi-C1	C1
589	Tiruvallur	BDO	BDO-Puzhal-C1	C1
590	Tiruvallur	BDO	BDO-RKPet-C1	C1
591	Tiruvallur	BDO	BDO-Sholavaram-C1	C1
592	Tiruvallur	BDO	BDO-Thiruvallangadu-C1	C1
593	Tiruvallur	BDO	BDO-Tiruttani-C2	C2
594	Tiruvallur	BDO	BDO-Tiruvallur-C1*	C1*
595	Tiruvallur	BDO	BDO-Villivakkam-C1	C1
596	Tiruvallur	CMP	CMP-Tiruvallur-C3	C3
597	Tiruvallur	RDO	RDO-Ponneri-C2	C2
598	Tiruvallur	RDO	RDO-Tirutani-C3	C3
599	Tiruvallur	RDO	RDO-Tiruvallur-C3	C3
600	Tiruvallur	THQ	THQ-Ambattur-C2	C2
601	Tiruvallur	THQ	THQ-Gummidipoondi-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
602	Tiruvallur	THQ	THQ-Pallipattu-C2	C2
603	Tiruvallur	THQ	THQ-Poonamalle-C2	C2
604	Tiruvallur	THQ	THQ-Tiruttani-C3	C3
605	Tiruvallur	THQ	THQ-Tiruvallur-C2	C2
606	Tiruvallur	THQ	THQ-Uthukkottai-C1	C1
607	Udhagamandalam	DHQ	DHQ-Udhagamandalam	DHQ
608	Udhagamandalam	BDO	BDO-Coonoor-C3	C3
609	Udhagamandalam	BDO	BDO-Gudalur-C3	C3
610	Udhagamandalam	BDO	BDO-Kotagiri-C3	C3
611	Udhagamandalam	BDO	BDO-Udagamandalam-C3	C3
612	Udhagamandalam	CMP	CMP-Udagamandalam-C3	C3
613	Udhagamandalam	RDO	RDO-Coonoor-C2	C2
614	Udhagamandalam	RDO	RDO-Gudalur-C3	C3
615	Udhagamandalam	THQ	THQ-Gudalur-C2	C2
616	Udhagamandalam	THQ	THQ-Kotagiri-C2	C2
617	Udhagamandalam	THQ	THQ-Kundah-C1	C1
618	Udhagamandalam	THQ	THQ-Panthalur-C1	C1
619	Udhagamandalam	THQ	THQ-Udagamandalam-C3	C3
620	Vellore	DHQ	DHQ-Vellore	DHQ
621	Vellore	BDO	BDO-(VEL)Tirupattur-C3	C3
622	Vellore	BDO	BDO-Alangayam-C1	C1
623	Vellore	BDO	BDO-Anaicut-C1	C1
624	Vellore	BDO	BDO-Arakonam-C3	C3

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
625	Vellore	BDO	BDO-Arcot-C3	C3
626	Vellore	BDO	BDO-Gudiyatham-C3	C3
627	Vellore	BDO	BDO-Jolarpet-C1	C1
628	Vellore	BDO	BDO-Kandili-C1	C1
629	Vellore	BDO	BDO-Kaniyambadi-C1	C1
630	Vellore	BDO	BDO-Katpadi-C1*	C1*
631	Vellore	BDO	BDO-Kaveripakkam-C1	C1
632	Vellore	BDO	BDO-KVKuppam-C1	C1
633	Vellore	BDO	BDO-Madhanur-C1	C1
634	Vellore	BDO	BDO-Natrampalli-C1	C1
635	Vellore	BDO	BDO-Nemili-C1	C1
636	Vellore	BDO	BDO-Pernambut-C1	C1
637	Vellore	BDO	BDO-Sholingur-C1	C1
638	Vellore	BDO	BDO-Thimiri-C1	C1
639	Vellore	BDO	BDO-Vellore-C3	C3
640	Vellore	BDO	BDO-Wallajahpet-C3	C3
641	Vellore	CMP	CMP-Vellore-C1	C1
642	Vellore	RDO	RDO-Ranipettai-C1	C1
643	Vellore	RDO	RDO-Tirupattur-C3	C3
644	Vellore	THQ	THQ-(VEL)Tirupattur-C2	C2
645	Vellore	THQ	THQ-Arakonam-C2	C2
646	Vellore	THQ	THQ-Arcot-C2	C2
647	Vellore	THQ	THQ-Gudiyatham-C2	C2
648	Vellore	THQ	THQ-Katpadi-C2	C2
649	Vellore	THQ	THQ-Vaniyampadi-C1	C1
650	Vellore	THQ	THQ-Vellore-C2	C2
651	Vellore	THQ	THQ-Walajah-C2	C2
652	Villupuram	DHQ	DHQ-Villupuram	DHQ

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
653	Villupuram	BDO	BDO-Chinnasalem-C1	C1
654	Villupuram	BDO	BDO-Gingee-C3	C3
655	Villupuram	BDO	BDO-Kallakurichi-C3	C3
656	Villupuram	BDO	BDO-KalrayanHills-C1	C1
657	Villupuram	BDO	BDO-Kanai-C1	C1
658	Villupuram	BDO	BDO-Kandamangalam-C1	C1
659	Villupuram	BDO	BDO-Kolianur-C1	C1
660	Villupuram	BDO	BDO-Mailam-C1	C1
661	Villupuram	BDO	BDO-Marakanam-C1	C1
662	Villupuram	BDO	BDO-Melmalaiyanur-C1	C1
663	Villupuram	BDO	BDO-Mugaiyur-C1	C1
664	Villupuram	BDO	BDO-Olakur-C1	C1
665	Villupuram	BDO	BDO-Rishivandhiyam-C1	C1
666	Villupuram	BDO	BDO-Sankarapuram-C3	C3
667	Villupuram	BDO	BDO-Thirukoilur-C3	C3
668	Villupuram	BDO	BDO-Thirunavalur-C1	C1
669	Villupuram	BDO	BDO-Thiruvannainallur-C1	C1
670	Villupuram	BDO	BDO-Thiyagadurgam-C1	C1
671	Villupuram	BDO	BDO-Ulundurpet-C3	C3
672	Villupuram	BDO	BDO-Vallam-C1	C1
673	Villupuram	BDO	BDO-Vanur-C1*	C1*
674	Villupuram	BDO	BDO-Vikravandi-C1	C1
675	Villupuram	CMP	CMP-Villupuram-C3	C3
676	Villupuram	RDO	RDO-Kallakurichi-C3*	C3*
677	Villupuram	RDO	RDO-Thindivanam-C3	C3
678	Villupuram	RDO	RDO-Thirukoilur-C3	C3
679	Villupuram	THQ	THQ-Gingee-C2	C2
680	Villupuram	THQ	THQ-Kallakurichi-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
681	Villupuram	THQ	THQ-Sankarapuram-C2	C2
682	Villupuram	THQ	THQ-Thindivanam-C2	C2
683	Villupuram	THQ	THQ-Thirukoilur-C2	C2
684	Villupuram	THQ	THQ-Ulundurpet-C2	C2
685	Villupuram	THQ	THQ-Vanur-C2	C2
686	Villupuram	THQ	THQ-Villupuram-C3*	C3*
687	Virudhunagar	DHQ	DHQ-Virudhunagar	DHQ
688	Virudhunagar	BDO	BDO-Kariapattai-C3	C3
689	Virudhunagar	BDO	BDO-Narikudi-C1	C1
690	Virudhunagar	BDO	BDO-Rajapalayam-C1*	C1*
691	Virudhunagar	BDO	BDO-Sathur-C3	C3
692	Virudhunagar	BDO	BDO-Sivakasi-C3*	C3*
693	Virudhunagar	BDO	BDO-Srivilliputhur-C3	C3
694	Virudhunagar	BDO	BDO-Thiruchuzhi-C1	C1
695	Virudhunagar	BDO	BDO-Vembakottai-C1	C1
696	Virudhunagar	BDO	BDO-Virudhunagar-C1	C1
697	Virudhunagar	BDO	BDO-Watrap-C1	C1
698	Virudhunagar	CMP	CMP-Virudhunagar-C3	C3
699	Virudhunagar	RDO	RDO-Aruppukottai-C3	C3
700	Virudhunagar	RDO	RDO-Sivakasi-C3	C3
701	Virudhunagar	THQ	THQ-Aruppukottai-C2	C2
702	Virudhunagar	THQ	THQ-Kariapattai-C2	C2
703	Virudhunagar	THQ	THQ-Rajapalayam-C2	C2
704	Virudhunagar	THQ	THQ-Sathur-C2	C2
705	Virudhunagar	THQ	THQ-Sivakasi-C2	C2
706	Virudhunagar	THQ	THQ-Srivilliputhur-C2	C2
707	Virudhunagar	THQ	THQ-Tiruchuli-C2	C2
708	Virudhunagar	THQ	THQ-Virudhunagar-C2	C2

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
709	Trichy	THQ	Marungapuri	C4
710	Trichy	THQ	Trichy [East]	C1
711	Tiruppur	THQ	Tiruppur [south]	C1
712	Tiruppur	THQ	Uthukkuli	C1
713	Kanyakumari	BDO	Thovalai	C4
714	Villupuram	THQ	Vikravandi	C1
715	Villupuram	THQ	Chinnaselam	C1
716	Dindigul	BDO	Palani	C1
717	Dharmapuri	RDO	Harur	C1
718	Namakkal	RDO	Tiruchengode	C4
719	Trichy	RDO	Srirangam	C1
720	Coimbatore	THQ	Perur	C1
721	Coimbatore	THQ	Madukkarai	C1
722	Vellore	THQ	Anaikatti	C1
723	Coimbatore	THQ	Annur	C1
724	Coimbatore	THQ	Kinathukadavu	C1
725	Chennai	THQ	Tondiarpet	C1
726	Chennai	THQ	Ayanavaram	C1
727	Chennai	THQ	Amandhikkarai	C1
728	Chennai	THQ	Velachery	C1
729	Chennai	THQ	Guindy	C1
730	Chennai	THQ	Thiruvottiyur	C1
731	Dindigul	THQ	Dindugul [East]	C1
732	Erode	THQ	Anthiyur	C1
733	Karur	THQ	Manmangalam	C1
734	Krishnagiri	THQ	Krishnagiri	C1
735	Madurai	THQ	Thiruparangundram	C1
736	Madurai	THQ	Madurai [west]	C1

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
737	Madurai	THQ	Madurai [east]	C1
738	Namakkal	THQ	Kollihills	C1
739	Cuddalore	THQ	Veppur	C1
740	Perambalur	THQ	Alathur	C4
741	Salem	THQ	Salem [west]	C1
742	Salem	THQ	Salem [south]	C1
743	Sivagangai	THQ	Thiruppuvanam	C1
744	Tiruvannamalai	THQ	Kalasapakkam	C1
745	Tanjavur	THQ	Bhoodhalur	C1
746	Thiruvallur	THQ	Madhuravoil	C1
747	Vellore	THQ	Nattrampalli	C1
748	Kanchipuram	THQ	Thiruporur	C4
749	Nagapattinam	BDO	Sirkali	C4
750	Tiruvannamalai	BDO	Tiruvannamalai	C1
751	Ramanathapuram	THQ	Kezhakarai	C1
752	Tiruppur	DHQ	Tiruppur	DHQ
753	Ariyalur	DHQ	Ariyalur	DHQ
754	Tirunelveli	THQ	Palayamkottai	C4
755	Tanjavur	THQ	Kumbakonam	C4
756	Karur	THQ	Kulithalai	C4
757	Pudukottai	THQ	Pudukottai	C4
758	Madurai	THQ	Madurai [North	C4
759	Tiruvallur	THQ	Ponneri	C4
760	Perambalur	THQ	Perambalur	C4
761	Cuddalore	THQ	Kurinchippadi	C1*
762	Karur	THQ	Kadavur	C1*
763	Pudukottai	THQ	Ponnamaravathy	C1*
764	Pudukottai	THQ	Karambakudi	C1*

S. No	District	DHQ/RDO/THQ/BDO	POP Location	Category Type
765	Cuddalore	THQ	Kattumannar koil	C1*
766	Nagapattinam	THQ	Kuttalam	C1*
767	Coimbatore	THQ	Sulur	C1*
768	Tirupur	THQ	Madathukulam	C1*
769	Tiruvallur	THQ	Madhavaram	C1*
770	Kancheepuram	THQ	Sholinganallur	C1
771	Kancheepuram	THQ	Alandur	C1
772	Vellore	THQ	Ambur	C1*
773	Thiruvarur	BDO	Valangaiman	C4
774	Coimbatore	BDO	Pollachi [north]	C4
775	Dharmapuri	BDO	Dharmapuri	C4
776	Erode	BDO	Gobichettypalayam	C4
777	Trichy	BDO	Thuraiyur	C1*
778	Maduram	BDO	Madurai [east]	C4
779	Theni	BDO	Uthamapalayam	C1*
780	Virudhunagar	BDO	Aruppukottai	C1*
781	Salem	RDO	Salem	C4
782	Kancheepuram	RDO	Kancheepuram	C4
783	Villupuram	RDO	Villupuram	C4
784	Sivagangai	RDO	Devakkottai	C1*
785	Tirupur	RDO	Udumalpet	C4

Note – Total 785 PoP's available. New locations are starting from S. No – 708 to 785

New PoP Locations - Make and Model:

Model	Count
Cisco Router 2911 with Voice Card	37
Cisco Router 1921	16
Cisco Router 2801	2
Cisco Switch 2960	77
Nomus Modem Pair	68
Media Convertor Pair	16
2 KVA UPS	77