

To: Licensed NSP(s) & ILD(s)

Subject: Clarification on Tender for "SATELLITE BANDWIDTH TO RODRIGUES" project under the USF.

Dear Sir/Madam,

ADDENDUM NO.1 FOR TENDER NOTICE No: SBD11/ICTA/USF/RDG/1216/07

Further to the pre-bid meeting held at the ICT Authority on 21 December 2016 for the Provision of "SATELLITE BANDWIDTH TO RODRIGUES" and the queries raised by bidders, the ICT Authority under **ITB Section 1(B)10** is issuing the enclosed amendments and clarifications which can be viewed on our website at www.icta.mu, which have to be taken into consideration upon submission of bid as per date specified in the bidding document.

These amendments and clarifications shall form an integral part of the bidding document, as amended.

Amendments and clarifications

Query No. 1: Whether the ICTA will extend closing date for submission of bids due to delay in uploading of tender documents on website: www.icta.mu

Reply No. 1: The Closing date for submission of bids will remain unchanged.

Query No. 2: Whether marking is on a 100 points basis

Reply No. 2: Yes. Technical evaluations will carry 80 points and financial evaluations 20 points

Query No. 3: This project is presently being implemented due to market failure until the laying of the undersea cable between Mauritius and Rodrigues?

Reply No.3: The scope of the project has been defined pursuant to Government policy, directing internet connectivity to Rodrigues by Satellite bandwidth.

Question 4: Can the tender document be provided in word format

Reply No. 4: Yes ,Annex 1



Rodrigues Satellite Bandwidth Project - 425 Mbps

Query No. 5: Is the tender open to all licensees of the Authority?

Reply No. 5: The Tender is open only to International Long Distance (ILD) or Networking Services Provider (International) Licence holders.

Query No. 6: Will the Authority extend the date of start of provision of service by the successful bidder to a later date beyond 7 April 2017 to cater for lead time involved in international frequency coordination?

Reply No. 6: No, upon award of contract the Successful bidder shall apply for RA16 (earth Station Licences). After processing of the application, the licence will be granted upon payment of appropriate licence fees. Until completion of the international frequency coordination exercise the licenced station shall operate under article 4.4 of ITU RADIO REGULATION.

Query No. 7: What are the existing infrastructure available in Rodrigues for Internet connectivity and distribution?

Reply No. 7: A survey need to be carried out by the interested bidder at his own cost to assess the existing infrastructure available in Rodrigues.

Query No. 8: How to test the overall system latency for Internet?

Reply No. 8: In the bidding document, the bidder has to explain the overall system latency, providing documentary evidence of measurements.

Query No. 9: What is the contention ratio required?

Reply No. 9: The highest mark will be allocated to the best contention ratio.

Query No. 10: Whether the satellite bandwidth will only be used to provide Internet services?

Reply No. 10: As per Government policy the project, aims to connect Rodrigues through satellite bandwidth for the support of Internet services including IP Bases services from and to Rodrigues.

Query No. 11: Can satellite bandwidth greater than 425 Mbps be provided for this project?

Reply No. 11: The satellite bandwidth required is as specified in the tender document.

Further clarifications and amendments:

Query No.12 - Evaluation/Award Criteria – On Page 22 – Section 32 Award Criteria mentions award will be to the bidder who has offered the **lowest evaluated Bid price**. However, on page 47, the Quality and cost base method is mentioned where the **Ranking of the bids shall be made in the order of the highest marks** after adding the technical score to the financial score. The tender document should be amended to use either the lowest cost or the quality and cost base method. For the LCQB a two envelope system is normally specified.

Reply No. 12 – The marks for the technical and financial assessment are 80 and 20 marks respectively. The marks scored for the technical and financial assessment shall be lumped and the bid scoring the highest marks shall be considered as the lowest evaluated bid based on the technical and financial proposals will be awarded the contract. This tender is not for consultancy services, hence the least cost and acceptable quality based (LCQB) method is not applicable

Query No. 13 - Staffing - Page 9 of the tender document specify only the profile of Contract Manager. No standard document has been provided for the staff required to work on the Project.

Reply No. 13 - On page 34 it is requested to mentioned Qualifications and experience of key personnel proposed for administration and execution of the contract and to attach biographical data. It is also further elaborated on page 44 ITB 5.5 (d)

- (i) A contract manager with five years' experience in services of an equivalent nature and volume, including no less than three years as manager
- (ii) One registered Electrical Engineer with minimum 5 Years' experience
- (iii) Any others etc.

Important: The bidder should submit recent signed CV's of the proposed personnel.

Query No. 14 - End of Services - The Successful Bidder will be expected to complete the performance of the Services by 31st December 2018. In case we need to extend the services beyond this date, the cost of this extension may be requested from the bidder. On page 40, the tender mentions that any contract awarded pursuant to this RFP shall be for a base contract period of 20 months, ending Dec 2018. This extension will be considered by the Client and would thus be an optional item.

Reply No. 14 - After expiry of the contract by 31st December 2018, the contract may be extended for a further period of six (6) months at the same rate and terms and conditions.

Query No. 15 - Satellite bandwidth capacity Required - Under this project, 'The Universal Service', is to effectively acquire dedicated satellite bandwidth capacity of 425 Mbps. The budget mentions 500 Mbps. It may be important to reconcile these two figures.

Reply No 15 - As per government policy the Universal Service is for the acquisition of satellite bandwidth capacity of 425 Mbps The TOTAL capacity over Rodrigues would then be 504 Mbps (Existing 79 Mbps + 425 Mbps).

Query No. 16 - Terrestrial radio-communication station - The tender mentions of Network Operations Centre and Terrestrial radio-communication station. The tender need to clarify the difference (if any) between the two.

Reply No. 16 – The Network Operations Centre is capable of remote intervention, should any issue arise or should bandwidth need to be increased/decreased. The Terrestrial radio-communication station is the Earth Station. The Network Operations Centre controls the Terrestrial radio-communication station.

Query No. 17 - Transition Period for Services - Don't we need to have a transition period from the old to the new supplier. The tender may need to specify the transition period and transfer of services after December 2018.

Reply No. 17 – Another Tender will have to be launch at least 6 months prior to December 2018.

Query No. 18 - Redundancy - Page 41 mentions about redundancy. The tender document may need to specify whether the redundancy relates to a redundant satellite link or redundant equipment? The redundancy may be inspired from facility existing in the current setup?

Reply No. 18 – It is up to the bidder to proposed the adequate redundancy system to ensure continuity of service.

Query No. 19 - Latency - Page 43 mentions latency. The tender may need to specify the overall system latency in terms of a maximum latency requirement.

Reply No. 19- The Tender document allocates marks for the overall system latency, (total round trip delay).The lowest system latency will carry the maximum marks.

Query No.20 - Service Level Agreement (SLA) - The sample SLA to be signed with the selected need to be included. This will include the response time, preventive maintenance, problem resolution, etc. This will avoid contention after the award as to what was expected from the bidder. Besides the SLA will serve as the basis for signature of the contract and should provide for Termination and Extension.

Reply No 20 - The successful bidder will enter into a Service Level Agreement (SLA) with the Authority upon the award of contract. The SLA will include all the requirements as spelt out in the Tender document.

Query No.21 - Equipment to be provided

Page 43 mentions that equipment should be licensed by ICTA. It is not clear whether the equipment should be approved at the tendering stage, prior to award or can same be done during implementation?

Reply No. 21 - The licences/Type approval of the equipment will be granted by the ICTA upon award of contract and upon application made by the successful bidder.

Query No.22 - Professional Qualifications and Specialized Experience and Local Availability of Key Personnel

Can the CV of the Key Personnel be requested? We normally have standard CV format in the Standard bidding document.

Reply No 22 – The bidder shall submit signed recent CV’s of all key personnel involved in the implementation of the project.

Query No.23 - Mandatory Criteria - Most of the criteria so far concern the bidder, but nothing has been specified as mandatory requirements for the staff. For example, the lead person SHOULD have experience in implementing similar project. Certain team members should have qualifications in telecommunications or working experience in managing Satellite Infrastructures. We need to reconcile the Qualifying criteria with the mandatory requirements at which appear later in the document.

Reply No. 23 – The Qualifying Criteria comprise conditions for bidder to justify its eligibility. The mandatory requirements come afterwards for evaluation purpose.

Query No 24. - Technical Evaluation – Marking Table

Clear submission requirements need to be specified for the items mentioned in the marking table.

In other case, for each item which is marked, the bidder should be provided the possibility to specify what they are proposing.

e.g. information on their grade of service related to contention ratio that is adequate for first responders.^[1]_[SEP] The bidder should be given the opportunity to specify their grade of service related to contention ration.

What is criteria used for the Fixed Satellite Service for transmissions using either the C-band, Ku-band and Ka-band satellites which offer a footprint or spot beam over the region of interest.

Reply No. 24 – The scope of the project is to provide dedicated satellite bandwidth to Rodrigues. The choice and use of frequency band is at the discretion of the bidders.

Query No. 25 – Litigation – At Page 45, it is mentioned in the Qualifying Criteria that “ A bidder shall not be qualified if it is under USF litigation with the ICT Authority”.

Reply No. 25 - The wording “ A bidder shall not be qualified if it is under USF litigation with the ICT Authority” is removed and replaced by “ Bidders participating in the bidding process shall ascertain that they have fully complied with the Information and Communication Technologies (Universal Service Fund) Regulations 2008.

At Page 26 of the Bid Data Sheet , ITB 5.5(f) is included.